



The Anvil Trust Ltd, Churchill Way, Basingstoke RG21 7QR

Arrangements for children, young people, vulnerable adults & people with special needs

Visiting The Anvil & The Haymarket

Terms used in this document:

Anvil Arts	The Board, Management and Staff of the Anvil Trust Ltd
Visiting Manager	Visiting Production Company or Hirer
<i>In loco parentis (ILP)</i>	The person responsible for a child in the absence of the child's parent(s) or regular carer
ILP assistants	Teachers/guardians or helpers
Client Group	Children, young people, vulnerable adults and people with special needs

OUR AIM

Anvil Arts recognise that the protection of the Client Group is paramount. Therefore the board of the Anvil Trust has adopted the following values and procedures following recommendation from the management and staff.

OUR OBJECTIVE

This document sets out our plan for the Client Group's needs. It will cover the interaction with Anvil Arts and the Visiting Manager. It brings together new and existing policies and procedures for the Anvil Arts, Visiting Manager, *ILP*, *ILP* assistants and the client group. It is an ongoing publication and will be continually updated. This version was revised in November 2007.

THE ANVIL BUILDING

Public areas are arranged over two levels;

Ground level- main entrance, stalls foyer, The Forge and stalls seating

First Floor - upper foyer, Linden Room, circle and choir stalls seating

The two floors are separated by 23 stairs, and also served by a fully accessible lift.

There are accessible toilets on both levels.

The Auditorium and Forge are equipped with infra red hearing enhancement. **There is no**

induction loop, but staff will be pleased to supply personal equipment for use with earpieces fitted with a T switch.

The Box Office has an induction loop at the counter.

Backstage, dressing rooms are arranged over two levels served by a lift.

There are accessible toilets on both levels.

Technical areas are mostly reached by a great number of stairs.

Registered Assistant Dogs may be taken into the auditorium.

A limited number of child booster seats are available at the entrance to the auditorium.

The Anvil is available for viewing and making assessments subject to notice. To arrange a tour of the building, contact The Anvil House Manager on 01256 819797.

THE HAYMARKET BUILDING

Public areas are arranged over three levels;

Ground level- main entrance, box office, The Exchange.

First Floor - stalls foyer and stalls seating.

Second floor – circle foyer and circle seating

The three floors are separated by 16 stairs per floor, and are served by a fully accessible lift.

Toilets in various combinations are located on all three levels.

The accessible and adapted toilet is located on the Ground level.

The auditorium is equipped with infra-red hearing enhancement. There is no induction loop, but staff will be pleased to supply personal equipment for use with earpieces fitted with a T switch.

Wheelchair spaces and accompanying carer seats are located on the first floor.

Registered assistant Dogs may be taken into the auditorium.

A limited number of child booster seats are available at the entrance to the auditorium.

The Haymarket is available for viewing and making assessments subject to notice. To arrange a tour of the building, contact The Haymarket House Manager on 01256 819797.

Backstage – Stage Door entrance, and dressing rooms are on the ground level with stairs to the stage.

Technical areas are mostly reached by vertical metal ladder (restricted access).

PROTECTION POLICY STATEMENT

No single organisation can guarantee the protection of any individual. However, Anvil Arts makes this written commitment to the protection and well being of any individual. The management and

staff will make sure that appropriate policies, practice and procedures are in place to meet the requirements of the law, and to deliver best practice.

RISK ASSESSMENT

This risk assessment has been produced for the use of others. It is continually updated and available in hard copy at any time. For an up to date copy please contact the Administration Officer on 01256 819797.

HEALTH & SAFETY POLICY STATEMENT

The Health and Safety at Work Act (1974), and other health and safety legislation apply to everybody at work and impose a duty on employers and employees.

Protection also extends to others such as members of the public, contractors and visitors who may be affected by work activities.

Ultimately, every individual carries a personal responsibility to take reasonable care for their own safety whilst visiting the venue and to avoid placing others at risk; to co-operate in the steps which the venue must take to comply with the legislation; to refrain from interfering with, or misusing equipment necessarily provided in the interest of Health and Safety.

Our Health and Safety Policy is available as a separate document. If you require a copy please contact the Administration Officer on 01256 819797.

EQUAL OPPORTUNITIES

Anvil Arts are committed to eliminating discrimination in its own policies and practices and in those areas over which it has influence. The intention is to ensure that all employees, both potential and actual, are treated equally and as individuals regardless of colour, race, ethnic or national origin. Similarly, all Client groups, whatever their age, culture, disability, gender, language, racial origin, religious belief and sexual identity have the right to a safe environment and protection from abuse.

PLANNING YOUR VISIT TO THE ANVIL

Drop off and collection points

Coaches should be directed to pull into the lay by on Churchill Way, under the terrace. Once they have discharged their passengers, coaches should pull away and park on the opposite side of the dual carriageway in the marked bay (4 spaces) or make alternative arrangements. Coaches should not park and block any of the service entrances to the nearby shopping centre and will be moved on by the police.

