

1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:

a) Name of the Policy, Project, Service Reform or Budget Option to be screened

Booking Fee per ticket for Celtic Connections festival from 2020 onwards – Ticketing – Glasgow Life

b) List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

The Celtic Connections festival will be applying a 10% booking fee on top of the ticket price for the purchase of tickets by Celtic Connections customers via the Glasgow Life Box Office across all sales channels.

The booking fee model will follow the model which already exists for commercial shows sold via the Glasgow Life Box Office

The main principle of the fee proposal is to ensure any fees remain significantly below commercial market rates of 12.5% and 13.5% and to:

1. Generate new income that will benefit the festival's longer term financial sustainability.
2. Reduce financial pressure on the festival, which has historically had to absorb some of the costs of the booking and processing of tickets, ticketing operations, staffing, IT, etc.
3. Balance new income with **no fee** on tickets priced up to and including £5.00 thus helping educational, community and Festival Club shows that stem from the festival including any children's tickets in this price category.
4. Introduce a 10% fee applied against each ticket price. This is a common-place fee within the arts, music and sporting industry and remains less than other sales outlets or venues. Celtic Connections customers who have purchased tickets through partner outlets previously will have incurred a 12.5% booking fee on top of the ticket price for Celtic Connections shows staged at non Glasgow Life venues and be subject to other additional charges
5. There will be no change to the Celtic Connections' online and telephone transaction fees.
6. There will be no change to the Celtic Connections' UK postage charge.
7. The booking fee would be added to the ticket price at the point of advertising each performance, then when the ticket buyer is making payment they will be given a breakdown of charges for receipt purposes to clearly show the ticket's face value plus applicable fees. Customers buying ticket(s) at the counter would incur charges only for the ticket face value and respective booking fee.

We believe this is a proportionate and balanced approach given the higher fees charged across the market and the budget pressures on the festival. The fees will support our continued provision of free festival elements, including schools concerts.

## BLANK EQIA Screening Form

--

c) Name of officer completing assessment (signed and date)

Alison Jack, Business Development Manager 27/9/19

d) Assessment Verified by (signed and date)

David Laing, Head of Arts, Music and Cultural Venues 1/11/19

## 2. EVIDENCE & ENGAGEMENT

The best approach to find out if a policy, etc is likely to impact negatively or positively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. This will provide you with what do you need to know that will provide you with evidence of the needs of the diverse population and their needs.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to; Gender, BME, Disabled people, LGBT, older people, children & young people or faith & belief.	Do you intend to set up your own consultation? If so, please list the main issues that come from this consultation.
<p><b>Review of booking, transaction and postage fees charged by other cultural providers.</b></p> <p>This demonstrated that the proposed Celtic Connections' Booking Fee of 10% would remain competitive i.e. within the industry market where 12.5% and 13.5% booking fees are standard. (see Appendix A)</p>	<p>All</p>	
<p><b>Analysis on the Celtic Connections festival ticket prices.</b></p> <p>This shows a wide range of ticket prices from £5.00 - £32.00 depending on the venue or artist. Most tickets are within the £13.00 - £18.00 range therefore the cost of the fee per ticket will mainly range from £1.30 - £1.80 per ticket purchased. (see Appendix B)</p> <p>Any tickets for "Talk" events and The Festival Club generally have a starting price of £5.00. For any ticket priced up to and including £5.00 there is <b>no</b> booking fee applied.</p>	<p>All</p>	

**BLANK EQIA Screening Form**

<p>There will also continue to be many FREE events during the Celtic Connections festivals that all members of the community can benefit from, namely;</p> <ul style="list-style-type: none"><li>(1) Dementia Friendly Concerts</li><li>(2) Schools Educational Events</li><li>(3) Danny Kyle Open Stage events</li></ul>		
---	--	--

