

ALHAMBRA THEATRE

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

Terms used in this document;

Bradford Theatres	Management and Staff of Bradford Theatres
<i>In loco parentis</i> (ILP)	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.

This document has been produced to assist Head Teachers / Group Leaders to ensure their visit complies with regulations and guidelines provided by the Local Education Authority or governing body. It brings together new and existing policies and procedures for the Alhambra, ILP, ILP assistants and the client group. It is an ongoing publication and will be continually updated.

Protection Policy Statement

No single organisation can guarantee the protection of any individual. However Bradford Theatres 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 Duty Manager.

Health and 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 applies 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 cooperate 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.

Equal Opportunities

Bradford Theatres are committed to eliminating discrimination in its own policies and practices and in those areas over which it has influence. The intention is to always 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 or racial origin, religious belief and sexual identity have the right to a safe environment and protection from abuse.

Planning Your Visit

The Building

The Alhambra Theatre was opened in 1914.

Public areas are arranged over four levels;

Ground Level – main entrance and foyer

Level One – Stalls seating, Pit Bar and level access

Level Two – Dress Circle seating and Circle Bar

Level Three – Upper circle seating and Gods Bar

(Wheelchair access is only available to Ground level and Level one).

All floors are separated by stairs, there are no connecting lifts between floors.

Toilets are situated in the main foyer and in the Gods and Circle bars.

Disabled toilets are situated in the level access area.

The auditorium is equipped with an infra-red hearing enhancement system (Headsets available at the kiosk. Please note this is not a loop system.)

The Box Office has an induction loop at the counter.

Alcoholic beverages purchased on the premises are permitted in the auditorium in plastic containers, at designated performances.

Registered Assistant Dogs may be taken into the auditorium.

The Alhambra is available for viewing and making assessments subject to notice.

To arrange a tour of the building contact the duty manager on 01274 432164.

Drop Off and Collection Points

Coaches should be directed to pull up on Morley Street. Once they have discharged passengers, Coaches should move away.

Transport for those patrons requiring level access should approach the Alhambra via the rising bollards on Great Horton Road. Only Registered Disabled Badge holders can access this route. Blue Badge holders only can park in the designated parking spaces on Morley Street side of the Alhambra, a clock must be exhibited.

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.

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 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 seating plan, with your seats clearly highlighted.

Please ensure the Client Group remains outside the foyer while you collect your tickets.

Please ensure either the ILP or assistant is at the head of the group, with your tickets to hand, when you arrive at the auditorium.

On occasions where many large groups are in attendance your seating will be labelled with the name of your party.

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 Count

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 and 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 years 7 upwards (approximate age 12-18)
- Vulnerable adults with special needs will require individual attention

At all times the ILP and assistants are responsible for the safety and well-being of their Client Group while visiting the Alhambra. 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 auditorium to visit the toilet, kiosk or bars, please make arrangements so that they are safe and suitably supervised.

Pupils' or Students own Responsibilities

We ask that the ILP highlight 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
- Consuming alcohol outside of the premises is not permitted
- Taking non-prescribed drugs on the premises will result in expulsion
- Smoking is not permitted on the premises

In the event that a Client Group member needs to be excluded from the auditorium Bradford Theatres 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 and Identification

Bradford Theatres' staff will wear visible identification at all times.

Individual theatre 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 a theatre employee.

Accidents and Injuries

In an emergency the Alhambra is equipped with HSE approved First Aid kits on all levels.

Key staff are fully trained and qualified to the required level of First Aid response.

The nearest Accident and Emergency Hospital is the Bradford Royal Infirmary.

Any incident involving health and safety (including acts of physical violence on the premises) must be entered in the Alhambra's accident book – whether First Aid has been administered or not. Speak to the Duty Manager or Steward for assistance.

Evacuation

In the event of a building evacuation, instruction will be given via an announcement 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 the Victoria memorial on Morley Street.
- 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 member of staff if you are missing any of your group.
- Patrons with special access needs may be directed to a safe refuge area temporarily.

Rights and Confidentiality

Data Protection policy

Bradford Theatres ask 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 and organisations and the relevant staff with which Bradford Theatres work.

Bradford Theatres' 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 organisation request the information.

The Alhambra theatre operates closed circuit television monitoring throughout the building, for the purposes of security.

Development and Training

Bradford Theatres' staff are continually made aware of policies, practices and procedures regarding Client Groups. Constant reviews take place and will ensure all guidelines are being met.

All new employees are inducted and made aware of our commitment.

Bradford Theatres 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.
- Staff Training.
- Partnerships and public relations.
- The community.

Contact details:

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