



Information for new volunteers at Norwich Puppet Theatre

Volunteers are invaluable to the Norwich Puppet Theatre. Without volunteers we couldn't survive. This is why we appreciate the commitment you have to come and work with us. In return for your time and effort we can offer valuable work experience, training or just the chance to meet new people and enhance your social life!

To help us meet your needs and to maintain the standards of our organisation, we require you to complete the following steps when you come to volunteer with us:

- 1. Fill in the Volunteer Information Form.** This allows us to access your information readily and to gauge where your skills and abilities are best applied. It also gives you the chance to let us know when you are available and any special requirements you may have in the workplace. We will also need to ask for two references; this is a legal requirement as you will be working closely with children.
- 2. Complete induction.** Involving a tour of the building to ensure you know where everything is this will include the toilets and access to refreshments etc. It will also involve a quick health and safety tour to make sure you are aware of fire exits, emergency procedure and first aid facilities. Included with this pack is a copy of Norwich Puppet Theatre's **Child Protection Policy** and advised on protocol pertaining to this.
- 3. Sign the volunteer agreement.** This document outlines the commitment we have to you and your commitment to the organisation. When you sign this agreement you must agree that you are happy to abide by the aims, objectives and standards of Norwich Puppet Theatre.

Essential Information

Contact details

It is essential that you contact us as soon as possible if (for whatever reason) you are unable to keep an agreed time. This is to allow us to make other arrangements. You can contact us at either of the numbers below:

Box Office (01603) 629921 Administration (01603) 615564

If you are contacting us a few days before the event, you can also email info@puppettheatre.co.uk

In case of an emergency

At your induction you will be given a Theatre plan with the location of emergency exits and instructions on what to do in case of a fire.

First aid boxes are located at the:

- Box office desk
- Office
- Octagon Studio
- Fabric Workshop

Qualified First Aid Providers: Darren Taylor & Colette Garrigan

Any issues regarding health and safety and child protection should be referred to Colette Garrigan.

Norwich Puppet Theatre Staff:

Director:	Colette Garrigan
Financial Controller:	Lloyd Mitchell
Communications Manager:	Fiona Fletcher
Venue Manager:	Darren Taylor
Tour Manager:	Zannie Fraser
Theatre Administrative Assistant:	Molly Farley

Additional Information:

- If you are volunteering for a performance please arrive forty-five minutes before it begins. On arrival please report to the Front of House Manager to receive instructions on your duties for your time in the Theatre.
- Please wear a Norwich Puppet Theatre T-shirt when you are on duty.
- Before a performance, familiarise yourself with any key questions that you think you may be asked such as:

“Where are the toilets?”

“What time does the show finish?”

“How much is it?”

“Is there an interval?”

- Tea and coffee facilities are located behind the bar - please help yourself! Please keep sink and drainer clear of washing up.
- We like to create a warm and friendly atmosphere at The Puppet Theatre; please make our customers feel welcome when they arrive. If you are unable to answer any queries they may have, please refer them to the member of staff on duty.
- If you have any problems or queries do not hesitate to contact one of the members of staff as detailed above.

Safeguarding Policy

February 2021

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and freelance workers, students and anyone working on behalf of Norwich Puppet Theatre (NPT)

The purpose of this policy:

- To protect children, young people and vulnerable adults who receive NPT's services. This includes the children of adults who use our services.
- To provide staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection.

POLICY STATEMENT

Norwich Puppet Theatre recognises that the welfare of the child, young person and vulnerable adult is paramount regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity and that everyone who may use or visit the theatre has a right to equal protection from all types of harm and abuse. We recognise that some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.

PRINCIPLES

Norwich Puppet Theatre will promote the welfare of all children, young people and vulnerable adults who use our services by ensuring that all employees and volunteers are clear of their responsibilities in respect of safeguarding.

All employees and volunteers working for Norwich Puppet Theatre (NPT) are responsible for the operation of the Safeguarding Policy and should act upon any concern no matter how small or trivial it may seem.

Norwich Puppet Theatre's staff and volunteers have a responsibility to discreetly report any concerns of abuse or harm to the Designated Safeguarding Officer (DSO) without delay.

Norwich Puppet Theatre respects the rights, wishes and feelings of the children, young people and adults with whom we are working and promotes an environment in which they can feel valued, listened to and respected.

Norwich Puppet Theatre promotes the welfare of children, young people and adults and their protection within a relationship of trust.

Norwich Puppet Theatre takes seriously any allegation or suspicion of abuse or harm towards a child, young person or vulnerable adult with whom we are in contact with and recognises that any person can be subject to abuse and that any matter arising from this will be dealt with appropriately following a clear set of safeguarding procedures.

Norwich Puppet Theatre will also use its safeguarding procedures to manage any allegations against staff or volunteers appropriately. Any allegation or suspicion of child abuse by a staff member or volunteer will be reported to the LADO within 24 hours of the allegation being made.

