

# Inclusive Soundscapes Toolbox

## How to Design Inclusive Cultural Events in Practice



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# 1. What Is This Toolbox and Who Is It For

The Inclusive Soundscapes Toolbox is a practical, action-oriented resource designed to support cultural professionals in creating more inclusive, accessible, and diverse cultural events.

Developed within the framework of the Inclusive Soundscapes project, this Toolbox translates the principles and approaches outlined in the Inclusive Soundscapes Guide into concrete, ready-to-use tools. It enables users to move from intention to implementation, providing clear guidance on how to design cultural experiences that actively remove barriers and foster meaningful participation for all.

Across Europe, cultural accessibility is increasingly recognised as both a fundamental right and a key driver of social cohesion. However, many cultural events and spaces still present physical, digital, communicative, and social barriers that limit participation. This Toolbox responds to this gap by offering practical solutions that can be directly applied in real contexts, regardless of the size, resources, or experience of the organisation.

By using this Toolbox, organisations can strengthen their capacity to:

- reach and engage diverse and underrepresented audiences;
- design inclusive programmes that reflect a plurality of voices and experiences;
- ensure accessibility across all stages of an event, from planning to evaluation;
- improve the quality, relevance, and social impact of their cultural activities;
- embed inclusion as a sustainable and long-term practice.

This Toolbox is primarily intended for:

- festival organisers and cultural event planners;
- cultural managers and practitioners;
- organisations in the cultural and creative sectors;
- local authorities and policymakers involved in cultural programming.

It is particularly relevant for those seeking to engage communities that are often underrepresented in cultural participation, including people with disabilities, migrants, LGBTQ+ communities, and individuals facing social or economic barriers.

Grounded in the real-life experience of the Inclusive Soundscapes project - including workshops, pilot actions, and collaborative processes across different local contexts - the Toolbox offers tested, adaptable, and scalable solutions. It is designed to be flexible and user-friendly, supporting both organisations with prior experience in accessibility and those approaching inclusion for the first time.

Ultimately, this Toolbox aims to support a shift from isolated inclusive actions to a more systemic approach, where accessibility and diversity become integral to the design and delivery of cultural experiences.

## 2. How to Use This Toolbox

This Toolbox is designed to be practical, flexible, and easy to use. It can support you at every stage of planning and delivering an inclusive cultural event, regardless of your level of experience or the scale of your organisation.

You can use it in different ways, depending on your needs:

- Step-by-step approach: follow the Inclusive Event Journey from Phase 1 to Phase 5 to design and implement an inclusive event from start to finish;
- Targeted use: select specific tools, templates, or checklists based on the stage you are working on (e.g. planning, communication, evaluation);
- Quick access: use the Quick Tools section for a fast overview of key actions, common mistakes, and essential checks.

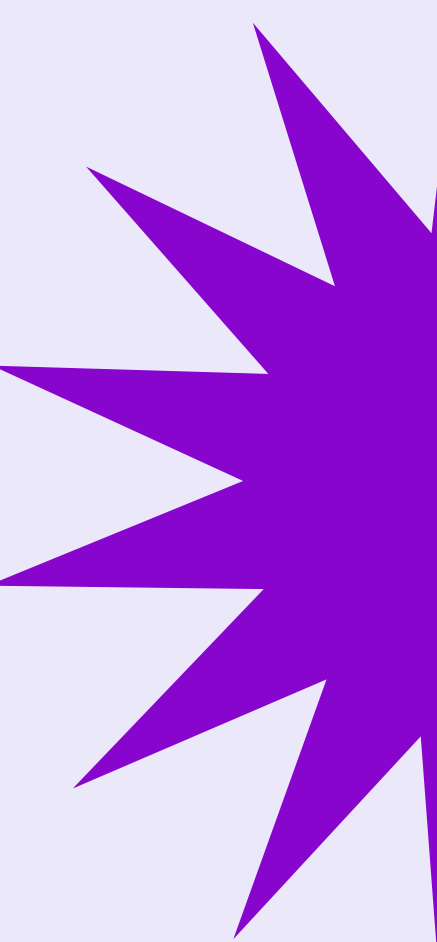
Each section of the Toolbox is designed to help you move from reflection to action. You are encouraged to adapt the tools to your specific context, audience, and resources. Inclusion is not a one-size-fits-all process: what matters is your ability to respond to the needs of the communities you want to engage.

To get the most out of this Toolbox:

- start by identifying your target groups and their needs;
- use the checklists to guide your planning and avoid common gaps;
- apply the templates to structure your work and document your progress;
- involve stakeholders and communities in the design and evaluation process;
- reflect on feedback and use it to continuously improve your practices.

The tools included are interconnected and can be combined to create a coherent and inclusive approach. You do not need to use everything at once - what matters is building a consistent process over time.

Ultimately, this Toolbox is not only a set of resources, but a support for change. It is designed to help you embed inclusion into your daily practice and to progressively transform the way cultural events are conceived, delivered, and experienced.



# 3. The Inclusive Event Journey

## 3.1 The Inclusive Event Journey - Phase 1: Understand Your Audience

Designing an inclusive cultural event starts with understanding who your audience is - and who is not there. Inclusion is not only about making an event accessible, but about recognising the diversity of experiences, needs, expectations, and barriers that shape how people engage with cultural spaces. An event is not just a programme or a physical space: it is a network of relationships, shaped by bodies, languages, time, power dynamics, and expectations.

For this reason, the first step is to move beyond a generic idea of “the public” and develop a more precise and critical understanding of your audience.

### Identify your target groups

Start by defining who you want to reach.

Ask yourself:

- Who is this event for?
- Which communities do we want to engage?
- Are we designing with them or just for them?

Be as specific as possible. For example, instead of “young people”, consider:

- young migrants;
- LGBTQ+ youth;
- young people with disabilities;
- younger local communities with limited access to cultural events.

### Identify who might be excluded

Inclusion requires recognising exclusion.

Ask yourself:

- Who is not likely to attend this event?
- Who might feel unwelcome, unsafe, or uncomfortable?
- What barriers might prevent participation?

Barriers can be:

- physical (inaccessible spaces);
- economic (ticket cost, transport);
- cultural or linguistic;
- social (fear of judgment, lack of representation);
- sensory or cognitive (noise, complexity, overload).

A key insight from the project is to explicitly ask:

“Who is left out, and why?” - not only after the event, but already at the planning stage.

### Understand needs and expectations

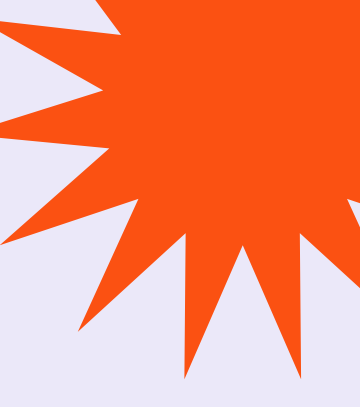
Different groups experience events in different ways.

To design inclusively, consider:

- What do people need to feel comfortable and included?
- What might create stress, confusion, or exclusion?
- How do time, space, and communication affect their experience?

From the workshop experience, inclusion is shaped by multiple factors:

- how people move through the space;
- how information is communicated;
- how power and participation are distributed;
- how safe and respected people feel.



## Engage with communities

Whenever possible, involve people directly.

Instead of assuming needs:

- consult community organisations;
- involve participants in co-design;
- create opportunities for feedback early on.

You can:

- organise informal conversations;
- run short co-design sessions;
- collaborate with mediators or community leaders.

Inclusion becomes more effective when it is co-created, not imposed.

## Map your stakeholders

An inclusive event is built through collaboration.

Identify:

- partners;
- community organisations;
- accessibility experts;
- facilitators and mediators.

Understanding who is involved - and who should be involved - helps you design a more inclusive and responsive event.

### Practical Tip

Do not aim for a “perfectly inclusive” audience. Focus instead on making intentional choices about who you include, how, and why. Inclusion is a continuous process, not a final result.

### Output of Phase 1

By the end of this phase, you should have:

- a clear definition of your target groups;
- awareness of who might be excluded;
- a first mapping of needs and barriers;
- initial connections with relevant stakeholders.

These elements will guide all the next phases of the event design process.

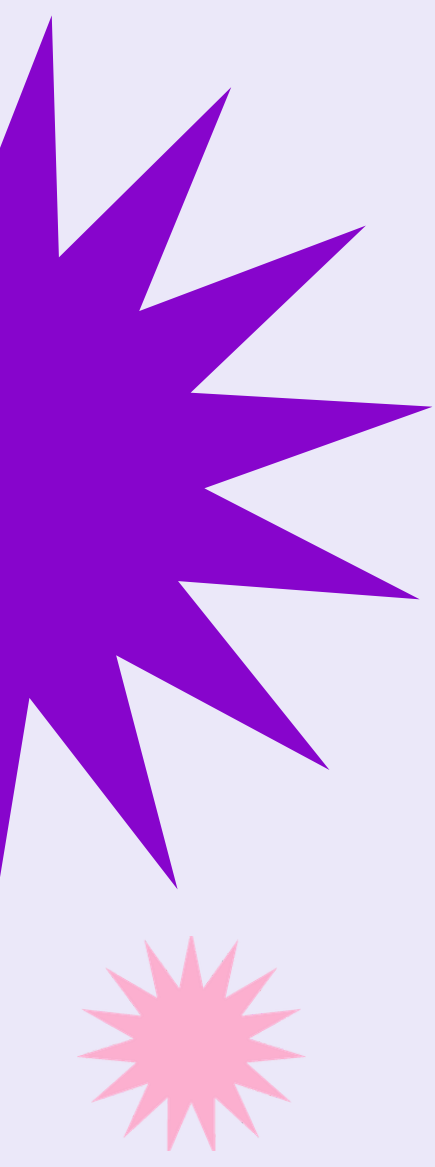
### Put it into practice

To support this phase, you can use the *Stakeholder Mapping Template* provided in this Toolbox.

This tool will help you:

- identify and categorise your target groups and stakeholders;
- reflect on who is currently included and who might be excluded;
- map relationships, roles, and potential collaborations;
- better understand needs, barriers, and opportunities for engagement.

The template is designed to guide you through a structured reflection process and to support more informed and inclusive decision-making from the very beginning of your event planning.



## 3.2 The Inclusive Event Journey - Phase 2: Plan an Inclusive Event

Once you have identified your audience and understood their needs, the next step is to translate this knowledge into concrete planning decisions.

Planning an inclusive event means making intentional choices from the very beginning - not adding accessibility or inclusion as a final adjustment. Every decision, from objectives to logistics, has an impact on who can participate and how.

An inclusive event is not a list of activities, but a system where technical, social, and organisational elements are interconnected.

### Define clear and inclusive objectives

Start by clarifying the purpose of your event.

Ask yourself:

- Why does this event exist?
- What kind of experience do we want to create?
- What does inclusion mean in this specific context?

Avoid generic objectives. Instead, define:

- who you want to include;
- how you want them to participate;
- what kind of impact you aim to generate

Inclusion should be embedded in the objective, not treated as an additional layer.

### Design the event as a system

An inclusive event requires coherence across all elements.

Consider:

- how the programme is structured;
- how people move through the space;
- how information is communicated;
- how roles and responsibilities are distributed.

From the project experience, every technical decision is also a social one.

Example:

- sound levels affect accessibility;
- timing affects participation;
- spatial organisation affects inclusion.

### Plan accessibility from the start

Accessibility must be designed, not added.

Consider different dimensions:

- physical access (space, mobility, signage);
- sensory access (sound, light, stimulation levels);
- communication access (language, clarity, formats);
- economic access (cost, transport, availability).

Ask yourself:

- Can people access the space independently?
- Is information clear and available in advance?
- Are there options for different needs?

Accessibility is not only technical - it also shapes the overall experience.

### Plan time and energy sustainably

Inclusion is also about respecting people's time, energy, and limits.

Consider:

- realistic duration of the event;
- presence of breaks;

- intensity of activities;
- workload for staff and volunteers.

The project highlighted the importance of avoiding “invisible overload” - where people are expected to sustain unrealistic rhythms or responsibilities.

Sustainable planning improves both inclusion and quality.

### **Define roles and responsibilities clearly**

Clarity is essential for inclusive and safe environments.

Make sure:

- each role is clearly assigned;
- responsibilities are explicit;
- decision-making processes are defined.

Consider including:

- a coordination role;
- a technical lead;
- a welcoming/hosting role;
- a “safe person” responsible for care and well-being.

Inclusive events require shared responsibility, not informal hierarchies.

### **Anticipate risks and plan responses**

Inclusive planning includes preparing for what might go wrong.

Identify:

- technical risks (equipment, logistics);
- social risks (conflicts, exclusion, discomfort);
- organisational risks (overload, miscommunication).

For each risk, define:

- who is responsible;
- what the first action is;
- how to communicate it.

A simple, shared protocol is often enough to make a big difference.

### **Plan communication intentionally**

Communication shapes expectations and participation.

Ensure that:

- language is inclusive and accessible;
- key information is clear (time, space, accessibility conditions);
- people know how to ask questions or request support.

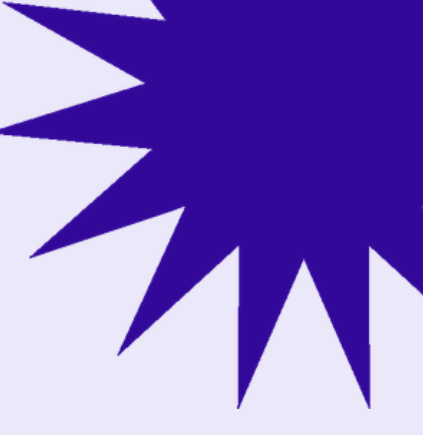
Avoid:

- overpromising;
- unclear or implicit rules;
- inaccessible channels.

