

colston hall's 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 such as the expected wait time before speaking to a Box Office Assistant on the phone and the dress code of staff members. Standards are measured so we can monitor how we are doing and improve on any areas in which we are falling short.

Since they were introduced in 2009 we have been monitoring and developing our targets to ensure they stay relevant to our customers.

Our customer charter can be viewed online at www.colstonhall.org/customercharter, at the Box Office at the Hall, or a printed version can be requested by calling 0117 922 3686.

The results of some of our measurable targets for 2010-2011 are below:

- **% of ticket purchases & enquiries dealt with at the first point of contact**
97% (target 80%)
- **% number of calls answered within 15 seconds**
87% (target 100%)
- **Between 1st April 2010 – 31st March 2011, Colston Hall received:**
79 complaints
31 compliments
9 comments
- **% of customers who are satisfied or very satisfied with Colston Hall's service**
96% (target 93%)

facts and figures

Between 1 April 2010 and 31 March 2011:

Number of performances	Apr'10 - Mar'11
Hall 1	192
Hall 2	92
Foyer performance space	130

Ticket sales

Number of tickets sold	264,068
Gross value of tickets sold	£4,569,713.21

Education facts and figures

Number of participants in education activities	2,888
Number of workshops delivered	574
Number of performances	89



colston hall
Bristol's home of music

annual review 2010/2011



introduction

Welcome to Colston Hall's annual review 2010/2011. As the new Chief Executive of Bristol Music Trust, the organisation set up by Bristol City Council to run Colston Hall, I have been impressed by the achievements and dedication of the staff during the past year.

Bristol Music Trust officially started its work in May 2011 with all existing Colston Hall staff transferring to a brand new organisation dedicated to furthering the cause of music making throughout Bristol. We will continue to develop Colston Hall as a premier concert venue, presenting performances, workshops and entertainment of the widest range of styles and highest international quality. We will build on existing partnerships and make new friends to ensure that music is always at the heart of Bristol life.

Watch this space for updates and further developments on the work of the Trust.

Louise Mitchell

Louise Mitchell
Chief Executive, Bristol Music Trust

highlights 2010/2011

Colston Hall's new foyer has dramatically improved the access to our building for customers with disabilities. Customers can now make use of lifts to all floors, new accessible seating, braille and tape versions of our brochures and our new first aid room. Improved access has raised the Hall's national profile – in November Colston Hall was awarded the top Gold award in the South West Tourism Awards Access for All category, and in April went on to gain a Silver in the national Enjoy England Awards.

Staff at the Hall have also worked hard to retain the Customer Service Excellence Award they achieved in 2009, and their hard work during the opening of Colston Hall's new foyer building was recognised by Bristol City Council who awarded them the Bristol City Council Team of the Year 2010.

Colston Hall has also just been awarded a B rating as recorded by our energy assessor. Although the footprint of the building has doubled, its energy usage is the same as pre-2009 levels, which is a great achievement for the foyer's environmental features and testament to staff for reducing energy consumption.





education highlights

Colston Hall Education had another successful year with over 2,888 young people taking part in education activities over the 12 month period.

Some of the high profile projects run by the education team and its Youth Music funded Action Zone Remix include:

Duet A partnership between Remix and Bristol Brunel Academy, Duet saw a group of 240 12-13 year olds write several pieces of ensemble music which culminated in performances for their school year group, parents and carers at Colston Hall.

Vulnerable young people who attend **NoZone** work with music mentors to develop their musical skills and write material to be performed at gigs and events throughout the year. NoZone's overall aim is to improve the life chances of young people in challenging circumstances through music based mentoring.

Our ongoing Alternative Education Programmes:

Step Up works with year 6 students to build their self-confidence, motivation, teamwork and creativity in the summer holidays to aid their transition from primary school to secondary school. This early intervention specifically targets pupils at risk of social exclusion.

Different Class is a project for 12-16 year olds who have already, or are at risk of, dropping out of formal education. This successful programme of music sessions offers young people accreditation, for example an Arts Award, and facilitates re-engagement into formal education, training or employment, greatly improving future life chances. Remix worked with 80 young people over the course of the year, 75% of which achieved accreditation.

BSO 3 Day Album This was a unique opportunity for young musicians to work with the Bournemouth Symphony Orchestra (BSO), one of Britain's leading orchestras, and composer David Bedford to write, arrange and record an album in just three days. Working alongside a team of professional music leaders, players from the BSO and legendary bass player Herbie Flowers, 40 musicians aged 13-19 brought their compositions to life in a friendly and inspiring atmosphere.

"Amazing, I'm learning so much and it's so inspiring."

