Front of House Event Manager Handbook

Back To Ours Festival – February 2018

North – East- West

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| --- | --- |
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**Section 1 – Overview**

‘Back To Ours’ is a festival that will host 7 artist companies as they conduct a tour into eight separate venues each located to the East, West and North of Hull’s city centre.  
The festival will take place from 13th February to 18th February 2018.

*The Back To Ours programme will bring innovative and contemporary live performance in many art forms, in a series of festivals to a greater and more diverse audience within hard to reach communities across Hull. Prior to the Back To Ours festival, promoters and performance companies have not been aware of these venues and those running the spaces have limited contacts to programme touring productions.*

The Front of House Event Manager is the ‘Hull 2017’ representative as the primary point of contact for Festival Core Staff, Venue Partner Staff and Technical Stage Managers. They will oversee the Hull 2017 volunteers, Front of House areas and welcome experience of Back To Ours working closely with artists and co-ordinating with any contractors.

**Event Responsibilities:**

* Production staff liaison to ensure that each event is successfully delivered, and Venue Manager liaison to ensure the festival is successfully delivered according to the venue’s standard working procedures and policies
* Set up and maintain Production Office on arrival at venue
* Liaising with Prestige Security staff and North East Medical first-aid staff, ensuring that these staff are fully briefed about the event (including schedule and venue facilities) and deployed appropriately according to the nature of the event
* Being aware of and carrying out preventative measures as detailed in the event risk assessment. Report Incidents following the Hull 2017 accident reporting procedure. Liaise with and report to Event Control in the event of any serious incidents or issues arising
* In emergencies, conduct Show-stops and co-ordinate with Venue Partner Staff and venue emergency procedures for safe evacuation.
* Contribute to the post-show report and ensure this is sent to Core Festival Staff following each individual event

**Front of House Responsibilities:**

* Dress the Front of House space and prepare for the Box Office set up.
* Create a welcoming experience for members of the public, answer any enquiries about the venue space or wider festival.
* Lead and support the volunteering team, conduct the volunteers briefing to include a short tour of the front of House space, delegate volunteer roles and communicate Health & Safety and Fire Evacuation procedures.
* Set up, pick up and reset at the end of each performance.
* Coordinate the collection of evaluation from the audience.

**1.1 Contacts and Festival Team**

**Carys Tavener** Production Manager

Mobile no.: 07851077582  
Email: [carys.tavener@hull2017.co.uk](mailto:carys.tavener@hull2017.co.uk)

The festival team is made up of core members from Hull 2017 working in partnership with venue managers in the following three designated areas of Hull:

North North Point Shopping Centre  
Kingswood Academy  
Winifred Holtby Academy

East Archbishop Sentamu Academy  
The Freedom Centre

West Hymers College  
Sirius Academy West  
William Gemmell Social Club

**Festival Team Core Members:**

Katy Fuller Hull UK City of Culture 2017 Executive Producer  
Louise Yates Hull UK City of Culture 2017 Producer **07753171181**  
Carys Tavener Hull UK City of Culture 2017 Production Manager  
Thomas Freeth Hull UK City of Culture 2017 Project Coordinator **07525439026**  
Lisa Mayes Hull UK City of Culture 2017 Marketing  
Bethany Watson Hull UK City of Culture 2017 Digital  
Alix Johnson Hull UK City of Culture 2017 Media & PR

**Venue Managers:**

Louise Smith North Point Shopping Centre 07969338255  
Anita Hoy Winifred Holtby Academy 07812347532  
Josephine O’Reilly Kingswood Academy 07938243484  
Dan Perkins Kingswood Academy  
Liam Foster Archbishop Sentamu Academy  
James Crook Archbishop Sentamu Academy  
Gareth Ketley Archbishop Sentamu Academy  
Danielle Johnstone The Freedom Centre 07-------  
Holly Beaumont Hymers College  
Craig Schofield Hymers College  
Rich Andrews Hymers College  
Mel William Gemmell Social Club  
Nicola Page Sirius Academy West  
Matty Saint Sirius Academy West