Norwich Puppet Theatre will share concerns and relevant information with relevant agencies, in particular the Children's Advice and Duty Service, and Norfolk Social Services and the local Police Authority involving children, young people, parents, families and carers appropriately.

Norwich Puppet Theatre ensures it adopts a rigorous and safe recruitment process. All staff and volunteers working for NPT have an Enhanced Disclosure from the Disclosure & Barring Service (DBS).

All employees, volunteers and regular freelance practitioners for NPT will, either through training or induction, know how to recognise a disclosure from a child, young person or vulnerable adult and know how to manage this. We will not make promises and we will not keep secrets. The person giving the disclosure will know what the adult will do with whatever they have been told.

Norwich Puppet Theatre is committed to supporting, resourcing and training those who work with children, young people and vulnerable adults and to providing appropriate supervision so they can confidently carry out their role in line with relevant safeguarding procedures.

RESPONSIBILITIES

ALL employees, volunteers and freelance practitioners working for Norwich Puppet Theatre have a responsibility to safeguard people who use our services from harm. We will do this by:

- Being vigilant of the signs that may indicate a child, young person or vulnerable adult is experiencing harm or is at risk of harm.
- Reporting any disclosures or concerns, however small, to the DSO without delay.
- If taking a disclosure, remembering not to ask any leading questions.
- Recognising the position of trust in which we have been placed.
- In every respect, ensuring that the relationships we form with service users are appropriate and uphold our Code of Conduct (see separate document).
- In cases where there is an allegation or suspicion of child abuse, the DSO will take steps immediately to ensure that no child or adult is placed in a position which could cause further compromise.
- Where urgent child protection or safeguarding issues are involved, the Front of House Manager or Workshop Leaders have the authority to suspend staff and volunteers and will inform the DSO immediately.

Designated Safeguarding Officer (DSO) for Norwich Puppet Theatre

Colette Garrigan - Director
colettegarrigan@puppettheatre.co.uk
01603 615564

Children's Advice and Duty Service
0344 800 8021
0344 800 8020

CEOP (Child Exploitation and Online Protection)
www.ceop.police.uk

NSPCC Helpline
0808 800 5000

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 19/02/2021

Signed

A handwritten signature in black ink, appearing to read 'Colette R Garrigan', written on a light-colored background.

Name Colette R Garrigan

Position in organisation Director

Thank you for volunteering at The Puppet Theatre
We hope you enjoy your time with us.

The Norwich Puppet Theatre Volunteer Agreement

Terms and Conditions

I have completed a Volunteer Information Form and all the information provided is accurate and up to date. If my circumstances change I will update the information given accordingly.

I have completed the induction and I am aware of the location of fire exits and first aid equipment.

I have received a volunteer information sheet, a theatre plan with marked fire exits and a fire action sheet.

I agree to work at dates and times volunteered and as specified by my supervisor. If I am unable to attend I will inform the Puppet Theatre at the earliest opportunity.

I agree to be courteous and helpful to customers at all times.

I am aware that while working at the Puppet Theatre I am under the supervision of management and will act and receive working instructions accordingly.

I agree to keep all areas of the Front of House shop/counters/sinks clean and tidy and to restock when necessary.

I will not undertake any potentially hazardous work (such as climbing ladders, heavy lifting etc) without supervision and/or permission from my supervisor.

I understand that if I have an accident in the workplace I should inform the nearest available supervisor and ensure that it is recorded in the accident book.

I am aware that the Puppet Theatre has a Grievance Procedure Policy and that if I feel that I am receiving unfair treatment I can act accordingly.

I understand that I must treat all my colleagues with respect. The Puppet Theatre does not tolerate any form of severe harassment and/or bullying in the workplace. Any complaints regarding colleagues should be addressed through the appropriate channels.

I am aware of the data protection act and understand that all personal details data on staff and customers is entirely confidential.

I understand that the Puppet Theatre is an equal opportunities venue and if I feel that I am receiving discriminatory treatment I should inform an appropriate member of staff.

Norwich Puppet Theatre discourages volunteers from bringing children to the venue when volunteering. I understand that if I can make no alternative arrangements and a child/children have to come that they remain under my supervision and I am responsible for their health, safety and behaviour at all times. Norwich Puppet Theatre reserves the right to decline a volunteer on any occasion if they feel it is not in the Theatre's best interests.

I have read and understood the Norwich Puppet Theatre Volunteer Agreement.

I understand that the management of the Puppet Theatre has the right to terminate the volunteer agreement, if I do not abide by the above terms and conditions.

Name of Volunteer:

Signed:

Date:

I agree that the volunteer has read and understood the agreement and that the management agrees to abide by the terms and conditions above.

Name of Supervisor:

Signed:

Date: