

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

BEING RELAXED ABOUT ACCESS

Chill Out!

🎯 PRESENTERS

Dawn Taylor : Theatre Royal, Newcastle

Emily Malen : Theatre Royal and Royal Concert Hall

Rebecca Conneely : Liverpool Everyman & Playhouse
Theatres

🎯 MODERATOR

Amy Townson : Nottingham Playhouse

🎯 CONTENT PLANNERS

Emily Malen : Theatre Royal and Royal Concert Hall

Dawn Taylor : Theatre Royal, Newcastle

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CHILL OUT!

THEATRE ROYAL

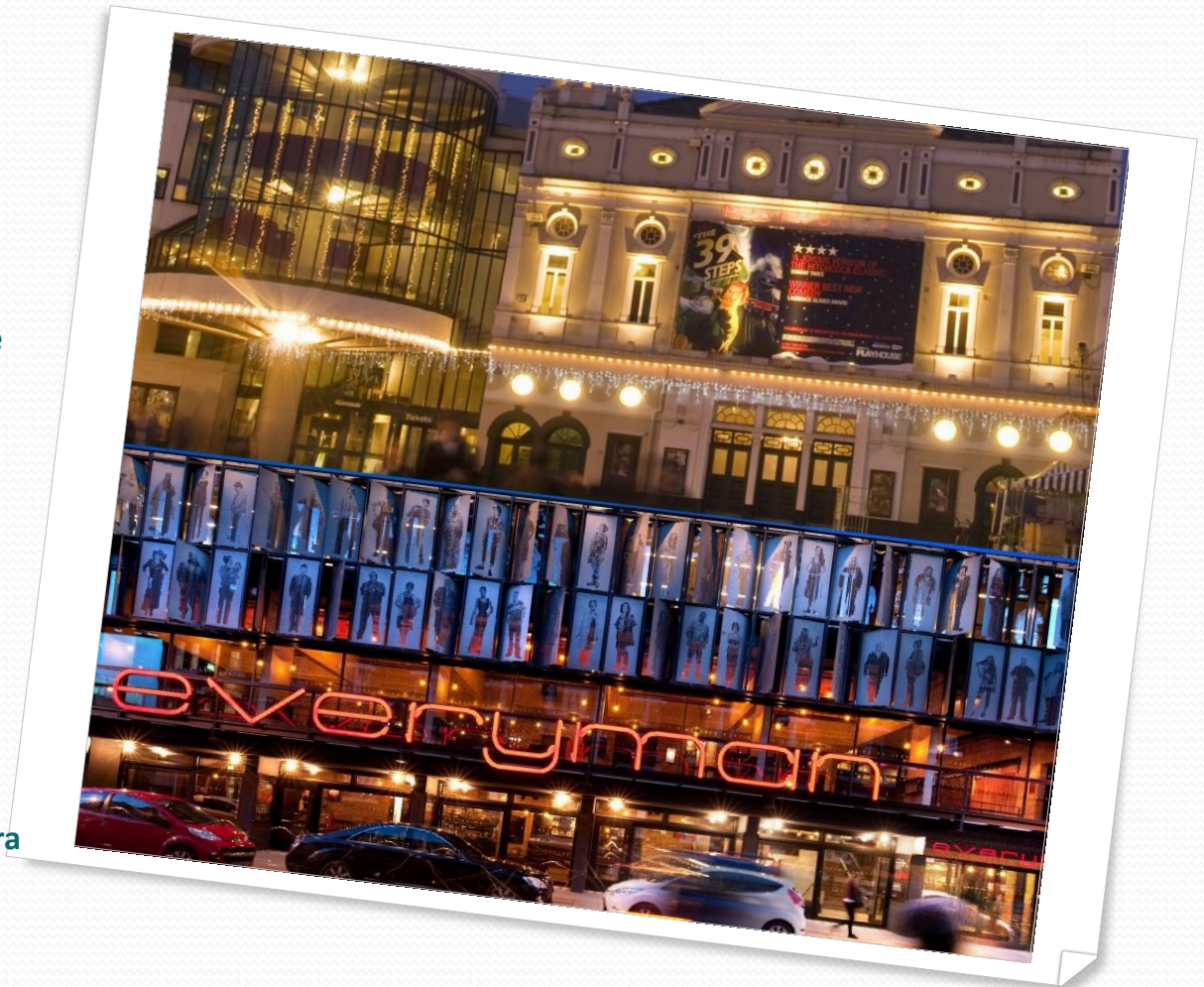
Newcastle upon Tyne

- Dawn Taylor - Director of Operations
- Responsibilities include IT (incl Tessitura) FOH, H&S, Building Maintenance, Stagedoor, Domestic Team
- Tessitura user since 2009
- Currently using Tessitura v12.5
- First UK Venue to receive Autism Accreditation Award by NAS
- Autism Champion.
- Winner of UK Theatre's Most Welcoming Theatre Award 2015





