

# Essential Companion scheme Organisation 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.

Groups and organisations of or supporting disabled people can obtain additional free tickets through the scheme. To join, an appointed representative of the organisation will need complete and sign the application form and return it to the address below.

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 any 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 your organisation qualifies under the scheme you will receive additional free tickets for use by the '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 organisation, use a separate sheet if necessary. Information about any mobility aids or supporting equipment used by organisation members will help us understand how we might best be able to meet their needs and ensure they 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**

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

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1. Details of organisation.

Organisation Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_ Telephone No. \_\_\_\_\_

Email address \_\_\_\_\_

Status: Charity [ ] Local / Health Authority [ ] Private [ ]

'Essential Companion' ratio: 1:1 [ ] 1:2 [ ] 1:4 [ ] Other [ ]

2. Which of the following would assist your organisation?

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

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

Other information and why 'Essential Companion' scheme would assist your members / service users.

The appointed 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 your members / service users 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