Frankie’s Access Rider

Frankie, she/her
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I recognise accessibility should always be an ongoing conversation. Please continue the conversation with me after receiving and reading this access document. I’m also happy to receive access riders myself - please send yours over if helpful!

Permissions

You have my permission to share this document internally with technicians, colleagues and anyone I’ll be working directly with. Please think carefully if it’s necessary, before sharing this document as it contains personal information. Please don’t share this document without my permission.

Access Support Worker contact:
Leo Walter | he/they | leowalter@gmail.com

I often work with the support of an Access Support Worker. It is helpful to always copy my support worker to emails addressed to me directly.

Emergency contact:
Poppie Patton | partner | 07291 029410 | poppiep@hotmail.com

About me

Visual Description:
(please also feel free to use this description I have provided for any audio description and alt text describing me)

I’m a mid-sized white person in my 30s, with long curly brown hair, a fringe and brown eyes.

I’m an artist, producer and facilitator, working across theatre and visual arts. I have a condition that results in chronic pain and lack of mobility in my legs and back. My condition makes physical activity challenging and tiring. Some physical activity I’m unable to do at all, or without support. Medication I take can make me sick, brain foggy, and low mood /or energy. I’m neurodivergent which can affect my energy levels, digital communication and responsiveness. Some social interactions I can find particularly tiring.

My disabilities are dynamic, and mostly invisible. This means that some days I can function without needing much support at all. Some days, however, I might struggle a lot with energy levels, mobility and executive function. I sometimes work irregular patterns and take irregular rest periods as a result of working.

Baseline support you can provide:

- I rely on being able to drive to work locations, but don't have a blue badge. Clear directions to the nearest parking is essential, or onsite provision reserved.
- Space to rest and stretch.
- Heating equipment e.g. a personal heater /or heated workspace. Access to a nearby warm space if working outside.
- Comfortable seating with back support.
- Regular breaks.
- Workdays not to exceed 8hrs (including breaks).
- Flexible working, including scheduled rest days.
- Step-free access.
- Open communication around access.

I regularly work with an Access Support Worker. They support me with my day-to-day work and shouldn't replace access support accommodations by organisations/funders/partners on project-specific working. Please copy them into all emails unless otherwise directed.

What is a 'flare-up' for me?

My disability is dynamic, meaning it changes day to day. A flare-up can happen for me as a result of my access requirements not being met, from me overextending, or sometimes without a clear cause. A flare can last anywhere from a few days to months at a time. I will communicate with you directly if I am having a flare.

During a flare I might:

- Be low energy or drowsy.
- Struggle with mobility: particularly walking, taking the stairs, carrying objects, standing, and staying in one position.
- Struggle with executive function: brain fog, difficulty starting and finishing tasks, more prone to mistakes, difficulty concentrating, recalling information, or processing information quickly.
- Be more likely to be irritated, distracted, or overstimulated.
- Be low mood/motivation.

Essential support during a pain-flare:

- Capacity to take time off and rest
- Step-free access

- Clear on-site parking or taxis
- Nearby space to rest and stretch
- Working in close proximity to everything I need
- Heated workspace
- Comfortable seating
- Regular breaks
- Flexible working including shorter days
- Working alongside an Access Support Worker

Useful support during a pain-flare:

- Regular check-ins
- Reduced and succinct communications
- Phone calls instead of video calls or in-person meetings

Mental health

My fluctuating condition, and the effect it has on me and my life, can also affect my mental health, particularly during prolonged pain flares.

My medication can affect my mood, as can being in pain. When in pain, I'm more easily irritated or overstimulated.

Masking as a result of pain while doing audience-facing or facilitation work can be really exhausting.

Communication preferences

- My preferred method of communication is email.
- I'm happy to be contacted on WhatsApp (voicenotes or text) for emergencies or urgent communications during normal work hours (9-5 Mon-Friday).
- I'm happy resolving quick or small issues over WhatsApp (voicenotes or text) but sometimes get overwhelmed by longer messages/exchanges on there.
- I'm happy using video-conferencing platforms and speaking over the phone. Sometimes the telephone is easier for me when I have low energy.
- As I manage a fluctuating condition, I appreciate patience when my response time is longer. I also appreciate nudges if you suspect I have missed an email or query.
- I appreciate information passed on as succinctly as possible.

Context-specific needs

Installs/Construction/Fabrication

I will require an Access Support Worker to work directly with, or on behalf of me for any substantial physical work.

I can't lift heavy items or move large objects and furniture. Repeated repetitive movements or activities will negatively impact my pain levels. Prolonged periods of labour should be punctuated by regular breaks and opportunities to stretch and swap to a different type of work if I need to.

Extra time needs to be planned into project management on larger install or fabrication projects for scheduled rest days, and ideally additional capacity in timelines for responsive rest.

Events, workshops and groups

Set-up/packdowns - I can't lift heavy items or move large objects and furniture. I need a support worker to do these tasks for me.

Where possible, regular breaks and opportunities to stretch and swap to a different type of work if I need to.

Lots of time on my feet is also difficult for me. I require a chair with back support, and space and time to rest. I would prefer work doesn't exceed an 8hrs day including travel.

I can sometimes find social gatherings quite draining, particularly if lead-facilitating challenging or emotional topics. Masking pain is tiring. Time to rest and recuperate should be considered.

Workspace conditions for desk-working

If working at a desk for a prolonged period, I prefer a desktop computer over a laptop. Alternatively using a laptop stand, keyboard and mouse, so that my workstation reflects the standard of government Display Screen Equipment Regulations.

I require a desk chair with appropriate back and neck support. I cannot work on stools, or at bars for prolonged periods of time. Example of an appropriate chair.

Working in a cold environment will also quite quickly result in more pain and stiffness for me. If working in a cold space, a personal heater can help alleviate this. See gov. guidelines around workplace temperatures.

Zoom/digital video calls

- Calls not to exceed 2.5 hours
- Regular breaks
- Will turn camera off and take breaks as and when I need to stretch

- Support worker if I am facilitating challenging discussion topics

Travel and parking

I find travel very tiring, particularly if traveling with equipment. I would prefer that my standard workday doesn't exceed 8 hours **including** travel.

I mostly rely on being able to drive to work, but don’t have a blue badge. Clear directions from the workspace to the nearest parking is essential, or onsite provision reserved for me. My car reg is ABC 123.

For distances exceeding two hours, I prefer trains and taxis to driving myself.

During a pain-flare, or if I am bringing equipment, I require on-site parking or a taxi from home/a train station. I might also need to travel with a support worker.

Working away from home

In the case of travelling extended distances or having an 8-hour workday on top of travel, I require overnight accommodation.

Accommodation needs to be step-free, have on-site parking, and near the work site.

Ideally the accommodation would have a bath (for pain relief) and a place to prepare meals, essential for longer stays.

I may require additional accommodation and travel budget for a Support Worker to accompany me.

Hours

My pain generally worsens throughout the day, so evening working requires more from me. When working into the evening I require a restful morning and shorter hours.

Allowing me flexibility to work on projects outside of 9-5 regular office hours, or offering flexible hours, allows me to manage my pain and energy levels more consistently, and spread out my workload. I don’t expect that others will respond to any communications outside of regular office hours.

Source: https://weareunlimited.org.uk/wp-content/uploads/2025/06/Creating-your-own-access-rider-Unlimited-PDF.pdf