**Place des Anges Accessibility Assessment**

1: Can I ask what your experience of the event was from an organisational point of view, from the entrance and the exit, if there were any stand out bits of the performance and then if there was anything that could have been improved really, so a real overview of the event?

2: Well I think we had an advantage position where we were placed up front, we could get an idea what was happening when the angels and the cherub was moving down the wires.

1: Yes. So in terms of the location of where you were for that kind of audio described area were you quite happy?

2: Yeah it was good.

3: It would have been better if there would have been some seats, there wasn’t any seats up there.

1: No there wasn’t.

3: And we had to get some because we couldn’t stand up for all that time, so it was easier to sit down. They did get some chairs in the end but it was a bit messy really until they got sorted.

1: Yeah it’s all good to know this.

4: I thought the organisation was really good and particularly that we didn’t have far to go from where we were parked so that was really good. I mean I came in my car and they just took our registration number and she said ‘Yes, just park it anywhere you like’ and it was really well organised, and people were there to greet us which I thought was good, you know we weren’t sort of looking around as if to say ‘well where do we go? Who do we see? What do we do?’ So I thought the entrance, the way it was run was really good.

1: Good.

4: Well the whole thing was, as I saw I think the only criticism was that there weren’t enough seats. That was the main one.

2: The audio description as well.

4: Oh yeah, the audio description was superb, the lady that did it was brilliant.

3: She was, wasn’t she, she put the excitement in didn’t she?

4: Yeah, and she came round and spoke to us before hand and everything, that was good and told us roughly what was happening, and of course we had the CD’s which was good to explain what was happening as well beforehand, you could listen to them and that was good, so it gave you some idea of what was coming.

1: Brilliant. So the audio description was good? I only listened to a little bit of it, but I really enjoyed listening to it.

4: Well she was getting excited about it when it was coming through on the audio description. You got more of the atmosphere as well, perhaps we couldn’t see everything that was going on, you could feel that something exciting was happening because of the way she was describing it.

5: I think there was only odd bits were she wasn’t actually talking but things were happening, and not being able to see anything it’s sort of like ‘well what’s happening now?’ You know really she could only do so much obviously, but yeah it was really good and what I liked about it was the excitement and the interaction with all the people, especially the end when she was like ‘go play in the feathers’ and it was lovely cause we were just picking them all up and throwing them at one point. And I picked a load up and took them home and put them in the garden, you know to say ‘guess where I’ve been’.

3: The costumes looked brilliant.

5: Yeah it was nice that we could actually feel the costume, the gentleman came and he let us have a feel of the costume.

1: Yeah at the end of the performance. So was that really good from a tactile perspective?

5: It was for me yeah, I quite liked that.

1: Would it have been more useful before the performance? To have been able to feel the costume, or was you quite happy with that?

5: I was quite happy with that but it would have been nice to have felt it before, but obviously we would have had to get there earlier, and in some ways it was just as good to have a feel of it afterwards.

3: It might have taken away from the effect…

1: Ah that’s interesting.

3: … because nobody knew what was going to happen.

5: Yeah but you see when I did the Cinderella thing at the New Theatre we had a touch tour before and managed to feel the costumes and you could feel and imagine, the Cinderella costume and the other ones, going round the theatre and doing what they’re about to do so you could imagine that you were that person, Cinderella, so it was nice. So whichever way you look at it, it was still good whichever way. But at least with that once you’ve had a feel of the costume you can visualise it. But I think with that one it didn’t really matter.

1: Oh good.

3: The cherub was superb.

5: Yeah it was, it sounded really good cause it was massive …

3: That was the one we couldn’t really get the beauty of, because of the size and the way it was illuminated … It was heavenly.

5: Well the thing is she did say that it was big, massive and all this, and I just got this vision of something in a costume or whatever ... So yeah it was nice.

2: Certainly was a good atmosphere, it was spectacle wasn’t it really …

5: It was a lovely atmosphere all around.

2: The position we had was absolutely perfect directly were all the wires crossed, it was superb, and when it went passed us you looked up and it was there.

1: That’s good, so I suppose, moving on from that, do you think you would have still attended the event if there weren’t the access provisions in place? So if there wasn’t blue badge parking so close or the audio description, would it have been something that you would have attended?

4: No, we wouldn’t have gotten anything from it really, and you would have been just stuck in the middle of the crowd, I mean I couldn’t have taken ‘M’ there, no, so…

1: Ok, it’s interesting to know. So thinking about the access for the event, what could have been improved on the night, or in the build up? If there was something you could have changed or done differently? Was there anything?

(Struggle to find an answer)

(Repeated “No’s”) 2: No it was really good.

1: So that’s always the one were you’re always wondering what you’re going to get back. So that’s good to know. I suppose you were saying about the people that were there, you were saying that they were friendly, if you came across any volunteers or staff did it make you think any differently about considering volunteering, or if you came across any volunteers on the night?