Transparent communication reduces barriers before the event even starts.

### **Practical Tip**

Do not try to solve everything at once. Focus on making intentional, realistic choices that improve inclusion step by step. Even small changes can significantly affect how people experience your event.



## Output of Phase 2

By the end of this phase, you should have:

- clear and inclusive objectives;
- a structured and coherent event plan;
- accessibility considerations integrated into planning;
- defined roles and responsibilities;
- initial risk awareness and response strategies.

These elements will guide the design and delivery of the event in the next phases.

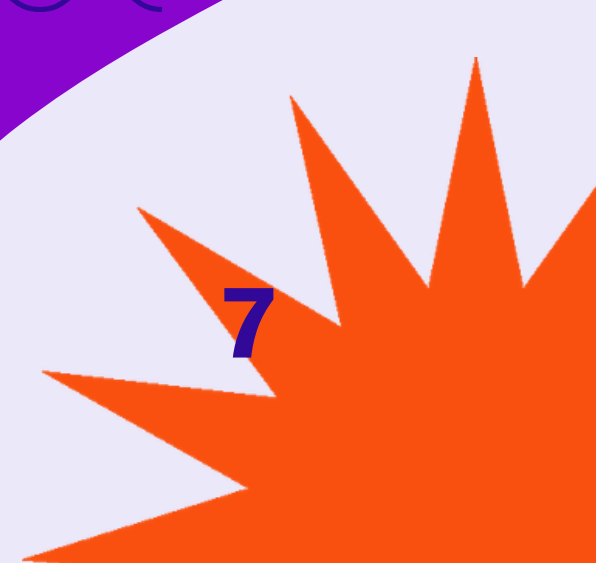
## Put it into practice

To support this phase, you can use the *Event Planning Template* provided in this Toolbox.

This tool will help you:

- structure your event planning process;
- integrate inclusion and accessibility into each decision;
- define roles, risks, and key actions;
- ensure coherence between objectives, audience, and implementation.

Using the template will support a more organised, transparent, and inclusive planning process.



### 3.3 The Inclusive Event Journey - Phase 3: Design the Experience

Once your event is planned, the next step is to design how people will actually experience it. Inclusion is not only about access, but about how people feel, interact, move, and participate throughout the event. As emerged from the project activities, an event is not just a container - it is a dynamic environment shaped by relationships, expectations, bodies, and power dynamics. Designing an inclusive experience means paying attention to these dimensions and making intentional choices that allow different people to feel comfortable, engaged, and respected.

#### **Design the space as an experience**

The way a space is organised directly affects inclusion.

Consider:

- how people enter, move, and stay in the space;
- whether navigation is intuitive and accessible;
- whether there are areas for rest, decompression, or lower stimulation.

From the project workshops, common barriers include:

- physical obstacles;
- confusing layouts;
- sensory overload.

Ask yourself:

- Where might people struggle (entrance, movement, staying)?
- Who might feel uncomfortable or excluded in this space?

#### **Create accessible and balanced sensory environments**

People experience events differently depending on sound, light, and stimulation.

Pay attention to:

- sound levels (not too loud, adjustable when possible);
- lighting (avoid invasive or disorienting effects);
- overall sensory intensity.

Inclusion also means allowing people to regulate their own experience.

#### **Design communication as part of the experience**

Communication is not only about promotion - it shapes how people understand and engage with the event.

Ensure that:

- information is clear, visible, and easy to access;
- language is inclusive and understandable;
- instructions and expectations are explicit.

From the project experience, unclear or implicit communication can create exclusion, even when access is technically ensured.

Ask yourself:

- Can participants easily understand what is happening and how to take part?
- Do they know what to expect before and during the event?

#### **Enable different forms of participation**

Not everyone participates in the same way.

An inclusive event:

- allows active and passive participation;
- creates space for different voices;
- avoids forcing exposure or performance.

Consider:

- who can speak and when;
- how participation is facilitated;
- whether people can engage without feeling pressured.

Participation should be possible without discomfort or risk.

### **Make roles and interactions visible**

In inclusive environments, clarity supports safety and engagement.

Make sure:

- roles (facilitators, staff, volunteers) are recognisable;
- participants know who to approach for help;
- responsibilities are visible and understandable.

A visible point of reference can significantly improve the experience.

### **Design for care, not only for efficiency**

Inclusion requires attention to emotional and relational dimensions.

Consider:

- how people are welcomed;
- how discomfort or conflict is handled;
- whether people feel safe to express themselves.

From the project experience:

- conflicts should not be avoided, but managed;
- no one should be left alone in situations of discomfort.

Care is not an extra - it is part of the design.

### **Be aware of power dynamics**

Every event includes visible and invisible power structures.

Reflect on:

- who decides what happens;
- whose voices are heard;
- whose needs are prioritised.

Designing inclusively means making these dynamics visible and, where possible, redistributing them.

### **Practical Tip**

Do not aim to control every aspect of the experience.

Focus on creating conditions where people can navigate the event in different ways, according to their needs and comfort levels.

### **Output of Phase 3**

By the end of this phase, you should have:

- a clear design of how the event will be experienced;
- accessible and navigable spaces;
- inclusive communication strategies;
- multiple forms of participation;
- visible roles and support structures.

These elements will ensure that the event is not only accessible, but also meaningful and inclusive in practice.

### **Put it into practice**

To support this phase, you can use the *Experience Design Checklist* provided in this Toolbox.

This tool will help you:

- identify barriers in space, communication, and participation;
- improve accessibility and comfort;
- ensure that different needs are considered;
- refine the overall experience from an inclusion perspective.

## 3.4 The Inclusive Event Journey - Phase 4: Deliver the Event

This is the moment where planning becomes practice.

Delivering an inclusive event means ensuring that what has been designed is effectively implemented, while remaining flexible and responsive to what happens in real time. Even the best plan needs to be adapted once people enter the space, interact, and experience the event.

Inclusion, at this stage, depends on attention, coordination, and the ability to respond to unexpected situations.

### **Ensure a clear and shared coordination**

A well-coordinated team is essential for a smooth and inclusive event.

Make sure that:

- everyone knows their role and responsibilities;
- key information is shared and accessible;
- communication within the team is clear and efficient.

Before the event starts, align on:

- who is responsible for what;
- who takes decisions if needed;
- how to communicate during the event.

A short briefing can make a significant difference.

### **Make roles visible and accessible**

Participants should always know who to approach.

Ensure that:

- staff and volunteers are clearly identifiable;
- there is a visible welcoming point;
- participants can easily find support.

Include, where possible:

- a hosting role (welcoming participants);
- a “safe person” responsible for care and well-being.

Visibility creates trust and reduces uncertainty.

### **Welcome participants intentionally**

The way people are welcomed shapes their entire experience.

Pay attention to:

- first contact (entrance, reception, orientation);
- clarity of information;
- tone of interaction (open, respectful, inclusive).

A good welcome reduces barriers immediately.

### **Monitor the experience in real time**

Do not assume that everything works as planned.

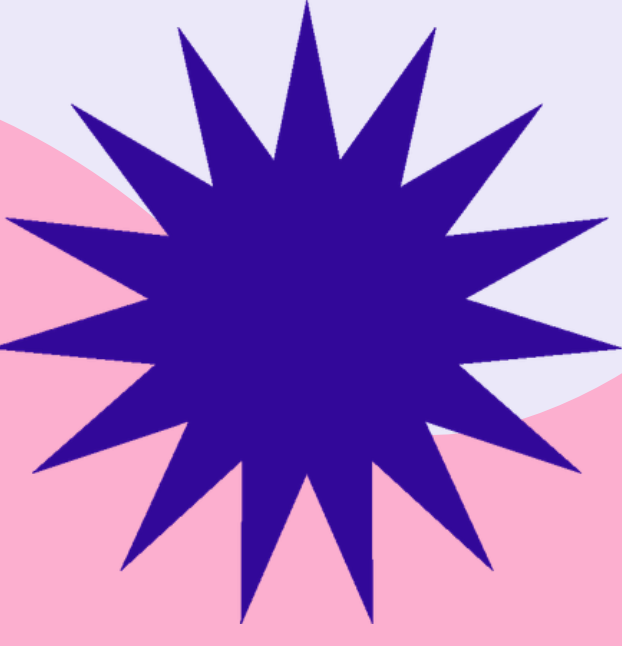
Observe:

- how people move and interact;
- whether some participants seem uncomfortable or excluded;
- whether communication is clear.

Be ready to:

- clarify instructions;
- adjust the pace or format;
- support individuals when needed.

Inclusion requires active attention, not passive delivery.



### **Be flexible and adapt when needed**

Unexpected situations are part of any event.

You may need to:

- adjust timing;
- simplify activities;
- change the use of space;
- respond to participants' needs.

Flexibility is not a weakness - it is a key component of inclusive practice.

### **Manage care, safety, and conflict**

Inclusive events must be able to respond to discomfort, tension, or conflict.

Ensure that:

- participants know how to ask for help;
- there is a clear support structure;
- no one is left alone in difficult situations.

From the project experience:

- conflicts should be acknowledged and managed, not ignored;
- care is a shared responsibility, but must also be clearly assigned.

A simple, well-known protocol can prevent escalation.

### **Support sustainable rhythms**

Respect the time and energy of both participants and organisers.

Check that:

- breaks are respected;
- the pace is manageable;
- staff and volunteers are not overloaded.

Inclusion also means preventing burnout and overload.

### **Keep communication open and transparent**

During the event:

- provide updates if needed;
- clarify any changes;
- ensure that participants feel informed.

Uncertainty can create exclusion - clarity builds confidence.

### **Practical Tip**

You do not need to control everything.

Focus on being present, attentive, and responsive. Small adjustments in real time can significantly improve the experience.

### **Output of Phase 4**

By the end of this phase, you should have:

- delivered the event in a coordinated and inclusive way;
- ensured support and care for participants;
- adapted to real-time needs and situations;
- created a safe and welcoming environment.

These elements will inform your evaluation and future improvements.

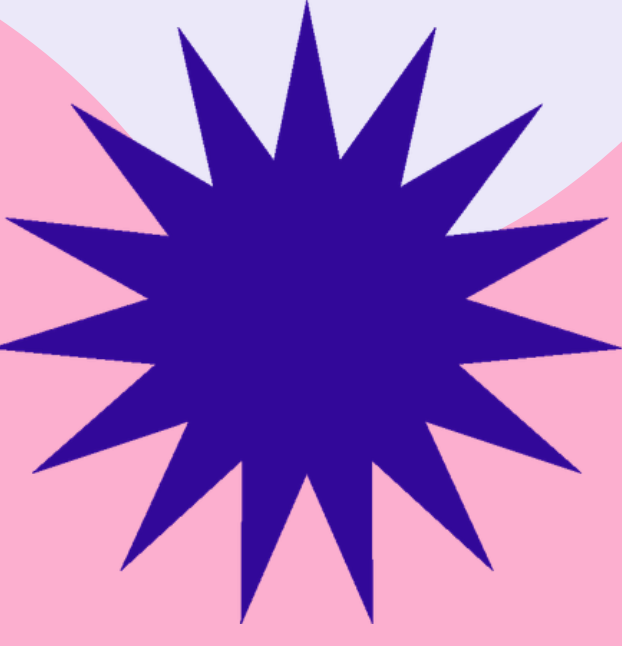
### **Put it into practice**

To support this phase, you can use the *On-site Coordination Checklist* provided in this Toolbox.

This tool will help you:

- ensure that roles and responsibilities are clear;
- monitor the event in real time;
- identify and respond to issues quickly;
- support a smooth and inclusive delivery.





## 3.5 The Inclusive Event Journey - Phase 5: Evaluate & Improve

An inclusive event does not end when the activities are over.

Evaluation is a crucial step to understand what worked, what did not, and how to improve future practices.

It allows you to move from a one-time experience to a continuous process of learning and inclusion.

Rather than focusing only on success, this phase invites you to reflect critically on participation, accessibility, and impact.

### **Collect feedback from different perspectives**

To understand the real impact of your event, gather feedback from:

- participants;
- staff and volunteers;
- partners and stakeholders.

Use different methods:

- short surveys;
- informal conversations;
- observation notes.

Different perspectives reveal different experiences.

### **Go beyond satisfaction**

Do not limit evaluation to “Did people like it?”

Ask deeper questions:

- Who felt included and comfortable?
- Who struggled to participate?
- What barriers emerged during the event?

A key question from the project is: “Who was left out, and why?”

### **Analyse inclusion and accessibility**

Reflect on how inclusive your event really was.

Consider:

- accessibility (physical, sensory, communication);
- participation (who engaged, how, and to what extent);
- representation (whose voices were present or absent).

Inclusion is not only about presence, but about meaningful participation.

### **Reflect as a team**

Evaluation should be a shared process.

Organise a short internal debrief to discuss:

- what worked well;
- what was challenging;
- what could be improved.

Encourage honest reflection - including mistakes and difficulties.

Learning comes from critical reflection, not only from success.

### **Identify concrete improvements**

Turn insights into action.