**Festival Team Roles and Accreditation:**

|  |  |
| --- | --- |
| Venue Manager Ensure the delivery of public catering options Provide site and technical staff available at all times and for emergency situations Be on hand to answer enquiries  Technical Stage Manager Where applicable, collect and distribute radios to all staff and crew Set-up the production and venue space Ensure the smooth running of the production  Volunteers Greet and welcome members of the public Assist with public way-finding Assist with ticketing, ushering, and Front of House (including age verification handstamps at live music events) | Festival Core Team Keep an overview of entire festival operation Answer questions and respond to incidents  Prestige Security Assist with the safe delivery of events Enforce conditions of entry where applicable Enforce Search policy where applicable  First Aid Assist with the safe delivery of events Deliver first aid  *Artists*  *Media*  *Photographer* |

**1.2 Radio Communication**

At the below events:

|  |  |  |
| --- | --- | --- |
| Hotel Paradiso | Archbishop Sentamu Academy | Thursday 15th – Sunday 18th February |
| Reverend and the Makers | North Point Shopping Centre | Friday 16th February |

both venues will have radios for communication between the Venue Manager, Technical Stage Manager, Event Front of House Manager, at least one member of security & a member of first aid. All persons in the same venue will be on one of the following designated channels: 9, 10 or 11 as decided by the Event Front of House Manager. Event Control persons will always be contactable by direct mobile.

**1.3 Timetable of Events**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Event** | **Venue** | **Time** |
| **Tuesday 13th February** | Picture House | Sirius Academy West | 11:00 am |
| Picture House | Sirius Academy West | 2:00pm |
| The Giant’s Loo Roll | Archbishop Sentamu Academy | 11:00am |
| The Giant’s Loo Roll | Archbishop Sentamu Academy | 2:00pm |
| **Wednesday 14th February** | The Giant’s Loo Roll | Kingswood Academy | 11:00am |
| The Giant’s Loo Roll | Kingswood Academy | 2:00pm |
| **Thursday 15th February** | Picture House | Winifred Holtby Academy | 11:00am |
| Picture House | Winifred Holtby Academy | 2:00pm |
| The Giant’s Loo Roll | Sirius Academy West | 11:00am |
| The Giant’s Loo Roll | Sirius Academy West | 2:00pm |
| The Secret Gig | William Gemmell Social Club | 7:30pm |
| Hotel Paradiso | Archbishop Sentamu Academy | 8:00pm |
| **Friday 16th February** | Hotel Paradiso | Archbishop Sentamu Academy | 4:00pm |
| The Amazing Bubbleman | Sirius Academy West | 7:30pm |
| Hotel Paradiso | Archbishop Sentamu Academy | 8:00pm |
| Reverend and the Makers | North Point Shopping Centre | 8:00pm |
| **Saturday 17th February** | Picture House | The Freedom Centre | 11:00am |
| Jeddybear’s and Gary’s Picnic | North Point Shopping Centre | 11:00am |
| Picture House | The Freedom Centre | 2:00pm |
| Jeddybear’s and Gary’s Picnic | North Point Shopping Centre | 2:00pm |
| Hotel Paradiso | Archbishop Sentamu Academy | 4:00pm |
| The Amazing Bubbleman | The Freedom Centre | 7:30pm |
| Hotel Paradiso | Archbishop Sentamu Academy | 8:00pm |
| **Sunday 18th February** | Jeddybear’s Picnic | Hymers College | 11:00am |
| Jeddybear’s Picnic | Hymers College | 2:00pm |
| The Amazing Bubbleman | Winifred Holtby Academy | 2:00pm |
| Hotel Paradiso | Archbishop Sentamu Academy | 4:00pm |
| Hotel Paradiso | Archbishop Sentamu Academy | 8:00pm |

