



Family Arts Standards

with Family and Childcare Trust

Organisations that sign up to the Family Arts Standards value families and want to provide good family experiences.

The Family Arts Standards are designed to help families know what they should expect from an arts organisation that displays the Family Arts Standards logo. They cover the basic considerations for families visiting any type of arts experience, from concert halls and theatres to the to plays, artists, dance companies, theatre groups and music ensembles that perform within them.

We ask that across their work, organisations try to appeal to a wide range of family audiences. Not every show or activity will be suitable for families, but organisations that sign up to the Family Arts Standards should provide clear information to enable you to decide what is/isn't suitable for families with children and young people.

An organisation that displays the Family Arts Standards logo will:

1. Offer programming and activities for a range of ages.
2. Take practical steps to make performances /activities accessible to as wide an age range as possible: so appropriate events can be enjoyed and appreciated by all members of the family group taking part.
3. Provide clear guidance on age appropriateness and sensitive content so families can decide if an activity is suitable for them.
4. Take into account transport issues when planning dates of activities, start and finish times, length of performance/activity, length of intervals or breaks.
5. Have clear pricing and take into account the diversity of families when considering pricing and 'family offers'.
6. Ask families about their experiences and views. Highlight changes that have been made and any barriers to achieving other suggestions.
7. Have a clear public policy for addressing complaints.
8. Reach out to and welcome all families to enjoy the arts and try new experiences.
9. Understand the needs of families of different ages and from different communities and remain flexible and responsive to them.
10. Ensure staff are trained to be aware of the barriers that may exist for families that include disabled adults and children, including those with complex needs and/ or behaviour.

Standards are continued over the page



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11. Have helpful staff who can respond to families' questions and needs.
12. Provide clear and honest information in print and on the internet about the facilities that are available, whilst ensuring they provide:
 - a. Clean and safe facilities.
 - b. Suitable access for wheelchair users and buggies.
 - c. Advice if spaces for wheelchair users and buggies are limited and/or advance booking is required.
 - d. Appropriate seating for children and those with limited mobility.
 - e. Accessible toilet and baby changing facilities that both men and women can access.
 - f. Free drinking water.
 - g. Healthy food and drink options suitable for families (if refreshments are available).
 - h. Comfortable seating for feeding babies, including breastfeeding.
 - i. Clear signage and easily identifiable staff/personnel.
 - j. Clear travel information.

In exceptional circumstances, standards holders may not be able to provide all of the facilities included in this list. If this occurs it will be clearly advertised so families are aware of limitations when planning their visit.

What to do if your visit or experience does not meet the Family Arts Standards:

Firstly, check if the organisation you visited is signed up to the Standards at www.familyartsfestival.com. If not, suggest they use the Standards to improve the experience they offer to families.

If they are signed up to the Standards, give your feedback to the organisation, so they can learn from your experience. They should offer a variety of feedback options so you could talk to a staff member, or use the suggestions box etc. If you're not happy with their response then please contact the Family and Childcare Trust

familyarts@familyandchildcaretrust.org



Organisations that are signed up to the Family Arts Standards use the **Fantastic for Families** badge to highlight events which are of particular appeal to families.

These will be events and activities that aren't just for children but are enjoyable for the whole family.

Your views and experiences

Join the debate on what makes arts organisations family friendly and share your experiences (good or bad) with us:

 @Fantasticforfam #fantasticforfamilies  Fantastic for Families

www.FamilyArtsStandards.com