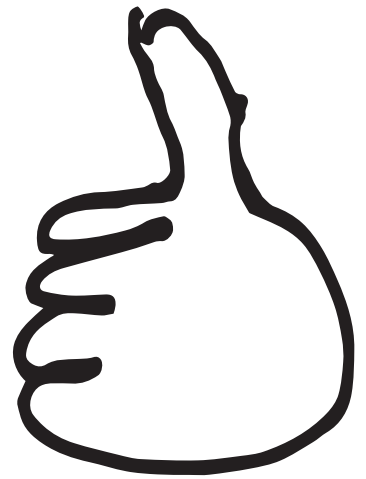


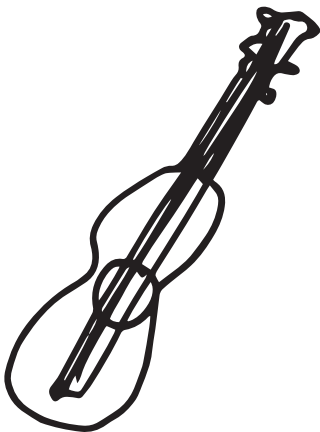
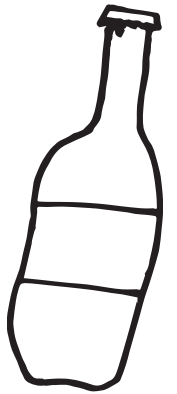


**attitude**  
is everything's



**DIY**

**ACCESS**



**GUIDE**



**A GUIDE FOR BANDS, ARTISTS AND  
PROMOTERS ON HOW TO MAKE GIGS AND  
TOURS MORE ACCESSIBLE FOR DEAF AND  
DISABLED PEOPLE**

Hello,

Do you want all of your fans to be able to see you play live?

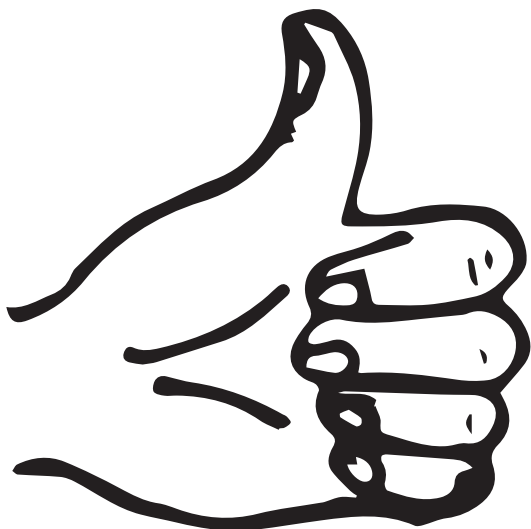
Would you like to reach new audiences?

Do you work with venues to put on gigs?

Are you trying to make your shows more inclusive?

Have you never thought about it, but want to give it a go?

Are you worried about getting it wrong?



**IF YOU'VE  
ANSWERED YES  
TO ANY OF THE  
ABOVE, THIS  
GUIDE IS FOR  
YOU!**

**“This guide has all the vital information needed to engage with disabled audiences and artists, making it a must read for all bands and promoters”**



Rob Maddison, Revenge of Calculon

## **IMAGINE MISSING YOUR FAVOURITE BAND BECAUSE...**

There are no chairs to allow you  
to sit down during the show.

You're too nervous because there's no  
disability access information.

You're sick of sitting at the  
back missing everything.

There are some steps that  
could be easily ramped.

You can't face having to queue  
standing up for ages.

You're worried about not being  
able to go to the toilet.

You can't request a ticket for an  
essential personal assistant.

You can't bring in the things you  
need for your health condition.

These are just a few of the barriers Deaf and disabled people can face when trying to access gigs. Luckily, there are easy things you as an artist, band or promoter can do to help to break down these barriers and join our campaign!