- **Rebecca Conneely, Head of Communication and Sales**
- **“Two Great Theatres One Creative Heart”**
- **The Playhouse is a 677 seater traditional Victorian proscenium arch theatre.**
- **The Playhouse Studio is small 60-80 seater space for new writing.**
- **The Everyman is a 405-473 seater thrust space as standard, with other performance spaces throughout the building.**
- **The Everyman redevelopment completed in 2014 with the mantra “Everyman for Everyone”**
- **Extensive outreach and young people’s programme (YEP)**
- **Winner of the UK theatre awards for promoting diversity 2015**
- **Tessitura user since Sept 2013**



THEATRE ROYAL CONCERT HALL

- Emily Malen,
Front of House Manager &
Access Development
- Tessitura user since Jan 2011
- Recent Access Improvements
include a new lift in the
Theatre Royal and more
accessible seating.
- Venue accredited with Silver
Award from Attitude is
Everything for Access
Improvements made so far.
- Dementia Friends Champion
- Autism Accreditation Award by
NAS



TEC14 RECAP

- **ICON FLEX HEADER**

Mrs Nicola J Blackburn
#2006452

DP Last Ask Dt:
Member:
On Account:
Email: **nicola.blackburn@nottin**

Last Perf: **09/06/14 Rock of Ages**
Next Perf:

- **ATTRIBUTES**

- **CONSTITUENCY**

Attributes		Interests	
Attribute	Attribute Value	Created	Modified
Nicola Blackburn			
RC - Access	Personal Assistant required	✗	Created: 16/09/2014 11:54:16 by ncawkwel at TNET Modified: 16/09/2014 11:54:16 by ncawkwel
RC - Marketing	Do Not Mail	✗	Created: 29/11/2013 09:29:29 by ncawkwel at TNET Modified: 29/11/2013 09:29:29 by ncawkwel
RC - Access	<div style="border: 1px solid gray; padding: 2px;"> Additional needs Aisle seat left Aisle seat Right Audio described performances Brochure: Audio CD Brochure: Braille </div>	✗	

Constituency	Code	Start Date	End Date	
Nicola Blackburn				
Standard Friend RC	RFR	23/07/2013	02/04/2014	✗
Access Requirement Register	ARR	29/09/2014	29/09/2017	✗

Notes		Philanthropy		Assets		Schools		Research		Documents		Ranking	
Note Type	Note												
Nicola Blackburn													
RC Seating Requirement													✗
RC Access Register													✗

- **RELATIONSHIPS**

- **RESEARCH NOTES**

ACCESS DISCOUNTS



Can interpretation of policy lead to miscommunication & complaints?

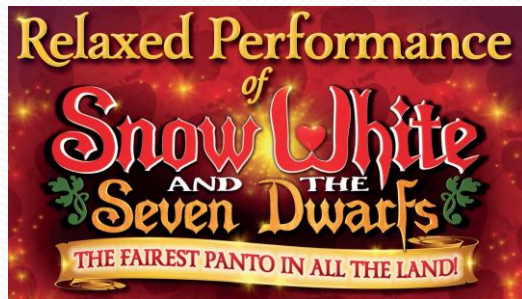
Logging Access Requirements on Tessitura

