

Take Part Participant Guidelines

At Norwich Theatre, we welcome people from all walks of life to our engagement and learning programmes. Please take a moment to read these guidelines to learn how we can support you during your time with us, and how you can help us create a positive experience for everyone.

Ethos

We are committed to providing an enjoyable, accessible and welcoming space for everyone who takes part with us. Our Take Part 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.
- Be mindful of your own and other's needs within a session.
- Speak to a member of the team if you need to make adjustments.
- Remember that creative activities should be a fun and enriching experience, and not do anything you are not comfortable with.

We will:

- Create a safe and inclusive space where everyone feels comfortable taking risks and expressing themselves freely.
- Carefully plan and consider activities and programmes.
- Treat every participant with respect.
- Encourage everyone to participate in whatever way they are comfortable.
- Make reasonable adjustments to ensure you are supported to take part in a way that suits you.

Access

We are committed to providing positive creative experiences for everyone, regardless of age, experience, or limitations. Where possible, we will make reasonable adjustments. Please let us know how a workshop environment needs to adapt to better suit your needs, by giving details on your **Registration Form**, or contacting us. We will follow up on details shared via a registration form.

Step free access is available to all our studios, with accessible and gender-neutral bathrooms available, as well as baby-changing facilities. For more information regarding accessing our spaces please see: [Access Information](#)

Expectations

We do not tolerate derogatory or hurtful language, bullying, violence, damage to facilities or equipment, creating an unsafe space or discrimination. In this instance, we will take the following steps:

1. Speak with the individual during or after the session.
2. If this behavior continues, there will be a further discussion with the programme manager, if a participant is under 18, a parent or guardian will need to be present.
3. 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 or coordinator **by email**. These will include welcome emails, a link to the **Registration Form**, and any important information before you start your session/programme. For any enquiries, get in touch with **takepart@norwichtheatre.org** or phone 01603 630000.

Photography

We occasionally photograph sessions for promotional material and will always seek your consent ahead of any photos/videos being taken. All images are stored in accordance with GDPR laws. Further information about the related risks is in our [Privacy Policy](#).

To maintain the privacy and safety of everybody taking part in activities at Norwich Theatre, it is important that all participants understand that taking photos or recording videos of others within sessions is strictly forbidden.

Policies and Procedures

[Norwich Theatre Policies](#) are available for you to view on our website. If you would like an accessible or printed version of any document or have any questions, please contact us.

Safeguarding

Our staff, practitioners and volunteers have received appropriate training to ensure our Safeguarding policy and procedures is followed. To report any safeguarding concern please contact Wendy Ellis, Creative Programmes Director and Designated Safeguarding Officer, in the first instance at **safeguarding@norwichtheatre.org** or on 01603 598600. Alternatively, a deputy Designated Safeguarding Officer will pick up a safeguarding concern.

Feedback

As a registered charity, we collect feedback and statements from participants for reporting to funders and for our own use to improve services and reflect on our delivery. Surveys will be sent following your workshop or programme, completing these is not compulsory of taking part, but we greatly appreciate your feedback. For further details on how we collect and might use the feedback you kindly provide, please visit our [Impact Page](#).

Take Part Team, Norwich Theatre

takepart@norwichtheatre.org