Participant

Youth Music Week Fused Songwriting week This four-day ensemble project looked at the composition and performance of original music using plugged and unplugged instruments and provided the opportunity for young people from diverse backgrounds and musical tastes to work together in the creation of new and exploratory music.

Youth Music Mentors Remix's popular music mentoring programme aimed at improving the life chances of young people ran for three years until March 2011. It supported over 70 young people who, after nine sessions and a week long intensive course, performed their own songs in Colston Hall's foyer and at the Bristol Harbour Festival. The scheme was designed to increase their music skills, self-confidence and motivation.



programming highlights

Colston Hall's eclectic programme had plenty of highlights in 2010/2011, from large-scale rock and pop concerts like Manic Street Preachers and Motörhead to a wide range of comedy shows from the likes of Lee Mack and Jason Manford.

Partnership working has greatly enhanced our programming this season – our work with Music Beyond the Mainstream brought another high quality African Soul Rebels show with Seun Kuti and a sell out show from Penguin Café. We also worked with Sadler's Wells to bring their Breakin' Convention hip hop dance show to the Hall – the sight of crowds of young people dancing in the foyer performance space was the highlight of the year for many members of staff.



The Hall successfully hosted the Hobbs Fashion Show in June, and the fantastically professional New Generation Takeover young promoters group programmed, marketed and ran their Takeover night in July, an event which will be repeated on 17 September 2011.

Putting Colston Hall on the national stage was the commission The Passion of Joan of Arc by Will Gregory and Adrian Utley, which left crowds stunned and travelled to festivals and venues throughout the country, including the Toronto Film Festival. And legendary conductor Valery Gergiev and the London Symphony Orchestra performed Mahler's Symphony No 5 to a packed house in September.

bristol music trust – a new dawn

In May 2011 Bristol City Council handed the running of Colston Hall over to the Bristol Music Trust, an independent body led by a Board of Trustees formed to promote music in Bristol. Louise Mitchell, former head of Glasgow Concert Hall's, was appointed as Chief Executive of the Trust and took up her post in May.

The new Trust has two aims: the first is to manage the operations of Colston Hall; developing a diverse musical programme, leading a major capital refurbishment programme and securing its commercial success. The Hall presents a wonderful opportunity to build a diverse music and arts centre; comprising a traditional concert hall, a smaller intimate hall and an electrifying newly built foyer.

The second aim is to develop music across Bristol; by working in partnership with city wide organisations leading on musical education, commissioning new works, supporting local musicians and promoting music across all communities to build on the vibrant talent already in the city. Moreover, the Trust wants the Bristol music scene to stand out with its own unique culture and internationally renowned reputation.



Members of the Board of Trustees are:

Henry Kenyon - former partner for 20 years of PriceWaterhouseCoopers, Vice Chair and Treasurer of CLICSargent Cancer Care for Children. Led the successful transformation of Speedwell Technology College to Bristol Brunel Academy.

Stuart Avery - Managing Director of e3 (UK digital agency of the year)

Michele Balfe - specialist employment, equality and discrimination solicitor with Beachcroft

Marti Burgess - Solicitor at Metcalfe's, Board member of African & Caribbean Chamber of Commerce, and director of an events and marketing consultancy.

Paul Fordham - General manager, Punch Records (Birmingham urban music development agency). Ran own promotions business for many years in Bristol and worked in Colston Hall developing the world music programme

Marie McCluskey - Director, Swindon Dance. National role in developing youth dance, and awarded MBE for services to dance

Poppy Stephenson - CEO, Bristol Festival Community Group and organiser of BrisFest, involving over 300 volunteers, for three years

Simon Chapman - Recently retired as the senior audit partner of PricewaterhouseCoopers in the West and Wales having spent over 30 years with the firm.

Cllr. Simon Cook - Deputy Leader of Bristol City Council

Simon Taylor - CEO, Bournemouth Symphony Orchestra, and Chair, Association of British Orchestras.

musicleader south west spring achievements



Music Leader South West is the regional arm of a national network which supports the development of the music leading workforce and is hosted by Colston Hall. This year it has been working hard to get its service recognised by music educators across the region in these times of austerity and change. They are reaping the benefits of building partnerships across the South West by:

- helping 150 musicians get direct training and support to deliver great quality music activities to children and young people.
- working with the Musician's Union to ensure musicians are aware of child protection and legal issues and how they can gain employment skills to get work.
- working in partnership with Bath Spa and South West Music services to run a highly successful Music Education Conference in July.
- attracting Spotlighting funding from Youth Music to develop their film resources and training programme in Spotting and Supporting Talent.