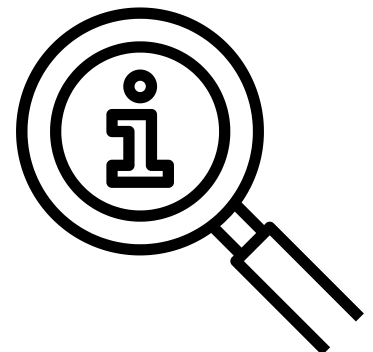




# Accessing Services

Project Outline 2025

**Focus: Free affordable, and universal access to services across Hartlepool**



## Summary of our last meeting:

**Commissioners were tasked with spending five minutes researching free Christmas activities in Hartlepool using laptops and smartphones.**

### **Key Questions Asked:**

1. What did you find out?
2. How easy was it to do?
3. Did the search provide what you wanted?
4. Does free really mean free?
5. Are sufficient free activities available?

### **Feedback from Commissioners:**

- **Hard to Navigate:** Many found the process boring and difficult to navigate.
- **Reminders of Financial Struggles:** The results highlighted things already known to be free, like beaches or parks, which aren't practical in winter.
- **Lack of Centralised Information:**
  - No single place collects or maps events effectively.
  - Most participants relied on word of mouth for information.
- **Digital Exclusion:** Pauline mentioned being aware of apps and websites but unable to use them due to difficulties being online.
- **Positive Findings:**
  - Free wreath-making workshops.
  - Several free events in community hubs.
- **Overall Outcome:** "There will be lots of free things out there, but we just can't see them."

# Paid leisure activities

## Exercise: Exploring Paid Leisure Activities

Commissioners evaluated leisure activities in Hartlepool that incur costs, such as Vue Cinema, Jump360, and Wacky Warehouse, to determine how these could be made more accessible.

### Selected Focus Areas:

#### Vue Cinema

Wacky Warehouse - costs more in the school holidays, cant take in own snacks and drinks

## Vue Cinema Group Discussion

### Current Schemes in Place:

- O2 Priority.
- Sky VIP (2x free tickets per month).
- Meerkat Movies promotion.
- Charity worker discount (up to 40% off).
- "Mighty Mornings" (£2.50 tickets on weekends and school holidays).
- Tiered seating prices (£7.99–£9.99)

### Ideas Generated:

- Host a “Hartlepool Cinema Day,” mirroring National Cinema Day (31st August).
- Create a Vue Film Club partnering with schools and colleges to screen educational or culturally/socially relevant films.
- Stamp card

# Actions

Research Vue Cinema’s social responsibility policies, write a letter to VUE  
Contact Darren Williams, Hartlepool General Manager (identify contact details) arrange a meeting

# Free leisure activities

## Potential Actions Discussed

### Improving Accessibility of Information:

- Install notice boards along the number 6 bus route or on the buses themselves,
- promoting activities at the central hub (Library).
- Set up a community notice board in the Job Centre highlighting enrichment and leisure activities - all to send information regularly
- Convert a shop window into a public notice board.
- Use "What's On" shopfronts and boards outside community hubs, particularly the central hub.

### Better Promotion and Collaboration:

- - Encourage ward councillors to actively promote events in their wards.
  - Collaborate with Grace from WeMakeSound, who is collating all creative spaces in Hartlepool.

### Mapping Free Events:

- Could we use the Family Hubs interactive map as a model for an online map of free activities?
- Create a reliable "Map of Events" updated specifically for the three major holidays: Easter, Summer, and Christmas.
- Review the Hartlepool "What's On" page, can we make this more accessible and promote

**Invited Paul from Hartlepool life - find out what works well and could we work better together for a more accessible free events page**

**Invited Beth from Hartlepool now , find out what works well and could we work better together for a more accessible free events page**

# PAID ACTIVITIES

The group looked at the letter we will send to VUE cinemas manager and made a few amendments, we will send out the letter to arrange a meeting - several members of the group would like to attend the meeting to represent HPTC, we can use the letter as a template to contact other businesses in Hartlepool.

We mentioned some of the existing initiatives as well as group ideas

- Discount clubs
- using #VUE to get a free snack/points
- Purple pound - drop prices at quiet times
- Postcode discount
- subtitled/other language films
- Letter box loyalty
- advertise discounts more in the community

# Free activities

Paul from Hartlepool life has agreed that we can have a page in the community paper to advertise whats free in Hartlepool in the school holidays “Schools out, take them out”

We have agreed to set up a working group to collate information on whats free before the Easter holidays (needs to be handed to Paul 2 weeks before)

**Contacts for free activities** - Play out Hartlepool, Community Hubs, Family Hubs, Summerhill, Mill house, youth services, churches, Hartlepool sport, Gamers at Hart, Geek Retreat, Lilly Annes, HAF

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We agreed to get in touch with Stagecoach regarding putting posters on the bus routes, we have a contact for Stagecoach who we will contact once our “Schools out, take them out” page is ready

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We will create posters to distribute from the “schools out, take them out” page to share with our partners and service providers across Hartlepool

DWP, Community hubs, schools, library, Thirteen housing etc ,