**“MOST PLACES  
DON’T INTENTIONALLY  
SHUT US OUT. THEY JUST  
NEED THE RIGHT TOOLS  
AND KNOWLEDGE.**

**IT’S SO IMPORTANT FOR  
BANDS AND PROMOTERS  
TO BE AWARE OF THE  
ACCESS BARRIERS  
THAT THEIR FANS FACE  
SO THEY CAN WORK  
WITH VENUES TO  
SOLVE THEM.”**



Hannah McKearnen  
Music Fan + Blogger

# **ATTITUDE IS EVERYTHING HAS BEEN SUPPORTING THE UK'S LIVE MUSIC INDUSTRY SINCE 2000.**

In that time, we have worked with hundreds of venues and festivals across the UK to help them be more accessible for Deaf and disabled people.

We are a disability-led charity, with hundreds of Deaf and disabled mystery shoppers who feedback their experiences from gigs and outdoor events.

We sign up venues and festivals of all sizes to our Charter of Best Practice, helping them to be as inclusive as possible.

We've also put on loads of accessible gigs in grassroots venues over the years, which is why we can help you to do the same.

In March 2017, we put on the In-Sight Weekend in collaboration with Constant Flux and the venue DIY Space for London. The event, funded by PRS Foundation and Arts Council England, featured talks by disabled artists, workshops on DIY access, and a gig where we put ideas into practice.

This guide is designed to share those ideas with you.





Who are we?

The 13.3 million Deaf and disabled people who live in the UK include:

Wheelchair users

People with mobility impairments

People with vision impairment

People with hearing impairments

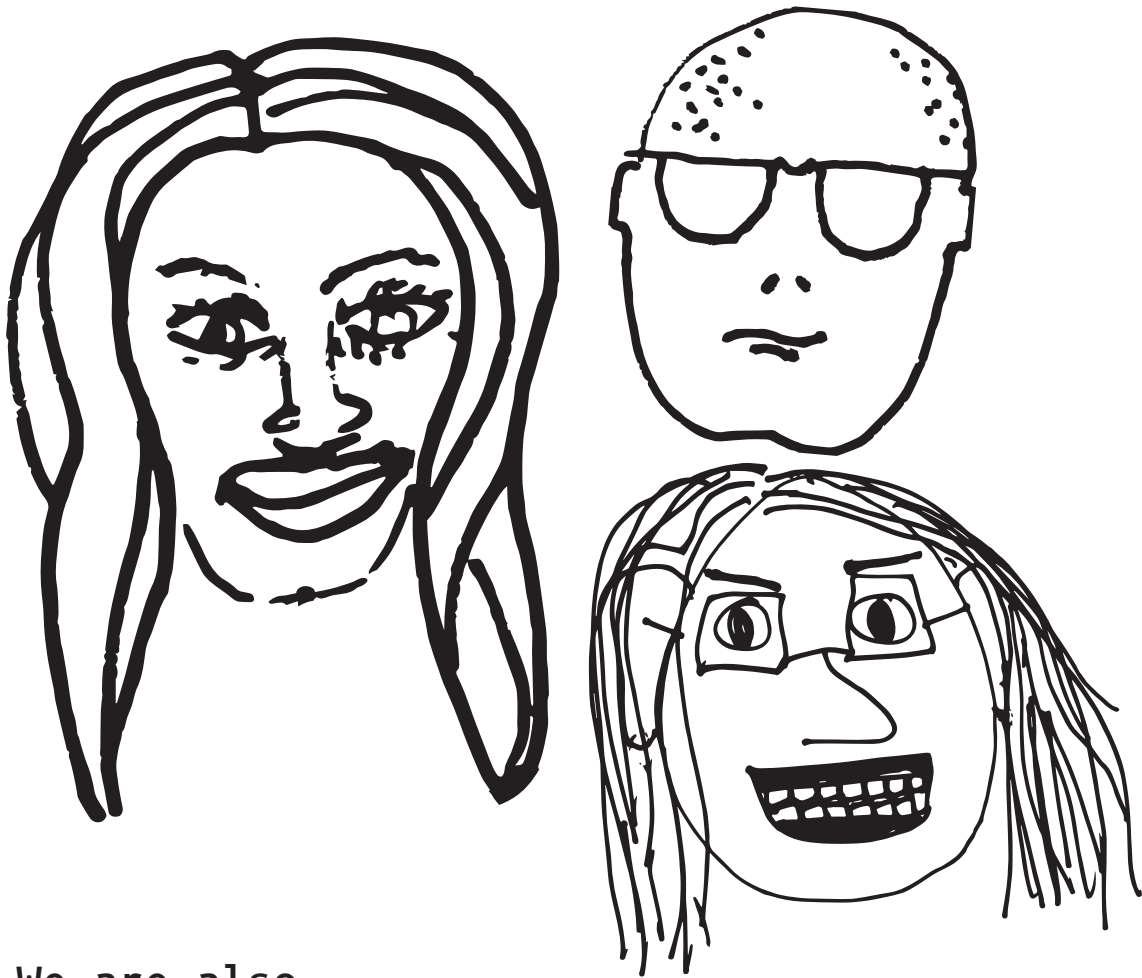
Deaf people who use British Sign Language