- Reports for FOH

		D	4	LMTT Access Need	865569	Mrs Adele Jackson	£22.00	during perf LA Needs lift and will transfer to seat from wheelchair as all sitting in seats. No further assistance needed. Wheelchair x 1 to store during perf LA
		E	22	LMTT Access Need	1058553	Mrs Alison Kay	£24.50	
Rapunzel Rock 'n' Roll Panto 28/12/2015 13:30:00	Stalls	BB	27	LMTT Access Need	905974	Ms G O'niel	£0.00	
		E	41	LMTT Access Need	908075	Mrs Stephanie Lumley	£22.00	
		E	44	LMTT Wheelchair	873838	Mrs D Gallagher	£22.00	
Rapunzel Rock 'n' Roll Panto 28/12/2015 19:00:00	Stalls	B	41	LMTT Access Need	878873	Ms C Cooney	£24.50	
		D	13	LMTT Access Need	913379	Mr K Van Der Laan	£24.50	Their child who has the access ticket can get a bit lively which is why I have given them the last row, right on the aisle DP

RELAXED PERFORMANCES

Designed for anyone who would benefit from a less formal, more supportive environment, including people with Autism Spectrum conditions and learning disabilities, those living with dementia and families with young babies



A poster for a relaxed performance of 'The Tiger Who Came to Tea'. The title is in large blue letters. A yellow banner in the top right corner says 'RELAXED PERFORMANCE'. Below the title, it says 'OLIVIER AWARD NOMINEE'. A quote from The Times says 'This Tiger is the cat's meow!' with five stars. The poster features an illustration of a girl sitting at a table with a large tiger. At the bottom, it says 'THEATRE ROYAL NEWCASTLE UPON TYNE' and 'RELAXED PERFORMANCE FRIDAY 3 JULY'. There is also a logo for 'The National Autism Society'.



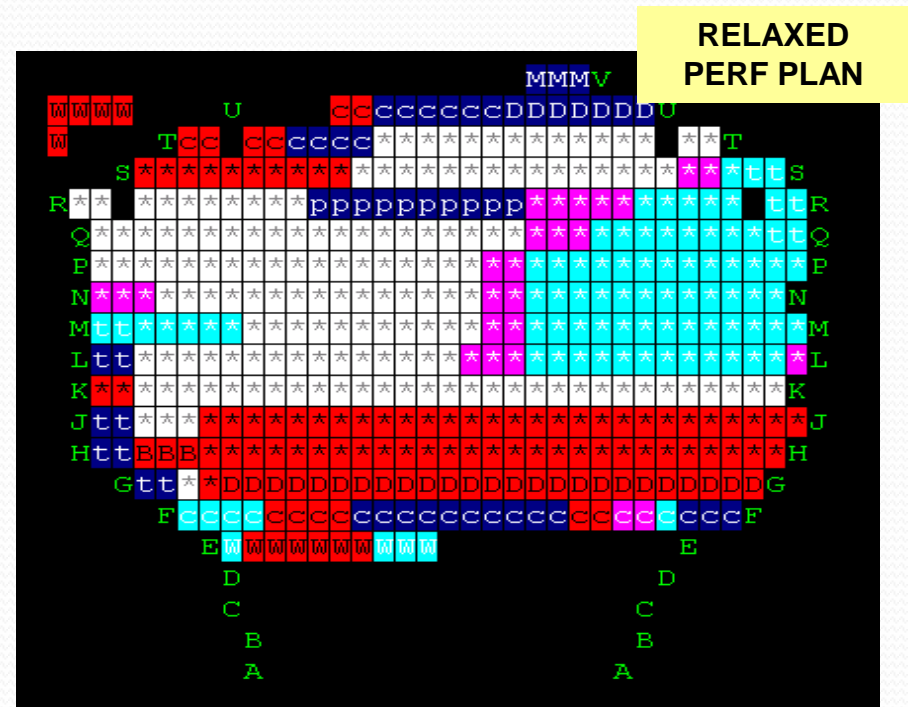
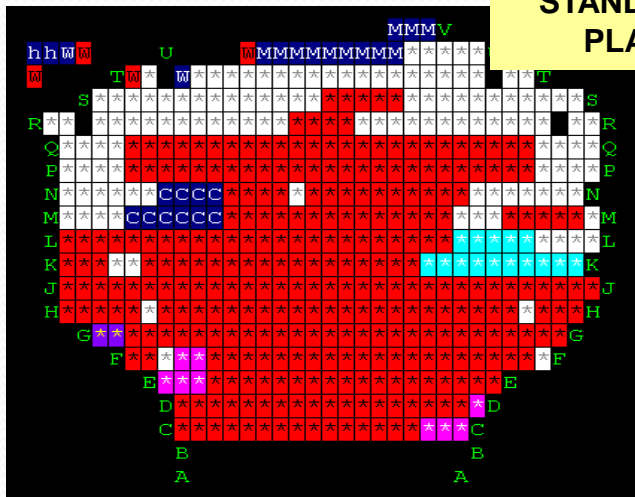
A poster for 'Shrek The Musical'. The title 'SHREK' is in large green letters with a dragon-like texture. Below it, 'THE MUSICAL' is in gold letters. The DreamWorks logo is at the top.