**Section 2 Venues and Schedules**

**2.0 Venue Details and Production Schedule**

Performance area and area public present

|  |  |
| --- | --- |
| North Point Shopping Centre, 5 Goodhart Rd, Hull HU7 4EE | Winifred Holtby Academy, Midmere Avenue, Leads Road, Hull HU7 4PW |
| Kingswood Academy, Wawne Rd, Hull HU7 4WR | Sirius Academy West, 296 Anlaby Park Rd S, Hull HU4 7JB |
| Hymers College, Hymers Ave, Hull HU3 1LW | The William Gemmell Social Club, 507 Anlaby Rd, Hull HU3 6EN |
| Archbishop Sentamu Academy, 1 Bilton Grove, Hull HU9 5YB | |
| The Freedom Centre, 97 Preston Road, Hull HU9 3QB | |

**Production Offices**

**North Point Shopping Centre**: Manager’s Office, First Floor  
**Winifred Holtby Academy**: Library, Ground Floor  
**Kingswood Academy**: Café, Ground Floor  
**Archbishop Sentamu Academy**: TBC  
**The Freedom Centre**: Gallery Pod, First Floor  
**Sirius Academy West:** Library, Ground Floor  
**Hymers College**: Library, First Floor   
**William Gemmell Social Club:** Pigeon Meeting Room, First Floor

**2.1 Security Present**

Thursday 15th February: William Gemmell Social Club: The Secret Gig. 6:30pm – 11:00pm

|  |  |
| --- | --- |
|  | NUMBER |
|  | 2 |

Friday 3rd November: North Point Shopping Centre: Reverend & The Makers. 6:00pm – 11:00pm

|  |  |
| --- | --- |
| POSITION | NUMBER |
| Cordon barrier from dressing room to stage access | 1 |
| Dressing Rooms | 1 |
| Stage access/pit | 2 |
| Bar | 1 |
| Entrance | 2 |
| Atrium/FOH | 2 |
| Smoking Area | 1 |
|  | 10 |

Thursday 15th – Sunday 18th February: Archbishop Sentamu Academy: Hotel Paradiso. 3:00pm – 9:30pm

|  |  |
| --- | --- |
|  | NUMBER |
| Outside perimeter of performance | 2 |

**2.2 Allocations**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Event** | **Venue** | **Allocations** |
| **Tuesday 13th February** | Picture House | Sirius Academy West |  |
| Picture House | Sirius Academy West |  |
| The Giant’s Loo Roll | Archbishop Sentamu Academy |  |
| The Giant’s Loo Roll | Archbishop Sentamu Academy |  |
| **Wednesday 14th February** | The Giant’s Loo Roll | Kingswood Academy |  |
| The Giant’s Loo Roll | Kingswood Academy |  |
| **Thursday 15th February** | Picture House | Winifred Holtby Academy |  |
| Picture House | Winifred Holtby Academy |  |
| The Giant’s Loo Roll | Sirius Academy West |  |
| The Giant’s Loo Roll | Sirius Academy West |  |
| The Secret Gig | William Gemmell Social Club |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |
| **Friday 16th February** | Hotel Paradiso | Archbishop Sentamu Academy |  |
| The Amazing Bubbleman | Sirius Academy West |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |
| Reverend and the Makers | North Point Shopping Centre |  |
| **Saturday 17th February** | Picture House | The Freedom Centre |  |
| Jeddybear’s and Gary’s Picnic | North Point Shopping Centre |  |
| Picture House | The Freedom Centre |  |
| Jeddybear’s and Gary’s Picnic | North Point Shopping Centre |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |
| The Amazing Bubbleman | The Freedom Centre |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |
| **Sunday 18th February** | Jeddybear’s Picnic | Hymers College |  |
| Jeddybear’s Picnic | Hymers College |  |
| The Amazing Bubbleman | Winifred Holtby Academy |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |

**2.3 Risk Assessments  
*See Attached***

**2.4 Accident and Near-Miss Reporting and Investigation**

**Event Managers are to ensure all completed report forms are given to Carys Tavener**

An Accident and Near-miss Reporting Form, a Safeguarding Incident Reporting Form and Volunteer Concern Reporting Form will be available at all times in the venue’s production office.

The Front of House and Back of House Show Report template will be emailed as a digital copy to all Front of House Coordinators and Technical Stage Managers.

Show Reporting

The Front of House Coordinator is to complete a Front of House Show Report and email it to the Production Manager (Carys Tavener).

