

Norwich Theatre

Creative Engagement

Participant Welcome



Welcome to Norwich Theatre

Norwich Theatre welcomes people from all walks of life into our engagement programmes; to inspire, delight and improve physical and mental wellbeing through high-quality creativity experiences. By signing up to a Take Part activity or programme, you are joining our supportive and friendly community of participants.

Please take a read of our guidelines, to get to grips with how Norwich Theatre can support your creative journey, and what we ask for in return.



Who are we?

The Creative Engagement team works across Norwich Theatre venues, we welcome you to get in touch if you want to find out more about our work.

All of our projects and programmes are led by professional theatre makers, freelance creative practitioners and specialists from our partners, such as the Royal Shakespeare Company, and visiting professional companies. Our practitioners are highly experienced, and have the relevant qualifications and checks required to run high-quality creative workshops for everyone.

Ethos of kindness:

At Norwich Theatre, we lead with kindness, and celebrate our differences. Theatre has the power to tell untold stories, and champion unheard voices- our participation programme is open to everyone, and each member brings a unique perspective.

We ask our participants to:

- Treat everyone with respect and kindness, regardless of their background, experience or ability.
- Be open to learning from others and sharing your own knowledge and skills.
- Support and encourage each other's creativity and expression.

We will:

- Create a safe and inclusive space where everyone feels comfortable to take risks and express themselves freely.
- Carefully plan and consider activities and programmes, to ensure content is relevant, challenging and enjoyable.
- Treat every participant with respect and consideration, ensuring the environment caters to everyone's unique needs.
- Encourage everyone to participate in whatever way they are comfortable.

Wellbeing:

Our programmes aim to improve the wellbeing of the communities and participants we work with. Whether expressing yourself through drama, or connecting with your body through movement- we hope our activities have a lasting impact on your wellbeing. We plan our activities with care, and consider participant wellbeing throughout.

We ask that you:

- Be mindful of your own and other's needs within a session.
- Take breaks when needed, to rest and recharge.
- Speak to a member of the team if you feel overwhelmed, or need to make adjustments.
- Remember that creative activities should be a fun and enriching experience, and not do anything you are not comfortable with.

As theatre reflects society, certain adult Theatre Makers programmes may occasionally touch upon subject matter that could be triggering, or difficult for some. If this is the case, you will be made aware before the session, and any topic will be

approached with sensitivity and care. If you have any concerns about potentially triggering material, please get in touch with us.

Access:

We are committed to providing Creative Experiences for everyone, regardless of age, experience, or limitations. We are able to make adjustments, so please let us know how a workshop environment needs to adapt to better suit your needs.

All of our spaces are accessible, with accessible and gender-neutral bathrooms available, as well as baby-changing facilities.

Expectations:

We treat one another with respect and kindness to ensure everyone can enjoy sessions equally. We celebrate each other's successes, and listen to other's ideas and perspectives. We do not tolerate derogatory or hurtful language, bullying or discrimination.

In this instance, we will take the following steps:

- Speak with the individual after the session.
- If this behavior continues, there will be a further discussion with the programme manager, if a participant is under 16, a parent or guardian will need to be present.
- In the final instance, we will discuss the best course of action moving forward, this may include being asked to leave the course.

Communication:

All necessary communications relating to Take Part activities will be delivered by the programme manager, by email. These will include welcome emails, and any important information before you start your session/programme or during the term. We welcome an open line of communication, and encourage you to reach out with any questions, comments or feedback. For general enquiries, get in touch with takepart@norwichtheatre.org or phone 01603 630000.

Fees:

Any fees required to join programmes are payable through the website or Box Office. If finance is a barrier to taking part and you meet the criteria, you are eligible for our My Theatre bursary scheme- details here:

<https://norwichtheatre.org/my-theatre/>

Unfortunately we cannot offer refunds unless the activity or event is cancelled by Norwich Theatre, which we will notify you of with as much notice as possible.

Registration:

We require all participants to complete registration forms before engaging with us. Registration forms will be sent to you automatically, and contain important information including emergency contact details and personal requirements. If you need help completing the form, let us know. We only gather the information we absolutely need, and your data is stored sensitively, in accordance with GDPR laws.

Feedback and promotion:

As a registered charity, we occasionally require feedback and statements from participants for reporting to funders. We will periodically request informal and written feedback from our participants, we encourage your honest opinions on your experience.

We also occasionally gather promotional material, such as photographs of sessions. If your session is being photographed, we will let you know ahead of time, and will ask you to complete a consent form before the session. Please be assured that you are not obliged to appear in photos, and all content gathered in sessions is stored in accordance with GDPR laws. See our privacy policy for more details.

Safeguarding:

Norwich Theatre takes the safety of our participants seriously. To ensure we offer a safe and enjoyable environment for all participants, we have policies and procedures in place. All our staff and volunteers have received the level appropriate training to ensure these are followed. Read our safeguarding policies to understand our role in safeguarding while in our spaces, or taking part in a Norwich Theatre activity.

Designated Safeguarding Officer

Wendy Ellis Creative Programmes Director

Deputy Safeguarding Officer

Sam Dawson Head of Creative Engagement
Teresa Baker Head of People of Culture
Elsbeth Hunter Creative Engagement Project Manager

Senior Lead for Safeguarding

Stephen Crocker Chief Executive Officer

If you have a safeguarding concern, you can contact Wendy Ellis in the first instance at safeguarding@norwichtheatre.org or on 01603 630000.

Comments or concerns?

As a participant, parent or guardian, if you are unhappy, concerned, or want to make a complaint you should speak with the Creative Practitioner running your programme in the first instance. They will listen to your concern and talk through any possible solution. If the issue hasn't been resolved or if it's not appropriate to discuss it with the Creative Practitioner, please contact the programme manager, via email or through contacting the Box Office. If the appropriate Manager is not available, a message will be passed on. We aim to respond to all correspondence within 5 working days. We are always happy to hear comments from participants, and encourage you to get in touch if you need to discuss your experience, or if you have any questions before signing up.

We welcome you to our community and sincerely hope you find your experience to be rewarding, enjoyable and empowering.

takepart@norwichtheatre.org

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