People with learning disabilities

People with mental health conditions

People with other non-visible impairments and chronic health conditions





We are also...

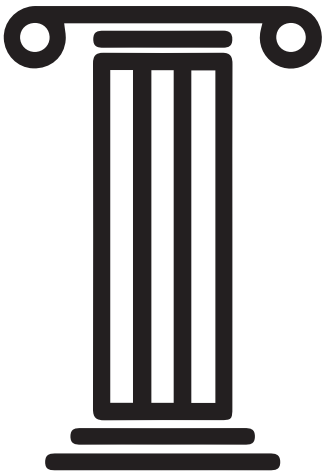
Fans who want to spend our money to go to your gigs with our mates.

Artists who want to play alongside other local bands at your nights.

Promoters who want to put on shows and support grassroots venues.

Bloggers and journalists who want to cover your shows.

# THE LEGAL BIT




The rights of Deaf and disabled people are protected under the Equality Act 2010. These rights extend to accessing gigs - it is the duty of venues and organisers to make 'reasonable adjustments' to enable Deaf and disabled people to access live music alongside non-disabled people.



**OUR MISSION  
IS TO SUPPORT  
PEOPLE TO WORK  
OUT HOW TO  
MAKE THESE  
ADJUSTMENTS!**

**5 things you can do when you play a random gig...**











- 1.** Check if the venue has online access information for disabled people.
- 2.** Encourage them to join our #AccessStartsOnline campaign and use our guide to update their information for your fans:  
[www.attitudeiseverything.org.uk/accessstartsonline](http://www.attitudeiseverything.org.uk/accessstartsonline)
- 3.** Share your own info about access at the venue on your website, flyer and/or Facebook event.  
**See pg.16 for what to include!** 
- 4.** Ask the promoter what the plan is if someone needs a seated view of the stage.
- 5.** If you can't see PA tickets advertised, encourage the promoter to offer them. A lot of people simply use the guest list and invite people to make a request directly.

IF YOU'VE GOT ANY QUESTIONS ABOUT ANYTHING IN THIS GUIDE GET IN TOUCH. PLEASE SEE THE BACK OF THE GUIDE FOR OUR CONTACT DETAILS.

