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| --- | --- | --- | --- |
| Show date | 19.04.17 | Show name | Height of the Reeds |
| Date form completed | 19.04.17 | Completed by | Keda Breeze |

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| **1. GUIDANCE** |

Complete this form after any event with an audience or participants (including public, press, invited guests etc). Use a computer – do not print and hand-write it.

Every individual event needs a report, eg a matinee & evening performance on the same day need a report each; consecutive workshops with different participants need a report each…

Where directly associated events (eg pre-show talk, partner reception, touch tour…) are run by the same person(s), they can be included in the same form. Where these are managed by different people, each requires a separate form.

Once completed, email it to the event lead (eg Producer).

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| **2. ABOUT THE EVENT** |

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| --- | --- | --- | --- |
| Venue / location | Humber Bridge TIC | | |
| Start time | 10.00AM | End time | 16.00AM |
| Expected attendance | PUBLIC 103  COMPS 5 | Actual attendance | PUBLIC 81  COMPS 5  WALK UPS 16 |

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| **2. STAFFING** |

*(leave blank where not applicable)*

|  |  |
| --- | --- |
| Event Manager | Keda Breeze |
| Production Manager |  |
| Production Company |  |
| Stage Manager |  |
| FOH Manager | Keda Breeze |
| *Add other Hull 2017 staff below with their roles; add more rows if required* | |
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| --- | --- |
| Event Volunteer Lead | NA |
| No. of volunteers |  |

|  |  |  |
| --- | --- | --- |
| Security provided by | NA | |
| No. of security staff |  | |
| Did a briefing take place for staff, volunteers & security? | | **Yes** / No |

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| **3. ACCESS** |

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| --- | --- | --- | --- | --- | --- |
| Hearing Loop? | Y/N | BSL interpreted? | Y/N | Surtitled? | Y/N |
| Subtitled? | Y/N | Relaxed perf? | Y/N | Audio described? | Y/N |

|  |  |
| --- | --- |
| No. of attendees with access requirements |  |

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| **General access comments:** |

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| **4. GENERAL COMMENTS** |

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| **A smooth running day with the new systems working really well and keeping things much calmer aside from an incident of a guest who I feel was quite difficult and after she had left a steward told me the guest had been quite rude to her and given her a hard time:**  A pair of women were directed to me by the stewards and they were saying that they had parked the car on the other side as they did not know that the access from the walk side was shut. They said that one of them could not walk well and that they wanted to walk one way, have the gate opened for them and they drive back. The reasoning being that the one with a bad leg was only able to walk one way over the bridge and the journey back would be too much.  I said that I could contact the Bridge control to ask them for help with this, but they normally only dealt with emergencies and offered them the options of:  1. Taking the mobility scooter to do the round trip then going back to get the car on the west side. The woman with the bad leg declined the mobility scooter.  2. Just doing part of the walk to still get the experience but not going all of the way.  The woman with the bad leg declined the mobility scooter and they were quite abrupt from the outset.  After they set off one of the stewards told me that they had actually been quite rude to her when they had arrived and she was quite upset about it. . I apologized to her that she had been spoken to like that by a guest.  The pair of women went on the walk and when they returned they said something to the stewards about how unhappy they were with CoC in general and said they would be complaining by email. |

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| **General BOH comments** (eg technical issues): |

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| **5. INCIDENT REPORTING** |

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| **Summary of any accidents or near misses, and reference number of the forms completed to report these**: None |

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| **Summary of any safeguarding incidents, and reference number of the forms completed to report these**:  None |

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| **6. ACTION POINTS** |

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| **Note any actions arising from the event, who should enact them and by when**: |