### 3. ASSESSMENT & DIFFERENTIAL IMPACT

Use the table below to tick where you think the **Policy, Project, Service Reform or Budget Option** has either a negative impact (could disadvantage them) or a positive impact (contributes to promoting equality or improving relations within a equality group), based on the evidence you have collated

		Positive Impact – it could benefit an equality group	Good Practice/ Promotes Equality or improved relations	Negative Impact – it could disadvantage an equality group	Reason for Change in Policy or Policy Development
<b>GENDER</b>	Women	N/A	N/A	N/A	
	Men	N/A	N/A	N/A	
<b>RACE</b>	Asian People	N/A	N/A	N/A	
	Black People	N/A	N/A	N/A	
	Chinese People	N/A	N/A	N/A	
	White People	N/A	N/A	N/A	
	People of mixed race	N/A	N/A	N/A	
	European People (Polish, Greek, Italian, etc)	N/A	N/A	N/A	
<b>DISABILITY</b>	Physical disability	N/A	N/A	N/A	
	Sensory Impairment (sight, hearing)	N/A	N/A	N/A	
	Mental Health Issues	N/A	N/A	N/A	
<b>LGBT</b>	Lesbians	N/A	N/A	N/A	

## BLANK EQIA Screening Form

	Gay Men	N/A	N/A	N/A	
	Bisexual	N/A	N/A	N/A	
	Transgender	N/A	N/A	N/A	
<b>AGE</b>	Older People (60 +)	Older people may benefit from the free of charge Dementia Friendly Concerts or the Danny Kyle Open Stage free events.	N/A	N/A	
	Younger People (16-25)	Those wanting to pursue a musical career can benefit from Danny Kyle's Open Stage free events	N/A	N/A	
	Children (0-16)	School age children can benefit from the free Educational concerts via their schools	N/A	N/A	
<b>MARRIAGE &amp; CIVIL P'SHIP</b>	Women	N/A	N/A	N/A	
	Men	N/A	N/A	N/A	
	Lesbians	N/A	N/A	N/A	
	Gay Men	N/A	N/A	N/A	
	Bisexual	N/A	N/A	N/A	
	Transgender	N/A	N/A	N/A	
<b>PREGNANCY &amp; MATERNITY</b>	Women	N/A	N/A	N/A	
<b>RELIGION &amp; BELIEF</b>	Input *	N/A	N/A	N/A	
<b>SOCIAL AND ECONOMIC DIS - ADVANTAGE</b>		The removal all fees on tickets retailing £5 or less and the relatively low ticket prices across the range of prices could help facilitate access to culture for those most economically disadvantaged. e.g. people on low income	N/A	Some tickets will be more expensive and may have some negative impact on this group.  There are still some free and low cost elements within the festival.	

\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts

## BLANK EQIA Screening Form

Continue to answer or tick the following questions where the initial screening (above) indicated that there may be a negative impact on certain equality groups. \*\* Equality Legislation listed a back of this document.

IMPACT	YES	NO
<b>HIGH</b>		
There is substantial evidence and/or concern that people from different groups or communities are (or could be) differently affected by the policy.		✓
<b>MEDIUM</b>		
There is some evidence and/or some concern that people from different groups or communities are (or could be) differently affected		✓
<b>LOW</b>		
There is little or no evidence that some people from different groups or communities are (or could be) differently affected.	✓	
<b>Does the negative impact breach any of the equality legislation? **</b>	N/A	
	<b>Immediately</b>	<b>Within next 6 months</b>
The negative impact requires action to be taken		

\*\* See summary of legislation in appendix at the back of this form (you may also require to refer directly to the Equality Act 2010)

