

## **Learning at The Forum – Make Learning an Experience**

**All staff at The Forum are committed to making sure you have the best time possible while you are visiting us.**

### **We promise to:**

- make you feel welcome
- treat you fairly
- make sure all our staff and volunteers are aware of their roles and responsibilities in keeping you safe
- listen to what you have to say
- support your wellbeing, creativity, learning and enjoyment.

We wish to ensure that children, young people and vulnerable adults are protected from harm while visiting The Forum in addition to our responsibilities; we ask that leaders/teachers/educators exercise their own responsibilities.

### **In particular all leaders/teachers/educators should:**

- book workshop activities and visits in advance of their visit
- ensure they supervise the children/young people in their care at all times.
- in the case of an accident, contact a member of staff who will follow our appropriate Emergency Procedures
- in the case of a lost child, contact a member of staff who will follow procedures
- not have in their possession, or consume, alcoholic beverages, or use illegal drugs or smoke on our premises including e-cigarettes.
- not verbally or physically abuse a child/young person
- inform their students/Young Learners re expected behaviour while at The Forum
- be considerate of other visitors and groups visiting The Forum
- observe our Fire Precaution Procedures.

**We wish to remind all leaders/teachers/ educators that the primary responsibility for the welfare of the children in their care rests with them at all times.**

We will communicate concerns to the leader/teacher/educators (unless this person is the source of concern) and follow this up with the school/organization.

Concerns about the conduct of the leader/teacher/ educator will be reported directly to the school/organization and possibly the police or Norfolk Children's Services where appropriate.

Due to the size and nature of our site, we endorse the recommended appropriate adult-to-child ratios for each visit which should be adhered to for health and safety reasons. This includes home educated learners-to-adult educator.

When required, due to space restrictions/content in workshops we will ask that no learners attend workshops outside the specified age range and no pushchairs, prams, babies in slings or carried accompany the learner and educator.

**We want all visitors to have an enjoyable visit. We therefore expect all visitors to display courtesy and respect for others and for our property at all times during their visit.**

Schools/ leaders/educators should therefore not allow their learners to:

- use threatening, abusive or violent behaviour
- bully (verbally or physically)
- make any sexist, racist or other offensive remarks toward any person or other group
- vandalise property or displays
- leave litter on our premises
- enter areas that are cordoned off
- use bad language
- smoke
- consume alcohol or use illegal drugs
- use mobile phones in the galleries.

In the event that any of the above are not followed we reserve the right to request the offending person/or group to leave The Forum site.

### **Bookings**

All visits must be booked in advance.

Please register your interest in booking by emailing Sarah Power- Learning and Event Manager

[sarah.power@theforumnorwich.co.uk](mailto:sarah.power@theforumnorwich.co.uk)

Once you have registered your interest, you will be sent a booking form to complete which once received back will be the confirmation of your booking. Confirmation of numbers attending the visit will be required 1 week before the visit date.

### **Cancellation**

Cancellations received later than 10am on the day before a booking and learners that are late on the day may miss their session and could incur costs depending on the visit type.

Please contact Sarah Power as early as possible if your circumstances change so that your place can be allocated to another learner.

### **Charges for Visits or Outreach**

Please contact Sarah Power for individual quotes. Our events and outreach sessions are usually free but some will incur a small charges for visits, others free of charge.

If the visit is chargeable we will ask for payment up front for individual bookings, or for schools we will send an invoice after your visit/outreach. You must still pay if you cancel later than 1 week before the booking or are late on the day and miss your session. Prices include VAT but most schools can claim this back.

**Please have the following information available when filling in your booking form:**

- Name of school/Names of Young Learners and Accompanying Adults
- Address
- Postcode
- Phone number
- Contact email address

- Number of Young Learners
- Age Range
- Number of accompanying adults
- Number of Young Learners with physical disabilities and how The Forum can ensure their inclusion
- Number of Young Learners with Complex Learning needs and how The Forum can ensure their inclusion

**Usual Visit Times** – these can alter according to the particular event visit

### **Monday-Friday**

Arriving by 9.30am for a 9.45am start or 9.45am for a 10am start (please call the Forum on 01603 727950 if you are delayed)

Finishing or breaking for lunch 12pm/12.30

Afternoon sessions 12.30pm -2.30pm (alterations to specific festival events)

### **Visiting**

The Forum, Millennium Plain, Norwich, NR2 1TF

T (direct): 01603 727977

**Coaches can be dropped and collect groups on Theatre Street which is a short walk to the Forum.**

### **IMPORTANT!**

**For certain events you will be directed to St Peters Street (opposite Norwich City Hall – Market Side) where Forum employed representatives will greet you and assist your arrival and departure.**

For smaller group visits. We do have a space for up to 2 mini buses to park (on larger events this will not be possible, but we will advise where to park near to The Forum) please email Sarah Power to arrange this when booking.

