**Slung Low: Debrief 10.05.2017**

Attending: Gareth Hughes (Head of Production), Lindsey Alvis (Producer), David Watson (Head of Digital), Rachel Crow (Marketing Manager), Martin Atkinson (Assistant Producer), Martin Green (CEO & Director).

**Production & Technical**

* GH - Flow of production information was variable. Hearing about issues second hand, such as house set unable to submerge & mics going down.
* GH - Updated tech information and production progress reports required.
* GH - Production Manager role split across the team rather than a dedicate person.
* GH - Director Alan Lane holds a lot of production information. Other people wouldn’t be able to manage the project if he wasn’t present.
* LA - Could they move that stage forward in the dock? GH - biggest challenge is to how you accommodate 450 people if set is closer. Set being lower than audience viewing platform impacts sightlines. Raking the audience would improve sightlines for second row of audience. Potential trip hazard of decking can be managed to mitigate this risk.

**Site Management**

* Access route from the Deep worked really well.
* No complaints from residents during the run.
* Car park costs to be reviewed with Deep for Part 4. Security not needed at the Deep.
* Event Manager role is required to cover FOH, box office, customer service. Role was fulfilled by LA.
* Lack of formal FOH reporting.
* Additional costs for site management to be fed back to SL included FOH lighting.

**Box Office**

* Community tickets were difficult to administrate. Full allocation printed and then returns needed to be cancelled and new items created.
* Box office would prefer not to be needed on site but not deliverable without them.
* Scanners didn’t record accurate figures. Better briefings for volunteers required for Part 4.

**Access**

* Communication with audiences was delayed.
* Access spreadsheet was incorrect on most evenings. Need to remind SL to send all box office & access emails to boxoffice@ rather than personal accounts.
* Route from the Deep not accessible due to SL FOH lighting position. This information to be shared with all bookers requesting blue badge, wheelchair space.
* Access spreadsheet has been simplified to provide information in a clear and concise way.
* Agree provision and stick to the figures.
* Although the wheelchair ramp meets industry standard it was too narrow for some wheelchairs & motorised scooters. To be reviewed for Part 4.
* All access positions to be reviewed for Part 4. Need to corner off an area for AD audience and Captioned audience. Captioned audience need seats.
* Access training for H17 staff team being explored.

**Volunteering**

* Need to know the lead volunteering contact for out of hours issues. Particularly tricky over bank holiday weekend.

**Marketing**

* Floor markings were expensive and ineffective.
* SL responsible for signage onsite for community engagement rather than show/event dressing.
* James McGuire should drive on getting audiences not from HU5 to the show.

**Digital**

* Brett was very busy during the show week and unavailable.
* Online world is not coming to life. Schedule to be requested again.
* Brett to come in and tell us what the online journey is from now until the end of the show.