



School of Modern Languages,
10 University Square,
Queen's University Belfast,
BT7 1NN.
actproject@qub.ac.uk
028 9097 3328

3 March 2016

Dear ,

We are writing to invite you to participate in an innovative EU collaborative research project exploring arts accessibility '**ACT: Accessible Culture and Training**'. This is a 3 year project that involves developing certified training and establishing the profile of a cultural accessibility manager with a view to proposing recognition of this profession at EU policy level. For further details of the project, please see our website at www.actproject.eu. A key objective of this project is to strengthen links between researchers and the primary players in accessibility provision including arts venues, users and user associations, in order to promote social inclusion. We look forward to this continued dialogue with you and at the end of the project we will ensure that you have access to the project findings for your own benefit.

We would be very grateful for your assistance in providing information about the accessibility facilities at [NAME OF VENUE] as part of the first stage of this project. The aim of this initial stage of the project is, with your help, to investigate the accessibility facilities and training currently available in arts venues in the UK and Ireland with a view to raising awareness of these provisions and funding requirements so that wider audiences can enjoy an inclusive experience of the arts.

We have attached a copy of a short questionnaire to find out about your accessibility provisions which should take about 10 minutes to complete. Your responses are extremely valuable and we appreciate you taking the time to participate in this research project. The more details you can provide the better, so please feel free to add any additional comments at any point in the questionnaire or on a separate sheet. If you have any questions or concerns, please do not hesitate to contact Sarah Eardley-Weaver (see above for contact details). We would be very grateful if you could return your completed questionnaire by e-mail or post at your earliest convenience before **30 April 2016** to allow time to analyse the data. We would also be delighted to arrange a phone call or to meet in person at a suitable time for you if this would be preferable or for further discussion.

Thank you very much in advance for your involvement.

We look forward to hearing from you.

Many thanks and best wishes,

Sarah Eardley-Weaver and the ACT research group

Dr Sarah Eardley-Weaver
Lecturer in Translation and Interpreting
Queen's University Belfast



QUESTIONNAIRE PARTICIPANTS' CONSENT FORM

I agree to take part in a questionnaire conducted by a research team led by Sarah Eardley-Weaver from Queen's University Belfast as part of the ACT project.

I acknowledge that the following has been explained:

- (1) what is involved in the questionnaire;
- (2) the purpose of the work in this area;

I have had the opportunity to ask questions about this work.

I also give my consent for the researchers to use photos taken during project events, and to video record or audio record feedback for research purposes.

SignedDate

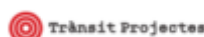
PRINT NAME.....

If you are happy to give your e-mail address, phone number or other contact details so that we can keep you informed about the project, please write them below:

E-mail address:

Phone number:

Other contact details:



QUESTIONNAIRE

1) What is the name of your venue?.....

2) Do you provide the following facilities at all, some or none of your events?

Please tick the relevant boxes in the table and give any further details below.

ACCESS FACILITY	ALL	SOME	NONE
Sign language interpreting			
Audio description ¹			
Touch tour ²			
Surtitles ³			
Captioning (for the deaf and the hard-of-hearing) ⁴			
Audio subtitling ⁵			
Braille			
Activities/workshops/performances for disabled patrons (please provide details in 'comments' below)			
Large print materials			
Materials in different languages			
Materials in accessible, easy-to-read language			
Hearing (induction) loop			
Provisions for guide dogs			
Provisions for hearing dogs			
Onsite parking bays for disabled patrons (specify how many)			
Access ramps			
Wheelchairs/mobility scooters			
Other provisions for wheelchair users (e.g. spaces in theatre)			
Personal assistance			
Other (please specify)			

Comments.....

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¹ **Audio description.** A verbal commentary in audio format providing information about the visual aspects of a work of art or venue such as a play, or painting, or tourist site (e.g. settings, characters, actions etc.) where these details are not accessible via the audio channel.

² **Touch tour.** Within the context of the theatre this is usually a guided tour of the stage in which patrons have the opportunity to touch items of the set (e.g. props, costumes etc.). In other contexts, such as museums or art galleries, a touch tour may be guided or self-guided, and visitors may be offered the chance to touch original artworks or alternatively small-scale or three-dimensional models and replicas.

³ **Surtitles.** Within the context of live performance, surtitles refers to text displayed on screens in various positions around the stage providing a translation of the onstage spoken or sung dialogue. Surtitles do not usually include details of other audio features (e.g. music, sound effects) and may be in the same language as the performance or a different language.

⁴ **Captioning.** Here, captioning refers to an access facility targeted primarily at the deaf and hard-of-hearing which involves the display of written captions providing details of the audio features of a play or other works of art (e.g. music, sound effects, character names etc.).

⁵ **Audio subtitling.** This refers to a technique in which subtitles are spoken aloud for the benefit of those who do not have visual access to the subtitles or surtitles.