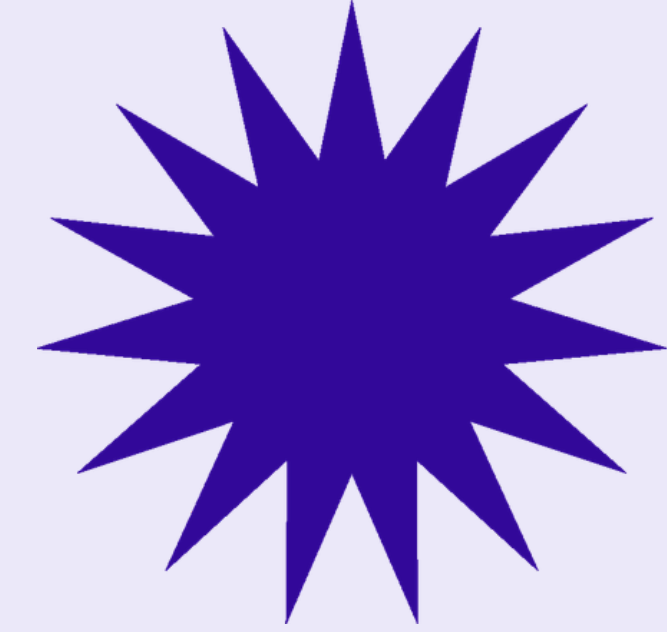
Ask:

- What should we keep?
- What should we change?
- What should we stop doing?

Define:

- 2-3 priority actions for future events;
- realistic improvements based on your resources.

Small changes can lead to significant improvements.



### **Document and share learning**

Keep track of what you learned.

This can include:

- notes from debrief sessions;
- key feedback insights;
- adjustments made during the event.

Whenever possible:

- share results with your team and partners;
- communicate key learnings to your audience.

Transparency strengthens trust and accountability.

### **Think long-term**

Inclusion is not a one-time achievement.

Use this phase to:

- refine your approach;
- build internal knowledge;
- improve future events.

The goal is to embed inclusion as an ongoing practice.

### **Practical Tip**

Do not aim for a perfect evaluation.

Focus on asking the right questions and being open to what emerges - even if it is uncomfortable.

### **Output of Phase 5**

By the end of this phase, you should have:

- collected feedback from multiple perspectives;
- identified barriers and strengths;
- defined concrete improvements;
- documented key learnings.

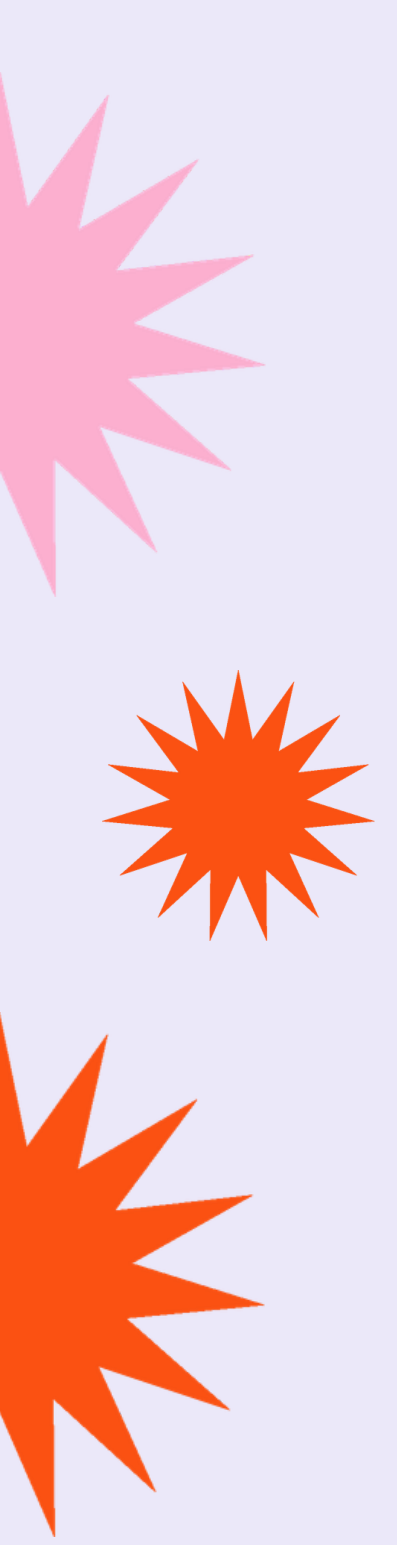
These insights will inform future events and strengthen your inclusive practices over time.

### **Put it into practice**

To support this phase, you can use the *Evaluation Template* provided in this Toolbox.

This tool will help you:

- structure feedback collection;
- reflect on inclusion and accessibility;
- identify strengths and areas for improvement;
- turn evaluation into actionable insights.



# 4. Quick Tools

## 4.1 Experience Design Checklist

### Is your event inclusive in practice?

Use this checklist to review how your event will be experienced by participants. You can use it during planning, before the event, or even on-site. Focus on identifying barriers and making small, concrete improvements.

#### 1. Space & Movement

- The entrance is easy to find and access
- Movement within the space is clear and intuitive
- There are no physical obstacles limiting participation
- Signage is visible and easy to understand
- There are places to sit, rest, or step aside
- A quiet or low-stimulation area is available

Ask yourself: Where might people feel lost, uncomfortable, or excluded?

#### 2. Sensory Experience

- Sound levels are manageable (not overwhelming)
- Lighting is comfortable and not disorienting
- There are options for people sensitive to noise or light
- The environment allows people to regulate their experience

Ask yourself: Could this environment be overwhelming for someone?

#### 3. Communication & Clarity

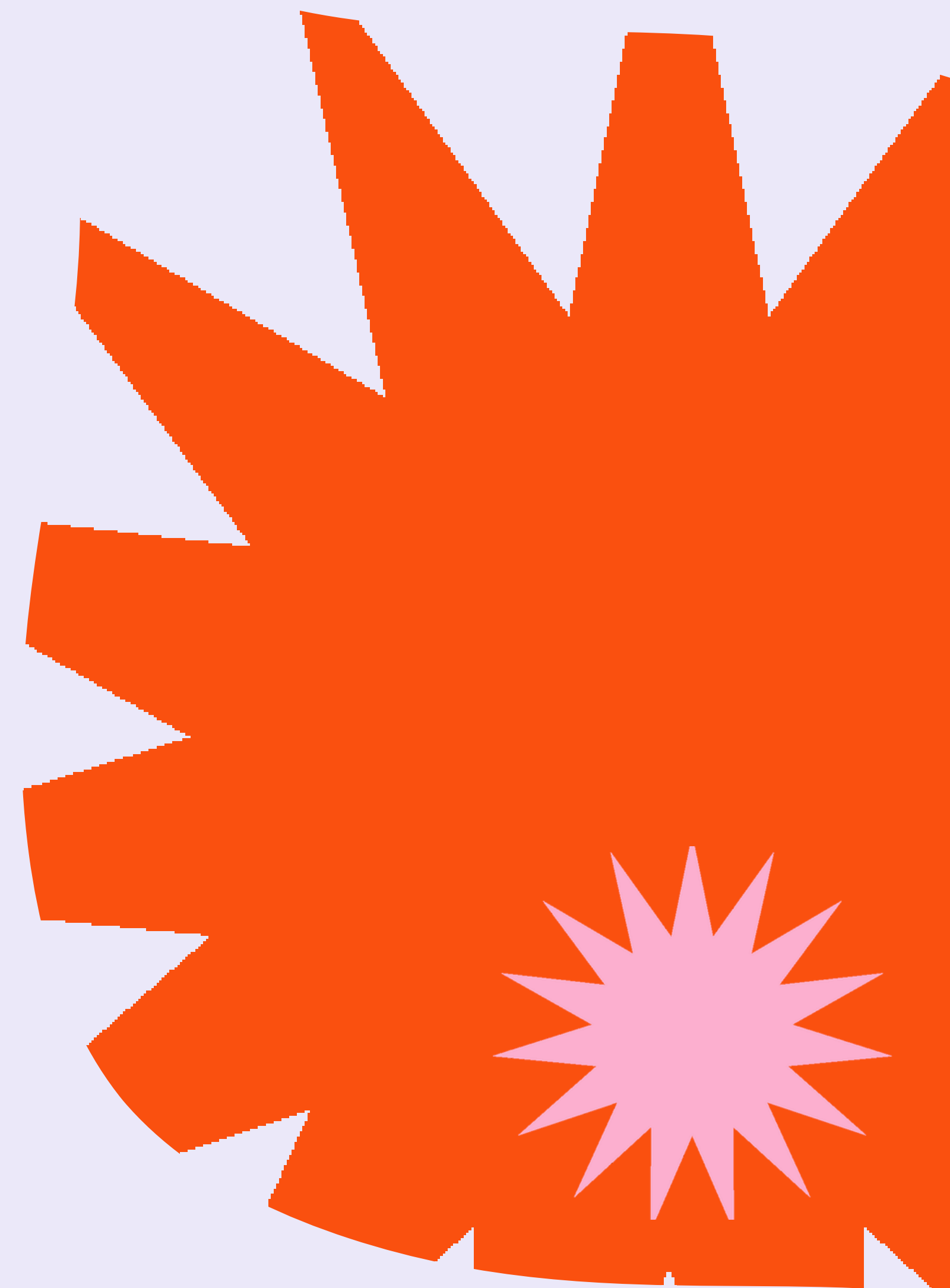
- Information is clear and easy to access
- Language is inclusive and understandable
- Expectations are explicit (what will happen, how to participate)
- Participants know where to go and what to do
- There is a simple way to ask questions or request support

Ask yourself: Is anything unclear or implicit?

#### 4. Participation & Engagement

- There are different ways to participate (active/passive)
- Participation is not forced or uncomfortable
- People can engage without feeling exposed
- Different voices are encouraged and valued
- The event does not privilege only one type of participation

Ask yourself: Who feels comfortable participating - and who doesn't?



## 5. Roles & Support

- Staff and organisers are clearly identifiable
- There is a visible point of reference for participants
- A “safe person” or support role is present
- Participants know who to approach if needed

Ask yourself: If something happens, do people know who to turn to?

## 6. Care & Emotional Safety

- People are welcomed and acknowledged
- There is attention to emotional well-being
- Discomfort or conflict can be expressed
- There is a way to handle difficult situations
- No one is left alone in moments of difficulty

Inclusion also means feeling safe, not only being present.

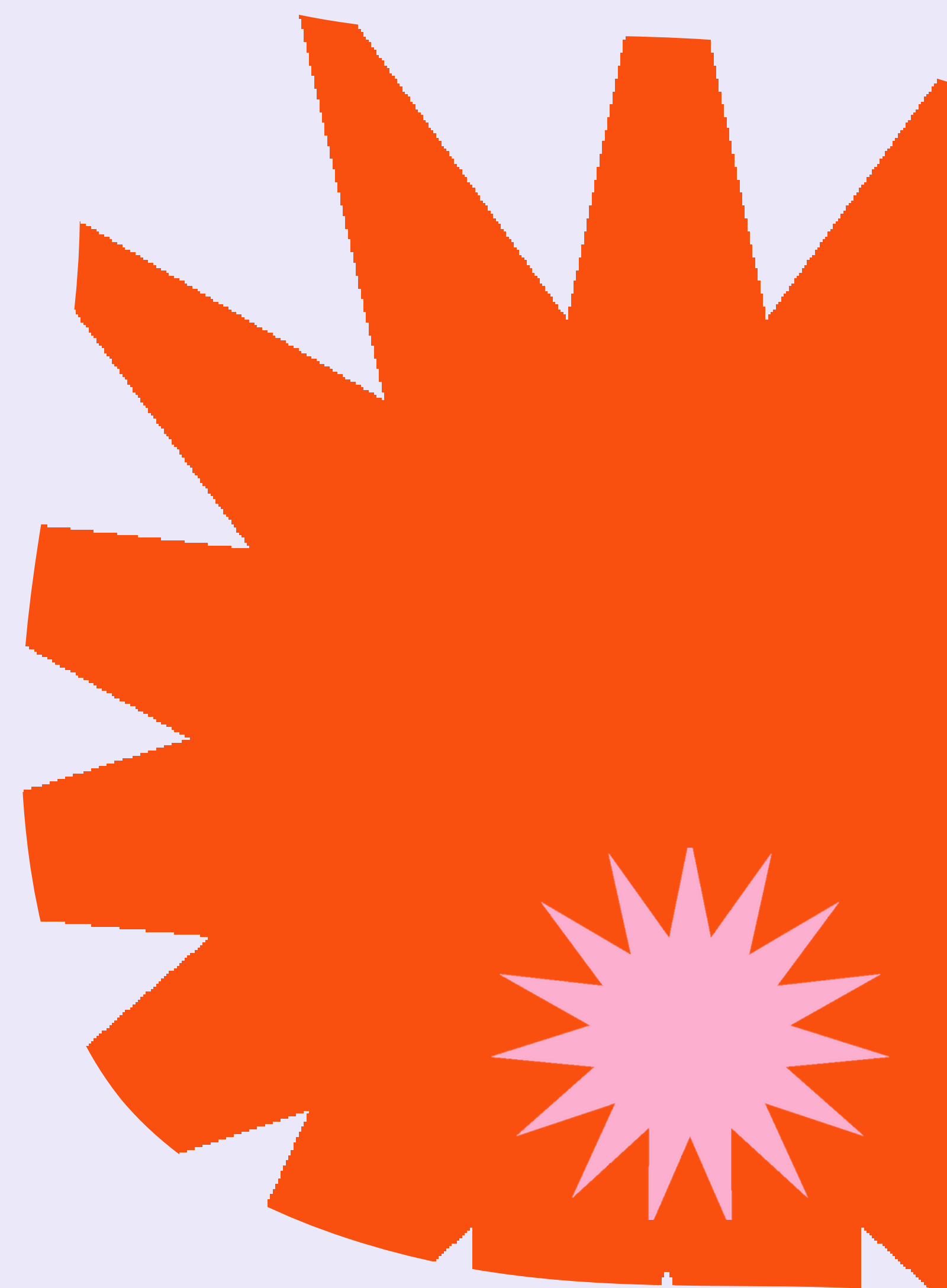
## 7. Power & Inclusion

- It is clear who can speak and when
- Participation is not dominated by a few voices
- Rules and dynamics are explicit, not implicit
- Different perspectives are respected
- Power dynamics are visible and, where possible, balanced

Ask yourself: Whose voices are heard? Whose are missing?