Certain events require the promoter to block off one lane of Churchill Way to accommodate coach movements. In this case drivers should follow instructions from the police officer on duty, and Client Groups will be directed by Anvil or Visiting Manager's staff.

Entering and departing

To assist the flow of patrons entering and exiting the building in high numbers, we may at times ask for client groups to wait briefly outside the main entrance doors. Please check this with the Duty manager or steward who will be near to the front doors in these circumstances. Occasionally incoming and outgoing audiences overlap, and we have to adhere to a strict licensed capacity of no more than 1500 patrons and staff in the building at any time.

Should you be asked to wait, and the weather is poor, we will endeavour to allow entry as quickly as possible. The car park ramp adjacent to the building offers some protection against rain.

PLANNING YOUR VISIT TO THE HAYMARKET

Drop off and collection points

Coaches should be directed to pull into Red Lion Lane. Once they have discharged their passengers, coaches should pull away.

Entering and departing

To assist the flow of patrons entering and leaving the building in high numbers, we may at times ask for Client Groups to wait briefly outside the main entrance doors. Please check with the Duty Manager or Steward who will be near to the front doors in these circumstances. Occasionally incoming and outgoing audiences overlap and we have to adhere to a strict licensed capacity of no more than 456 patrons and staff in the building at any time. Should you be asked to wait, and the weather is poor, we will endeavour to allow entry as quickly as possible.

Client group ticketing

We would recommend that you have your tickets posted to you in advance. If you need to collect your tickets from the Box Office please arrive in plenty of time as sometimes unavoidable delays can occur.

Depending on the size of your group, you may be issued with a voucher rather than individual tickets. The voucher is accompanied by a seating plan, with your seating block clearly highlighted. Please ensure either the ILP or assistant is at the head of the group, with the ticket or voucher to hand, when you arrive in the auditorium.

Please do not distribute tickets to individual members of your group. It is much quicker if you allow us to seat you in your block, and that your group moves all the way along the row as directed. You can then move around within the rows while we seat other groups.

HEAD COUNTS

The ILP and assistants should regularly conduct a head count, particularly before entering and leaving the venue. The ILP and assistants should carry a list of all Group Clients involved in the visit at all times.

RESPONSIBILITIES & RATIOS

In the booklet *Health and Safety of Pupils on Educational Visits*, published by The Department for Education and Skills, the following ratios of ILP and assistants are recommended:

- 1 adult per 6 Client Group in years 1-3 (approximate age 5-7)
- 1 adult per 10 – 15 Client group in years 4-6 (approximate age 7-11)
- 1 adult per 15-20 Client Group in year 7 upwards (approximate age 12-18)
- Vulnerable adults and patrons with special needs will require individual attention
- At all times the ILP and assistants are responsible for the safety and wellbeing of their client group while visiting an Anvil Arts venue. Our staff will offer assistance where available but will require you to follow the guidelines of the DfES publication

If your client group leaves the building to smoke or visits the toilet, confectionery points or bars, please make arrangements so that they are safe and suitably supervised

PUPILS OR STUDENTS' OWN RESPONSIBILITIES

We ask that ILP highlights the following to the Client Group:

- how to avoid specific dangers and why the group should follow instructions
- who is responsible for the group
- why Health and Safety policies and other practices and procedures are in place
- behaviour, language and restraint of the group
- what to do if one of the group is approached by anyone outside the group
- what to do if any member of the group is separated from the rest
- rendezvous and departure procedures
- consuming alcohol is not permitted to under 18's and smoking to under 16's
- taking non-prescribed drugs on the premises will result in expulsion
- smoking is only permitted in a designated area of the terrace or outside the building

In the event that a Client Group member needs to be excluded from the auditorium Anvil Arts requires enough ILP assistants to be available to supervise the client until the conclusion of the performance, or until the individual can be safely escorted from the building without compromising the health and safety of the rest of the group.

CONTROL, SAFETY & IDENTIFICATION

Anvil Arts staff will wear visible identification at all times.

We ask that ILP assistants wear visible means of identification at all times too.

Anvil Arts staff will only use specifically allocated toilets during a designated children's performance.

The Anvil Front of house toilets are in non-public areas and for the sole use of staff. Toilets outside dressing rooms 4 and 5 backstage and outside the administrative office are jointly used by staff and performers. Signs identify these shared facilities. In an emergency staff will enter any toilet when asked to do so by ILP or assistant.

The Haymarket Front of house toilets located in Market chambers are in non-public areas and are jointly used by staff and performers. Backstage toilets are jointly used by performers and staff. Individual Anvil Arts staff will endeavour to avoid being left alone with a Client Group member at any time, except when they are able to relocate with the main group or in an emergency. ILP, assistants and Client Groups should comply with any instruction given for the health and safety of their group by an Anvil Arts employee.

ACCIDENTS, INJURIES & EMERGENCY PROCEDURES

Accidents and injuries

In an emergency Anvil Arts venues are equipped with HSE approved large First Aid kits.

All Duty Managers, and other key staff, are fully trained and qualified to the required level of first aid response.