Accident or Near-Miss Reporting: (*an event that results in injury or ill health OR an event not causing harm but with the potential to cause injury or ill health)*

Any person involved in or witness of an accident or near-miss is to complete an Accident/Near Miss Reporting Form, and give it to the Event Manager.

Safeguarding Incident Reporting (*disclosures or suspicions of abuse)*

Any person involved in or witness of a safeguarding incident is to complete a Safeguarding Incident Reporting Form and give it to the Event Manger.

Volunteer Concern Reporting

Any person involved in or witness to a volunteer incident is to raise their concern with either the Team Leader Volunteer (a volunteer) or the Front of House Coordinator, who are to give the person the option to complete a Volunteer Concern Reporting Form. The Front of House Coordinator passes it directly to the Production Manager

**Section 3 Artists**

**3.0 Overview and Contacts**

**Picture House  
Primary Contact**  
Anna Plant  
**Technical Contact:**  
 Jo Osborne

**Age:** 0+

**Genre**: Film

**Running Time**: 11:00am – 1:30pm + 2:00pm – 4:30pm

**Company Size**: 8  
**Max. Capacity:** 150

Telephone no.: 07841024220  
Email: [anna.plant@filmhubnorth.org.uk](mailto:anna.plant@filmhubnorth.org.uk)

**The Giant’s Loo Roll  
Primary Contact**James Worthington

**Age:** 2+

**Genre**: Children’s Theatre

**Running Time**: 60 minutes

**Company Size**: 3

**Max. Capacity:** 300

Telephone no.: 07784560062  
Email: [info@talegatetheatre.co.uk](mailto:info@talegatetheatre.co.uk)

**The Amazing Bubbleman  
Primary Contact:**Louis Pearl

**Age:** 0+

**Genre**: Children’s Theatre

**Running Time**: 60 Minutes

**Company Size**: 1

**Max. Capacity:** 300

Telephone no.: 07391099508  
Email: [louis@tangenttoy.com](mailto:louis@tangenttoy.com)

**Hotel Paradiso  
Primary Contact**Annabel Carberry **Technical Contact:**  
TBC

**Age:** 8+

**Genre**: Circus

**Running Time**: 60 Minutes

**Company Size**: 5

**Max. Capacity:** 55

Telephone no.:   
Email: [annabel@litcircus.com](mailto:annabel@litcircus.com)

**Reverend and the Makers  
Primary Contact**  
Laura McClure  
**Technical Contact**  
  
Iain Firth

**Age:** 14+

**Genre**: Live Music

**Running Time**: 45 minutes Support + 60 minutes

**Company Size**:

**Max. Capacity:** 450

Telephone no.: 07931224899  
Email: [laura.d.mcclure@gmail.com](mailto:laura.d.mcclure@gmail.com)

**Jeddybear & Gary’s Picnic  
Primary Contact**Gary Jennison

**Age:** 2+

**Genre**: Children’s Theatre

**Running Time**: 60 minutes

**Company Size**: 2

**Max. Capacity:** 60

Telephone no.: 07----   
Email: [jennison81@hotmail.com](mailto:jennison81@hotmail.com)

**The Secret Gig  
Primary Contact**Tom Binns

**Age:** 18+

**Genre**: Comedy

**Running Time**: 3 Hours

**Company Size**: 1

**Max. Capacity:** 140

Telephone no.: 07---  
Email: [sharn@internationaltalent.agency](mailto:sharn@internationaltalent.agency)

