

work with partner organisations

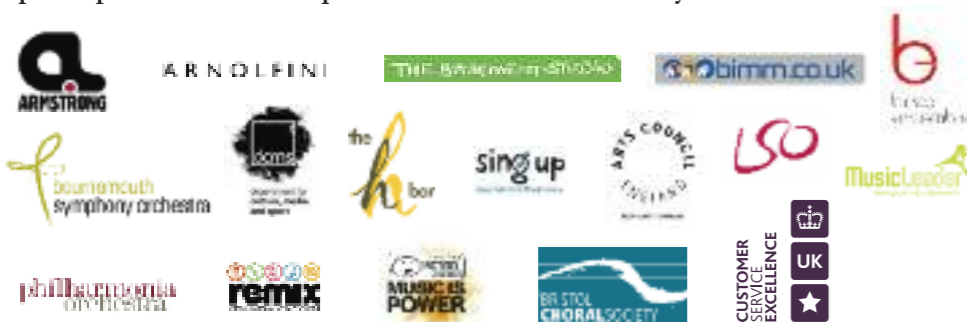
The Hall works with a huge range of partner organisations, from performance partners like the BSO and the Bristol Ensemble, education and delivery partners like Bristol Institute of Modern Music, Armstrong Learning and Basement Studios and other Bristol partners like Art and Power and the Arnolfini.

Over 700 musicians have taken part in the New Deal for Musicians sessions, delivered by Armstrong Learning, at the Hall last year. These sessions support unemployed musicians into sustainable employment with practical

and professional advice and a full jobs mentoring service.

Our partnership with Arnolfini was a celebration of Bristol and Colston Hall's wrestling history with an exhibition of 'Mad' Eli's memorabilia taking place in the Hall's exhibition space. The Bristol Institute of Modern Music also bases a number of their music production classes at the Hall and are working with Colston Hall Education to develop a series of accredited courses to be delivered from the complex.

Thank you to all the performers, educators, customers and workshop participants who have helped us to be so successful this year



Bristol Arts and Music Service, Art and Power and Future Jobs Fund



box office +44 (0)117 922 3686 www.colstonhall.org

customer charter

Colston Hall has a Customer Charter, a set of promises we make to our customers to ensure they receive the highest standards of service when they visit Colston Hall.

These standards cover aspects of service like the expected wait time to speak to a Box Office Assistant on the phone or the dress code of staff members, and many are measurable so we can monitor how we are doing and improve on any areas where we are falling short.

The results of some of our measurable targets for 2009-2010 are below:

% of letters answered within 12 working days – 96% (target 80%)

% of ticket purchases and enquiries dealt with at the first point of contact – 97% (target 80%)

94% of customers satisfied or very satisfied with their service at Colston Hall – (target 93%)

Between 1st September – 31st April, using Bristol City Council's Fair Comment scheme, Colston Hall received:

14 complaints
26 compliments
25 comments

Our customer charter can be viewed online at <http://www.colstonhall.org/visit/orinformation/customercharter>, at the Box Office at Colston Hall, or a printed version can be requested by calling 0117 922 3686 or by emailing boxoffice@colstonhall.org

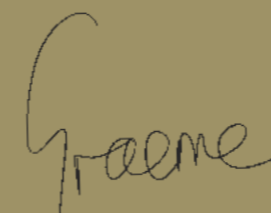
introduction



Welcome to our 2009/2010 annual review. The last year saw a number of seismic shifts in how Colston Hall operates, from the opening of the new foyer to a huge increase in the number of shows being presented and artists employed. This report highlights some of our achievements across the breadth of our work from the performance programme to education and artistic development.

On a personal note I would like to thank all the staff at Colston Hall as well as our colleagues from elsewhere in the industry and funding bodies for the support they have shown us and most importantly, I would like to thank our customers. Your comments and feedback have been greatly appreciated and acted upon where possible and whether you are taking part in an education workshop or watching a show; your continued enjoyment of music is why we are here.

For more information please visit our website www.colstonhall.org



Graeme Howell
Director of Colston Hall

facts and figures

Number of performances	Hall 1	Hall 2	Foyer Perf'	Total
October 07 – March 08	95	15	0	110
October 08 – March 09	86	4	0	90
October 09 – March 10	123	44	75	242

Up 169% between 08/09 – 09/10

Number of performers	Total
October 07 – March 08	1,886
October 08 – March 09	1,553
October 09 – March 10	3,984

Up 156% between 08/09 – 09/10

Number of tickets sold	Total
October 07 – March 08	1,224,453
October 08 – March 09	1,011,130
October 09 – March 10	1,303,250

Up 29% between 08/09 – 09/10

Gross value of tickets sold	Total
October 07 – March 08	£2,147,923.90
October 08 – March 09	£1,898,422.87
October 09 – March 10	£2,609,302.93