## 4. OUTCOMES AND ACTION

## SCREENING ASSESSMENT OUTCOME ACTIONS

Screening Outcome	Yes /No /Not At This Stage	Further Action Required	Lead Officer	Timescale for Resolution
Was a significant impact from the project, policy or strategy identified?	NO	N/A		N/A
Does the project, policy of strategy require to be amended to have a positive impact?	NO	N/A		N/A
Does a Full Impact Assessment need to undertaken?	Not at this stage	N/A		N/A
If none of the above is required, please recommend the <b>next steps</b> to be taken.  (i.e. is there a strategic group that can monitor any future impacts as part of implementation?)	Monitor any customer comments or complaints in relation to the new 10% fee addition		Alison Jack & Jade Hewat (Celtic Connections Festival Manager)	Launch of Celtic Connections 2020 on 3 October 2019 – initial review after 2 months by 3 December 2019 ahead of the festival starting in January 2020.

**5. MONITORING OUTCOMES AND NEXT STEPS**

The equalities impact assessment screening is not an end in itself but the start of a continuous monitoring and review process.

It is our responsibility to identify any current, new or developing issues raised by the community.

Individual services are responsible for conducting the impact assessment for their area, staff from **Corporate Strategic Policy and Planning** will be available to provide support and guidance.

<b>APPENDIX A</b>					
<b>Booking Fee Comparison</b>	<b>SEC (Armadillo) Glasgow</b>	<b>O2 Academy Glasgow</b>	<b>Ticketmaster UK</b>	<b>Usher Hall , Edinburgh</b>	<b>Glasgow Life Box Office for Celtic Connections festival</b>
Booking Fees % per ticket price	13.5%	12.5%	generally 12.5% but on occasion up to 17%	10.0%	10.0%

**BLANK EQIA Screening Form**

<b>APPENDIX B</b>										
<b>CELTIC CONNECTIONS 2019 - sample of ticket prices</b>		day 1	day 2	day 3	day 4	day 5	day 6	day 7	day 9	day 10
		17/01/2019	18/01/2019	19/01/2019	20/01/2019	21/01/2019	22/01/2019	23/01/2019	25/01/2019	26/01/2019
<b>VENUE</b>										
BARROWLAND									£20.00	£20.00
CCA										£15.00
CITY HALLS				£22.00	£18.00				£20.00	£20.00
DRYGATE			£15.00	£15.00	£14.00			£15.00	£14.00	£15.00
GLASGOW ROYAL CONCERT HALL	MAIN AUD	£20.00		£32.00	£20.00	£22.00	£20.00	£20.00	£18.00	
GLASGOW ROYAL CONCERT HALL	NEW AUD		£18.00	£16.50	£16.00				£16.00	£16.00
GLASGOW ROYAL CONCERT HALL	STRATHCLYDE		£14.50	£12.50 / 15.00	£12.50 / 15.00	£15.00	£15.00	£14.00	£14.00	£12.50/15.00
KING's THEATRE										
MITCHELL THEATRE			£17.00	£17.00	£17.00		£16.00	£22.00	£16.00	£16.00
NATIONAL PIPING CENTRE			£13.00	£13.00	£13.00				£13.00	£13.00
O2 ACADEMY										
OLD FRUITMARKET			£20.00	£16.00	£28.00			£27.00	£16.50	£17.00
ORAN MOR			£15.00	£15.00	£16.00				£13.00	£16.00
QMU			£16.00	£16.00	£18.00			£26.00	£16.00	£18.00
ST ANDREW's IN THE SQUARE			£14.00	£15.00					£15.00	£14.00
SAINT LUKES			£15.00	£15.00	£15.00			£15.00		£15.00
THE MACKINTOSH CHURCH			£16.00	£16.00	£26.50				£16.00	£15.00
TRON			£17.00	£15.00	£15.00		£15.00	£15.00	£15.00	£14.00
OTHER EVENTS (e.g. Talks) have tickets priced at £5.00-£6.00										
Merchant City TRAD TRAILS are £17.00										
The Festival Club prices range from £5.00 - £10.00										
Late Night Sessions are £7.50										
Dementia Friendly Concerts are FREE										
Open Stage events are FREE										
Showcase events are FREE										