**3.1 Risk Assessments**

*Please See Attached*

**4.0 Volunteers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Event** | **Venue** | **No.** | **Roles** |
| **Tuesday 13th February** | Picture House | Sirius Academy West |  |  |
| Picture House | Sirius Academy West |  |  |
| The Giant’s Loo Roll | Archbishop Sentamu Academy |  |  |
| The Giant’s Loo Roll | Archbishop Sentamu Academy |  |  |
| **Wednesday 14th February** | The Giant’s Loo Roll | Kingswood Academy |  |  |
| The Giant’s Loo Roll | Kingswood Academy |  |  |
| **Thursday 15th February** | Picture House | Winifred Holtby Academy |  |  |
| Picture House | Winifred Holtby Academy |  |  |
| The Giant’s Loo Roll | Sirius Academy West |  |  |
| The Giant’s Loo Roll | Sirius Academy West |  |  |
| The Secret Gig | William Gemmell Social Club |  |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |  |
| **Friday 16th February** | Hotel Paradiso | Archbishop Sentamu Academy |  |  |
| The Amazing Bubbleman | Sirius Academy West |  |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |  |
| Reverend and the Makers | North Point Shopping Centre |  |  |
| **Saturday 17th February** | Picture House | The Freedom Centre |  |  |
| Jeddybear’s and Gary’s Picnic | North Point Shopping Centre |  |  |
| Picture House | The Freedom Centre |  |  |
| Jeddybear’s and Gary’s Picnic | North Point Shopping Centre |  |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |  |
| The Amazing Bubbleman | The Freedom Centre |  |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |  |
| **Sunday 18th February** | Jeddybear’s Picnic | Hymers College |  |  |
| Jeddybear’s Picnic | Hymers College |  |  |
| The Amazing Bubbleman | Winifred Holtby Academy |  |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |  |
| Hotel Paradiso | Archbishop Sentamu Academy |  |  |

**4.1 Guest List**

The Front of House Co-ordinator will be responsible for the guest list for each event, which will be provided by event control. Please note that additions may be made to the guest list on the day.

We recommend that the Lead Volunteer at each event is asked to check off guests on the guest list and take responsibility for them being given entry into the auditorium.

The Lead Volunteer will need to be positioned in the Front of House area, clearly visible to the arriving audience members and away from the main auditorium entrance and main doorway.

If a guest is not on the list, this should be escalated to the Front of House Co-ordinator who can make contact with Event Control if there is any doubt about the guest in question.

The guest list will also include any notes about VIPs and other key details.

**4.2 Fire Safety**

**Procedure for Event Manager in the event of an emergency evacuation**

Venue staff will be available at all times in the event of ‘Emergency’ situations, always follow procedures as dictated by the venues.

**If you discover a fire**

In the event of an emergency, do not panic.

Activate the fire alarm using the nearest break-glass point.

Winifred: the Main Reception within the theatre and the orangery

Kingswood: behind the theatre stage, the Front Main Entrance and the External doors down the atrium

North Point Shopping Centre: radio immediately to the Venue Manager  
William Gemmell Social Club: alert a member of staff behind the bar who can activate the alarm from this position.

**Show-stop is required if the alarm sounds or the Venue Manager orders.**

Enter the auditorium space, ensure houselights are turned on and stop any performance. Stand as fully visible to the audience as possible and make a clear and audible announcement instructing the audience to evacuate the building quickly and calmly. Enlist the company stage manager to evacuate the artists if necessary.

*“Ladies and Gentlemen, due to circumstances beyond our control we are unable to continue with the performance. Please leave at once by the nearest available exit and assemble*   
*North Point Shopping Centre: on the East Car Park*   
*Winifred Holtby and Kingswood Academy in the Main Car Park at the Front Entrance  
Archbishop Sentamu Academy: outside the Staff Entrance (by Reception) OR Community Entrance (to Winter Garden) – the same as initial access   
The Freedom Centre: in The Piazza Assembly Point  
Sirius Academy West: Multi-Use Games Area (MUGA)   
The William Gemmell Social Club: rear car park   
Hymers College: 1st XV rugby pitch).*  
  
  
*Do not stop to collect any personal belongings. Thank you.”*

Leave the venue through the nearest available exit. Contact Venue Partner Staff and inform them of the emergency. Venue Partner Staff will assist with the evacuation of the audience. The Venue Manager will ensure that the suitable emergency services are summoned.

Doors should be closed, but not locked, after all have left the room.

**Registers**

Once in the Assembly Area:

Make yourself known to emergency services.

Ensure all are accounted for with Venue Partner Staff, Front of House Coordinator and Technical Stage Manager.