Relaxed Performance Trailer

TESSITURA SEATING PLAN

- Seating Plan created unique to performance
- Extra rows taken out
- Transfer locations
- Do Not Sell rows
- User permissions
- Additional wheelchair spaces



AUTISM AWARENESS



Relaxed performances can help as an introduction

An all inclusive approach is the ultimate goal

Clear strengths within the theatre, are that it can be visibly seen that this is an ethos that is shared by every member, from the CEO right through to the front of house staff, each talk passionately about their aim to make the theatre as accessible as possible, showing a positivity and commitment that should be commended. The ongoing work undertaken by the Director of Operations within the local autism community and the links she has made with families and individuals will prove invaluable to all those involved and reinforces their proactive approach to genuinely wanting to do their best.

The Theatre Royal has made an enthusiastic and effective leap into the world of autism, the impact it has had on those that it has supported to come through its doors can be seen throughout all the positive feedback it receives and the success stories they have. It will be with excitement and great anticipation that we await the coming year and see the developments and feedback that come from access to more public performances.

	Achievement	Data Collection	Triangulation
Topic: Statements of Intent	100 %	100%	100%
Comment	<p>There is an apparent commitment by the theatre and all of its staff to provide opportunities for any person to access its facilities, with a promise from them to make it possible.</p> <p>The theatre may wish to publicise its statement of intent in relation to accessibility upon its website.</p>		

Autism-Friendly Environment

I visited the theatre today to try and book tickets for my 14 year old son (Tom) to attend a performance of An Inspector Calls. Tom has ASD and struggles with anxiety. I know that he will find going to the theatre to be hugely challenging but as this is one of his GCSE exam texts I really want to help him have this experience.

I can't thank the staff of the theatre enough for their support and care during this visit; from the first person I spoke to sitting in an office close to the Box Office, through to the security man who opened up to allow me to take me into the auditorium and also the Box Office who allocated the tickets. I would like you to know that they showed a high level of professional understanding and empathy in relation to the challenges faced by those caring for/ those who have autism. I rarely encounter this support as I battle with systems and organisations and try to help Tom navigate the social world.

I wanted you to know what a difference their support has made to me today and how appreciative I am.

COMMUNICATION WITH PRODUCERS

How to get the YES you want

- Touring productions
- Company managers
- Supporting material
- In-house Productions



