

## **Stourbridge Town Hall**

**Crown Centre**

**Crown Lane**

**Stourbridge**

**West Midlands**

**DY8 1YE**

### **Opening Hours:**

**Hall: Variable opening hours**

**Office: 9.00am to 5.00pm Monday to Friday**

### **Telephone Number(s):**

**Bookings: 01384 812960**

**Operations Manager: 01384 812948**

**Hall Supervisor: 01384 812956**

### **Minicom (Central Council Number):**

**01384 815273 (8.00am to 5.00pm)**

**Email: [borough.halls@dudley.gov.uk](mailto:borough.halls@dudley.gov.uk)**

**Web: [www.dudley.gov.uk](http://www.dudley.gov.uk)**

## **Access to Stourbridge Town Hall**

### **Parking**

Limited public parking is available on surrounding streets.

Alternative public parking is located on New Street Car Park, in excess of 50 metres from the Town Hall, or approximately 5/10 minutes walk from the entrance. This is a multi storey, Pay and Display car park. Parking is free for Blue Badge Holders. Designated Blue Badge parking, with side transfer areas, is available on the Ground, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> stories.

The car park is served by lifts and stairs located in two separate areas, providing access to different parts of the high street. To access the Town Hall, it is recommended that the car parking spaces on the 3<sup>rd</sup> and 4<sup>th</sup> stories are used. From here covered walkways lead to an accessible passenger lift (including low level tactile/Braille controls,

voice and visual floor indication) and a staircase. From street level the Town Hall may be accessed via the Crown Centre (shopping centre). It will take approximately 5/10 minutes to arrive at the Town Hall.

### **Access into the Building**

The Town Hall main entrance is located in the Crown Centre. The entrance is level.

### **Main entrance door(s)**

Stourbridge Town Hall (and Stourbridge Library) may be accessed by 2 sets of double doors, either automatic double doors or manual double doors. Neither set of doors are distinguishable.

The automatic doors slide open when approached.

The manual doors are 'heavy to open'. The doors are wide enough for a wheelchair user.

### **Entrance lobby**

The entrance lobby leads to both Stoubridge Town Hall and Stourbridge Library.

An 'easy going' ramp spans the width of the entrance lobby. The ramp is 5.4m long and has top and bottom landings allowing easy manoeuvrability. Colour contrasting handrails are provided either side of the ramp.

Two sets of manual double doors provide access into the Town Hall. The double doors on the right include a single door that is wide enough for a wheelchair user. All lobby doors are 'light to open'. The doors are not distinguishable.

### **Alternative wheelchair accessible entrance**

Some parties of disabled people prefer to access the Town Hall via Smithfields (a side street off Market Street). This must be arranged prior to your visit with the Hall Supervisor (telephone 01384 812956).

The entrance door is 'light to open' and suitable for wheelchair users. The door is not distinguishable.

It leads to a short internal ramp, 2.4metres long. However, the ramp is 'steep'. Colour contrasting handrails are provided on both sides of the ramp.

### **Internal Circulation**

#### **Floor uses**

**Ground floor (level access):** Town Hall auditoria, bar, wheelchair accessible wc (including baby change facility), gents toilet, passenger lift (via entrance lobby).

**Basement (accessed via steps):** Ladies toilet.

**First floor (accessed via passenger lift/steps):** Wollaston Room and Amblecote Room (function rooms), bar, wheelchair accessible wc (including baby change facility), ladies and gents toilets.

**Second floor (accessed via steps): Balcony (tiered seating).**

**Passenger lift (serving ground floor and first floor):**

The passenger lift is located off the entrance lobby, just beyond the automatic swing double doors, serving Stourbridge Library.

The lift is suitable for 2 passengers i.e. a wheelchair user and carer. Low level tactile controls, audible floor announcement and visual indication of floors are provided.

**Steps (serving all floors):**

Steps give access to all floors.

The main staircase (serving ground to first floor) is 'easy going' and has 'suitable treads' making it easier for people with an ambulant disability to use. Intermediate landings are available. A handrail is provided on both sides of the staircase. They are not colour contrasted. The stair nosings contrast in colour.

The staircase serving the ladies wc (basement) is 'easy going' and has 'suitable treads'. An intermediate landing is available. A colour contrasting handrail is provided on both sides of the staircase. The stair nosings contrast in colour.

The staircase (5 steps) serving the tiered balcony (second floor) has 'suitable treads', but the step height is 'steep'. Colour contrast handrails are provided. The stair nosings contrast in colour.

## **Internal Facilities**

### **Seating**

The Main Auditorium has retractable tiered seating. Allocated spaces are available at the front for wheelchair users and a carer. These spaces must be requested when booking tickets (telephone 01384 812960).

The balcony has tiered seating only.

### **Internal doors**

Many internal doors and doorways are accessible. However, double doors leading to the Main Auditorium, Amblecote and Wollaston Rooms may need to be opened fully for wheelchair access. Assistance is available if required.

### **Wheelchair accessible wc**

Two wheelchair accessible wc's are available, one is located on the ground floor, at the rear of the Main Auditorium and a second is located on the first floor, by the passenger lift. Both are suitable for a manual wheelchair user. Sufficient space is available for a frontal transfer in both wc's, a left hand transfer (ground floor wc) and right hand transfer (first floor wc). Lighting is automatic, an alarm system is provided (activated by a pull cord) and handrails etc contrast in colour. A RADAR Key is required to open both doors. If required, a key is available from staff.

**A baby change facility is available in both wc's.**

### **Hearing enhancement systems**

**Induction loops are available in the Wollaston Room and the Amblecote Room.**

**An infra-red hearing enhancement system is available in the Main Auditorium. Neck loops and headsets are available from a steward or supervisor.**

### **Assistance Dogs**

**Allowed**

### **General Customer Information**

**Staff trained in disability awareness.**

**Customer assistance is available.**

**Licensed bar available on ground and first floor.**

**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.**