

## House Lights Up!

### Actions!

What is this document?

During the afternoon of the House Lights Up! Launch event on the 19th May 2023, we asked attendees to come up with actions in response to the four vision areas in the HLU report.

Individually and in groups, attendees were able to upload ideas. After each section we asked people to rank a summation of these ideas so we could identify the collective priorities.

This document is a record of all of the actions resulting from this activity. A summary of these can be found on the HLU webpage.

What is the structure of the document?

There are four sections to cover all four vision areas and they repeat the following structure:

**VISION**

**TOP 5 RANKED ACTIONS**

**ALL ACTIONS**

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## 1. VISION ONE: A nuanced and evolving understanding of RP.

- The sharing of awareness and knowledge, informed by research and lived experience, of what RPs and spaces can and should be.
- Using this knowledge to work towards an 'inclusive approach bringing together both mainstream and targeted audiences for an RP composed of disabled and non-disabled, neurodivergent and neurotypical people in the audience together.
- Using this knowledge to underpin the development of RP best practice, tailored to your specific venue(s), as you embed a unique relaxed approach that meets the needs of your organisation and audiences.
- Understanding that this is a live issue, and will require keeping abreast of contemporary understandings of RP, and being reactive to any developments in thinking.

### VISION ONE: TOP 5 RANKED ACTIONS

Putting together a cross department working access committee - - create a task team dedicated to researching and developing relaxed performances for their venue	1
Form an RP advisory group comprising neurodivergent audience members and non-attenders.	2
Set up an access working group so there's a cross-organisational opportunity to share and develop best-practice	3
Share best practice and ideas with partner organisations, such as autism awareness societies and social prescribers	4
Convene a Scotland-wide group of venues offering RP to share experiences and best practice.	5

## VISION ONE: ALL ACTIONS

Consult people with lived experience at all levels of r&d
'- create a task team dedicated to researching and developing relaxed performances for their venue
Connect and build relationships with neurodivergent communities to better understand wants and needs.
Putting together a cross department working access committee. So it doesn't fall on one person/department. Finding funding to train all VET team, creating new 'walk through venue' videos and explaining what a RP is.
Education - Accessible free short online training for what Relaxed Performance means for organisations across Scotland. Suitable for all levels (FOH to Senior Management/boards), with evergreen resources as part of the legacy.
A team of representatives from multiple organisations agreeing on a definition and description of RP and then proposing that to a group of people with lived experience for response
Perform a comprehensive venue accessibility audit
Get the appropriate staff trained in Autism awareness and Neurodiversity awareness.
More secret shoppers and collating their feedback
Information on website for patrons about exactly what relaxed performance is at your venue
Access champions and ambassadors amongst front of house staff
Audit of current services, cross departmental conversations between FOH and Box Office
Engage with Neurodivergent Theatre consultants
Form an RP advisory group comprising neurodivergent audience members and non-attenders.
Embed values of relaxed performance throughout ALL performances.
Auditing current performance offerings and looking at them from an RP perspective e
Visual stories for patrons:
Form a relaxed performance advisory group
Collating more case studies of successful models and best practice including from other countries
Best practice case studies to showcase how venues can make spaces more accessible
A house style for venues and how they do performances
Set house/Festival standard for Relaxed Performances
Talking to the communities you are trying to serve
Convene a Scotland-wide group of venues offering RP to share experiences and best practice.
Analysing your specific audience(s) understanding of relaxed performance