3) In the table below, could you provide a score out of 5 indicating the significance of the following challenges faced in providing the facilities above, where 5 = very problematic, 1 = not problematic at all? Please give further details below.

Lack of staff training	/5
Lack of staff	/5
Lack of funding	/5
Lack of financial sustainability of access provisions	/5
Building constraints (e.g. listed building)	/5
Lack of familiarity with the access facility	/5
Health and safety risk	/5
Lack of demand for access facility	/5
Lack of public awareness of facility	/5
Difficulties in finding access providers e.g. audio describers	/5
Marketing issues	/5
Issues with the route to the venue	/5
Issues with the route from the venue entrance to performance seating area	/5
Issues with box office accessibility	/5
Other (please specify below)	/5

Comments.....

4) How helpful would it be to have staff training in the following areas in improving accessibility? Please provide a score out of 5 in the table below where 5 = very helpful, 1 = not helpful at all? Please give further details below.

Budget management	/5
Finding external funding/corporate sponsorship	/5
Writing grant applications	/5
Finding ways to make accessibility financially sustainable	/5
Subsidised funding (internal/ government)	/5
Marketing training	/5
Finding audio describers/technicians/sign language interpreters	/5
Other (please specify below)	/5

Comments.....

5) If offered, are the following facilities provided in-house or by an external company? Please tick the relevant boxes in the table and give details below

ACCESS FACILITY	External company	In-house
Sign language interpreting		
Audio description		
Touch tour		
Subtitles/surtitles		
Captioning (for the deaf and the hard-of-hearing)		
Audio subtitling		
Braille		
Activities/workshops/performances for disabled patrons		
Personal assistance		

Please give details of the external companies employed and any other comments

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6) If offered at your venue, are the providers of the following accessibility facilities paid or volunteers? Please tick the relevant boxes in the table below

ACCESS FACILITY	Volunteer	Paid
Sign language interpreting		
Audio description		
Touch tour		
Subtitles/surtitles		
Captioning (for the deaf and the hard-of-hearing)		
Audio subtitling		
Braille		
Activities/workshops/performances for disabled patrons		
Personal assistance		

Comments.....

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7) Which member(s) of staff at your venue can provide information about accessibility facilities? Please tick the relevant boxes in the table & give details below.

None	
Access officer	
Box office staff	
Usher	
Marketing	
Other	

Please give details of the job titles of the staff members who can provide information about accessibility and any other comments

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8) Do you have any staff members who are in charge of coordinating accessibility facilities? Please tick the relevant box and give details below.

YES	
NO	

If any, please indicate the job title(s) of the staff member(s) in charge of coordinating accessibility.....

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9) How much time is allocated to members of staff for accessibility work?

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10) What accessibility training is available for the members of staff involved in accessibility provision? Please tick any of following relevant items and give details below:

None	
External courses	
Internal courses	
Other (please specify)	

Please give details of the accessibility training (e.g. who provided the courses? how long were they?) and any other comments.....

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11) If accessibility training was completed by staff members, was any certification received for this? Please tick the relevant box and give details below:

YES (please specify)	
NO	

Comments.....

12) What measures do you have in place to assess/control the quality of the accessibility facilities provided? Please tick any of following relevant items and give details below:

None	
Feedback questionnaires	
Focus groups	
Professional bodies	
Comments box	
Other (please specify)	

Comments.....

13) Does your venue hold any accessibility awards?
 Please tick the relevant box and give details below.

None	
Arts and Disability Equality Charter	
Other (please specify)	

Comments.....

14) Would you be interested in applying for an award recognising the quality of your accessibility provisions (including management & communication) at EU level?
 Please tick the relevant box:

YES	
NO	

Comments.....

15) How do you publicise/market your accessibility facilities?

Please tick any of following relevant boxes and give details below.

Posters	
TV adverts	
Radio adverts	
Webpage	
Twitter	
Facebook	
Braille pamphlets	
Video links	
Sign language interpreted videos on webpage	
Mailing list	
Other (please specify)	

Comments.....

16) In general what would you expect the proposed role of ‘cultural accessibility manager’ to entail? (e.g. which tasks would he/she complete, what skills are required, would he/she manage accessibility at one venue or a group of venues?)

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17) In the table below could you provide a score out of 5 indicating your preference as regards the job title for a person who is responsible for coordinating accessibility, where 5 = most preferred and 1 = least preferred?

Please provide details and reasons for your choice below.

Cultural accessibility manager	/5
Accessibility expert	/5
Accessibility coordinator	/5
Director of accessibility	/5
Other (please specify below)	/5

Comments.....

18) Do you have any future plans relating to accessibility? Please elaborate below.....

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If you have any further general comments please write them below or on a separate sheet

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THANK YOU VERY MUCH FOR YOUR PARTICIPATION



www.actproject.eu

<https://www.facebook.com/actproject4culture/?fref=ts>

<https://www.facebook.com/act.belfast.3>