Company Stage Manager to count artists and Technical Stage Manager to check crew against register when in designated assembly point.

When it is safe to do so, contact Event Control (Carys Tavener, Louise Yates, or Thomas Freeth) to inform them of the evacuation.

You will be informed by the emergency services when (or if) clear to return and address the public to inform them.

**Evacuation Procedure: Winifred Holtby Academy and Kingswood Academy**

On **NO** account should any person attempt use any passenger lift. The lifts will return to base and the doors will remain open during an evacuation.

On **NO** account should any person attempt to tackle a fire however small, unless it blocks their direct means of escape.

On **NO** account should any person re-enter the building.

On **NO** account should any person ignore any fire alarm, assume that the fire alarm is false or fail to leave the building.

**Evacuation Procedure: Archbishop Sentamu Academy**

Under no circumstances should the lift be used, this is in case of power failure.

Evacuation chairs; 2 located on either staircase on the 4th floor, 1 located on 3rd floor in the Art store, will be used to evacuate any person(s) with a physical disability in the event of an emergency. Venue Partner Staff will radio to instruct where chairs are required.

**Evacuation Procedure: The Freedom Centre**

The use of the lift will not be available as the lifts will all come to ground automatically if the fire alarm is raised.

Make any visual checks of any person that may need help, Venue Partner Staff will escort anyone with impaired mobility out of the venue.

**Evacuation Procedure: Sirius Academy West**

The lifts should not be used to evacuate the building other than the identified ‘EVAC’ lift which is in Ganton School with access only from Floor 1.

Any non-ambulant persons need to be taken to the nearest stairwell Fire Refuge where the person accompanying will press the Emergency Call Button and then follow instructions given to you by the Venue Site/Duty Manager.

**Evacuation Procedure: Hymers College**

Under no circumstances should the lift be used.

Disability refuge points are located on both the north and south side 1st and 2nd floors emergency exits and are all fitted with emergency call buttons.

Staff should be warned not to attempt to tackle a fire unless they have been trained to do so. If they have been trained in the use of fire extinguishers they may attempt to attack the fire using the extinguishers provided, without placing themselves at risk. Extinguishers are located at escape routes in areas where they can be easily accessed, but not in areas where they are open to misuse. They are also located in high fire risk areas, e.g. kitchens, maintenance workshops, IT suites.

**4.3 First Aid**

First aid will be provided at all events.   
**Event Number Time  
The Giant’s Loo Roll:** 110:30am – 12:30pm + 1:30pm- 3:30pm  
**The Amazing Bubblenan:** 1 7:00pm – 9:00pm + 1:30pm – 3:30pm  **Hotel Paradiso:** 2 3:30pm – 5:30pm + 7:30 – 9:30pm  
**Picture House:** 1 10:30am – 1:30pm + 1:30pm – 4:30pm  
**Jeddybear & Gary’s Picnic** 1 10:30am – 1:30pm + 1:30pm – 4:30pm **Reverend and the Makers**: 2 6:30pm – 11:00pm  
**The Secret Gig:** 1 7:00pm – 11:00pm

**4.4 Drunk and Disorderly Behaviour**

The following proactive controls measures against drunk and disorderly behaviour are in place where alcohol is sold as part of the event:

\* Effective CCTV is in use

\* Security and door supervisors will be in operation who are responsible for door control are aware of the occupancy figure

\* A suitable proof of age policy is adopted: **Push 21**

\* The venue’s production office is established as a suitable, safe location for crew and artists

At the live music event only:

\* Photo identification is requested on entry and verified for the event with a handstamp informing event staff as to whether persons are under 18 (UNDER 18) or over (BACK TO OURS). Re-admission is permitted.

\* A Random Search Policy is in place and Hull2017 may search all bags.

\* Conditions of Entry are enforced:

* Entry is by pre-booked ticket only. Tickets will be scanned.
* Anyone trying to enter on a duplicate ticket will be turned away.
* Hull 2017 reserves the right to refuse entry, and will do so if you are under the influence of alcohol or an illegal substance, or for any other reason at our discretion.
* You are not permitted to bring professional audio/photographic recording equipment into the venue without the express permission of Hull 2017.
* Food and beverage items (including alcohol) may not be brought into venue. Food and beverage will be available on sale at the event.
* Fireworks, laser pens and other potentially dangerous objects at Hull 2017’s discretion, are not permitted within the venue.