The nearest Accident and Emergency Hospital is the North Hampshire Hospital, and is located on the A340 - Aldermaston Road, Basingstoke, RG24 9NA.

Any incident involved health and safety (including acts of physical violence on the premises) must

be entered in the Anvil Arts accident book – whether first aid has been rendered or not. Speak to the Duty manager or steward for assistance.

EVACUATION

The Anvil

In the event of a building evacuation, instruction will be given via recorded announcements from the dedicated public address system. The Duty Manager will direct the evacuation. Please follow any instruction given to you by a uniformed member of staff.

All ILP and assistants should ensure that they have full control of their Client Group and that they and their group understand the importance of listening carefully to instructions.

- the fire assembly point is under the car park ramp at the front of the building
- ILP and assistants should escort the Client group to this point and await further instruction from uniformed staff
- ILP should ensure a complete head count of the Client Group
- immediately inform a uniformed staff member if you are missing any of your group
- patrons with special access needs may be directed to a safe refuge temporarily

Client Groups who are performing at the Anvil have separate procedures, which are detailed in a separate document (available on request), and which are clearly explained on the day of rehearsal and performances.

The Haymarket

In the event of a building evacuation, instruction to the Front of House areas and Auditorium will be given via recorded announcements from the dedicated public address system. Instruction to evacuate backstage and the rehearsal room and areas is via a fire bell. The Duty Manager will direct the evacuation. Please follow any instruction given to you by a uniformed member of staff..

All ILP and assistants should ensure that they have full control of their Client Group and that they and their group understand the importance of listening carefully to instructions.

the fire assembly point is Market Place (in front of the Willis Museum)

ILP and assistants should escort the Client group to this point and await further instruction from uniformed staff

ILP should ensure a complete head count of the Client Group

immediately inform a uniformed staff member if you are missing any of your group patrons with special access need may be directed to a safe refuge temporarily

Client Groups who are performing at the Haymarket have separate procedures, which are detailed in a separate document (available on request), and which are clearly explained on the day of rehearsal and performances.

RIGHTS & CONFIDENTIALITY

Data Protection Policy

Anvil Arts asks for informed consent for all details held on the box office database. Individual details of children and vulnerable adults are not held on this database, only details of carers or organisations and the relevant staff with which Anvil Arts works.

Anvil Arts staff will not discuss names of Client Group members outside of the organisation. Nor will they disclose any information that is deemed personal or detrimental to a Client Group member's safety, unless it is required for a child protection case and the relevant organisations request the information.

Anvil Arts operates closed circuit television monitoring throughout its various premises for the purposes of security.

Photography is not permitted in the auditorium. However, Anvil Arts and organisers of children's participatory events recognise that parents or carers may want a record of their child's performance. We will therefore allow discreet photography unless the organiser instructs us otherwise.

PARTNERSHIPS & PUBLIC RELATIONS

Anvil Arts openly publishes all of its policies, practices and procedures and will make them available at any time.

Anvil Arts will at no time enter into correspondence regarding Client Groups unless required to for a child protection case, and appropriate organisations require the information.

Where education workshops have been booked directly with an artist or visiting manager, your contract is with them and not Anvil Arts. You should ensure that the visiting manager is fully compliant with the guidelines stated by *The Health and Safety of Pupils on Educational Visits*, and that they fully understand the child protection laws in force.

It is also the ILP responsibility to ensure that the Visiting Manager complies with the protection of children, young people, vulnerable adults and people with special needs at all times. When booking a workshop directly with Anvil Arts we will endeavour to ensure that all employees and associated artists have been checked by the Criminal Records Bureau (CRB) and are not on the DfES List 99. We request only *standard disclosures* as ILP or assistants should also be present to supervise all events.

Standard disclosure is the minimum level of disclosure recommended for anyone with direct contact with children. This level is considered appropriate only if it can be guaranteed that the individual will not have unsupervised access to children or vulnerable adults.

A standard disclosure check provides information on both criminal records (spent and unspent convictions) and the List 99 and Protection of Children lists (which provide names of individuals banned from working with children). Turnaround times are variable according to bureau's workload.

The Disclosure service can be contacted at www.disclosure.gov.uk and the CRB on 0870 90 90 811 or www.crb.gov.uk

DEVELOPMENT & TRAINING

All Anvil Arts staff are continually made aware of policies, practices and procedures regarding Client groups.

Continual reviews take place and will ensure all guidelines are being met.

All new Anvil Arts employees will be inducted and continually made aware of our commitment.

Anvil Arts will keep up to date with policies, practices and procedures of Health and safety and advise all staff.

When reviewing, our checkpoints will be:

- Philosophy and principles
- Child protection policies, practices and procedures
- Training staff
- Partnerships and public relations
- The community

CONTACT DETAILS

Christine Bradwell

Chief Executive

Tel: 01256 819797

Lead responsibility for policies, practices and procedures

Ian Trow

Operations Director

Tel: 01256 819797

Health and safety, risk assessment, licence

Relevant House Manager

Tel: 01256 819797

Advice and assistance regarding your visit

Box Office

Tel: 01256 844244

Ticket enquiries and reservations