### **Disabled Access**

Please let us know any additional support needs when booking so we can best support your visit. There is wheelchair access to all areas of The Forum.

### **Fire**

You will receive full instructions from the Forum Staff/ Freelancers at the beginning of your session.

An alarm will sound in the event of a fire. On hearing the alarm your group should evacuate the building by following the automated verbal guidance and signs to the nearest fire exit.

### **Health and Safety**

We provide you with a Risk Assessment for visiting the Forum site and the areas you will be in. We also will provide you with a Risk Assessment for the particular event sessions as these can be run by various freelance educators.

### **Children, young adults and vulnerable adults protection procedure.**

The Forum Trust accepts responsibility for the safety of children and vulnerable adults whilst using The Forum's facilities. However leaders/teachers/educators have ultimate responsibility for the safety of their individual charges.

The Forum has trained designated Safeguarding Officers who will be contacted with any unusual /disturbing activity pertaining to children, young adults and vulnerable adults.

Every event at the Forum Trust is individually risk assessed and takes into consideration the needs of young people and vulnerable adults.

### **Lost Children:**

- A lost child point is based at the Building Services office on the ground floor of the Forum. In the event that there is a lost child reported, Facilities and appropriate Forum Learning staff will be immediately contacted via radio. They will put an announcement out over the building tannoy and scan the CCTV. The police will be notified if necessary. The event staff on duty will also support with the search.
- In the event of a child approaching Building Services looking for their leaders/teachers/educators an announcement will be made and if necessary the police will be contacted. The lost child will only be handed over based on immediate recognition or identification document such as a driving licence/passport.

### **Staff:**

- All FT personnel who will attend to the school or public events have been made aware of the risks, safety precautions and emergency procedures for the building.
- The Forum has a defibrillator on site and all Facilities Staff are first aid qualified and defibrillator trained.
- All appropriate Forum Trust Facilities, Learning staff and Forum employed freelancers are fully DBS checked.
- Clear lines of authority will be established prior to the event.
- Effective means of communication between the Learning Manager, Facilities Staff and Events / Operations Staff are in place to advise of any problems developing or an emergency situation.

### **Other:**

- The Forum Trust has excellent relations and communications with the local police.
- The building and external areas are equipped with full CCTV coverage.
- We are an accredited location for the Norfolk County Council TITAN scheme which provides safe havens for vulnerable young adults in the city centre.

### **On arrival**

**UNLESS TOLD OTHERWISE PLEASE WAIT OUTSIDE THE FORUM** there is a canopy which will protect the group if it is raining etc. A Learning Team representative will meet you and guide you into The Forum.

### **GROUPS OVER 10- PLEASE DO NOT ATTEMPT TO COME THROUGH THE REVOLVING DOORS.**

Space for Coats and Bags- there will be space to leave coats and bags. You will be informed about where on arrival.

The area for coats and bags will be as secure as possible. However The Forum cannot be responsible for lost items. Learners should not bring anything valuable, especially cash, but if they want to bring phones or tablets to record their visit then they must take individual responsibility for them. Accompanying adults are advised to take their valuables around with them during the visit.

### **Lunch Space**

A space for eating packed lunches will be provided when booking a visit unless you are informed otherwise. Space is allocated in a 30 minutes slot. We ask that all visitors take their rubbish away to be recycled.

## **Photographs**

### **Data Protection Act 1998**

Photographs and video images of learners and staff are classed as personal data under the terms of the Data Protection Act 1998. Therefore, using such images for publicity purposes requires the consent of either the individual concerned or, in the case of learners, their legal guardians/carers.

### **The Forum Photography Policy**

In such a busy **public** building it may be the case that photographs are taken of learners participating in activities, work experience, voluntary activities and family workshops. We make every effort to warn the public not to do this, but if the leaders/teachers/educators are concerned do not hesitate to inform a member of The Forum Staff.

### **Booked Schools and Youth Groups**

Photographs or videos, for the purpose of including those The Forum's websites and social media, will not include any child or young person unless authorised by the appropriate member of authorised staff from a booked visiting school or youth group and who have received the signed consent of a young person's parent/carer in their charge.

### **Family Visitors**

The Forum has consent forms which must be completed by the relevant guardian to obtain permission to use photographs of children, young people or vulnerable adults. Once completed a copy of the form should be kept. Any photographs taken will be labelled and dated.

Anyone who appears to be taking photographs or videos in inappropriate circumstances should be challenged where there are reasonable grounds for suspicion.

### **Mobile phones**

As a courtesy to other visitors, please do not use your mobile phone during the visit. If an emergency occurs please alert a member of The Forum Learning Team who will arrange an area for you to talk away from any ongoing sessions.

Please do not run in The Forum, and take care when walking up and down the stairs.