Back To Ours staff will endeavor to co-ordinate with the police and other responsible authorities to tackle any problems.

The following events include the retail sale of alcohol:

**Thursday 15th February**: The Secret Gig at The William Gemmell Social Club. Hotel Paradiso at Archbishop Sentamu Academy (8pm).

**Friday 16th February**: Reverend and the Makers at North Point Shopping Centre. The Amazing Bubbleman at Winifred Holtby Academy. Hotel Paradiso at Archbishop Sentamu Academy (8pm).

**Saturday 17th February:** The Amazing Bubbleman at The Freedom Centre. Hotel Paradiso at Archbishop Sentamu Academy (8pm).

**Sunday 18th February**: Hotel Paradiso at Archbishop Sentamu Academy (8pm).

**4.5 Lost Children and Children in licensed premises**

The licensing authority considers the ‘Responsible Authority’ to be the Hull Safeguarding Children Board, which recognises children as all young people up until their 18th birthday.

Most events have a maximum age restriction of 14. All children under 16 must be accompanied by an adult.

A lost child meet-up point will be established Front of House with the Front of House Event manager, who is to contact the Venue Manager and Event Team in the event of concerns being raised.

Academies will be ‘locked-down’ in all areas not associated with the production of the events.

If you have concerns about a child or young person's safety: Police non-emergency 101; Emergency 999; Children's Social Care Access and Assessment Team - 01482 448 879; Children's Social Care Out of Hours - Immediate Help Team - 01482 300 304.

**5.0 Evaluation Method Descriptions**

**BACK TO OURS - AUDIENCE EVALUATION**

As well as a range of research methods with staff and venues behind the scenes, a key area of the evaluation of Back To Ours is with the audience members themselves.

This document outlines the tactics that will be used during the events to gain feedback from members of the public and information to effectively brief the evaluation volunteers.

**CHAT WITH GRAN**

We will be contracting a professional researcher to undertake short depth interviews with audience members post-show, to get more detailed feedback about audience experience of the show they attended and the festival more generally.

The researcher will be in character, as a Gran. They will be in costume and are likely to have some props with them.

They are scheduled to be at 8 performances across the festival in February, and will arrive before the show starts to allow audiences to get acquainted with the character, ask some preliminary questions, and make approaching audience members after the show easier.

A member of the Hull 2017 Monitoring & Evaluation team will be onsite to coordinateM&E activity and will be the first point of contact for the Gran – Hellen Urban. They will show Hellen where she can change, and liaise with the Event Lead to determine where within the venue Hellen should be located.

**EMOJI MASK PHOOTO BOOTH**

After selected shows, we will be giving audience members the opportunity to have their photo taken with emoji paddles held over their faces. The emojis will symbolise different emotions, for example sadness, anger, confusion, happiness, love etc.



Volunteers will ask the audience member to choose the emoji they feel **most** represents how the performance made them feel, and hold it over their face whilst having their photo taken.

In order to distinguish on the photos which venue/performance it was taken at, we have film clapper boards and white board pens.



Ahead of the show starting the Hull 2017 M&E team member will write on to the clapper board. They need to write the following in the space to the side of each label, as below:

* **Prod.** – Please clearly write the name of the show here.
* **Director / Camera** – Please clearly write the name of the venue here.
* **Date** – Please clearly write the date of the performance here.
* **Filter** – Please clearly write the performance time here.

In each photo, the volunteer tasked to this evaluation method should make sure that the clapper board is also visible within the shot. They can ask the audience member to hold it in their free hand if this is possible, or ask someone in the audience members’ group to hold it. Alternatively, if there is sufficient volunteer support a fellow volunteer could assist with this.