3: Well I did feel like a VIP, looked after, special, it was very good.

5: I don’t think err… because I don’t know who was who anyway, I could have been talking to anyone in the public and I wouldn’t have known who was who, but yeah there was people obviously in an official capacity they were really good. I don’t know where we could fit in as volunteers, at least me, but I’m sure there’s maybe something …

1: But I think that’s something were we are really interested in terms of making the event inclusive and accessible, so the volunteer programme, so wanting to make people feel like if they wanted to volunteer they would be able to if they wanted to, but yeah it’s just whether the experience on the night made you feel any differently.

4: I think the fact that we had an area where there was space as well, the people that were sitting could get up if they wanted to and could walk a few steps, whereas if you were in that mass crowd you wouldn’t have been able to … The whole atmosphere would have been spoilt for me

1: Thinking about going to the event as a group would you feel comfortable attending future events that we put on, either as your group or individually or with other friends?

4: I would if we got the same service as we got then.

5: I think it would be more difficult individually, you’d have to go with someone. And then you’d have to know where the VIP section was, so yeah, I couldn’t have done it on my own.

1: Yeah, I think it’s just interesting suppose even for the people who maybe didn’t attend on the night having heard hopefully of things from people who did attend whether it’s something that looking towards 2017 and beyond whether there are those access provisions in place at such events that is something as a group or individually that you would look to next year I guess …

4: I think if there was a meeting point, if I knew there was going to be somebody there, then I could possible do it on my own. Yeah so say if we knew we were meeting at a certain point and the named person to meet and then they were going to take us to the area and look after us then I would possibly… but if it was as organised as that one was and we knew who we were meeting and where we were meeting then I would possibly …

1: And that’s interesting because as it was as a group there were people who managed to get tickets themselves and requested the audio description so they would have got the same information it just wouldn’t have gone through a group lead I guess, so I think thinking about yourselves if it wasn’t something the group was going to, as long as you’ve got that information, like you say and having those meeting points, would you feel comfortable going not as part of a group?

4: Yeah.

1: Okay, that’s good.

4: I think the fact that the tickets were all done online as well made it difficult for some people who haven’t got that facility, or who can’t use that very well, I mean I’ve got the facilities but I can’t use it very well on my own

5: Well I tried but you had problems with that didn’t you

1: We did the first time around, it’s a test event

6: Well she tried I said try to find out go, I couldn’t remember what day it was and I put Radio Humberside on and they were just talking about it. But it was a shock really to the system wasn’t it, and that’s what you learn from isn’t it

1: Definitely.

2: Can I ask a question about the volunteering? Could we volunteer to take ice cream around or something like that? …

1: I’m not sure that’s one of the roles we’ve got, but I could certainly go back and pass it along to my colleagues, maybe not like that but maybe mass participation, if you want to do something a bit more performance based, guiding people around … But I suppose moving on, this is not so much about the event, but just in general, in attending things, have there been events, either going on here or venues in the city or elsewhere that you would have liked to have attended or gone to but couldn’t for whatever reason, maybe because there weren’t things in place?

5: I got some tickets to go to city hall one time, to see ‘Boyz II Men’… because I like them, and they said sorry it’s just standing, and I though ‘oh right’, so that put me right off , there was no way I was just going to be standing because I couldn’t have done it and especially when there’s a crowd of people about they’d all be jumping about, and okay I’d have probably done the same, but it would have been difficult for me because I had nobody to go with really and I was trying to get somebody and I thought ‘I’m going to go see them’, but I couldn’t go in the end because I thought well it’s impossible, so....

2: It’s like going to music festivals locally with crowds of people … we would be intimidated really …

1: Oh yeah, okay…

3: There always seems to be wheelchair accessibility doesn’t there, but I never thought until S just said that sometimes people can’t stand for hours on end or even for an hour

5: And even when you’re in a crowd of people and they’re all dancing about

3: … and knock you over …

5: ... and you daren’t try and dance … it’s not easy

6: It does make it sound like it’s easier if its organised by us as a group to …

5: I think so

6: … even buying tickets, rather than it being up to the individuals and get worried about it ... we’re better having a group of us in a separate type of area, you know like you’ve done for us, it is difficult for them on their own isn’t it …

4: Plus when you’re in a group like ours everybody knows everybody and we all help each other ...

3: Well it helps with the experience, it’s more of a social activity

A bit of safety in numbers …

3: Am I correct in saying, because I read it in the paper, that this was a testing ... but there won’t be anything as massive as that, there would be smaller spectacular events

1: That was a curtain raiser event, so that was the first that we put on which was effectively the first event that we put on, there will be things of all scales next year, so whilst it is unlikely that we’ll have that…

2: It was part of the Yorkshire festival wasn’t it? But you took this opportunity to use it as a test event …

1: Yeah it was part of Hull’s offering of the Yorkshire festival which nicely coincided with, as an organisation, us being able to put on events so we can learn from it. So we have this time from now until next year, for when we’re planning and programming things actually to look what worked, things that didn’t. So whilst that might not be coming back, there will be things of that scale, and then also things that are smaller throughout next year.