## Quick Reflection

- Who might still feel excluded from this experience?
- What is one change you can make immediately?



## 4.2 On-site Coordination Checklist

### Is your event running in an inclusive and effective way?

Use this checklist just before and during the event to ensure that everything is in place and working as planned.

Focus on coordination, communication, and real-time inclusion.

#### 1. Team Coordination

- All team members know their roles and responsibilities
- Key contacts are shared among the team
- A communication channel is active (e.g. WhatsApp, walkie-talkie)
- Everyone knows who is in charge of coordination

Ask yourself: If something happens, who acts?

#### 2. Roles & Visibility

- Staff and volunteers are clearly identifiable
- A welcoming point (reception/info desk) is active
- A “safe person” is present and visible
- Participants know who to approach for help

Visibility builds trust and reduces confusion.

#### 3. Welcome & Orientation

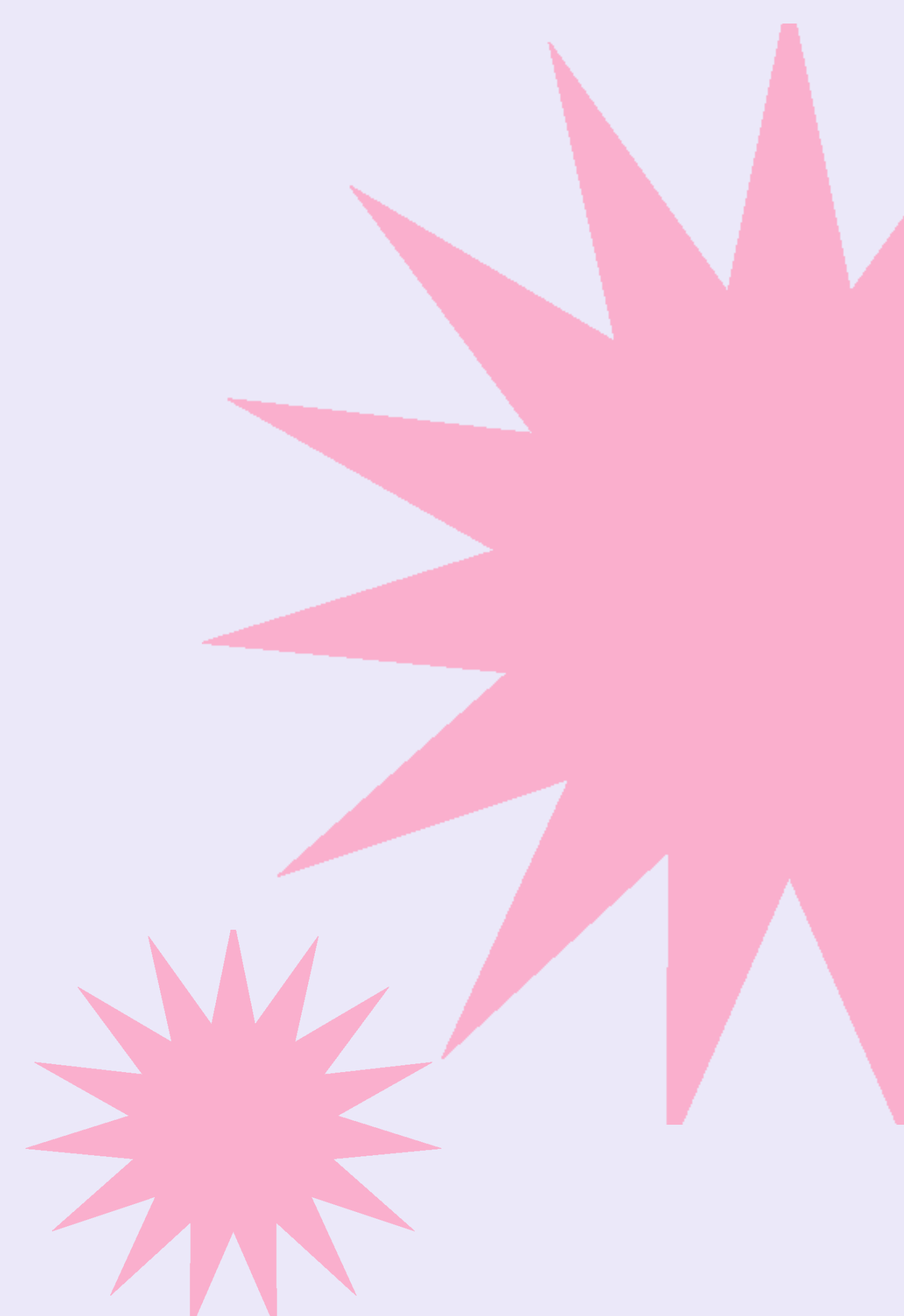
- Participants are welcomed on arrival
- Key information is clearly communicated (programme, spaces, rules)
- The space is easy to navigate
- Signage is visible and understandable

First impressions shape the entire experience.

#### 4. Real-time Monitoring

- Someone is observing how the event is unfolding
- Participants' behaviour and engagement are monitored
- Signs of discomfort or exclusion are noticed
- Feedback (formal or informal) is collected

Ask yourself: Is everyone able to engage comfortably?



## 5. Flexibility & Adaptation

- The team is ready to adjust timing or activities if needed
- Changes are communicated clearly to participants
- There is a Plan B for key activities
- The space can be adapted if necessary

Flexibility improves inclusion.

## 6. Care & Safety

- The “safe person” is available and approachable
- Participants know how to ask for support
- There is a clear response for discomfort or conflict
- No one is left alone in difficult situations

Emotional safety is as important as physical safety.

## 7. Risk Management

- Main risks have been identified and shared
- The team knows how to respond to common issues
- Emergency contacts are available
- Technical issues can be handled quickly

Be prepared, even for small issues.

## 8. Time & Energy Management

- The schedule is respected (or adapted if needed)
- Breaks are respected
- The pace is sustainable
- Staff and volunteers are not overloaded

Inclusion includes respecting limits.

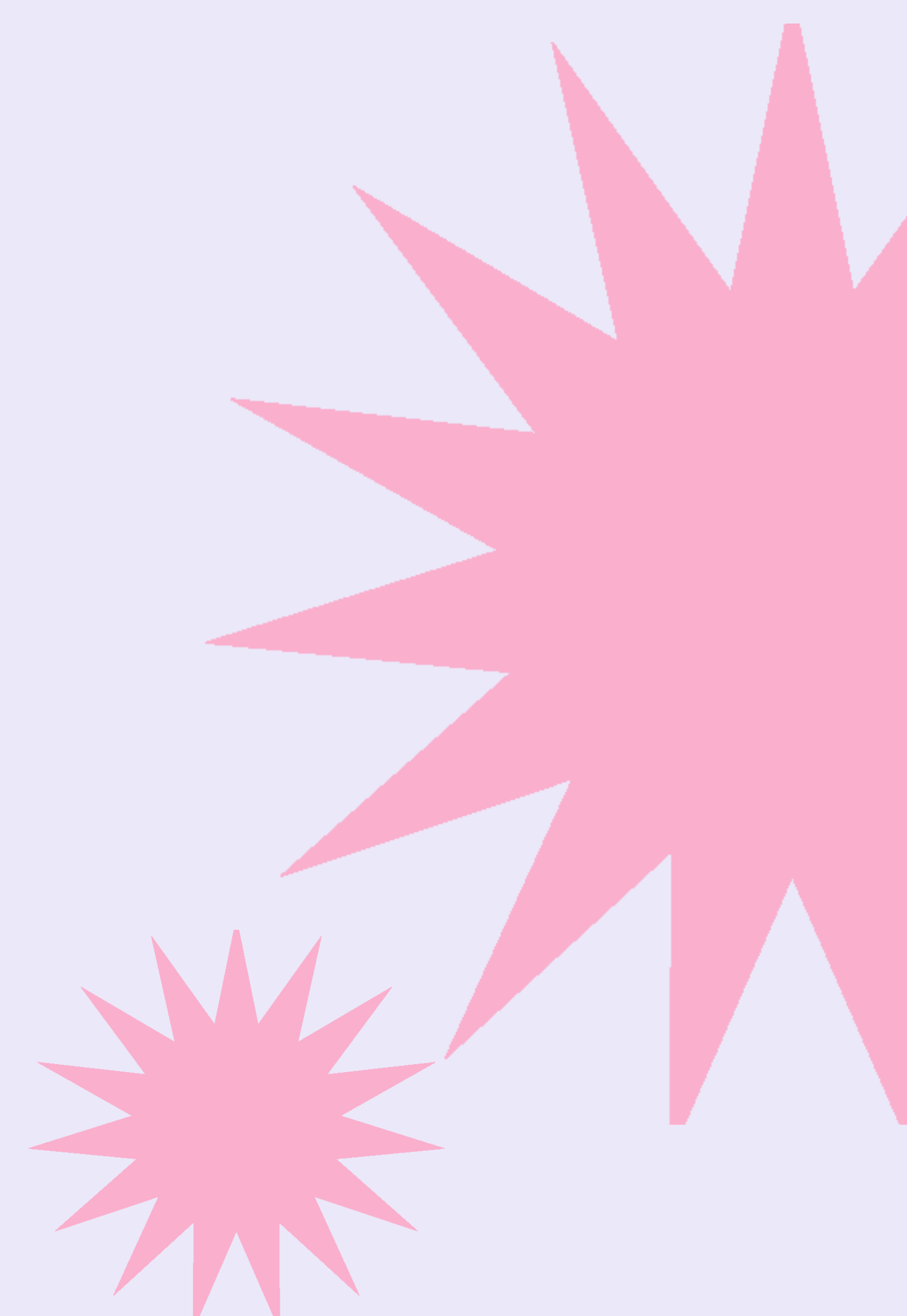
## 9. Communication During the Event

- Updates and changes are communicated clearly
- Participants feel informed and oriented
- Instructions are explicit (not implicit)
- Questions are welcomed and answered

Clarity reduces stress and exclusion.

## Quick Reflection (during or after the event)

- Is anyone being left out right now?
- What could we adjust immediately?



## 4.3 Top 10 Things to Do

These key actions can help you create events that are more inclusive, accessible, and meaningful for diverse audiences.

### 1. Start with inclusion from the beginning

Make inclusion a core objective, not an add-on.  
Define clearly who you want to include and how.

### 2. Know your audience

Identify specific target groups and understand their needs, expectations, and barriers.  
Ask: *Who is this event really for?*

### 3. Design with people, not just for them

Involve communities and stakeholders whenever possible.  
Co-creation leads to more relevant and inclusive outcomes.

### 4. Plan accessibility across all dimensions

Consider physical, sensory, communication, and economic accessibility.  
Inclusion is multi-layered.

### 5. Create clear and accessible communication

Make information easy to understand, visible, and available in advance.  
Reduce uncertainty and make participation easier.

### 6. Offer multiple ways to participate

Allow different levels of engagement (active, passive, informal).  
Participation should be flexible, not imposed.

### 7. Design welcoming and adaptable spaces

Ensure that people can move, rest, and regulate their experience.  
Small spatial choices make a big difference.

### 8. Assign clear roles and responsibilities

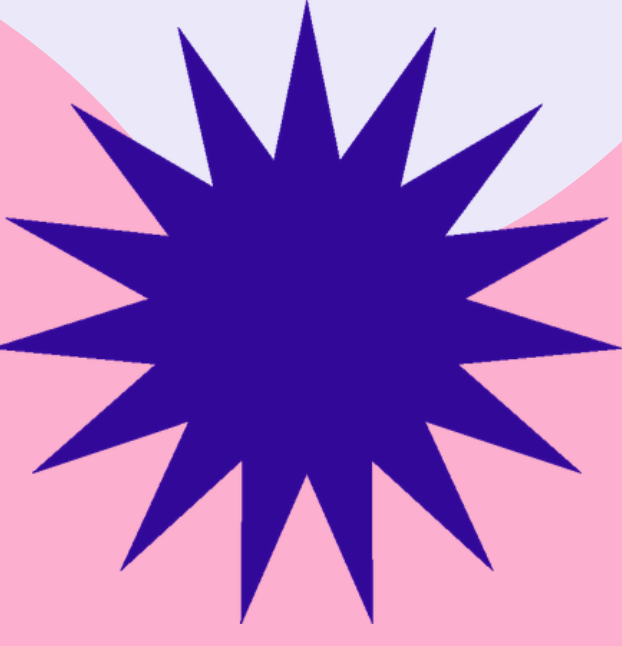
Make sure participants know who is who and where to go for support.  
Visibility builds trust.

### 9. Plan for care and safety

Include a "safe person" and simple procedures for handling discomfort or conflict.  
Emotional safety is part of inclusion.

### 10. Collect feedback and improve

Ask participants about their experience and use this to refine future events.  
Inclusion is an ongoing process.



## 4.4 Top 10 Mistakes to Avoid

Avoiding these common mistakes can significantly improve the inclusiveness and overall quality of your event.

