

Norwich Theatre

Creative Engagement

Participant Guidance



Welcome

Norwich Theatre is one of leading and most innovative theatres in the Eastern Region. We offer a broad range of programmes, workshops and activities for all ages.

What you can expect from us

The Creative Engagement team at Norwich Theatre is based at Stage Two, a creative hub where you can explore, experience and be inspired by art and learning. As a team, we strive to offer our participants engaging and rewarding creative programmes of high quality which are inclusive and collaborative.

Staff and Creative Practitioners

All of our programmes are led by our own theatre professionals, freelance creative practitioners and professionals from our partners, such as the Royal Shakespeare Company. All of our Creative Practitioners have relevant training, experience and the necessary background checks to work with our participants.

Participant behaviour

Participant behaviour is something we take serious to consider fairness, inclusivity and equality at all of our events, workshops and programmes at Norwich Theatre.

Therefore, we have a procedure to ensure that we can address behaviours which may adversely affect others within our groups. This includes persistent absence/lateness, and inappropriate behaviour. Actions taken within these procedures are recorded and regularly reviewed.

First Tier A discussion will take place with the individual after the session.

Second Tier There will be a further discussion which may involve the relevant Manager, if appropriate. If the participant is age 16 or under, a parent/guardian will need to be present.

Third Tier We will arrange a third meeting. This meeting will also be attended by the relevant Manager, and we aim to discuss the best way forward. This may include a participant being asked to leave a course.

Fees

Fees are payable to secure your place on programmes and workshops and can be made in person at our box office, online, or over the telephone.

No refunds will be given unless the activity or event is cancelled.

Applications

Some of our programmes are by application and places are strictly limited. Once the application date has passed our team will consider all applications. Applicants will then receive an email within a week of submitting informing you if you have been successful.

Places are offered for a variety of reasons:

- Skills. Experience. Passion for the subject
- How being part of the group will help you as an individual
- How you work with other people
- The number of applicants

Subject Matter and Challenging Topics

As drama is a reflection of lives and societies, we may sometimes work with participants on plays and subjects which contain strong language and challenging topics. Please be assured our Creative Practitioners will always approach this in an appropriate way, discussing themes and language with participants. If you have any concerns about topics being covered, please do not hesitate to get in touch with us.

Communication

We do our best to ensure all sessions go ahead as planned. However, there may be rare instances when sessions have to be cancelled due to circumstances beyond our control. If we have to cancel a session, we will endeavor to notify you with as much notice as possible.

If you have changed your contact details, please let us know as soon as possible to ensure we can keep you informed or contact you in an emergency by emailing takepart@norwichtheatre.org or phoning 01603 630000.

The majority of our communication is done via email. Therefore, please ensure you add takepart@norwichtheatre.org to your address book and safe senders list.

Social Media

Whilst we appreciate many participants want to use social media to discuss their involvement with Norwich Theatre, please remember that you are a representative of Norwich Theatre and make it clear that any views you express are personal and not held by the organisation as a whole.

Publicity photos

Upon registration, you will be asked to give consent for our marketing team to take photos during workshops and performances. These photos will be kept in accordance with data protection laws and may be used as part of our online publicity campaigns and documents such as programmes and information booklets being produced by Norwich Theatre. All photographs are kept for two years, after which time we will no longer use in the public domain.

What if I have additional needs or am disabled?

If you have any additional needs, let us know and, if necessary, we will organise a discussion about how to best accommodate these.

What do you do if you're not happy?

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 course 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 appropriate Manager.

Sam Patel

Head of Creative Engagement

01603 630000

A member of box office will try to connect you. If the appropriate Manager is not available, a message will be passed on. We aim to respond to all correspondence within 5 working days.

What do you do if you have a safeguarding concern?

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.

Designated Safeguarding Officer

Wendy Ellis

Creative Programmes Director

Deputy Safeguarding Officer

Sam Patel

Head of Creative Engagement

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.

Any other questions?

If we have not been able to answer your questions in this document, please do get in touch and ask. We will do our best to answer you promptly and honestly. We look forward to you starting your journey with us.