



**BRISTOL
BEACON
ACCESS
UPDATE
JULY 2026**

TODAY'S AGENDA

- Survey results
- What happened on the Consultation Day
- Main themes from discussions
- Actions we're taking
- How you can continue to help shape future improvements



BEFORE THE CONSULTATION

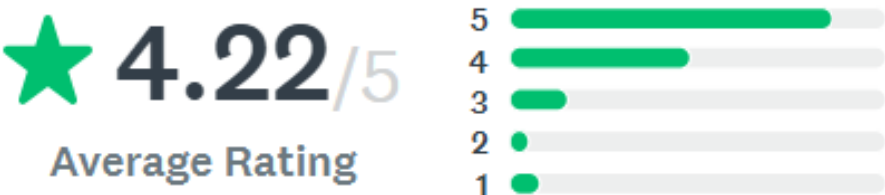
We asked you what you thought
about access at Bristol Beacon.

Here's what you told us...



SURVEY RESULTS

How satisfied are you
with the Access
Register?



How satisfied were
you with the ticket
buying process?



How satisfied were
you with your
experience attending
an event at Bristol
Beacon?



ONE THING TO IMPROVE

- Better car parking
- More BSL programme that's integrated
- Clearer information on ticketing
- Ability to purchase access tickets online
- Booking access tickets as a group
- Quieter entrance area away from crowds
- Improved staff training
- Greater flexibility with seating options
- Easier exit for busy performances



WHAT WAS THE CONSULTATION DAY?

Fri 24 April 2027

- Invited disabled audience members to talk openly about the **entire customer journey**
- Listening to feedback
- Understanding what works well, and what needs to improve
- A range of workshops and discussions



WHAT WE HEARD

Throughout the day four key principles emerged:

- **Communication** needs to be clearer and more tailored.
- People need **more choice** and flexibility.
- **Independence** should always be prioritised.
- **Staff confidence** and training make a huge difference.





ACCESS REGISTER

We asked

What does the current system feel like to use?

You told us

Speed and simplicity are important. Trust and flexibility also valued highly.

What we're doing next

We will co-design the future of the access register with you.



EVENT EXPERIENCE

We asked

How you found viewing platforms, seating choices, wayfinding, refreshment areas and accessible facilities.

You told us

Speed and simplicity are important. Trust and flexibility also valued highly.



EVENT EXPERIENCE

What we're doing next

We'll begin reassessing viewing experiences across our spaces.

Continue to explore flexible seating options.

Use your feedback as part of future venue planning.



STEWARD TRAINING & QUIET ROOMS

You told us

Staff confidence is important

Many people didn't know we have a Quiet Room

What we're doing next

Review our accessibility training for consistency.

Improve how we communicate quiet rooms before visits and how customers can use them.



BSL PROGRAMMING

You told us

Clearer information about interpreter locations.

Recognise that there are different communication preferences.

What we're doing next

We want to work with you to help shape future improvements to BSL programming.



BEFORE YOU VISIT

You told us

Good communication reduces anxiety and helps people plan independently.

What we're doing next

Improve pre-event communications

Clearer accessibility information

Visual content

Improve venue guidance

Better info on seating

WORKING TOGETHER

**Join our Access
Consultation Group**



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PROGRESS

Attitude is Everything

Gold status achieved in 2025

Digital Accessibility Audit

Shapes website and digital service improvements

Arts community

Working with other venues and organisations



WHAT HAPPENS NEXT

Over the next six months we'll focus on:

- improving communication
- reviewing access information
- strengthening staff training
- and beginning the co-design the access register and BSL programme



THANK YOU

"We don't want special treatment. We just want the same experience as everyone else."