### 1. Treating inclusion as an afterthought

Inclusion is added at the end, instead of being part of the initial design.

Fix it: integrate inclusion from the very beginning (objectives, planning, design).

### 2. Designing for a “generic audience”

Assuming that one format works for everyone.

Fix it: define specific target groups and understand their needs.

### 3. Confusing access with inclusion

Providing physical access, but ignoring experience, participation, or comfort.

Fix it: think beyond access - focus on how people feel and engage.

### 4. Overlooking invisible barriers

Ignoring emotional, social, cultural, or sensory barriers.

Fix it: ask “who might feel excluded, and why?”

### 5. Creating overwhelming environments

Too much noise, light, information, or stimulation.

Fix it: design balanced environments and offer alternatives (quiet spaces, breaks).

### 6. Using unclear or inaccessible communication

Information is implicit, confusing, or hard to access.

Fix it: make communication clear, explicit, and inclusive.

### 7. Forcing participation

Expecting everyone to engage in the same way.

Fix it: allow multiple forms of participation (active, passive, informal).

### 8. Ignoring power dynamics

A few people dominate the space while others remain invisible.

Fix it: make roles, rules, and participation more balanced and transparent.

### 9. Not planning for care and safety

No clear support system for discomfort, conflict, or emergencies.

Fix it: include a “safe person” and simple response procedures.

### 10. Not learning from the experience

No feedback is collected, or it is ignored.

Fix it: always ask: Who was left out? What can we improve?



# 5. Templates (Ready-to-Use)

## 5.1 Stakeholder Mapping Template

Use this template at the beginning of your event planning process to identify who should be involved, who you want to reach, and who might be excluded.

It will help you move beyond a generic idea of “audience” and support more intentional and inclusive decision-making.

### Step 1. Define your target groups

Who do you want to reach with your event?

List specific groups (avoid generic categories):

- —
- —
- —

Be precise (e.g. “young migrants”, “local LGBTQ+ community”, “people with sensory sensitivities”)

### Step 2. Identify who might be excluded

Who is likely not to attend your event? Why?

Group potentially excluded:

- —
- —
- —

Possible barriers (physical, economic, social, cultural, etc.):

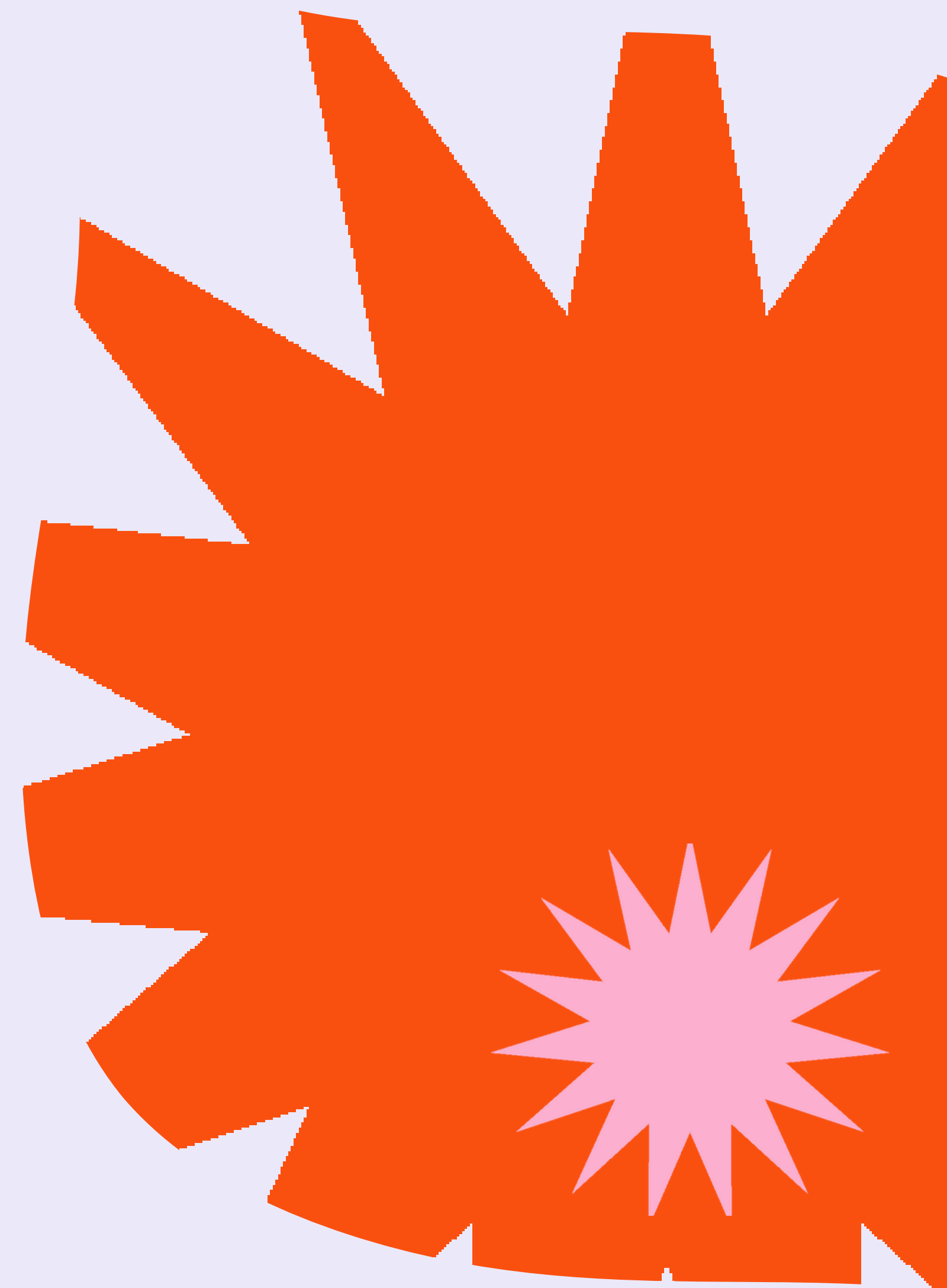
- —
- —
- —

Think beyond visibility: consider also “invisible barriers”.

### Step 3. Understand needs and expectations

What do different groups need to feel included?

| Target group | Needs | Risks of exclusion | Possible solution |
|--------------|-------|--------------------|-------------------|
|              |       |                    |                   |
|              |       |                    |                   |
|              |       |                    |                   |



Consider:

- accessibility;
- communication;
- emotional safety;
- participation.

#### Step 4. Map your stakeholders

Who should be involved in designing and delivering the event?

| Stakeholder | Role | Level of involvement | Contact/notes |
|-------------|------|----------------------|---------------|
|             |      |                      |               |
|             |      |                      |               |
|             |      |                      |               |

Include:

- community organisations;
- mediators;
- accessibility experts;
- local partners.

#### Step 5. Reflect on participation

- Are you designing *for* people or *with* them?
- How are communities involved?
- At which stage (planning, implementation, evaluation)?
- Is participation meaningful or symbolic?

#### Step 6. Identify risks and gaps

What are the main risks in terms of inclusion?

- —
- —
- —

Example:

- low participation from target groups;
- tokenistic inclusion;
- lack of accessibility.

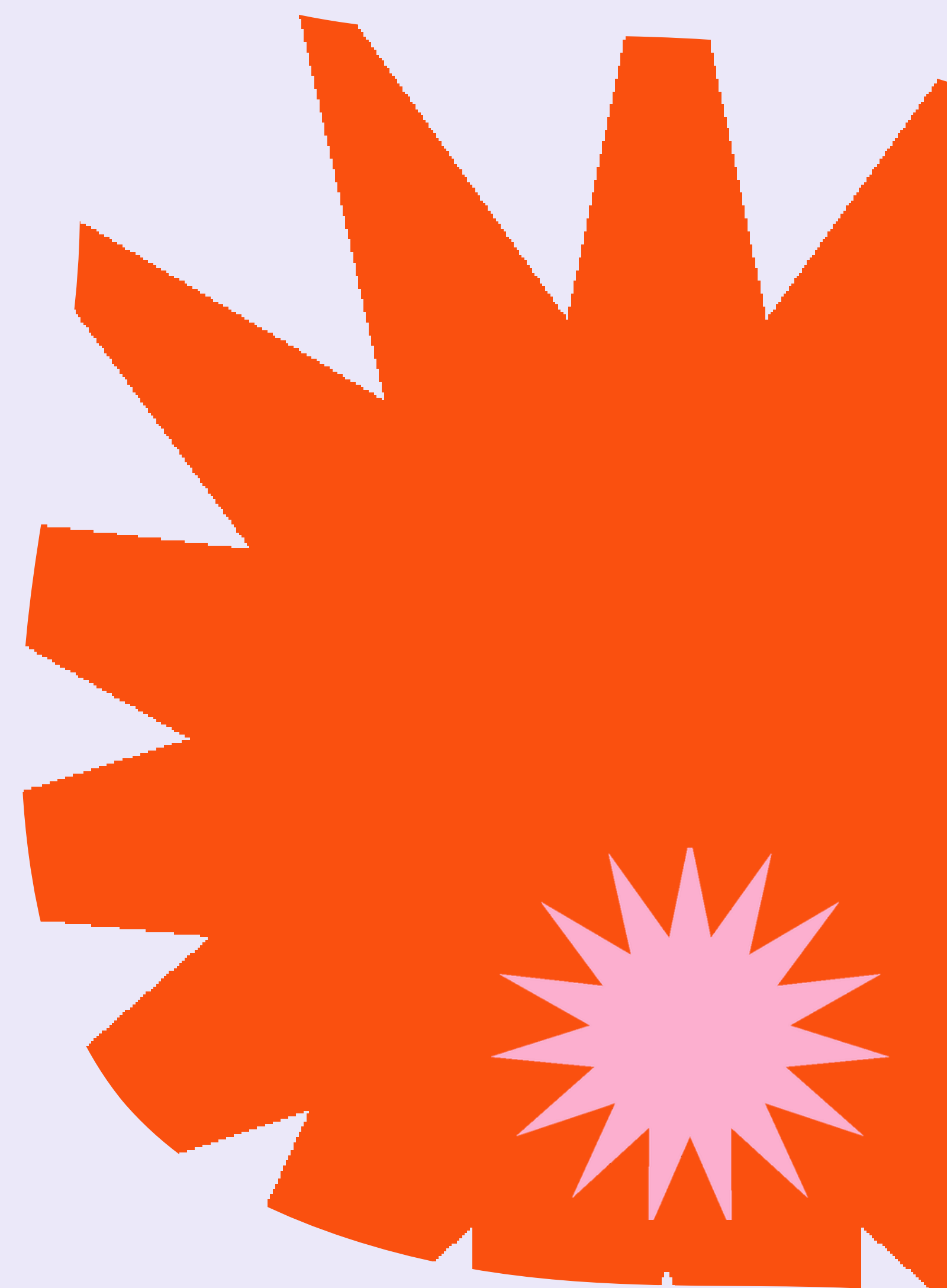
#### Step 7. Define first actions

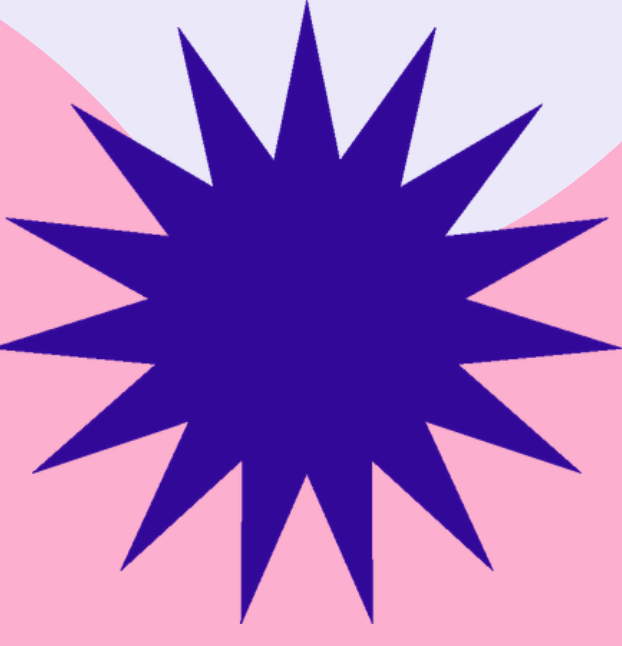
What will you do to improve inclusion?

Who is responsible for what and by when?

Final Reflection

- Who is at the centre of your event?
- Who is still at the margins?
- What can you change now?





## 5.2 Event Planning Template

Use this template to structure your event planning process and ensure that inclusion and accessibility are integrated into every decision.

You can complete it step by step or focus on specific sections depending on your needs. The goal is not perfection, but making intentional and informed choices.

### 1. General Information

- Event name:
- Date(s):
- Location:
- Organising organisation(s):

### 2. Purpose and Objectives

Why does this event exist? What kind of experience do you want to create?

What are your inclusion objectives? (e.g. who do you want to include and how)

### 3. Audience

Who do you want to reach?

Who might be excluded? Why?

### 4. Event Structure

How is your event designed?

- Format (e.g. workshop, festival, talk, hybrid)
- Programme overview
- Key moments (opening, main activities, closing)

Remember: an event is a system, not a list of activities.

### 5. Space & Accessibility

Visible barriers

Invisible barriers

Accessibility measures planned:

- Physical access (entrance, movement, seating)
- Sensory aspects (sound, light, stimulation)
- Signage and orientation
- Quiet / decompression space

### 6. Time & Rhythm

- Total duration
- Breaks planned
- High-intensity moments

Are timings sustainable for participants and staff?