**ACCESS STARTS ONLINE**



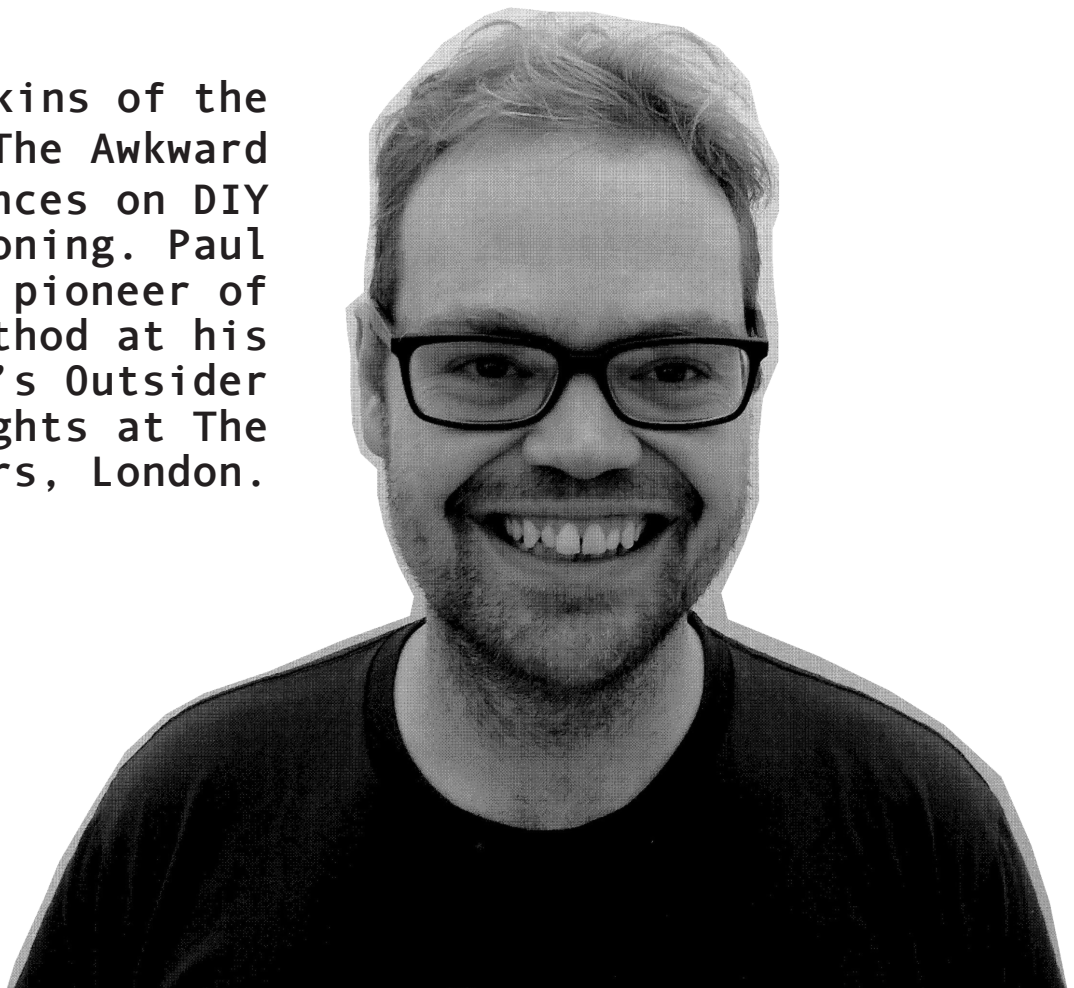
**10 THINGS YOU CAN DO WHEN YOU PUT ON YOUR OWN GIG**

<p><b>★ 1. TICKETS</b></p>	<p><b>★ 6. CAPTIONS</b></p>
<p> Offer free tickets for personal assistants.</p>	<p> Provide DIY captions using a laptop and TV.</p>
<p><b>2. ACCESS INFORMATION</b></p>	<p><b>7. ACCESSIBLE TOILET</b></p>
<p> Provide clear access information online in advance. (see Pg.16)</p>	<p> If there is an accessible toilet, check with the venue that it is in working order.</p>
<p><b>3. REQUESTS</b></p>	<p><b>★ 8. QUIET ROOM</b></p>
<p> Invite people to contact you if they have any specific requests.</p>	<p> Set up a quiet room if there is space available.</p>
<p><b>★ 4. VIEWING LOCATION</b></p>	<p><b>9. HARASSMENT</b></p>
<p> Set up an accessible seated viewing location.</p>	<p> Access information on venue website and your own tour page</p>
<p><b>5. STROBES</b></p>	<p><b>10. THE BAR</b></p>
<p> Request that no strobes are used and let people know.</p>	<p> Speak with the venue to ensure the bar service is accessible for people for whom a high counter might be an issue.</p>

**★ CHECK OUT THE GIG HACKS AT THE END OF THIS GUIDE TO FIND OUT HOW TO SET THESE UP!**









**“WHETHER I’M PLAYING OR WATCHING A GIG, LYRICS ARE REALLY IMPORTANT TO ME. IT REALLY MATTERS TO US AS A BAND THAT THE AUDIENCE KNOWS WHAT WE ARE SINGING AND CAN SHARE THE SAME EXPERIENCE”**

Paul Hawkins of the band The Awkward Silences on DIY captioning. Paul was a pioneer of this method at his band’s Outsider Pop nights at The Gunners, London.





**IF YOU WANT TO SET UP AND PROMOTE AN INCLUSIVE DIY TOUR, HERE ARE THE KEY THINGS THAT YOU SHOULD AIM TO HAVE FOR EVERY SHOW**

<b>TICKETS</b>	<b>ACCESSIBLE LYRICS</b>
 Personal assistant tickets	 DIY captioning
<b>ACCESS</b>	<b>ACCESSIBLE TOILET</b>
 Step-free access from the street to the performance space.	 Accessible toilet (check with venue that it is in working order)
<b>VIEWING LOCATION</b>	<b>ONLINE INFO</b>
 Viewing area / accessible seating	 Access information on venue website and your own tour page
