

# Disability arts access card scheme for the UK

## Webinar

### Thursday 6 February 2020





Richie Turner  
Previous Chair of the Arts Council of  
Wales' Equalities Committee



Hannah Gagen  
Advocacy Manager SOLT/UKT



Harriet Usher  
Senior Audience Development  
Manager  
SOLT/UKT

## **Disability arts access card scheme for the UK**

### **Agenda**

- **How today's session will work:**
  - **You will see slides and hear the panel, but not see them**
  - **Therefore, if you want to ask a question you type it in: we cannot hear you.**
- **Housekeeping**
- **What we want to achieve from today's webinar**
- **Richie introduction to the consultation (including timeline)**
- **Questions the consultation is asking**
- **Previously submitted questions**
- **Questions from those on Webinar**
- **Survey link**
- **Richie contact details**
- **Close**

## **Disability arts access card scheme for the UK**

### **Scope of the feasibility:**

- Companion card scheme
- Wider disability access requirements in the arts

### **Summary of Hynt Companion Scheme in Wales**

- Eligibility
- Membership Costs
- Free to customers
- Benefits and data involved

### **Other disability access cards**

- Nimbus Access Card
- CEA Cinema card

## **Disability arts access card scheme for the UK**

### **The wider feasibility**

*Is there agreement that we should be aiming for a scheme that?*

- Captures all the users disability access requirements as a profile and communicate these to the venue being booked, so they can appropriately prepare, e.g. wheelchair user
- Enable online wheelchair bookings across all box office formats and offer the cheapest tickets available to those whose seating options are limited by the inaccessibility of the venues
- Enable detailed data analysis by UK Arts Councils and participating venues through integration with all box office and website booking systems
- Even if the front-end branding is different in each UK nation, ensure that a single operating system is created ensuring disabled people will benefit from essentially the same scheme UK wide without duplication or additional memberships

## Disability arts access card scheme for the UK

### Consultation questions

1. UK scheme or nations schemes or individual venues schemes?
2. Are membership costs acceptable?
3. Should arts council funded venues be compelled to join a scheme?
4. Should producers also pay to be part of the scheme? Should there simply be no charge for companion tickets - full stop?
5. Data integration - online booking capability: *Has anyone managed to integrate the Nimbus card or CEA card with online bookings and / or full disability access information?*
6. *Other cards: Who is accepting these currently? And how are you dealing with the fee Nimbus charges for their card? Do you cover the costs yourself or do you expect disabled to pay themselves?*



## Disability arts access card scheme for the UK

### Previously submitted questions

*1. Some people who are blind or partially sighted and rely on introductory notes, touch tours and live audio description to access Theatre - attend audio described theatre without a sighted companion. If eligibility for the card is based around inability to attend on your own, and participant venues enable discounts exclusively through the card - will these people be locked out from receiving any discount at any UK Theatres? The model of giving a sighted companion a free ticket to the Theatre may obviously mean that these customers will not receive a discount. But would it be possible for venues to offer different discounts - such as half price tickets, which would then be effective for this constituent? But if ability to attend on your own, discounts you from joining the scheme, and if access to discounts is predicated on being a member of the scheme, then these people become locked out from any discount. The RNIB reported in 2017 that "Only around one in 10 people with poor functional vision is in paid employment.*

## **Disability arts access card scheme for the UK**

### **Previously submitted questions**

*2. While it is understandable that the Arts Councils will focus primarily on the subsidised sector, how would a funded scheme intersect with the commercial sector to ensure that consumers benefit from a single system?*

*3. Would you anticipate commercial companies paying the same rate to access the system as those that are subsidised?*

*4. One of your questions is whether the Hynt fees would be affordable if a UK-wide scheme replicated this, however, is it possible that the costs will need to be higher if the system is to integrate with box office software?*



## **Disability arts access card scheme for the UK**

### **Previously submitted questions**

*3. What advantages from the Hynt card can be taken forward for disabled audience members who can and want to come independently, without a companion?*

*4. Can it be used to gather other information - e.g. about assistance dog users including if they will be with their owner during the performance / given a break during the performances? Or are they a wheelchair user who will stay in their chair for the performance or transfer to an auditorium chair?*

*5. What consultation has been carried out with disabled audiences? I've seen the card system both advocated for but also seen as a bad thing - what is the current thinking? How are we finding out?*

*6. You say you want to 'Enable online wheelchair bookings across all box office formats and offer the cheapest tickets available to those whose seating options are limited by the inaccessibility of the venues' - this is something we're struggling with our online system - how might this be achieved?*

## **Disability arts access card scheme for the UK**

### **Previously submitted questions**

*7. What work has already been done in looking into the feasibility of being able to activate a scheme online across different ticketing systems etc? - Would it be worth doing this scheme is there isn't the feasibility to use it online? I would argue no - What has the response been from users of the scheme in Wales? Positive/negative?*

*8. Have we consulted customers currently using the Nimbus and Hynt to see how they are finding the schemes. How easy is it to use? Do they understand why it is there? Is there more we could be offering/communicating to them? Should the scheme also look to unify the offering for a disabled person, there are lots of different rates in different venues and will this confuse customers if they only need one card? Should there be guidelines in place to help venues/producers set their access rates? - Are the ticketing systems being consulted on how they can help integrate the card scheme into their systems and therefore allow customers to book online? Like Theatre Tokens can now be redeemed by some venues? - For all the above questions, who is in the best position to help lead this forward?*

## **Disability arts access card scheme for the UK**

### **Previously submitted questions**

*9. How will eligibility be assessed, and are invisible disabilities included? - We currently have an issue with our own scheme on how eligibility is assessed, especially in light of the 'free' companion ticket. Our own policy states that you only receive a companion ticket if you can't access the theatre without assistance. Will this be the same? And how will eligibility for a companion be assessed?*

*10. How does this work for groups i.e. a large group from a care home or from an community group supporting people with disabilities, who need to book as a group?*

*11. How does the card work for individuals with complex needs who need more than one carer - do they receive two companion tickets? (under our own scheme they currently would).*

## **Disability arts access card scheme for the UK**

### **Previously submitted questions**

*12. How would the card tie into the different ticketing platforms, or would this be something only eligible to purchase in person or over the phone from box offices? If so, it puts restrictions on how people with disabilities can book.*

*13. Will there be a way of reviewing who is entitled to a carer ticket, or an 'expiry date' on a members account? For example, a patron may require assistance from a carer at one point in their life, but they may not need a carer forever as their circumstances may change. Also, would a patron be required to provide for 'proof', such as a DWP letter?*

*14. Given that access cards are already in circulation such as the CEA card for cinemas or The Access Card, what are the benefits of creating a new card? Is this intended to replace either of these cards?*

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### **Previously submitted questions**

*15. The majority of access customers want to be able to book online.*

*How is the card going to integrate with organisation's CRM systems to ensure the customer's access requirements are met?*

*16. Who is going to bear the cost of the card?*

*17. As it's unreasonable to refuse to meet access requirements to those without the card, how are we going to maximise adoption rates by customers?*

*18. An ID card could have applications across multiple sectors (e.g. transport, hotels, shopping, benefits). Is this the intention and would it gain government backing if it could support this multi-functional use?*

### **End of submitted questions**

## **Disability arts access card scheme for the UK**

### **Questions from the Webinar**

## Disability arts access card scheme for the UK

Survey: <https://www.surveymonkey.co.uk/r/XKJY7PW>

Contact details:

**Richie Turner**

[Richie.trnr@gmail.com](mailto:Richie.trnr@gmail.com)

M: 07870569316

@RichieTrnr