### 7. Communication & Language

Is the language inclusive and accessible?

Are accessibility conditions clearly communicated?

Channels used (social media, email, etc.)

How can participants ask for support or information?



### 8. Care & Safety

- Is there a designated “safe person”?
- How can participants report issues or discomfort?
- What happens in case of distress or emergency?

Consider both physical and emotional safety.

### 9. Roles & Responsibilities

| Role                     | Person Responsible | Notes |
|--------------------------|--------------------|-------|
| Coordination             |                    |       |
| Technical (audio/lights) |                    |       |
| Hosting / welcoming      |                    |       |
| Care / safe person       |                    |       |
| Logistics                |                    |       |
| ...                      |                    |       |

Who can take urgent decisions?

Who can call a STOP if needed?

### 10. Risks and Challenges

Main risks identified:

- Technical risks;
- Social risks;
- Organisational risks.

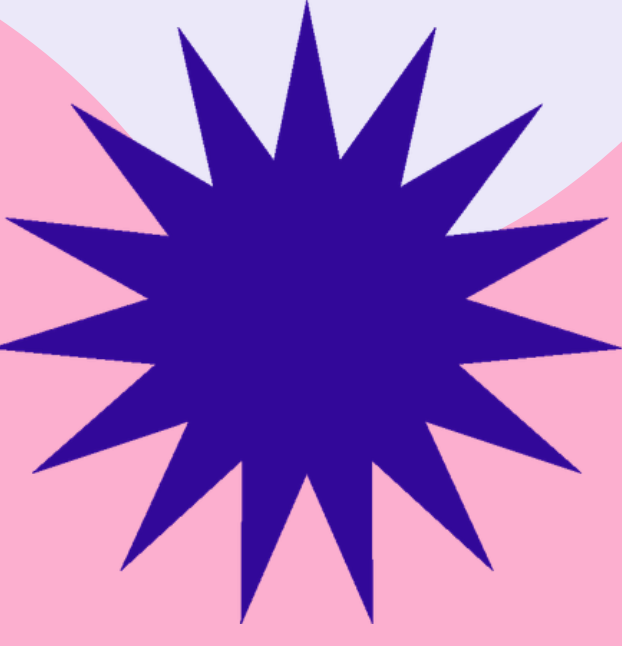
Are there “invisible risks” (e.g. exclusion, overload)?

### 11. Minimum Response Plan

For each key risk:

| Risk | Signal | Who Acts | Immediate Action |
|------|--------|----------|------------------|
| ...  |        |          |                  |
| ...  |        |          |                  |





## 12. Documentation & Coordination

Is there a shared document with key information?

Are roles and contacts clearly written?

Are procedures accessible to everyone?

## 13. Final Check (Quick Review)

- Roles are clear
- Accessibility is planned (not added later)
- Timing is sustainable
- A “safe person” is identified
- A Plan B exists
- There is space for feedback

## Final Reflection

What could prevent someone from participating?

What can you improve immediately?

What is one concrete action you will take?



## 5.3 Evaluation Template

Use this template after your event to reflect on its inclusiveness, effectiveness, and impact. You can complete it individually or as a team. The goal is not to “score” the event, but to identify strengths, gaps, and concrete improvements.

### 1. General Information

- Event name:
- Date:
- Location:
- Type of event (e.g. workshop, festival, talk):

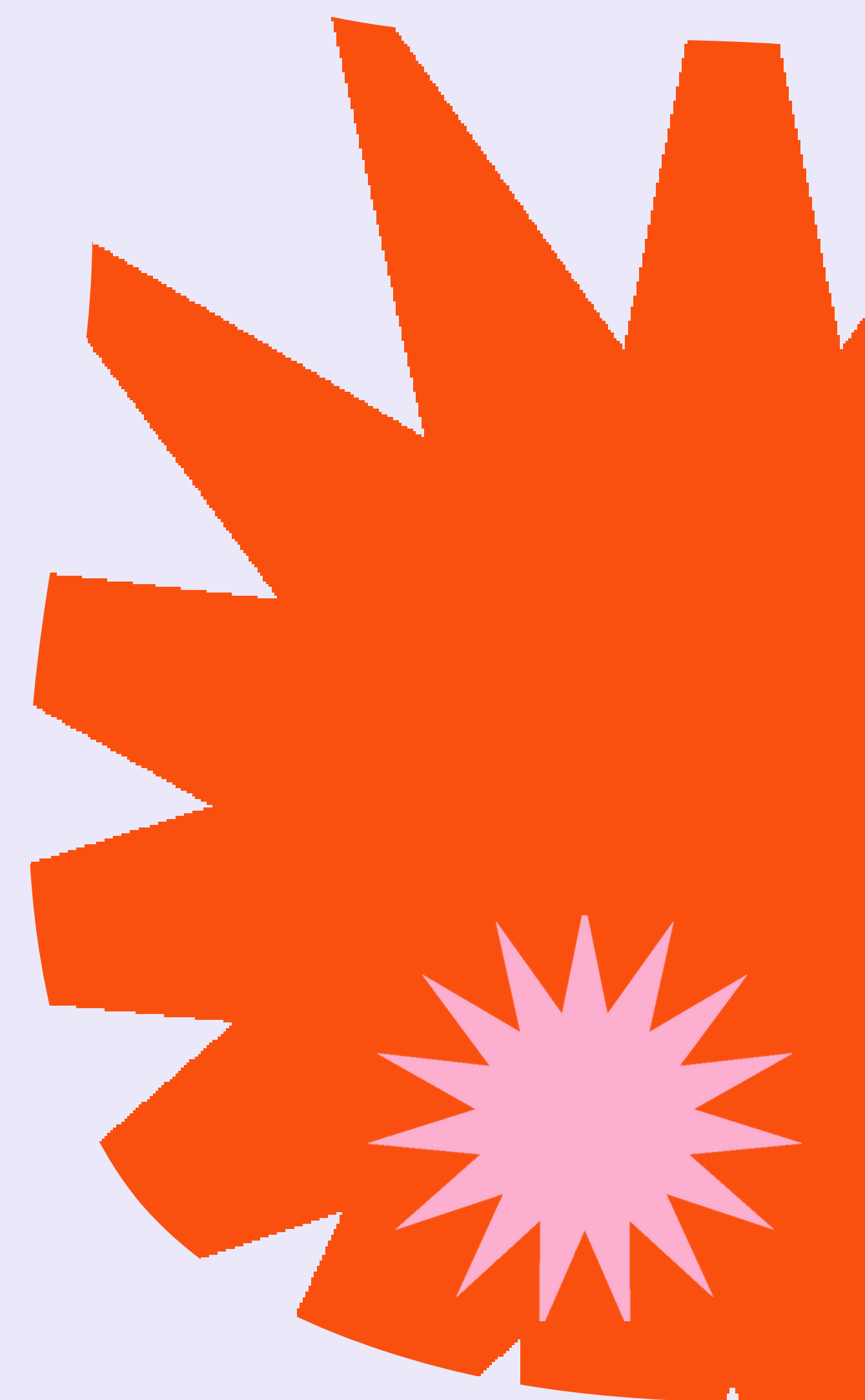
### 2. Participants Overview

- Estimated number of participants:
- Target groups reached:
- Were the intended audiences reached?  
 Yes  Partially  No

### 3. Inclusion & Accessibility

How inclusive was the event?

| Area                   | What worked well | Challenges / barriers |
|------------------------|------------------|-----------------------|
| Physical accessibility |                  |                       |
| Sensory experience     |                  |                       |
| Communication          |                  |                       |
| Participation          |                  |                       |
| Emotional safety       |                  |                       |
| ...                    |                  |                       |



#### 4. Who was left out?

This is a key reflection.

- Which groups were underrepresented or absent?
- Why might they not have participated?
- What barriers may have affected them?

#### 5. Participation & Engagement

- Who actively participated?
- Who remained passive or disengaged?
- Were different forms of participation possible?

#### 6. Care, Safety & Well-being

- Did participants feel safe and supported?  Yes  Partially  No
- Were there moments of discomfort or conflict?
- How were they managed?

#### 7. Organisation & Delivery

- Were roles and responsibilities clear?  Yes  No
- Did the event run smoothly?  Yes  Partially  No
- Were there unexpected issues?
- How were they handled?

#### 8. Feedback Collection

What feedback did you receive?

- From participants:
- From staff/volunteers:
- From partners:

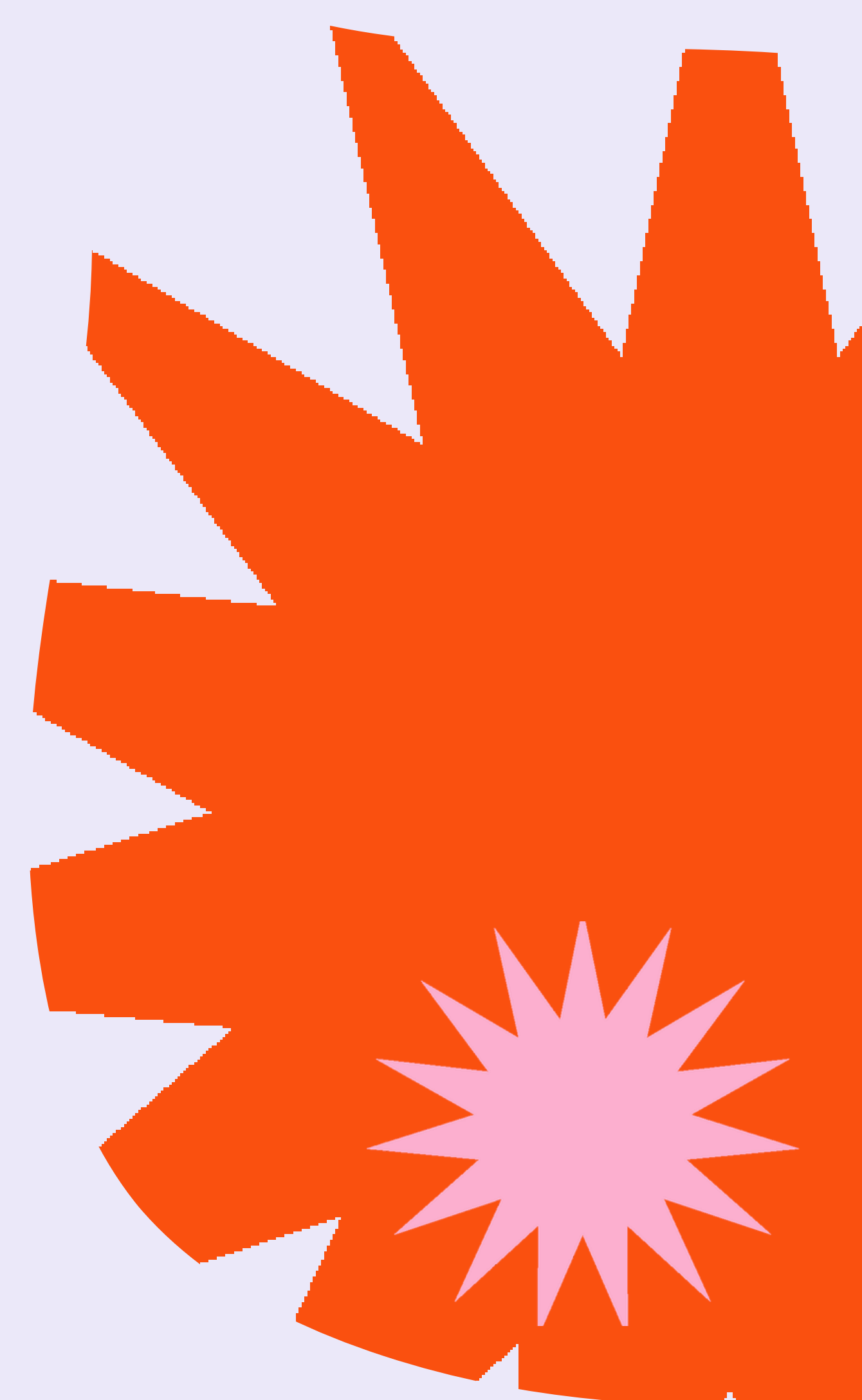
Include both positive and critical feedback.

#### 9. Key Learnings

- What worked well?
- What did not work as expected?
- What surprised you?

#### 10. Improvements for Future Events

| Area | What to improve | Action |
|------|-----------------|--------|
| ...  |                 |        |
| ...  |                 |        |



## 11. Priority Actions

List 2–3 concrete actions you will implement next time:

1. ...
2. ...
3. ...

## 12. Documentation & Sharing

- Is this evaluation documented?  Yes  No
- Will results be shared with partners?  Yes  No
- Will insights inform future events?  Yes  No

## Final Reflection

- What does inclusion mean for us after this experience?
- What will we do differently next time?



# 6. Feedback and Insights from the Project

## 6.1 Feedback Collection Approach

The development of the Inclusive Soundscapes Toolbox is grounded in a structured process of feedback collection carried out throughout the project.

