

Access Guide

About the Museum

The Black Country Living Museum is one of the UK's leading open air museums. Attracting over 300,000 visitors each year to an astonishing 26 acre site just two miles from the town centre of Dudley, it captures and admires the achievements and culture of the region's past and the extraordinary impact this had on the wider world. With its thriving village spanning 150 years of history from c1770 to the 1920s, canal, tram way, school, public park and fairground, alongside the energy of an industrial landscape of mining, steam power, heavy metalwork and lime kilns, the Museum offers a visitor experience that few others can match. We also have one of the best fish and chips shops for miles around!

Making the Most of Your Visit

The Museum has recreated the conditions of the 19th and 20th centuries, using original buildings from across the Black Country. Access is available to the majority of buildings although many require the use of temporary ramps which are readily available. Please ask any of our staff to help you use portable ramps if you need assistance.

Our staff will help you to get the most from your visit so please ask them if you have any special requirements or need additional support. The Museum Site Manager is available to be contacted at any time during your visit, tel: 07788 666 161.

The Museum is able to offer Guides trained in British Sign Language (BSL) to assist groups of 10 or more visitors with a hearing impairment.

This service is subject to availability and needs to be booked in advance with our booking office Tel: 0121 520 8054 or Email: bookings@bclm.co.uk . Our booking office is open Monday to Friday 10:00am to 4.00pm.

Large print site guides are available from the Admissions Desk

Assistance Dogs

Assistance dogs are welcome throughout the site. Water bowls are available at the Canalside Café and Bottle and Glass Inn.

Public Transport

By bus: The Museum has bus stops directly outside the main entrance. For route information please contact Centro Information Tel: 0871 200 2233 or website www.centro.org.uk

By train: Tipton Station is the nearest station to the Museum, approximately 1 mile. The station has step free access. For ticket information please contact London Midland Tel: 0121 634 2040 or website www.londonmidland.com

By taxi: taxis can drop visitors outside the Main Entrance to the Museum, please inform the taxi driver that they will have to claim a free car park token for the exit barrier from the staff at the Admissions Desk.

Parking and Admissions

There are eight designated parking bays for blue badge holders. Unfortunately, car parking spaces cannot be booked in advance.

The parking spaces are located 25m away from the main entrance with easy access via dropped kerbs and automatic doors.

Car parking is free to blue badge holders.

To exit the car park a token is required, available on request from the Admissions Desk or the Museum Shop.

There is level access into the Entrance Building through an automatic door.

An induction loop is installed and in use at the Admissions Desk.

The Museum has a number of manual wheelchairs, rated at 18 stone /115 kilos weight, which can be booked, at no extra charge, in advance, please contact the Museum Booking Office on 0121 520 8054 or Email bookings@bclm.co.uk .

Admission Charges

There is an entry charge for the Museum. Reduced rates are available for families, pre booked parties and school groups.

Carers or essential companions will be admitted to the Museum free of charge.

Accessible Toilets

There are adapted accessible toilets in the following locations, as indicated on the site map



- Next to the Café Bar in the entrance building
- Adjacent to Hall of Fame in the entrance building
- Next to Canalside Café
- In the Workers' Institute
- The rear of the Bottle and Glass Inn - this toilet requires access with a RADAR key, available on request in the pub.

Transport

The tramway runs from the depot outside the Entrance Building to the School which is close to the Museum village.

Being original, the tram is not designed for wheelchair users but can carry visitors who can access steps but may be difficult for those with mobility impairments.

An adapted vehicle, "DORIS", is available to transport disabled visitors between the entrance buildings and the village. DORIS has tail lift to enable wheelchair users and visitors with mobility impairments to use the vehicle. Signs with information about this service are located near the tram stops. If you require this service please contact the tram driver, any member of staff or the Museum Site Manager Tel: 07788 666 161.

Refreshments

Café Bar - there is level access into this area from the main entrance serving a selection of drinks and light snacks.

Canalside Café – Access to this café is via a long concrete path, opposite the school. The path has a camber to the left hand 'canal side'. At present caution is needed when using this path.

The café offers a wide range of food, from Black Country delicacies, to snacks and hot and cold meals.

Hobbs Fish and Chip Shop

Fish and chips, cooked traditionally in beef dripping, can be purchased daily from 12 noon until 3.00pm. The shop is on the Old Birmingham Road and is accessed from a pavement with a dropped kerb nearby. There are limited facilities to eat inside the shop.

The Bottle and Glass Inn-

Serves, from 11.00am to 3.00pm (12noon till 3.00pm on Sunday), a selection of traditional drinks including Black Country Real Ale. This pub has two steps at the entrance.

Access is achieved by using the available portable ramps which are kept outside the Hardware Shop, please ask a member of staff for assistance. An outdoor seating area is located in the pub yard where, weather permitting, drinks can be consumed.

Sweetshop and Baker's Shop

Traditional sweets and a selection of freshly baked cakes and bread are available in these shops. The Baker's Shop can be accessed using a portable ramp but the Sweet Shop steep step and can only be accessed by ambulant visitors.

Telephone

There is a low level public telephone in the Café Bar near the main entrance.

Smoking

The Museum is a no smoking site. Smoking is not permitted in any buildings, refreshment areas or on any vehicles.