Provide neurodiversity awareness training with all customer facing staff so that designated access people can present at events, to help support and provide a reassuring presence to anyone that needs.
Speak to other organisations who are doing it and doing it well. Best Practice!
More consistent messaging towards audiences about what to expect from a relaxed performance - inc. website, marketing & PR, social media etc.
Enrol/offer people with disabilities activities within company's wider creative engagement programme to get to know them a bit better
Encourage more attendance at Relaxed Performances within the industry - how can we provide them if we aren't going ourselves
Normalising education and knowledge of the concept of relaxed performance in society
Put photos and a map of the venue layout on your website/in booking email
Regular consultation with audiences after relaxed performances that influence the next one that we share between arts orgs so we learn from our audiences and the wider sector's
Share best practice and ideas with partner organisations, such as autism awareness societies and social prescribers
Regular training also supported by robust resources and guidelines in handbooks and manuals
Research existing models of relaxed performance
Understanding the range of audiences that would benefit from RP, and how to engage better with them
Work with partner organisations, e.g autism support services
Create a policy that representatives from all departments are involved in tailoring an RP approach (inc. executive teams)
Bringing together specific groups of practitioners or those in similar roles to discuss what relaxed performance means for them (directors, front of house managers, etc)
Offer sonic story alongside visual story of performance for relaxed shows
Seek opportunities to build relationships with organisations who support the audiences that you're trying to reach.
Experiencing environments other than theatre that are already accessible and designed for the audience you want to attend your relaxed performances — visit a school, community group etc
Videos to support visual guide
Set up an access working group so there's a cross-organisational opportunity to share and develop best-practice
Articulating who a relaxed performance is for (on company and venue websites)
Employ or work with more neurodivergent people and seek their input
Nominate one person in your company to lead on relaxed performance / access and make a plan of how they will involve others and get the whole team to input
Make "adjustments" integral and something that elevates the performance so that everybody wants to use it

Venue familiarisation videos - offer of from venues and request from visiting companies; a good basis for discussion around relaxed performance

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## 2. VISION TWO: Policies and procedures that concern neurodivergent people are created in consultation with neurodivergent people.

- Establishing ways to dialogue and engage with the neurodivergent people local to venues.
- Fostering and supporting neurodivergent leadership within your organisation.
- Considering ways your organisation can work with more neurodivergent people, whether freelance or salaried, understandings of RP, and being reactive to any developments in thinking.

### VISION TWO: TOP 5 RANKED ACTIONS

Setting up a focus group of neurodivergent audience members to feedback to the organisation regularly	1
Build RP as part of core budget as a priority - embed in budget line	2
Consulting with neurodivergent members of staff and taking their views seriously. Build on going relationships with neurodivergent consultants so it's not a one time engagement	3
Actually make changes following consultations, national advisory groups or focus groups. Set a time period of when to revisit and re-consult	4
Actively recruit neurodivergent people for board places - Make Relaxed Offices and Board Rooms	5

## VISION TWO: ALL ACTIONS

Pay for consultation!
Create an access steering group
Focus groups with people who have lived experience
Get in touch with a consultant
Consulting with neurodiverse
Recruit for neurodivergent board members
Invite or visit organisations who specialise in supporting neurodivergent folk to gather knowledge and best practice
Consulting with neurodivergent members of staff and taking their views seriously.
Gamify the communication; don't make it a form or a survey. Yuck boring!
Consultation appears on first budget drafts not an add on
Community engagement
Make Relaxed Offices and Board Rooms
Focus groups
Neurodiversity training to understand the needs of your staff to be able to support them
Build on going relationships with neurodivergent consultants so it's not a one time engagement
Quiet room in workspace
Pay people for the work of access based on lived experience (and take responsibility - don't make them do all the work).
Have a dedicated access team to ensure you are engaging with the community in an informed manner
Hire an external consultant to review current policies and procedures and suggest changes for consideration
Advisory group made up of community/audience/consultants and staff
Be proactive - ask people what their access requirements are (staff, board, volunteers, audiences, etc, etc). Take responsibility.
Small organisations work together to review policies and procedures around employing and engaging with neurodivergent people — collective resourcing
Find out who lives in the community you serve - connect!
Multiple quiet / calm / break out spaces in buildings.
Acknowledge the effort it is too consultant about neurodiversity as a neurodivergent person
Internal policy - allow opportunity for anonymous feedback before implementation so that neurodiverse people and others, some of whom may not openly identify as such, can feed back in a safe environment
Giving interview questions in advance before recruitment process
Setting up a focus group of neurodivergent audience members to feedback to the organisation regularly
Pay it forward for tickets to subsidise relaxed performances