<b>STROBE POLICY</b>	<b>ASSISTANT DOG POLICY</b>
 No strobes	 Assistance dogs welcome

**LET US KNOW IF YOU ARE DOING THIS WE WILL HELP TO PROMOTE YOUR TOUR!**

# 5 TIPS FOR BOOKING DISABLED ARTISTS...

- 1.** Use venues that can provide step-free access to the stage, or offer a step-free setup somewhere else in the venue.
- 2.** Book diverse bands to involve diverse people.
- 3.** Allow sufficient time for sound checks. Be prepared for questions and different ways of communicating.
- 4.** Invite bands to discuss any access requirements and, with their permission, make sure relevant venue staff know about them.
- 5.** Provide an access statement on your website letting people know what they can expect at every show.

# 5

## TIPS FOR MAKING ACCESSIBLE FLYERS



1. Don't overlay images with text.

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2. Use the biggest font size you can.

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3. Make any text high contrast against the background.

---

4. Use Sans Serif fonts i.e. Arial

---

5. Include basic access info for the gig i.e. "Step Free / Accessible Toilet".





A contact email address inviting people to ask questions if they have any.

Is there step-free access to the performance space?

Simply say “Step Free” or if no, explain the situation i.e. “Gig upstairs with no lift”

Can people have a seated view of the stage?

Explain what the set-up is if they need this. (see pg. 19)

Is there an accessible toilet?

Say “Accessible Toilet” or if no, say “No accessible toilet – nearest one is [insert location]”

Can people request PA tickets?

Explain how to request these. (see pg. 20)

If there are any other access features of your night that people would benefit from knowing about (i.e. no strobes), let people know on your event page!

**WHAT IF MY  
REGULAR  
NIGHT IS IN AN  
INACCESSIBLE  
VENUE...**



If the venue you use features stairs or no accessible toilet, there are still things you can do!

**No accessible toilet?**

Find out where the closest one is to the venue and let people know in advance.

One or two step to get into the venue?



