



Where We Are Located

We are located in the 'Zellig Building' (also known as 'Devonshire House') of the Custard Factory in Digbeth, Birmingham – a complex of offices within one of the former buildings of the Birds Custard Factory. Birmingham Counselling Services is located just off the B4100 Digbeth High Street in the centre of Birmingham, roughly an 8-10 minute walk from Birmingham New Street Railway Station and Birmingham's Digbeth Coach Station – with car parking space nearby.

Getting To Birmingham

Due to our central location and being the second most populous city in Britain, air, road and rail links are excellent. Even a network of canals serves the city should you decide to use this as your mode of transport!

Air

Birmingham International Airport (situated on the A45 Coventry Road) hosts both internal flights to various locations throughout Britain and international flights – both within Europe and beyond.

Rail

Birmingham is served by three railway stations within the City Centre: Birmingham New Street; Birmingham Snow Hill and Birmingham Moor Street – the latter recently refurbished to its full Edwardian splendour.

Rail services include direct links to London and services to other towns and cities throughout Britain. Many inter-city services offer a direct link to/from Birmingham while change services provide links to other locations throughout the UK – with links to London for the Eurostar service.

Bus And Coach

While internal services within Birmingham and the surrounding area are provided by bus; inter-city services are largely provided by National Express Coaches to/from Digbeth Coach Station – roughly a five minute walk away from us.

Car

Motorway connections link all parts of the country:

- - M1 and M40 to London and the south-east
- - M6 to the north-west and Scotland
- - M5 to the south-west
- - M54 to Shropshire and Wales
- - M42 providing links to the East Midlands
- - M1 northbound to Yorkshire and the north-east.

There are a number of motorway junctions serving the city – depending on direction of travel. These link to the main arterial roads into Birmingham.

Within Birmingham – Travelling To Us

Depending on how and where you arrive, the route will change. However, our location means that we are accessible via a wide range of public transport modes and private car.

From Birmingham International Airport

Follow directions to Birmingham City Centre if travelling by car. If wishing to make the final part of the journey by train, use the monorail (AirRail) link to access the Airport/National Exhibition Centre railway station. From here regular trains (both express and standard trains) stop at Birmingham New Street Railway Station.

From Railway Stations

There are three railway stations located in the centre of Birmingham: Birmingham New Street (the largest of the three), Snow Hill and Moor Street (a very pleasant and recently refurbished Edwardian station). The majority of the trains entering the city stop or terminate at Birmingham New Street station although Snow Hill (also present terminus for the Midland Metro) and Moor Street have recently added more services.

Taxis are located at the entrance to Birmingham New Street station. There are also taxis near Snow Hill station although a short walk from Moor Street station to the junction of Carr's Lane/Dale End –where a number of taxis are parked- is necessary. All stations are located in the city centre.

Buses From City Centre

A number of buses stop directly outside the Custard Factory from the City Centre. These services are as follows: 13: 17: 37: 58: 60: 97 and 97A. Upon leaving the city, the bus stop needed is the third stop along Digbeth, just outside the Custard Factory Zellig building (outside a fashion shop called 'Urban Village'). For buses travelling back into the city centre, the bus stop is located on the opposite side of the road from the Old Crown public house – outside the Bull Ring Trading Estate. All buses from this stop go to the City Centre.

From Digbeth Coach Station

Although the coach station is only a short walk from us, you may wish to travel by taxi rather than walk. There are taxis parked during the daytime outside the coach station – simply follow the signs for these and use the correct exit to gain direct access.

Walking from the coach station, the journey takes around six minutes at a reasonable pace. Upon leaving the station, turn right (or left if leaving via the Rea Street entrance). Cross Rea Street at the pedestrian traffic lights and walk towards the Irish Centre, cross the pedestrian lights, turn right, turn left into Gibb Street and walk to the Custard Factory reception area.

Walking From City Centre

Although a large number of buses serve us, walking is also easy. Walking time is roughly about 8-10 minutes – although this varies depending on walking pace. From anywhere in the city to reach us, it is best to follow signs for St Martin's Church in the Bullring. From here follow signs to the Custard Factory.

From the church, the simplest walking route is to cross at the pedestrian lights next to the Selfridges building. Walk along Digbeth High Street down the hill past South Birmingham College. After passing the bus stop (with the 'Irish Centre' being on the opposite side of the road), turn left into Gibb Street and you will be in the heart of the Custard Factory. Follow the sign for the reception area to the left of the square.

By Car

There is a 'pay and display' car park located nearby and also free parking in surrounding streets - although spaces are more readily available at weekends. Driving into the city; follow signs for the 'City Centre'. If approaching from the south or east; take the A4540 (Ring Road) then the B4100 towards City Centre. We are located just past the Crown Pub at the junction with Heath Mill Lane.

Driving from the west and north, take the A38 or A34 to the city centre. If travelling from the west, join the A38 (Ring Road). If using the A38 travel to Lancaster Circus (the large traffic island with a flyover at the centre and former Fire Station building). When travelling on the A38 northbound or southbound, you will need to exit the motorway/by pass before reaching Lancaster Circus (do not go over the flyover). At the flyover follow signs for City Centre/Bullring/Digbeth. This will take you into Stafford Street past the front of the Fire Station building and Aston University student halls.

If travelling on the A34, follow signs for the city centre. For ease, the A34 tunnel (under Lancaster Circus) can be used. This will bring you to Stafford Street – just in front of the Aston University Student Halls.

From here, take the left hand lane when leaving the tunnel and take the far left or middle lane. Go straight on at the traffic lights and follow the road round the bend –

staying in the left-hand lane if possible. At the next junction carry straight-on into Park Street (B4132), over the hill, under the railway viaduct and past the Selfridges Building (on your right-hand side). From here, follow the road left and this will take you to the top of Digbeth (B4100). Travel down the hill and go past South Birmingham College (this will be on your left) just past Floodgate Street. Take the next left at the traffic lights and the Old Crown public house into Heath Mill Lane. Drive through the railway viaduct and the 'pay and display' car park is located on the right hand side of the street.

Inside The Custard Factory

The Custard Factory Reception area is located on the western side of Gibb Street. Simply head towards the large reception sign. You can wait in this area and your counsellor will meet you here. If your counsellor has not met you in reception at your appointment time, call their contact number directly.

From the car park, walk back under the railway viaduct and turn first right. Follow the road immediately to the left and you will see the Custard Factory reception located on your right. If a meeting or group session has been arranged then please sign in at the reception area as the access to the upper floors of the Custard Factory buildings is by security pass only.

To reach our Centre, a short walk from the reception will be necessary. This route is fully accessible for disabled persons. Our Centre is located on the first floor of the building. The first floor level of the Zellig building is accessed via brightly lit and wide corridors, leading into a central atrium – lit by natural light. The first floor of the building can be located by either stairs or two lifts. A disabled toilet is also located on the first floor level – near to our anger centre. Individual steps are clearly marked with raised strips to show where the step ends, while the lifts have large numbers, a digital floor display screen and audio information.