First Aid

Trained first aid staff are always available at the Museum. Please seek assistance from any member of staff or go to the Admissions Desk in the Entrance Building. The Site Manager can also be contacted to provide assistance Tel: 07788 666 161

Routes to and from the Village

There are three pedestrian routes or suitable for wheelchair users to and from the Village from the Entrance Building:-

1. Main, wide tarmac road which is has a 1 in 9 gradient which can make the return uphill return journey difficult. The access vehicle "DORIS" provides an alternative method of returning to the Entrance Building.
2. Narrower, steeper 1 in 8 gradient tarmac path past picnic area and Newcomen Engine building where there are seats for resting.
3. Longer, less steep 1 in 16 gradient path running alongside the 'tramway' with only a shale surface which makes movement more difficult for independent wheelchair users and visitors with mobility difficulties.

From the pedestrian crossing outside the Underground Mine there is a flat wide tarred roadway leading to the village.

The tarmac roadway from St. James's School down into the village has a gradient of 1 in 20 at its steepest part.

Information and Communication

Additional laminated illustrated information sheets to reflect and supplement the presentations by the guides are available in many of the settings. They are particularly helpful for visitors who are unable to hear the Demonstrators talk.

These sheets are available to download from the website in advance of your visit www.bclm.co.uk and can be requested from the demonstrators in the individual buildings on site.

Access to Houses, Buildings and Historic Features

Rolfe Street Entrance Building There is level access at the base of the wide ramp into the Museum Shop and Café Bar.

The Hall of Fame and **Exhibitions Halls** are easily accessed via a wide ramped walkway.

At the top of the Hall of Fame walkway there is an introductory video about the Black Country fitted with an induction loop system. The audio visual displays in the Exhibition Halls have voice and subtitled information.

Cast Iron Houses There is a dropped kerb from the road to the path outside these houses. Portable ramps are available for use at the rear of the houses.

Underground Mine Trip The guided mine tour can only accommodate limited numbers of visitors. The surfaces are uneven, the walkways narrow and the ceilings very low in places. The underground mine Guides are very willing to support visitors with disabilities but the assistance of at least one strong person is recommended for wheelchair users.

Floor surfaces are difficult for powered wheelchair users.

Toll House

There is a narrow pavement outside this house with two steep steps to the entrance. A portable access ramp is available but assistance from the Demonstrator will be required as the ramp is quite large.

Fairground

The Fair is sited on an easily manageable hard core surface. There is plenty of space between attractions. Although the traditional fair rides are not wheelchair accessible, many of the stalls are at an accessible height.

St James's School

There is a wooden ramp into the main entrance with level access within the building.

Old Birmingham Road

Level access from the pavement, with a dropped kerb, outside Morrall's Gentlemens Outfitters and Hobbs Fish and Chip Shop, and Griptons Radio Shop.

Preedy's Tobacconists, Harthills Motorcycle Shop and Humphrey Brothers Builders Merchants can be accessed using available portable ramps at the front and rear of the buildings.

The Workers's Institute

The
hand
the left



Workers' Institute can be accessed by a ramp on the right side of the building with an adapted toilet in the yard on the right hand side of the building. The first floor Committee Room can be viewed via a web camera from the display room on the ground floor.

Folkes Park

Folkes Park is next to the Workers' Institute and is wheelchair accessible with manageable light gravel paths and benches for resting.

Lime Kilns

The lime kilns can only be accessed down a very steep canal path with raised sections (scorchers) which make access impossible for wheelchair users and extremely difficult for visitors with a mobility difficulty.

Village

The main street has a tarmac surface but the adjoining **Station Road** is mainly cobbled with a short tarred strip at the side where children are invited to play with traditional toys and games.

The Back to Back Houses located in Station Road can only be entered via two step levels with very narrow openings. A portable ramp is available to provide access to the front doors but access inside the building is very limited for wheelchair users or visitors with mobility difficulties. The demonstrator in the house will come to the door to interpret the story of the building.

The Limelight Cinema is also located on Station Road and is accessed via the double doors at the far end of the yard. The internal flooring is smooth concrete. Lighting levels are low. Spaces for wheelchair users are available at the front of the theatre.

Many of the **shops and houses in the main street** have at least one step but a range of portable ramps are available to facilitate access into these areas. Please ask a costumed member of staff working in the buildings or contact the Site Manager tel: 07788 666 161 if you wish to use an access ramp.

Our costumed staff are available to provide assistance with your visit.

Access to the back of the shops and houses is via alleyways where the Glasscutter and Chemist's garden is located.

Access to the Bottle Glass Inn is provided by a portable access ramp via the front door.

The Chapel has three steps up to the entrance and access for wheelchair users is not possible.

There is level access into Carter's Yard and stables but the yard has a cobbled surface.

The Anchor Forge, Rolling Mill and Chainmaker is accessible from the bottom of Station Road. The surface of the ironworks is compacted ash and can be slightly uneven in places. A portable ramp is available to access the Bakery yard.

Dudley Tunnel and Canal Trip

Access is via a tow path, gradient 1 in 8, between Sidebotham's Trap Shop and the Carter's Yard, with a wide tarred middle section suitable for wheelchairs and pushchairs. The Canal Tunnel ticket office is accessible.

There is an additional charge for this Canal Trip. A narrow boat is fitted with a lift for wheelchair access and has capacity for two wheelchairs. It is advisable to book in advance by contacting Dudley Canal Trust on 0121 557 4018 or Email: enquiries@dudleycanaltrust.org.uk especially if you intend bringing a group of two or more wheelchair users.

Enjoy Your Visit

We hope you find this information useful. If you have any comments or suggestions for improvements please write to or contact the Assistant Director (Operations)

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