In line with the project objectives, different methods were used to gather insights from participants involved in workshops, training activities, and pilot actions. These included:

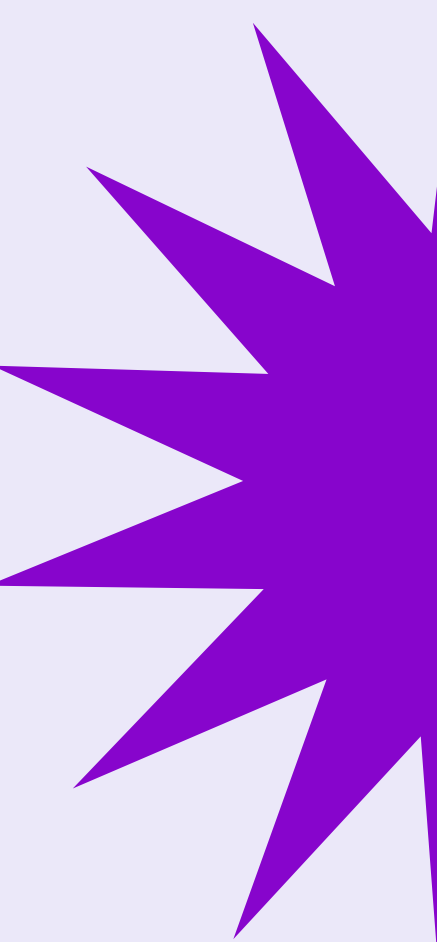
- participant surveys and evaluation forms;
- informal discussions and exchanges during activities;
- observation of participant engagement and interaction;
- collective reflection moments within workshops and events.

This multi-method approach allowed project partners to collect both quantitative and qualitative data, capturing a wide range of perspectives and experiences.

In particular, feedback collection focused on:

- the effectiveness of training activities;
- participants' understanding of inclusion and accessibility;
- the applicability of the tools and methods presented;
- challenges encountered in real contexts.

The combination of structured and informal feedback mechanisms made it possible to identify both explicit needs and more implicit dynamics related to participation, communication, and inclusion.



## 6.2 Key Findings

The analysis of the feedback collected throughout the project highlighted several recurring insights that directly informed the development of this Toolbox.

### **Strong demand for practical and applicable tools**

Many participants had limited prior experience with inclusion and accessibility in cultural contexts. As a result, there was a clear need for:

- concrete tools;
- adaptable methodologies;
- practical examples.

This confirmed the importance of developing a Toolbox focused on action rather than theory.

### **Communication as a key factor for inclusion**

Across different activities, communication emerged as one of the main elements influencing participation.

Clear, accessible, and explicit communication was essential to:

- reduce uncertainty;
- facilitate engagement;
- create a welcoming environment.

### **Value of experiential and participatory approaches**

Participants responded particularly positively to:

- interactive formats;
- embodied practices;
- opportunities for exchange and co-creation.

These approaches supported deeper understanding and more meaningful engagement with inclusion.

### **Challenges in addressing intersectionality**

Feedback revealed that even experienced practitioners may find it difficult to address multiple and overlapping forms of exclusion at the same time.

This highlights the need for:

- continuous learning;
- interdisciplinary collaboration;
- context-sensitive approaches.

### **Inclusion requires flexibility and adaptation**

Both workshops and pilot actions showed that inclusive practices cannot be rigid.

Effective inclusion depends on:

- the ability to adapt to participants' needs;
- responsiveness to real-time situations;
- openness to change.

### **Inclusion as an ongoing process**

A key insight emerging from the project is that inclusion is not a fixed outcome, but a continuous process.

It requires:

- reflection;
- testing;
- adjustment over time.

This perspective underpins the structure and purpose of this Toolbox.

# 7. ‘Inclusive Soundscapes’: from Project to Practice

Funded by the Erasmus+ Programme, the Inclusive Soundscapes project aimed at promoting inclusion, accessibility, and diversity in cultural events, with a particular focus on the performing arts and music sectors.

The project brought together a partnership of organisations from different European countries, including Project School (Italy), the Municipality of Trepuzzi (Italy), and Latitudes Contemporaines (France), working collaboratively to explore and develop inclusive practices in diverse local contexts.

Running from February 2025 to May 2026, the project combined research, capacity-building workshops, and pilot actions to test how inclusive approaches can be effectively applied in real-life cultural settings. Through this process, cultural professionals, artists, and organisations were engaged in reflecting on barriers to participation and experimenting with new ways of designing more accessible and inclusive experiences.

The following sections present key insights and lessons learned from this process, highlighting what worked, what proved challenging, and what can be replicated in other contexts. These insights directly informed the development of this Toolbox.

## 7.1 Workshops: What We Learned

### **Inclusion is relational and context-dependent**

The workshops highlighted that inclusion is not only about removing barriers, but about understanding the complex network of relationships that shape participation.

Participants explored how factors such as:

- bodies
- language
- space
- time
- and power dynamic

all influence how people experience an event.

This reinforces the idea that an event is not just a programme, but a relational environment, where inclusion must be actively constructed.

### **Bridging theory and practice is essential**

A strong element of the workshops was the combination of:

- theoretical reflection;
- open dialogue;
- artistic and embodied practices.

This approach allowed participants to engage with inclusion in a more nuanced way, moving beyond abstract concepts and experimenting with concrete situations.

A key learning is that inclusion becomes more effective when it is both:

- critically understood;
- and practically tested.

### **Lived experience is a key source of knowledge**

The workshops showed the importance of valuing individual practices and experiences.

Participants brought:

- personal perspectives;
- professional expertise;
- emotional and embodied knowledge.

These contributions made it possible to address complex situations that cannot be solved through general frameworks alone.

Inclusion requires both:

- structured approaches;
- and case-by-case sensitivity.

### **Intersectionality remains a challenge**

Even among experienced professionals, the workshops revealed difficulties in addressing multiple forms of vulnerability at the same time.

In particular:

- participants were more confident working within their own field;
- but less equipped when dealing with unfamiliar contexts.

This highlights the need for:

- continuous learning;
- collaboration across disciplines.

### **Inclusion requires flexibility and adaptation**

The workshops themselves became an example of inclusive practice.

For instance:

- flexible attendance (morning/afternoon participation)
- adaptation to participants' needs and constraints

helped to create a more accessible and sustainable learning environment.

This reinforces the importance of designing events that can adapt to real-life conditions.

### **There is a strong demand for practical tools**

Feedback from participants showed that:

- most had not previously received training on inclusion and accessibility;
- all expressed the intention to apply what they learned in their professional context.

Participants highlighted the value of:

- concrete tools and protocols;
- adaptable practices;
- real examples.

This confirms the relevance of developing practical resources such as this Toolbox.

### **Inclusion is linked to care and often gendered**

An important observation was that the majority of participants were women, suggesting that inclusion and care-related practices are still culturally associated with gender roles.

This raises important questions about:

- responsibility;
- recognition;
- and the distribution of care work in cultural contexts.

## 7.2 Pilot Actions: What Worked (And What Didn't)

The pilot actions represented a crucial phase of the Inclusive Soundscapes project, where ideas and approaches developed during the workshops were tested in real-life contexts.

Through the organisation of inclusive cultural events and festivals, partners had the opportunity to apply, adapt, and refine the principles of accessibility and inclusion. This phase highlighted both the potential and the complexity of translating inclusive design into practice.

### What worked

#### 1. Inclusion improves when it is planned from the beginning

Events where inclusion was integrated from the early planning stages proved to be more coherent and effective.

When accessibility, communication, and participation were considered from the start:

- fewer barriers emerged during the event;
- participants felt more comfortable and engaged.

#### 2. Flexible formats support diverse participation

Allowing flexibility in participation (e.g. open formats, adaptable schedules, informal engagement) helped reach a wider and more diverse audience.

Participants could engage:

- at their own pace;
- according to their needs and energy levels.

#### 3. Clear roles and visible support increase trust

Having clearly defined roles - especially welcoming staff and a visible "safe person" - significantly improved participants' sense of safety and orientation.

People were more likely to:

- ask for help;
- stay engaged;
- feel included.

#### 4. Small adjustments make a big difference

Simple and low-cost actions had a strong impact on accessibility, such as:

- clear signage;
- explicit communication;
- quiet or low-stimulation spaces.

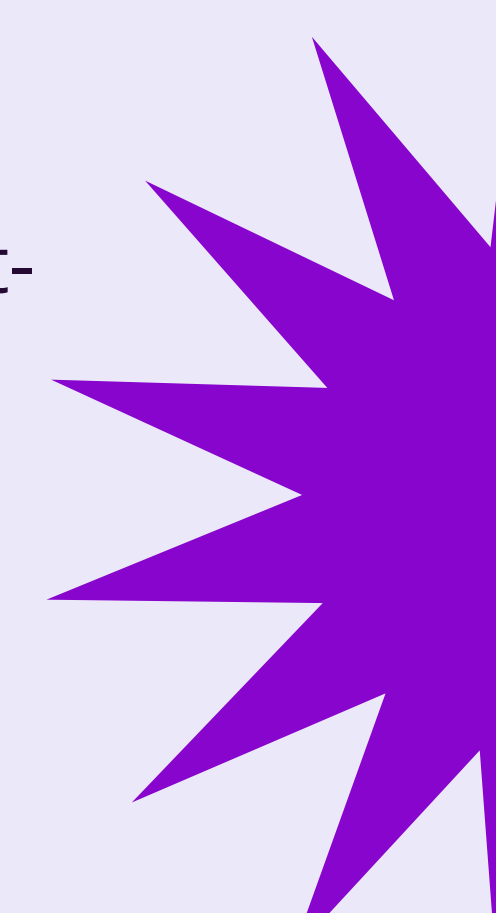
Inclusion does not always require complex solutions.

#### 5. Co-creation strengthens relevance

Involving participants, artists, and communities in the process contributed to more meaningful and context-sensitive events.

Events became:

- more responsive
- more engaging
- more inclusive



## What didn't work (or worked less effectively)

### 1. Late integration of inclusion creates barriers

When inclusion was addressed only in the final stages, it resulted in:

- fragmented solutions;
- overlooked needs;
- limited impact.

Inclusion cannot be “added” at the end.

### 2. Underestimating invisible barriers

Some challenges were not immediately visible, such as:

- emotional discomfort;
- lack of clarity;
- social dynamics;

These barriers often had a stronger impact than technical issues.

### 3. Overly rigid planning limits inclusion

Strict schedules or formats made it difficult to adapt to participants' needs in real time.

Flexibility proved to be essential.

### 4. Limited resources can affect implementation

Time, budget, and staffing constraints sometimes limited the ability to fully implement inclusive measures.

This highlights the importance of:

- prioritisation;
- realistic planning.

### 5. Inclusion requires continuous attention

In some cases, inclusion was treated as a one-time effort rather than an ongoing process.

Without continuous monitoring and adaptation, initial intentions were not fully realised.

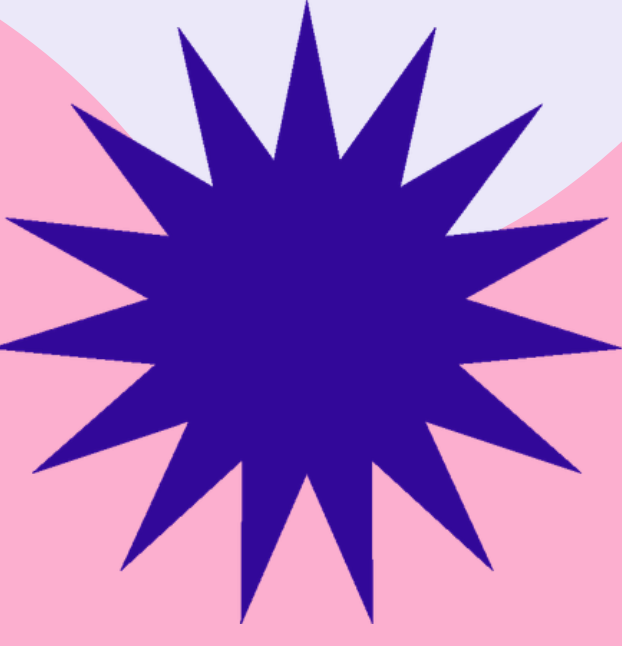
### Key takeaway

The pilot actions demonstrated that inclusion is not a fixed outcome, but a continuous process that requires planning, attention, and adaptability.

Even when not all objectives were fully achieved, the experience provided valuable insights into how inclusive practices can be improved, scaled, and adapted to different contexts.

### What this means for you

- Start early: integrate inclusion from the beginning
- Stay flexible: adapt to real situations
- Focus on people: not only on structures
- Learn continuously: every event is an opportunity to improve



## 7.3 Restitution Event: Key Lessons

The final event represented a moment of consolidation and reflection, bringing together the experiences, insights, and practices developed throughout the Inclusive Soundscapes project.

It provided an opportunity to observe how inclusive approaches can be applied at a larger scale, while also highlighting the challenges of maintaining coherence between intention and practice in complex, real-world settings.

### 1. Inclusion must be intentional and visible

One of the key lessons is that inclusion cannot remain implicit.

When inclusive choices are:

- clearly communicated
- visibly implemented
- intentionally designed

participants are more likely to:

- feel welcome
- understand how to engage
- trust the environment

Inclusion needs to be both designed and made visible.

### 2. Complexity increases with scale

As events grow in size and diversity, managing inclusion becomes more complex.

This includes:

- coordinating larger teams
- addressing more diverse needs
- maintaining clarity and consistency

Inclusive practices need to be:

- structured
- shared across the team
- actively monitored

### 3. Communication is a key driver of inclusion

Clear and accessible communication proved to be essential at all stages of the event.

Participants benefit when:

- information is explicit
- expectations are clear
- updates are shared in real time

Even well-designed events can become exclusionary if communication is unclear.

### 4. Care and safety require dedicated attention

Creating a safe and welcoming environment is not automatic.