Adopt policies from Creative Learning, for example, which may be more relevant.
Build PR as part of core budget as a priority
Petition Creative Scotland or similar body to provide a rolling fund for organisations to provide access provisions for the individuals to work with them
Partner with advocacy organisations to review and promote call-outs for staff members.
Actually make changes following consultations or focus groups. Set a time period of when to revisit and re-consult
Make quiet spaces in venues available to the general public whenever your venue is open, and publicise that
Actively recruit neurodivergent people for board places.
Ask people about their access requirements when they join your organisation and factor recurring requirements into policies and procedures

### 3. VISION THREE: Audiences are easily able to understand how your organisation defines a relaxed environment, and to discover details of how individual performances are being relaxed.

- Giving clarity on how your organisation defines a relaxed environment, and information specific to individual performances in your venue.
- Through direct communication and publicly available information.
- Consider accessible ways to share this information.
- Communicating internally about why measures have been or will be introduced, so that all staff are aware of any changes to the organisation, and why they have been made.
- Especially front facing roles, who may have interactions with neurodivergent audiences.

### VISION THREE: TOP 5 RANKED ACTIONS

National relaxed performance 'scheme' or program that is recognisable, consistent, and clearly advertised	1
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Creating an interactive and clean to read (digital and print) pack with answers to various different FAQs i.e. how to get to the theatre, who are the characters, how will this show impact sensory sensitivity etc	2
Companies to all have Access pages on their website and easy links to those posted on social media eg Instagram etc	3
Provide an infomercial video of venue — lighthearted and watchable — with presenter debunking terminology and drawing attention to venue's access-relevant features. Circulate online and on SM	4
Definition of terms and what is meant when we reference 'loud noise' etc in a description of what a relaxed performance will or won't look like	5

## VISION THREE: ALL ACTIONS

Share information with external support organisations, who can then pass it onto their users
Clear signposting on website to information on relaxed performances
Top-level national definition of "relaxed performance"
Visual guide, information videos, contact person in organisation for people to phone
Provide a variety of communication methods (BSL, caption, walk through videos, etc.)
Companies to have Access page on their website and easy links to those posted on social media eg Instagram etc
Create access landing page and visual stories
House-style for in house productions
Accessibility guides and content for patrons on website in prominent position
Where possible, organisations use similar language when describing RPs consistently and then adding explanation of what is unique for your production
National relaxed performance 'scheme' or program that is recognisable, consistent, and clearly advertised
Develop marketing resources with clear and concise information about what is being provided
Creating an interactive and clean to read (digital and print) pack with answers to



various different FAQs i.e. how to get to the theatre, who are the characters, how will this show impact sensory sensitivity etc
Definition of terms and what is meant when we reference 'loud noise' etc in a description of what a relaxed performance will or won't look like
Marketing plan to get the info out there!
Elements that a relaxed performance may include are coded with symbols or coloured consistently across venues so audience can see easily what it might mean in different venues or for different shows.
Training for front-of-house staff
Marketing with clear information in a variety of accessible formats (BSL videos, audio flyers, visual stories)
It must be part of the training of any temporary staff
Share details with national or local charities who are in contact with people who may benefit from relaxed performances as they will know best how to share that information with them more specifically/individually
Provide an infomercial video of venue — lighthearted and watchable — with presenter debunking terminology and drawing attention to venue's access-relevant features. Circulate online and on SM
Clear signage in venues detailing what this individual version of a 'relaxed performance' will consist of.
Create a pilot programme of performances that implements the organisation's principles of RP, and gather feedback afterwards
A house style for our theatre
Improve copy and info on website listing
More info on our website about what RP is. Maybe visual guides
Work with organisations who support the audiences you want to see to ensure people know the events are on and trusted arrangements
Partnering with organisations who can spread the word
Shared responsibility for resources for touring shows between receiving/producing venues
Define clearly what a RP looks like to be shared, displayed, underpin training
Universal symbols for what elements of RP are present in an individual production (like BSL, AD, Cap)
Use of 7 principles from Tourette's hero as basis for shared approach across venues
List and signpost to your relaxed performance definition and expectations on website, booking page, and pre-visit email
Make sure the option of a relaxed performance is offered to customers (who may not know about them) at the box office
Clear invitations to ask for more info
Have a breakdown of 5 RP tenets that are clear and widely on display throughout venue

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## 4. VISION FOUR: Your spaces feel welcoming, and your events feel accessible and inclusive.