Up 37% between 08/09 – 09/10

Education – children and young people participated

October 07 – March 08	3,456
October 08 – March 09	3,481
October 09 – March 10	3,892

Up 12% between 08/09 – 09/10

Education – workshops delivered

October 07 – March 08	657
October 08 – March 09	789
October 09 – March 10	771

Down 2% between 08/09 – 09/10

Education – young peoples performances

October 07 – March 08	126
October 08 – March 09	70
October 09 – March 10	112

Up 60% between 08/09 – 09/10

notable achievements since 1 april 2009

Since 1 April 2009, the Hall and its staff team has been on a significant journey of development and it is worth taking some time to highlight the notable achievements that have taken place outside the programme.

In the summer our exceptional customer service was acknowledged when we became the only local authority owned concert hall in the country to achieve a Customer Service Excellence Award. Receiving the award was a great recognition of the staff's commitment to customer service but our approach to customer care is an ongoing process of feedback and evolution so please keep your comments on your experiences at the Hall coming to boxoffice@colstonhall.org

In September we opened the new foyer facility which has been a great success. Architecturally it has real impact and has dramatically improved the experience of coming to the Hall to see a show or take part in a workshop. These improvements were recognised

when the Hall was shortlisted for a Royal Institute of British Architects (RIBA) award.

We have also opened a renovated second education facility in the 'Unicorns' under the backstage kitchen and green room.

Funded with money from the Department of Culture, Media and Sport it contains three rehearsal rooms and a recording studio that can be hired at a reduced rate by under 18s and provides a home for Basement Studios as well as elements of the Hall's own REMIX programme.



opening celebrations

To celebrate the launch of the new foyer in September 2009 built with contributions from Arts Council England and Bristol City Council, the Hall held a week long Opening Celebrations filled with one-off events and specially commissioned performances from musicians and community groups that reflected the Hall's past, present and future. Over 3,000 people saw the spectacular free opening night with an amazing acrobatic display from Cirque Bijou and a chorus of 100 guitars, and during the week Hall 1 played host to a riotous set from Bristol's Roni Size and the world premiere of music from the BBC's Nature's Great Events wildlife programme narrated by David Attenborough.

artistic highlights

The artistic programme of the Hall is what we are famous for, and the season from 1 October – 31 March saw some exceptional performances across the eclectic range of artists we promote.

The Hall's classical season took a real lift this year. Not only are the Bournemouth Symphony Orchestra going through a renaissance with their new Principal Conductor Kirill Karabits, but we were proud to present a series of concerts from great orchestras around the world

culminating with an amazing evening featuring the London Symphony Orchestra and the composer John Adams. Our partnership with the Bristol Ensemble continues to go from strength to strength with the innovative Elektrostatic season, which this year has commissioned 18 new works from local and national composers.

The rock and pop programme has featured the usual diverse mix of new artists and old like Joan Baez,

The Proclaimers, Alison Moyet, Chaka Khan, David Gray, The Imagined Village, JLS, Mika, Bat For Lashes, Alesha Dixon and Snow Patrol. The world music and jazz programme saw performances from Ojos de Brujo, Rodrigo y Gabriela and a thriving Hall 2 diary including Lau, Polar Bear and Gilad Atzmon.

For more information about the coming season at Colston Hall visit www.colstonhall.org



education highlights

Highlights of our education work includes the popular Get Inspired! sessions for 7–11 year olds, themed songwriting weeks including a Creative Orchestra week with the Philharmonia Orchestra, an early years programme in partnership with Bristol Arts and Music Service and 27 early years settings, and alternative education programmes in partnership with Short Stay Schools. For more information on our wide ranging education work visit www.colstonhall.org/education

environmental figures

Even though we have increased the size of the complex by 30% and increased the ticketed visitor footfall by 29% and the number of performances by 169%, we have successfully reduced our general waste by 7%. We have also radically reduced our use of glass bottles by 62%.

However the new complex has increased our energy usage with electricity consumption increasing by 67% and gas consumption increasing by 93%. Our electricity is supplied through a green tariff.

This year has been a little marred by a problem with the wind turbine that was installed as part of the building project. This has not been running at full output and was decommissioned in February due to safety concerns.

We are confident that we will have it back up and running by the summer.

We are committed to producing a plan for carbon neutrality by 2030 this year and will be working with colleagues from Julie's Bicycle to achieve this. We will also aim to reduce our electricity and gas consumption by 10% year on year and increase our use of renewable energy.

Reduction in print produced

We have however achieved a significant reduction in the quantity of print produced. Through greater use of a redesigned website and more online marketing activity we have reduced our print produced by 43% from 485,000 pieces in 08/09 to 276,800 pieces in 09/10.