

**Planning, Building Control and
Trading Standards**

3 St. James's Road

Dudley

West Midlands

DY1 1HZ

Opening Hours:

8.45am to 5.00pm Monday to Friday

Closed Bank Holidays

Telephone Number(s):

**Planning Support (Planning and Building
Control)**

01384 814116

01384 814138

01384 814120

01384 814159

Trading Standards (Consumer Direct)

08454 040506

Minicom (Central Council Number):

01384 815273 (8.00am to 5.00pm)

Email Address (Planning):

development.control@dudley.gov.uk

Email Address (Building Control):

building.control@dudley.gov.uk

Email Address (Trading Standards):

trading.standards@dudley.gov.uk

Web: www.dudley.gov.uk

**Access to Planning, Building Control and
Trading Standards**

Parking

Public parking is available on surrounding streets and a nearby car park. There are 4 designated Blue Badge parking bays available on the street within 25 metres of the entrance. These cannot be reserved.

Alternative parking is available at Priory Street Car Park which is in excess of 50 metres, approximately 5/10 minutes walk, from the entrance of the building. Whilst this is a Pay and Display car park, parking is free for Blue Badge users. The surface of the car park is tarmac and loose gravel. There are no designated parking bays. Pedestrian crossings are available along the route, including dropped kerbs and tactile warning indicators.

Access into the Building

The main entrance is accessed via steps or a ramp.

The staircase, which has 20 steps, is divided by an intermediate landing. The step height is 'easy going' and the treads are 'suitable' making it easier for someone with an ambulant disability to use. Colour contrasting handrails are available on both sides of the staircase. The stair nosings contrast in colour. It has a top landing that is shared with the ramp.

The ramp is 20 metres long. There is no intermediate landing. The gradient is 'easy going'. It has a top landing that is suitable for turning both into and out of the building. A colour contrasting handrail is provided on both sides of the ramp.

Main entrance door(s)

The building may be accessed from the common landing by either automatic double doors (immediately opposite the ramp) or manual double doors (opposite the steps). The automatic entrance doors swing away from visitors (upon entry and exit) into a common lobby. Facing lobby doors are also automatic and similarly swing away from visitors, into the lobby.

The manual entrance doors are 'heavy to open'. The width of the doors is suitable for wheelchair users (if required). The doors are made distinguishable by vertical colour contrasting rails. The facing lobby doors are

manual and have the same features as the entrance doors. There is sufficient space in the lobby for a wheelchair user and carer to manoeuvre.

Internal Circulation

Level throughout.

Internal Facilities

Reception

The reception is located just beyond the entrance lobby doors. Council Officers regularly respond to personal enquiries in reception.

A section of the counter is lowered for wheelchair users.

An induction loop is provided on the reception counter for people with a hearing impairment.

Seating is available in reception, with and without armrests.

Induction loop

Located at the reception counter.

Assistance Dogs

Allowed.

General Customer Information

Staff trained in disability awareness.

Customer assistance is available.

Information is available in alternative formats. If it is not in a format that is suitable for your needs, please discuss your requirements with a member of staff. Every effort will be made to provide information in a format which is acceptable.