

STORYHOUSE

This is the space that can heal and hold you safe. Stranger, welcome home.

REGGAE PEOPLE
Reggae people are hearty people.
They smile yet yet oppressed.
Reggae people smile move around
They always change their address.
Anyone can know them when they're walking down the street
When they walk they bounce and bob as if there is a beat.
BENJAMIN ZEPHANIAH

THEATRE Circle: Doors E F Gallery: Doors G H
GARRET Bar & Theatre

Community Handbook

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REGAL PEOPLE
Reggie people are hearty people.
They smile yet yet oppressed.
Reggie people smile round
They always change their address.
Anyone can know them when they're walking down the street
When they walk they bounce and hop as if there is a beat.
BENJAMIN ZEPHANIAH

THEATRE 1823
Circle: Doors E F Gallery: Doors G H
GARRET 1823
Bar & Theatre

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THEATRE Circle: Doors E & F Gallery: Doors G & H
GARRET Bar & Theatre

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Community Handbook

This house is your house; what will you do with it?

Storyhouse is the multipurposed charity that gives world-class arts and culture a home. Here, culture is owned by everyone. We work every day to be a creative home for our communities. If you'd like to start a community group or you're in a group that's looking for a home, get in touch to see if we can offer you a space at Storyhouse.

This handbook should contain all the information you need about hosting your group at Storyhouse, please read it through and raise any questions you may have with the Community Programme Manager. You might have lots of experience running community groups and activities, or this might be something you are trying out for the first time – whatever your level of experience, we will offer help and support with your booking.

We want our free space and activities to benefit as much of the community as we can possibly reach. In order to make sure we are doing this, we ask you to keep a record of the number of people attending your sessions and report back to us when we request this information. We may occasionally ask you to provide more detailed information or to complete a survey. This will usually be optional but is really important in

helping us to secure funding which we use to provide free activity and space across our whole programme, ensuring that we are reaching the whole community.

By confirming your booking, Storyhouse agrees to:

1. Provide space at no cost for your community group to meet on a regular basis.
2. Promote the activity online (storyhouse.com)

By making your booking, you agree to:

1. Provide free cultural / creative activity which is open to the community.
2. Read and adhere to the conditions of use and general terms and conditions of hire contained in the Community Handbook.
3. Operate in accordance with our Safeguarding Policy and Safe Space Agreement.

Terms and conditions

Community Group Conditions of Use

1. All activity must be free and open to attend.
2. We understand that activities sometimes incur a cost to the organiser. Where this is the case, you may ask for a strictly voluntary small contribution from group members to cover this cost, for example to cover materials. You may not make this a condition of attendance.
3. Bookings will be made up to 6 months in advance and ongoing bookings will be reviewed regularly. Storyhouse may sometimes need to cancel or amend bookings.
4. Accurate and up to date information about your group, including description of activity, dates and times, cancellations and holidays, and attendance figures must be provided to the Communities Manager regularly.
5. You can rearrange the room to suit your activity, but leave it as you found it or how you'd hope to find it – whichever is the higher standard! If you need more chairs, please don't take them from other spaces – find a member of staff and we'll get some more.
6. Charity fundraising is not permitted in Storyhouse without prior agreement.
7. A risk assessment for your activity must be provided to the Communities Manager, and we will need a copy of your safeguarding policy if your activity is specifically for young people or vulnerable adults.

General Terms and Conditions of Hire

1. Your group is responsible for complying with all legal requirements relating to the activity.
2. Storyhouse does not accept any responsibility for any loss or damage unless caused through the negligence of a member of its staff.
3. Your group is responsible for good order and conduct while using the building and shall ensure nothing occurs on the premises which could constitute a public nuisance.
4. The maximum capacity of the space booked must not be exceeded.
5. All groups must comply with all instructions issued by Storyhouse staff with regards to Health and Safety, Security, Fire, and General Housekeeping.
6. Storyhouse reserves the right to approve any externally arranged entertainment, services or activities that you have arranged.

