

Essential Companion scheme Individual Membership

Derby LIVE



The 'Essential Companion' scheme recognises that some customers need additional assistance to access the services within Derby LIVE venues, which include:

- Derby Theatre
- Guildhall Theatre
- Assembly Rooms Great Hall
- Assembly Rooms Darwin Suite

Derby LIVE and Derby City Council are firmly committed to ensuring all customers can participate and enjoy Derby LIVE events equally.

We recognise our responsibilities under Disability Discrimination Act (DDA) legislation to undertake reasonable adjustments to the services we deliver. For customers who need someone to be with them in order to access the service or facility within Derby LIVE we have an 'Essential Companion' scheme.

An 'Essential Companion' is someone who is able to assist the disabled customer with mobility or guidance, and to ensure their safety and enjoyment of Derby LIVE events.

The scheme is not open to or intended for customers who simply want someone to go with them, or just need assistance with transportation to Derby LIVE venues.

The 'Essential Companion' will need to familiarise themselves with the Derby LIVE venue to be visited and the location of services and facilities contained within it. It will be important to speak to Derby LIVE staff if the disabled customer has complex needs and to receive advice about means of escape issues. The 'Essential Companion' is also required to be available at all times to assist the disabled customer. Derby LIVE contact details should you require further advice or clarification are at the end of this document.

If we feel you qualify under the scheme you will receive an additional free ticket for your 'Essential Companion'.

If your application is refused you can ask for the decision to be looked at again by a panel of council staff who work on disabled people's issues. The panel will also be consulted about hard to decide applications.

The information you provide will only be used to determine whether you qualify to join the 'Essential Companion' scheme. There is space on the form for you to tell us about your particular needs, use a separate sheet if necessary. Information about any mobility aids or supporting equipment you use will help us understand how we might best be able to meet your needs and ensure you have an accessible and enjoyable experience.

The information you give us is protected by the Data Protection Act and will only be used for the purpose set out in this document.

If you have difficulty completing the form or would like more information, please contact:

Matt Clay – Sales Supervisor

Derby LIVE

Assembly Rooms, Market Place, Derby. DE1 3AH

Telephone	01332 255800
Fax	01332 255788
Type-Talk	18001 01332 255800
E-Mail	boxoffice@derby.gov.uk

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1. Details of disabled person.

Title_____ Initial_____ Surname_____

Address_____

Postcode_____ Telephone No._____

Email address _____

2. Which of the following would assist you?

Aisle seat [] Wheelchair space [] Larger wheelchair space []

Stalls seat [] Hearing Assistance [] Other (specify below) []

Other information and why you require an 'Essential Companion'

The disabled person or representative must sign the form below. By signing you are confirming that without the assistance of an 'Essential Companion' it would be extremely difficult or impossible for you to visit Derby LIVE venues independently.

Signed_____ Date_____

Print name _____

Data protection notice – Your details will be added to a database and many be shared with our agents, other council services or service providers. You may ask for a copy of the information we hold and correct any mistakes.

Office Use Only: Date Received/Action