



improving deaf and disabled
people's access to live music

www.attitudeiseverything.org.uk

Registered Company No. 1121975

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State of Access Report

Appendices

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The Attitude is Everything Charter of Best Practice

Attitude is Everything improves Deaf and disabled people's access to live music by implementing this Charter in music venues and festivals across the U.K. The Charter Award is in 3 stages – Bronze, Silver and Gold. Each stage has conditions that must be fulfilled. We expect music venues and festivals to work through the levels and aim for the Gold which is a commitment to achieving Best Practice in Access over a period of 5 years.

The ethos of the Charter is that Deaf and disabled people should be able to be as independent as they want to be at venues and festivals.

When venues sign up to the Charter of Best Practice, they also agree to be mystery shopped by our team of Deaf and disabled gig-goers and musicians who give us feedback on each venue and festival. Before a venue or festival takes up the bronze award, it will need to have an Access Survey. Each venue or festival must complete an Action Plan of how they will achieve the three stages.

With help from a team of mystery shoppers we obtain feedback on how accessible venues and festivals are and how they are managed from a customer's perspective. We feed this information back to the venues and festivals so that they can make improvements. We also offer Disability Equality Training and undertake Access Audits to advise on changes that may be required.

Charter Venues and Festivals at each stage should work towards achieving the following minimum standards:

Bronze

- Accessible toilet(s)
- Level access
- An emergency evacuation plan
- An accessible booking system
- '2 for 1' ticket scheme
- Viewing area(s) / platform(s)
- Staff can describe access
- Accessible publicity and access information
- Induction loop / infra red system
- Accessible signage
- Disability Equality Training for staff
- Accessible Campsite (Festivals only)

Silver

- Go beyond the legal minimum level of physical access
- Have an early entrance option
- Backstage/stage access
- An accessible and diverse recruitment policy
- An "Access Address Book"
- Artistically accessible performances
- Extend Disability Equality Training
- Access to the performance
- Extend access policies to partners

Gold

- Become an Ambassador for Best Practice in Access
- Long term commitment
- Track effects of accessible recruitment and measure diversity

Appendix

We have created an appendix for the benefit of Charter Venues and Festivals. It provides further explanations of the facilities and policies we recommend, clarifies the reasons behind each objective in the Charter, and states further detail as to how each element can be achieved and the factors that will need to be considered in order to attain the best possible results.

Please contact Gideon Feldman for a copy of the Appendix

gideon@attitudeiseverything.org.uk

0207 3837979

Music Venues and Festivals Signed up to Attitude is Everything's Charter of Best Practice:

Venues

Aberdeen Press & Journal Arena
Band on the Wall (Manchester)
Bournemouth International Centre
Brighton Dome
Bristol Academy
Brixton Academy (London)
Cambridge Junction
Camden Centre (London)
Cardiff International Arena
Colchester Arts Centre
Earls Court & Olympia (London)
Glasgow Academy
Hallam FM Arena (Sheffield)
Islington Academy
King's Hall Exhibition & Conference Centre (Belfast)
KOKO (London)
Leadmill (Sheffield)
National Indoor Arena (Birmingham)
Nottingham Arena
Odyssey Arena (Belfast)
Roadmender (Northampton)
Scottish Exhibition and Conference Centre (Glasgow)
Shepherds Bush Empire (London)
The Brighton Centre
The LG Arena (Birmingham)

The Roundhouse (Camden)

The Sage Gateshead

The Royal Albert Hall (London)

Wembley Arena (London)

Festivals

Liberty Festival

Guilfest

Big Green Gathering

Reading Festival

Leeds Festival

Latitude

High Voltage

Field Day

Lovebox

Under Age

The Apple Cart

LED – London Electronic Dance

Mystery Shopping Form – Venues

Details

1. Your Name:
2. Date:
3. Venue Name:
4. Event/band name:
5. Venue type:

Access Facilities

6. Step-free entrance? Yes No Don't Know
7. Step-free access throughout? Yes No Don't Know
8. Accessible toilet? Yes No Don't Know
9. Radar key system? Yes No Don't Know
10. Lowered counter/bar? Yes No Don't Know
11. Viewing Platform/area? Yes No Don't Know
12. Clear signage? Yes No Don't Know
13. Hearing loop or Infrared system? Yes No Don't Know
14. Accessible performances? Yes No Don't Know
15. Blue Badge parking? Yes No Don't Know
16. Step-free emergency exits? Yes No Don't Know
17. Seating available? Yes No Don't Know
18. 2 for 1 ticket scheme? Yes No Don't Know
19. Accessible formats available? Yes No Don't Know
20. Did the information received prior to the event reflect the reality at the venue? Yes No Don't Know

Ratings (out of 10)

21. Rate the accessibility of the website:

22. Rate the booking system:

23. Rate the staff attitude:

24. Rate the access facilities at the venue:

25. Rate your enjoyment of the event:

26. Describe the quality of the access information available prior to purchasing ticket?

27. Describe how you booked or bought your ticket?

28. Describe how you got to the venue?

29. Describe the access facilities at the venue?

30. Please give details of the toilet facilities?

31. Describe your view (sightline) of the performance?

32. Describe the access to, and in, the smoking area if you saw it?

33. Describe the access to the cloakroom if you saw it?

34. Describe your experience of buying food/drink/merchandise?

35. How did the staff treat you?

36. Would Disability Equality Training be beneficial to this venue?

37. Did you enjoy the event?

38. What would you like Attitude is Everything to take up with the music industry?

39. Are there any questions that you think we should add to this form?

40. Do you have any further comments?

Please continue on further sheets if necessary and clearly mark the question number

Please return this form by email or post to:

Mandi Peers
Mystery Shopper Coordinator

Email: mandi@attitudeiseverything.org.uk

Tel: 0207 383 7979

Post:

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