Safeguarding

Storyhouse is fully committed to safeguarding the welfare of all children, young people and vulnerable adults by taking all reasonable steps to protect them from neglect, physical, sexual or emotional harm. Safeguarding children, young people and vulnerable adults is at the centre of Storyhouse's activities and beliefs and is the responsibility of everyone within the organisation, regardless of their role. Storyhouse aims to keep safe all children and young people who use Storyhouse's services as well as the staff, freelancers and volunteers who work for Storyhouse.

- Storyhouse aims to provide safe, positive and empowering environments for all young people and vulnerable adults who engage in projects, programmes and events organised directly by it, or in partnership with other organisations.
- Storyhouse's work with children, young people and vulnerable adults aims to be fun, informative and inspirational. This can only be achieved in an atmosphere of trust and respect.
- Storyhouse recognises that there are a variety of approaches required to ensure an effective prevention of harm strategy. These include: creating the right environment, developing practice standards, empowering young people, paid staff and volunteers, sharing information and developing a monitoring role.
- Storyhouse paid staff and volunteers must, at all times, show respect for and understanding of the rights, safety and welfare of our users and conduct themselves in a way that reflects this.
- Storyhouse takes any concerns or suspicions seriously. Full support will be given to any individuals who raise concerns.

We will seek to keep children, young people and vulnerable adults safe by:

- Valuing, listening to and respecting them.
- Adopting child protection and vulnerable adult practices through procedures and a code of conduct for staff and volunteers.
- Providing effective management for staff and volunteers through supervision, support and training.
- Recruiting staff and volunteers safely, ensuring all necessary checks are made.
- Sharing information about child protection and good practice with children, parents, staff and volunteers.
- Sharing concerns with agencies who need to know, involving parents/carers and children appropriately, working in partnership with them.

If you have any concerns please raise them with one of members of staff listed here:

George West, Community Programme Manager
georgina.west@storyhouse.com

Carys Williams, Head of Creative Communities
carys.williams@storyhouse.com

Emma Hutt, Head of People
hr.team@storyhouse.com

Emily Jones, Security Manager
emily.jones@storyhouse.com

Safe space agreement

Storyhouse is for everyone! In order for us to be able to come together to be creative, to celebrate ourselves and each other there are a few ground rules to ensure that everyone feels as welcome and comfortable as possible at all times.

Please treat everyone with dignity and respect and without prejudice toward any protected characteristic.

Please be respectful of and try not to make assumptions about the identities and experiences of performers, participants, staff, volunteers, or any other visitors to the building.

Do not attend any event or activity with the intention of sharing hateful or derogatory opinions, or engaging in behaviour that is likely to cause harm to others.

Access facilities

- There is step-free access to all spaces via the lifts in the main foyer and by the main theatre.
- A hearing loop or sound enhancement headset is available for performances and screenings in the building
- Accessible toilets are available on every floor, with a Changing Places toilet on the ground floor
- Assistance Dogs are welcome throughout the building and to all events

Evacuation procedures

The Fire Assembly Point is across the road from the main entrance, outside The Shropshire Arms.

When you hear the fire alarm, please evacuate the space. You do not need to wait to be told to leave, follow the steps below for the space you are in and any additional instructions given by Storyhouse staff.

If anyone from your group is missing, you must inform the Data Controller – this person will be at the main entrance wearing a high-vis jacket. They will inform the Fire Department.

Risk assessment

All groups must provide a risk assessment for their activity. If you don't already have one we can help you.

Did you know?

We host festivals throughout the year that you might like to be involved with – Storyhouse Queer, Storyhouse Women, Kaleidoscope, Storyhouse Elders, Storyhouse Childless, Storyhouse Climate, WayWord, and Chester Literature Festival. To find out more about taking part, please email georgina.west@storyhouse.com.

Our spaces can also be hired for private meetings and events with discount rates available for community organisations, schools and charities. Please contact spaces.hire@storyhouse.com for more information.