It requires:

- defined roles (e.g. “safe person”)
- awareness of participants’ needs
- readiness to respond to discomfort or conflict

Care must be:

- intentional
- visible
- and shared



## 5. Flexibility remains essential, even in large events

Despite detailed planning, unexpected situations always emerge.

The ability to:

- adapt the programme
- adjust the pace
- respond to participants

proved to be a key factor in maintaining an inclusive environment.

Inclusion depends on the capacity to respond, not only to plan.

## 6. Inclusion is a continuous process

The final event confirmed that inclusion is not something that can be fully achieved once and for all.

Rather, it is:

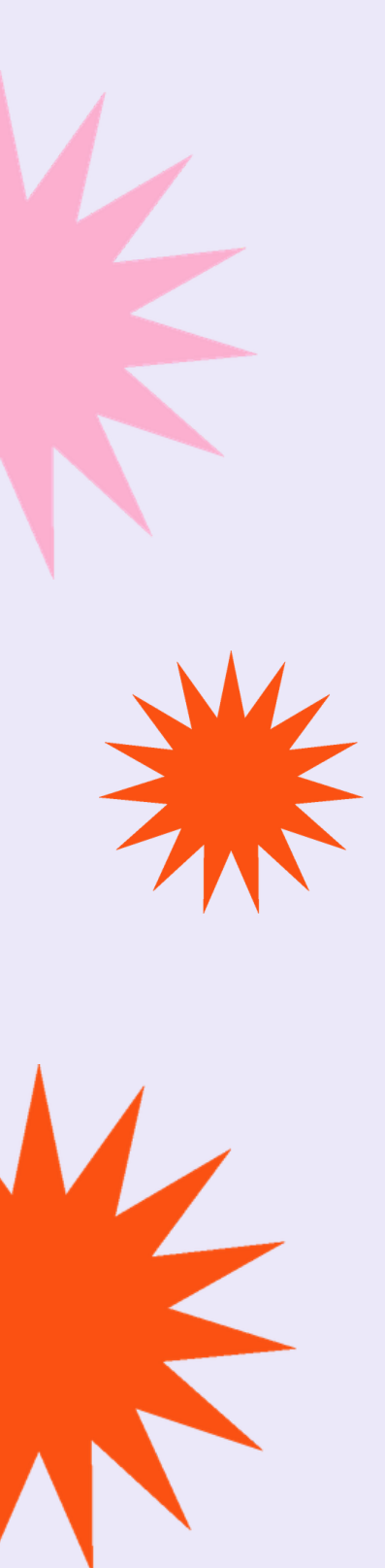
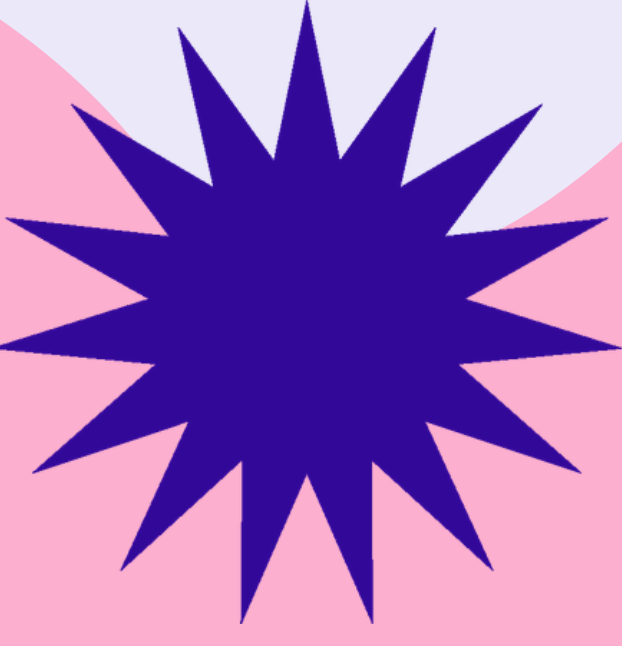
- iterative
- evolving
- context-dependent

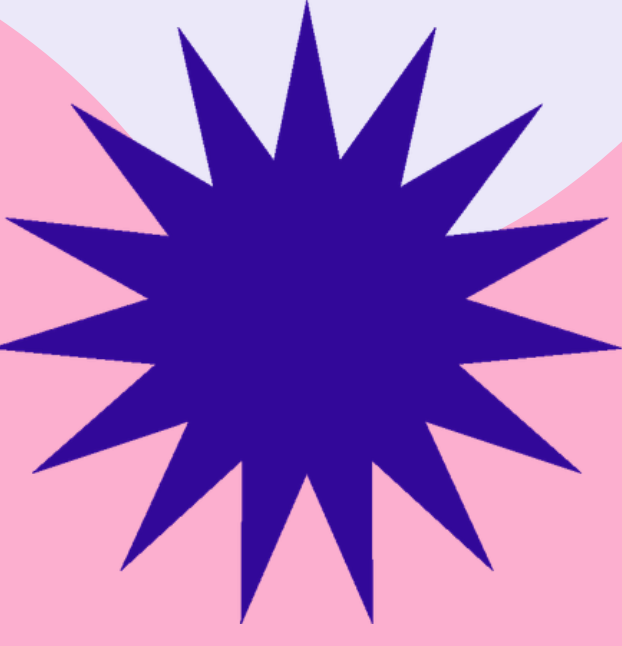
Each event provides new insights and opportunities for improvement.

### Key takeaway

The final event highlighted that inclusive cultural events require a balance between structure and adaptability, planning and responsiveness, intention and practice.

While no event can be fully inclusive in every aspect, making deliberate, informed choices can significantly improve participation, accessibility, and overall experience.





## 7.4 What You Can Replicate

The experience of the Inclusive Soundscapes project shows that inclusive cultural events are not defined by complex solutions, but by intentional choices that can be adapted to different contexts.

The following actions can be replicated and applied by cultural professionals working in a wide range of settings, regardless of scale, resources, or experience.

### **Start with people, not with the programme**

Design your event based on the people you want to engage.

- Identify specific target groups
- Understand their needs and barriers
- Question who might be excluded

Inclusion begins before any activity is defined.

### **Integrate inclusion from the beginning**

Do not treat inclusion as an additional layer.

- Embed it in your objectives
- Include it in planning decisions
- Reflect it in the structure of the event

What is not planned from the start is difficult to implement later.

### **Design flexible and adaptable formats**

Allow different ways of participating.

- Offer both active and passive engagement
- Avoid rigid schedules
- Leave space for adaptation

Flexibility makes inclusion possible in practice.

### **Make communication clear and explicit**

Ensure that participants understand what to expect and how to engage.

- Use accessible language
- Share key information in advance
- Make rules and dynamics visible

Clarity reduces barriers and increases participation.

### **Create welcoming and accessible environments**

Pay attention to how people experience the space.

- Ensure easy access and navigation
- Provide rest or low-stimulation areas
- Avoid overwhelming environments

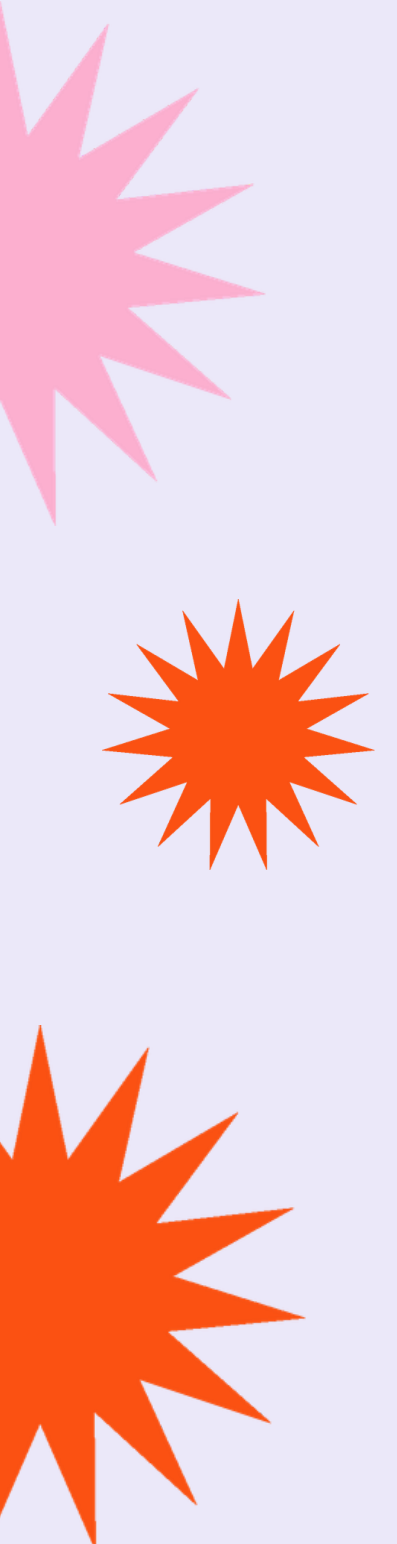
Small changes can significantly improve comfort and inclusion.

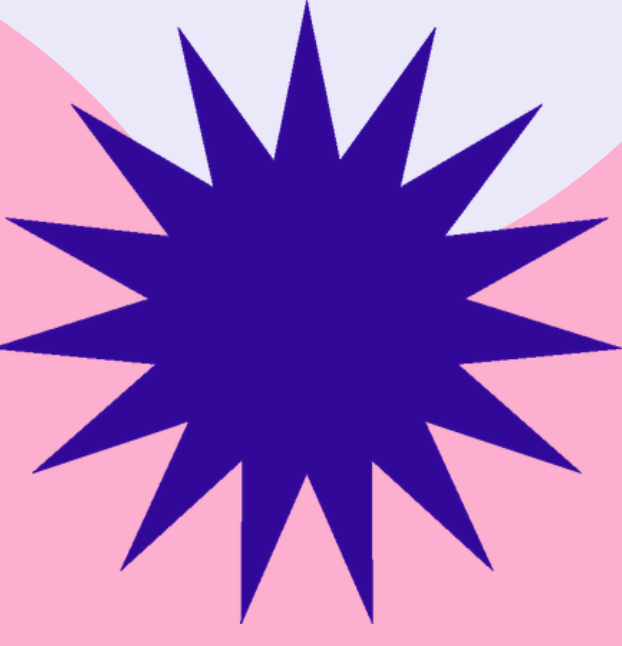
### **Assign roles and responsibilities clearly**

Make your team visible and organised.

- Define who does what
- Ensure participants know who to approach
- Include a “safe person”

Clear roles increase trust and safety.





### **Plan for care and safety**

Anticipate the needs of participants beyond logistics.

- Create conditions for emotional safety
- Prepare simple responses to discomfort or conflict
- Ensure no one is left unsupported

Inclusion includes care.

### **Be ready to adapt in real time**

Things will not go exactly as planned.

- Observe what is happening
- Adjust when needed
- Respond to participants' needs

Inclusion depends on responsiveness.

### **Learn from every event**

Use each experience as an opportunity to improve.

- Collect feedback
- Reflect on what worked and what didn't
- Identify concrete changes

Inclusion is a continuous process.

### **Start small, but start intentionally**

You do not need to do everything at once.

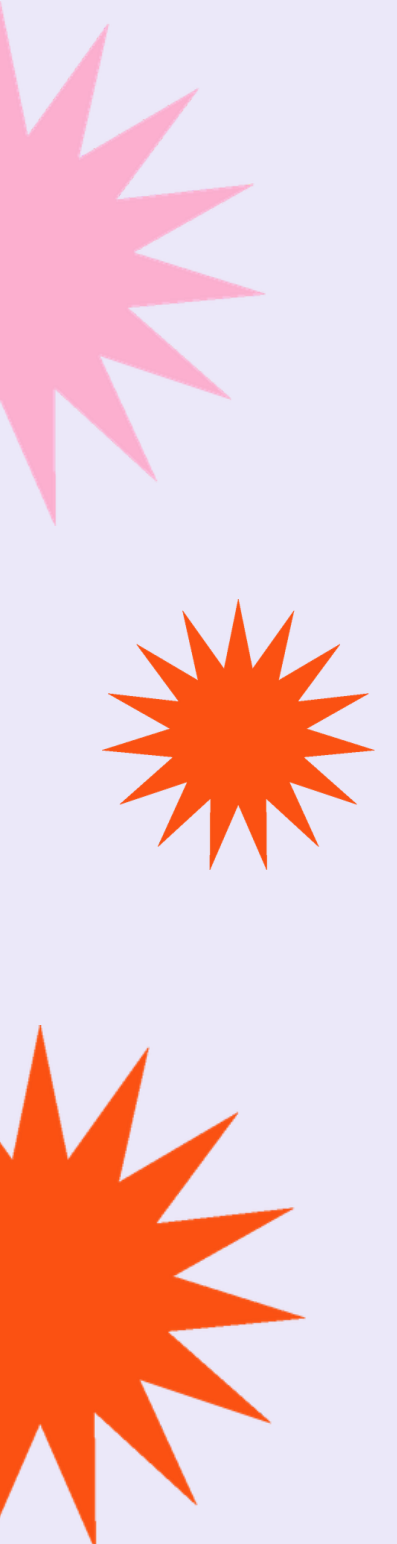
- Focus on a few key actions
- Build experience over time
- Improve step by step

Consistency matters more than perfection.

### **Key takeaway**

Inclusive events are not defined by perfection, but by the willingness to question, adapt, and improve.

Even small, intentional changes can transform how people access, experience, and participate in cultural activities.





Inclusive Soundscapes

KA210-ADU - Small-scale partnerships in adult education

Implemented by Latitudes Contemporaines, Municipality of Trepuzzi and Project School

Co-Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union.