**Place des Ange De-brief   
Thurs 7th July 2016 16:00-18:00**

**Present: MG, KF, CC, DW, JH, EU, JC, MM, FH, PB, LD, LS, BM, SC, LR, HWW   
Apologies: GH   
Notes: SMHS**

**Project Planning**

* KF suggested that there needs to be a more structured core project team – with defined roles – led by the producer.
* This group needs to consist of only one lead from each team. This person should then be responsible for sharing information within their team.
* Roles and responsibilities for each member of the core production team need to be clearly defined at the first meeting they have. Clarification on how Producers work with Tech & Ops team once the project is in delivery rather than planning mode.
* Larger meetings have been useful but KF feels going forward a core project group would be more focussed.
* MG reminded everyone that teams have expanded now so everyone needs to make sure we are using all resources and trusting team members to be able to take responsibility and get on with tasks.

**Tech/Ops**

* Crowd Behaviour was interesting with this show – although it probably won’t happen like this again.
* Communication for PDA had always directed the audience to Queen’s Garden and so it was hard on the evening to get people to move to outside the college even though this was one of the main areas.
* Access to the Wheelchair viewing area was hard once the audience had started to enter – not sure this was the best place for it.
* Ticketing – Website crashed first time around. MG asked if it could happen again. DW said the server has been tested extensively and it should be able to cope with large amounts of traffic next year.
* A map of the site with the different access areas would have been really useful to help people know where they were going on arrival. Although we did have discussions about changing the chair area the evening before and if we had done this it would have been tricky if we had sent out a map in advance.

**Finance/Corporate**

* This project showed that previous budget template was not fit for purpose, changed because of this.
* It was raised that we need more bank signatories?

Action: Fran to look into this.

* Management of discrete pots within project budgets:
  + Marketing “pot” – allocated at the start, but KF felt the overall budget holder needs to retain control of this within the wider project budget, for example if it is better reallocated to other areas of spend or if it needs bolstering from other budget areas.
  + Total project underspend / overspend. How does this get accounted for? Can underspend be rolled over into other project budgets or does it need to go into a second contingency pot?
  + Clarification of other budget areas. The following have not currently been accounted for within project budgets so need clarification going forward: partner recognition (e.g. police station poster); event dressing (e.g. CCB and Heras banners); hired in plant insurance.

Action: All to be discussed at SLT

* International payments. Unfortunately, Brexit led to hike in exchange rate to the cost of the project. Exchange rate hadn’t been fixed as had previously been intended. We need to look at what we have coming in next year to see how many international payments need to be made and whether a Euro account would be advisable.
* Action: to be discussed at SLT

**Insurance**

* Corporate insurance policy needs looking at. Didn’t cover the necessary hired in plant insurance which led to taking out a one-off policy for £2,500. Need to look at how to deal with this across the whole of 2017 to avoid multiple high premiums or being recharged for the same by production companies.

Action: JF organising a meeting with KF, CC and insurers. CC researching different insurance providers.

* Question about if we take out insurance for missed flights or just use contingency? Needs looking into.

**Volunteering**

* Vol Programme will create a suite of resources for the sign in/out process to give a clear visual presence & streamline the whole process.
* Volunteer roles need to be clarified pre-event. Volunteering & event team need to meet pre-event, so that volunteers can be matched much better to their roles.
* Intelligent vol. shift planning is needed – especially when we fill vol.’s time from arrival to departure.
* An event point of contact to be appointed for all events where vol.’s are engaged.

**MC&L**

* PB thought that it was great that the show catered to family audiences. Do we have these great family moments in each month/season? MG said that the active participation during the show was great. How do we keep this going and could we have encouraged this more?
* Marketing organogram is to be shared when ready.

Action: PB to circulate.

**Publicity/Comms**

* Good work was done on Event Crisis Comms, which showed that corporate crisis comms tree needs updating
* Action: BM
* Are we speaking to the large employers in the city so that their staff can spread the word- did the hospital know for example?
* BM/Marketing need to work closely with VHEY and our other partners.

**M&E**

* DW is pulling together some information about the tickets – what postcodes applied for them them etc.
* 7555 Audience numbers (plus 2000 wristbands) – a drop off rate of 25% which was very close to the 20% predicted.
* An event evaluation plan is needed from the beginning of the project – is it possible to get M&E in from the beginning? Early meetings were held, but not quite followed through due to staff capacity.

**Access**

* Lots of great feedback was given about access on the night – emails to be shared.
* Can we have a PDA access discussion – HWW knowledge of Access is very useful. It should be shared with the rest of the company.

Action: HWW to feedback at team chat.

* HWW raised that it was tricky to manage assistant producer role and access due to the volume of access requests. Next year the box office account will be managed by the Box office manager who will deal with these requests.

**General/Other Notes**

* The conversation about who organises FEU’S & VISA’S need to be continued.

Action: Jo Franklin and Executive Producers to discuss.