Ask the venue to look into sorting out a portable ramp that they can use for any night. It is their responsibility to provide this if it is practical and safe.

Flight of stairs to get to the gig space?



See if you can swap things around with the venue for your night to use an accessible room, or failing that, make sure there is info online letting people know about the stairs, how many steps there are, and if there's a handrail.

Some people might be able to get up or down stairs, but then need a seat for the gig. Plan for accessible seating whatever venue you use.



**KNOWLEDGE IS POWER!**

---

**GIG HACK #1****ACCESSIBLE SEATED  
VIEWING AREA**

---

**WHAT?**

A designated area in a venue where people can sit down with a view of the stage. Depending on the capacity, this might be achieved via an area set up in advance, or simply by supporting someone to get a seat on demand.

---

**WHY?**

This location might be used by wheelchair users, or anyone who needs to sit during a show or avoid being in a tightly-packed crowd. Lots of different people might need this, including people with hidden impairments.

---

**WHAT YOU NEED:**

- Chairs
  - An area with a view of the stage
- 

**HOW TO MAKE IT HAPPEN:**

- Check with the venue to see if there is a regular set up. If not, discuss the best location with them.
- If it's proving tricky, put them in touch with us so we can assist.
- If chairs can't be set out, make a plan for how people can get one if needed.
- Let people know in advance what to do if they need a seat.
- Make sure staff in the venue know how the system works.

---

**GIG HACK #2****PERSONAL ASSISTANT  
TICKETS**

---

**WHAT?**

A free ticket made available to a disabled person who has purchased their own ticket who needs to bring someone to assist them (a 'PA') in order to attend.

---

**WHY?**

A person's need for a PA can vary widely, from support travelling and getting around, to communicating, making decisions, taking medication or using the bathroom.

---

**WHAT YOU NEED:**

- A simple solution to enable people to request a PA ticket for your gig with the minimum of fuss.
- 

**HOW TO MAKE IT HAPPEN:**

- Utilise a guest-list allocation to add PAs upon request.
- Invite people to contact you directly in advance to make a request.
- We think it's best to go on trust for small gigs, but it is reasonable to ask someone to explain briefly why they need a PA to attend your show (without asking for detailed medical or personal details).
- Let people know in advance that they can request a PA ticket!

---

**GIG HACK #3****DIY CAPTIONING**

---

**WHAT?**

Captioning a gig means displaying the band names, song titles and lyrics on a screen during sets.

---

**WHY?**

This makes the show more accessible for people with hearing impairments. It also adds a new element to the experience of all attendees.

---

**WHAT YOU NEED:**

- Laptop
  - Slideshow software
  - TV
  - Set lists and lyrics from bands
- 

**HOW TO MAKE IT HAPPEN:**

- Inform all the bands that you will be doing DIY captioning.
- Contact us for a template example.
- Send it to bands and ask them to build a slideshow of lyrics in set order.
- Add band and song name slides + any images they want.
- Make a master slideshow of all of the bands' slides.
- Add your own slides promoting other nights etc in-between sets if you like.
- Set up a TV on stage and connect a laptop to it.
- Have someone manually click through the slides during each set.
- Let people know in advance that you are providing this!

---

**GIG HACK #4****QUIET SPACE**

---

**WHAT?**

A space away from the main gig space that is set up to give people a break from noise and crowds.

---

**WHY?**

If a venue can accommodate a quiet space, it can massively benefit people with learning disabilities, autism, anxiety, and anyone who experiences sensory overload and sometimes needs a break in order to enjoy a show.

---

**WHAT YOU NEED:**

- A room separate from the main gig space (the quieter the better, but whatever is available).
  - A sign explaining what the room is for.
  - Seating – the softer the better!
  - Optional extras to make it a nice relaxing space to be in – fairy lights or other ambient lighting, water, comics/ magazines, pencils and paper, books, stress-relief toys etc.
- 

**HOW TO MAKE IT HAPPEN:**

If there is a suitable room available...