- Understanding that diversity and inclusion cannot use a one size fits all approach.
- You can work to offer as consistent an experience as possible at your venue but there is only so much of the environment that can be controlled or altered
- The elements of live performance which are enjoyed, and the barriers experienced, vary greatly.
- Accepting that not every performance can be made accessible in the same way so there should be a variety of accessible experiences for audiences.

### VISION FOUR: TOP 5 RANKED ACTIONS

Well trained, friendly and informed staff who are aware of different access requirements who can put patrons at ease	1
Continuous improvement - foster good relations with customers who utilise these services so that they feel comfortable giving feedback	2
Pre-visit information or visual story with videos and photos of the building and description of what will happen	3
Designated access staff (visible), signage, break out spaces, live stream where possible, visual stories available, aids such as ear defenders, fans available.	4
Relaxed performance bookers receive communication before the event, to highlight the access provisions in place at the event, and highlight an access contact	5

## VISION FOUR: ALL ACTIONS

Do walk-throughs
Lots of information, walk through videos etc available ahead of time
Clear signage
Carry out an audit of the venue to find ways to reduce barriers to access
Have a dedicated access co-ordinator at each performance either from venue or company
Front of house staff training for everyone, plus one key person
Walk through with your advisory group to advise on any physical barriers or issues
Decide on a realistic set of standards for venues before they are selected (Festival)
Visible access staff
Providing as much practical information as possible ahead of the event starting so concerns are relieved ahead of time
Visible access guide - maybe they have a specific tshirt?
Training for box office staff to talk through relaxed performance elements at booking stage
Reminder of access options during intro at the start of the event
Staff training and confidence to apply it
Audience awareness of what the event and space will be like
Have a designated, useful, and calming break out space for relaxed performances
Good visibility of team members from when you first enter the venue
Continued evaluation to gauge that it does feel welcoming and accessible and inclusive
Access videos for preshow
Training for ALL staff - there needs to be organisational wide buy-in
Needs to be a relaxed culture and attitude not just efficient procedures
Clear signage on-site that matches up to date visual story sent to relaxed performance patrons or all audience members
All staff should go to see RP at their theatre so everyone fully understands what it's like
More neurodivergent staff visible for audiences
Thinking about "pinch points", queues etc to reduce crowds, lower stress, and improve flow through the space
Training for ALL staff - frontline through to management
Well trained, friendly and informed staff who are aware of different access requirements who can put patrons at ease
Training Training Training
Create familiarity
FOH staff are likely to have the least amount of contact with company policy - how can we change that?
Open the house earlier and for longer time

Pre-visit information or visual story with videos and photos of the building and description of what will happen
Make sure any work being done or changes around the venue are clearly communicated to everyone in a timely manner so they can prepare/manage any changes for visitors
Relaxed performance bookers receive communication before the event, to highlight the access provisions in place at the event, and highlight an access contact
All staff inductions
Normalising access being embedded into practice for all shows/events rather than being only offered at specific assisted performances
Provide safe and secure means of feedback
Designed access staff (visible), signage, break out spaces, live stream where possible, visual stories available, aids such as ear defenders, fans available.
Can visiting companies bring their own additional FOH staff when needed?
Having a line in every budget for every production/event for access provision so it embeds into all stages of planning/delivery
Clear policy about latecomers, as well as examples of what options might be if the policy varies based on how late exactly you are or whether you need to get to your specific seat
Continuous improvement - foster good relations with customers who utilise these services so that they feel comfortable giving feedback
Front of house open 1 hour early and try to start on time
Hire sensory bags from BOP!
Consult a breakout space specialist (maybe Max Alexander?) to design and deliver breakout spaces