Volunteers should be provided with the venue tablet / iPad on which to take the photos, which the Hull 2017 M&E team member should get from the Event Lead. Please ensure the tablet / iPad has sufficient charge before each event.  Each tablet / iPad will have albums set up within the Photos App on the home page, with the name of show, date and time. After the show, the Hull 2017 M&E team member should place the photos in the corresponding album. This can be done by following these instructions:

1. Open Photos app
2. Find the photos
3. In the top right hand corner there is the word ‘Select’ – click this
4. Click all the photo thumbnails taken for that show (a white tick in a blue circle will appear)
5. Once all relevant photos are selected look at the top left hand corner of the screen where there it the phrase ‘Add To – click this
6. Select the album name that matches the performance, date and time of your photos.

One volunteer will be required to man this station. They will be responsible for taking photos of members of the public holding the emoji paddles using the venues’ tablet, and instructing audience members on what to do, i.e. *Please pick the emoji mask that****most****represents how the performance made you feel.*

It is fine for members of the audience to take photos on their own smartphones as well, but please ensure that the volunteer also takes a picture so it can be used for evaluation purposes. Please ask volunteers to tell audience members that their photo will be used for the purpose of evaluation. They are more than welcome to post it on their own social media if they wish.

It might be that the volunteer needs a bit of help drumming up interest in the emoji photos. If this is the case, please encourage the volunteer to chat to the visitors and persuade them to take part.

**CONTACT DETAILS COLLECTION**

In order to assist us to carry out telephone interviews after the events, professional fieldworkers from Information by Design (IbyD) will be at selected events during the February festival. They will be collecting contact details from audience members as they arrive (with the exception of Hotel Paradiso) and leave.

The Hull 2017 M&E team member will be the first point of contact for these fieldworkers, and will liaise with the Event Lead to determine where they should be located.

**USHERETTE TRAY**

After the show, a volunteer will be required to be stationed at an appropriate place on the exit route, holding an usherette tray. The Hull 2017 M&E team member will liaise with the Event Lead to determine where the Usherette Tray volunteers are best located. The tray will have a question on the front: ‘How interested are you in attending an event similar to this in future?’. There will then be dividers/boxes inside the tray that correspond to answers to that question, for example ‘very interested, slightly interested’ etc.



When the show has finished, volunteers will need to hand out the voting tokens to the audience members as they leave the performance space, and ask them to put them into the box that is closest to how they would answer the question on their way out of the venue.

* **The volunteer with the usherette tray needs to be briefed to ask the question exactly as it appears** and either read out all of the answers (starting from the negative end) or none of the answers to avoid leading the audience member. A laminated copy of the question should be in each usherette tray for the volunteer to read.

Once everyone has left, the Hull 2017 M&E team member should count the tokens in each box, recording this on the token count sheet in the staff handbook.

**EVALUATION MATERIALS LIST**

* Push along trolley plus props and Dictaphone (responsibility of researcher playing Gran)
* 8 emoji paddles (except William Gemmell)
* 1 film clapper board and pen
* 1 usherette tray with stickered popcorn boxes
* Supply of token count sheets for the usherette tray evaluation
* 350 (ish) small tokens (may vary by venue capacity)

**BACK TO OURS MONITORING & EVALUATION TOKEN COUNT**

|  |  |
| --- | --- |
| Venue: | |
| Performance: | |
| Date: | |
| ANSWER | **TOKEN COUNT** |
| Very interested |  |
| Interested |  |
| Not sure |  |
| Not very interested |  |
| Not at all interested |  |

**BACK TO OURS MONITORING & EVALUATION TOKEN COUNT**

|  |  |
| --- | --- |
| Venue: | |
| Performance: | |
| Date: | |
| ANSWER | **TOKEN COUNT** |
| Very interested |  |
| Interested |  |
| Not sure |  |
| Not very interested |  |
| Not at all interested |  |

**BACK TO OURS MONITORING & EVALUATION TOKEN COUNT**

|  |  |
| --- | --- |
| Venue: | |
| Performance: | |
| Date: | |
| ANSWER | **TOKEN COUNT** |
| Very interested |  |
| Interested |  |
| Not sure |  |
| Not very interested |  |
| Not at all interested |  |