- Set it up to be a space where people can sit down and take a break from the gig comfortably.
- Have it open from the moment the doors open.
- Let people know in advance that it will be available!
- The venue DIY Space for London features a quiet space at a lot of their events if you'd like to see one in action or talk to people who have set one up:

🖱 [www.diyspaceforlondon.org](http://www.diyspaceforlondon.org)

# PEOPLE WE RECOMMEND CHECKING OUT!



## PRS Foundation

Funded our In-Sight Weekend and provide artist funding via their Open Fund.

➤ [www.prsformusicfoundation.com](http://www.prsformusicfoundation.com)



## Arts Council England

Funded our In-Sight Weekend and provide funding for large and small music projects via their Grants for the Arts scheme.

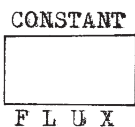
➤ [www.artscouncil.org.uk](http://www.artscouncil.org.uk)



## DIY Space for London

The brilliant venue we used for the In-Sight Weekend that demonstrates how access can be improved with creativity and collaboration at little or no cost.

➤ [www.diyspaceforlondon.org](http://www.diyspaceforlondon.org)



## Constant Flux

Our programming partner for the In-Sight Weekend. Have put on amazing inclusive tours across the UK in partnership with artists and venues.

➤ [www.constantflux.co.uk](http://www.constantflux.co.uk)



# THE FOUR GREAT BANDS WHO PLAYED OUR IN-SIGHT WEEKEND GIG

**The Fish Police**

🖱️ [www.thefishpolice.com](http://www.thefishpolice.com)

**Woolf**

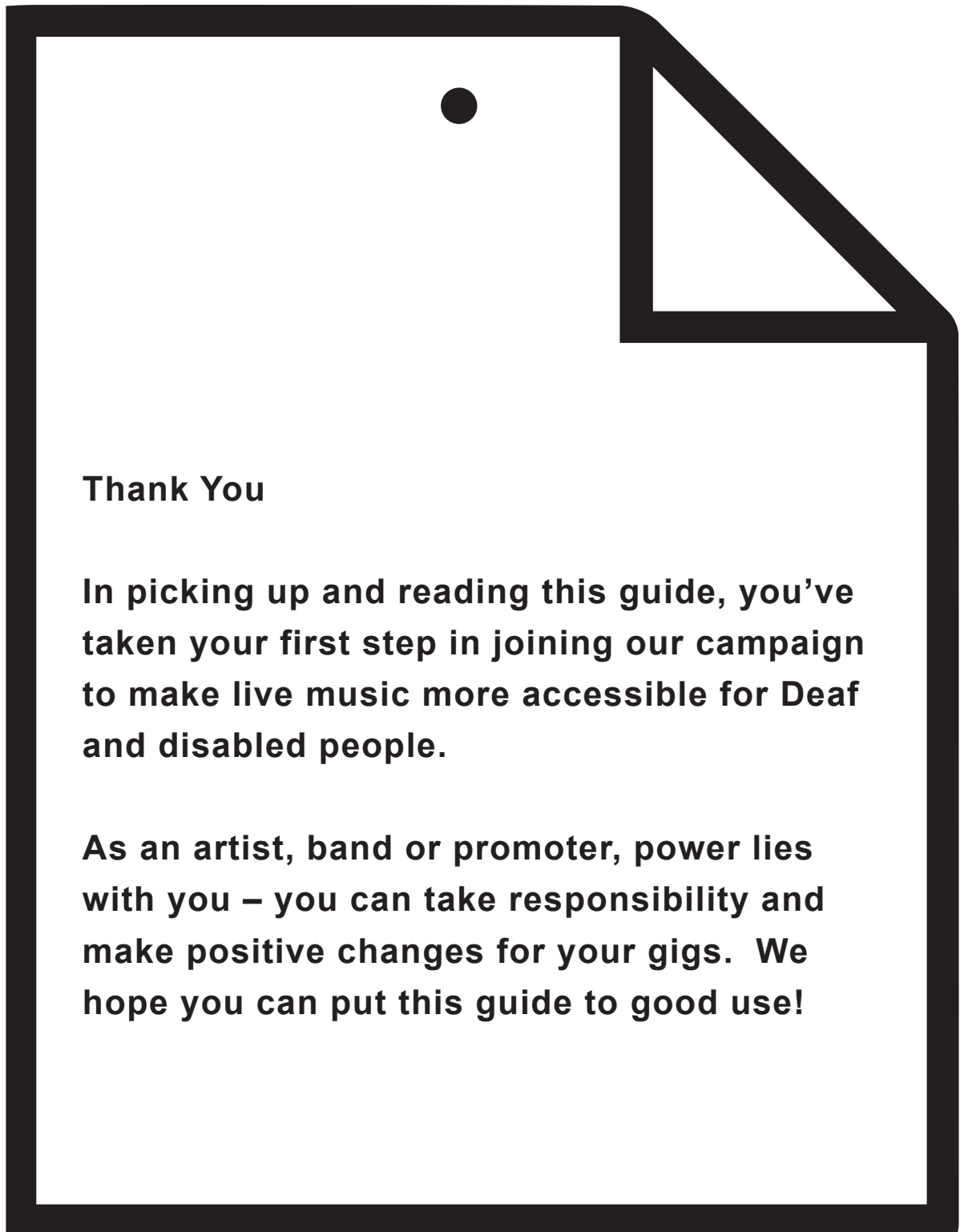
🖱️ [www.woolf.bandcamp.com](http://www.woolf.bandcamp.com)