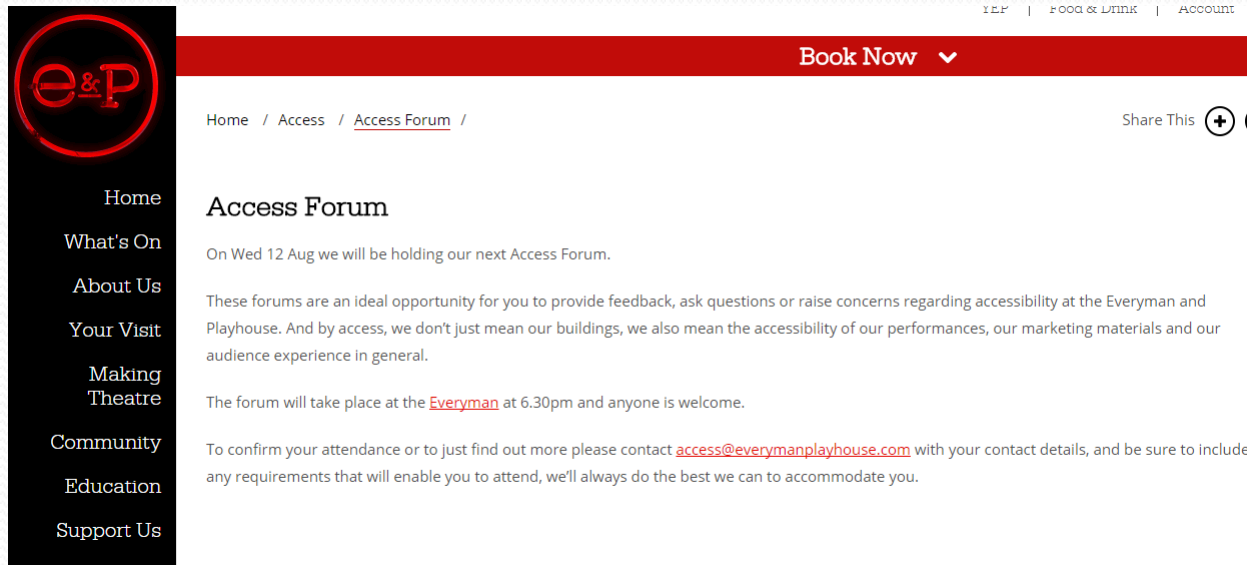
THEATRE
ROYAL
CONCERT HALL



THEATRE
ROYAL
Newcastle upon Tyne



IMPROVING COMMUNICATION OF THE ACCESS MESSAGE



The screenshot shows the website's navigation menu on the left with links for Home, What's On, About Us, Your Visit, Making Theatre, Community, Education, and Support Us. The main content area is titled "Access Forum" and contains the following text:

Home / Access / [Access Forum](#) /

Access Forum

On Wed 12 Aug we will be holding our next Access Forum.

These forums are an ideal opportunity for you to provide feedback, ask questions or raise concerns regarding accessibility at the Everyman and Playhouse. And by access, we don't just mean our buildings, we also mean the accessibility of our performances, our marketing materials and our audience experience in general.

The forum will take place at the [Everyman](#) at 6.30pm and anyone is welcome.

To confirm your attendance or to just find out more please contact access@everymanplayhouse.com with your contact details, and be sure to include any requirements that will enable you to attend, we'll always do the best we can to accommodate you.



DEMENTIA AWARENESS

WHERE DO YOU BEGIN?

People's mind set - Negativity into Positivity

- Content (factual) vs Feelings (emotional)
- Awareness & help sheets for Staff
- Create an Action Plan

About me

My name

I have dementia and I need help with

Other medical conditions

If I need help from someone else, please use the contacts below.

Name

Relationship to me

Contact number

My doctor's number

DAA Dementia Action Alliance

 **Dementia Friends**
An Alzheimer's Society initiative

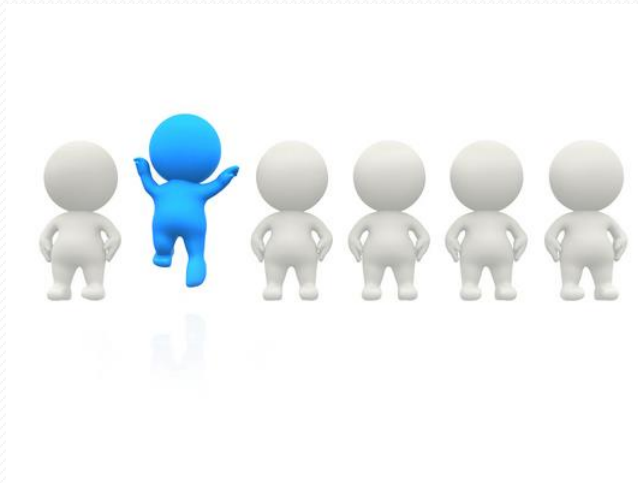
THEATRE ROYAL
CONCERT HALL



THEATRE ROYAL
Newcastle upon Tyne

WHO CAN IMPLEMENT THE CHANGES?

Access can sit anywhere in an organisation



If you are passionate about it
you can develop initiatives
Go for it!!



Dawn Taylor: 0191 2442506

Dawn.Taylor@theatreroyal.co.uk



Rebecca Conneely: 0151 7083731

R.Conneely@everymanplayhouse.com



Emily Malen: 0115 9895609

emily.malen@nottinghamcity.gov.uk

Jessitura



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QUESTIONS?

- Please tell us who you are and where you are from.....

Jessitura



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WHAT'S NEXT?

🕒 **BREAK 10.30AM – 11AM**

There are drinks in or near all conference rooms

🕒 **NEXT SESSION : 11AM – 12 NOON**

**KEYNOTE ADDRESS - Auditorium,
Royal Concert Hall**