3: But Hull did it very well, it gets some negative publicity, but it did it extremely well.

1: So I suppose thinking of things that are going on next year in the city generally, where do you find out what’s going on, or where would you want to be able to find out to what’s going on?... How do you hear about things that might be going on in the city that you might like to do?

2: Radio or Hull Daily Mail

4: Yeah, or the tourist centre

6: If it’s on the radio, which it’s going to be…

1: Yeah, I suppose it’s just looking at were you would normally find out about such events that you might want to consider going to

2: Would it be on TV as well? Websites as well?

1: Yeah

5: I mean I don’t go on a lot of websites

2: There’s always ones in bus station and on bus stops isn’t there

3: There’s ones in the booking office as well

2: Are there any braille programmes that can be produced?

1: Well find out that as soon as ... I suppose its finding… is there anyone who provides braille I guess, and how would they get that to the people who most need it ...

5: We do it on a small scale here ...

6: We convert it to braille, the machine here...

5: But I can’t read it now anyway

1: But it is something that some of the members here would use if it was available?

5: Yeah, but this new unified one, its awful

1: Okay, and the last thing is, because we want be to really inclusive and accessible, are there any experiences or events that you’ve attended previously were you have thought that it was brilliant, or you may have visited a museum or whatever it may be, if you’ve got any experiences that you can describe was really good?

5: The best thing I ever visited here was the old Beverley Transport Museum because you could just climb about on everything, you know with museums you need to be able to touch as much as possible and examine and feel. The art gallery is okay, but with me I have no sense of what things are like because I’ve never seen them, so even touching things like different art things in there ... I can’t always get a lot from it, but I can feel the different sculptures … sculptures are good for that because I felt one in an art place near Wakefield and it was really good. And they had this thing up, it was up really high and it was a great big tin sheet or plate and as soon as you touched it, it flew away from you because it was suspended in the air, so it was really good…

1: So something that’s really tactile?

5: Yeah I think you need to have something that’s tactile and sensory. I know somebody went to a museum in Newcastle once and they were doing all sorts, and there was sounds, you could play with sounds … I just like to have interaction with things like that you can hear and feel …

3: Am I right that they are doing that in Ferens Art Gallery, is that what’s happening while its closed and being refurbished?

1: Its going through a massive refurbishment to open early next year, as to what the specifics are I don’t know... I suppose it’s part of this process we’re wanting to learn and gather feedback that we can share with partners for long beyond 2017

5: I mean they did start to do an audio description thing in the art gallery and it was alright, but to be honest I’d still prefer to go with someone than on my own.

2: The only trouble with that is that it was basically about the artist.

5: It was, it was all going on about the artist and not so much about the picture …

2: About his life...

5: And then you were getting lost, and you thought ‘well where do you go next’? There was no description of where to go next and what you did next, so it was difficult

2: They did audio description in Wilberforce House, because I did that as well and that was very good, because you were in the room and it told you ‘if you turn to your left there’s a door there and if you listen you can hear the horse outside’. It was unbelievable.

5: That’s what we need, really good audio.

4: I think the thing is that when you have sight you take so much for granted, when you’re losing your sight you look at things differently… Pardon the pun… But if you don’t know what things looks look like you have to try and create that atmosphere and the environment that anybody can feel the same sensation if you know what I mean. I think that’s a good point actually. I mean The Deep isn’t bad, it gave you audio description and it told you what you were up to and then you moved on it told you to move to a different section, it was not too bad that audio description, although it could have been slightly better.

1: Yeah. I suppose if anybody hasn’t got anything to say extra about good experiences, if anyone else wants to say anything in general …

3: I know this isn’t anything to do with audio or visual but what was good was when all those thousands of people were painted blue, that is positive …

4: I wanted to do it but nobody would take me.

1: Was there generally any interest in doing that then from anyone here?

5: No, the idea was alright, but I don’t think I would have dared doing it.

1: What stopped you?

4: I couldn’t get anybody to take me.

1: So if you could have you would have, so if someone had said come on I’ll take you?

4: Then I would have done it, I would have gone.

3: One thing I would say, I think if it was a longer event access to a drink would have been useful, even if it was just bottled water. For that event it was fine because it was only like an hour, an hour and a half, but if it was a longer event and it was outdoor in weather like we’ve had it would have been nice to have access to a drink. Might be a thing to think of in the future.

2: And toilet facilities…

4: Well yeah, I suppose there was some somewhere but …

1: There were toilet facilities there on the night, was that something that was pointed out?

4: No it wasn’t.

1: Okay, I’ll make sure that’s fed back … and has anyone else got anything they’d like to add?

3: I think overall it was an excellent experience, spectacular, and it provided what we went for really.

1: Good. Thank you very much for your feedback.