**Revenge of Calculon**

🖱️ [www.revengeofcalculon.com](http://www.revengeofcalculon.com)

**The Awkward Silences**

🖱️ [www.theawkwardsilences.com](http://www.theawkwardsilences.com)



## **Thank You**

**In picking up and reading this guide, you've taken your first step in joining our campaign to make live music more accessible for Deaf and disabled people.**

**As an artist, band or promoter, power lies with you – you can take responsibility and make positive changes for your gigs. We hope you can put this guide to good use!**

If you've found this guide useful, let us know by tweeting about it using:

 **#diyaccessguide** and **@attitudetweets**

Include a photo of yourself with the guide if you can!

Share this link with other bands, artists and promoters and put them in touch with us:

 [www.attitudeiseverything.org.uk/diyaccessguide](http://www.attitudeiseverything.org.uk/diyaccessguide)

If you'd like to share physical copies of the guide on a tour or in a rehearsal space, let us know and we can send you some copies.

If you put on a gig or tour using the tips in this guide, let us know and we will tell our followers about it!

Once you've got a few inclusive gigs under your belt, consider sharing an access manifesto as a band or promoter on your website. A great example can be found here:

 <http://theawkwardsilences.com/accessibility>

To ask any questions or request some copies, contact us via:

 [info@attitudeiseverything.org.uk](mailto:info@attitudeiseverything.org.uk)

 020 7383 7979


Find out more and follow us:

 Website: [www.attitudeiseverything.org.uk](http://www.attitudeiseverything.org.uk)

 Twitter: [@attitudetweets](https://twitter.com/attitudetweets)

 Instagram: [@attitudeiseverythinghq](https://www.instagram.com/attitudeiseverythinghq)

 Facebook: [/attitudeiseverything](https://www.facebook.com/attitudeiseverything)

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Designed by Could be Good

 [www.couldbegood.co.uk](http://www.couldbegood.co.uk)

Contact Attitude is Everything if you would like this guide in an alternative format.

This guide was funded by PRS Foundation and Arts Council England.



**PRS**  
Foundation



Supported using public funding by

**ARTS COUNCIL  
ENGLAND**