



# Easy Read Policies

# Welcome to Tin Shed Theatre Co

Please find below Easy Read versions of all policies relating to working with  
Tin Shed Theatre Co & The Place Newport.

- As part of your work with us, it is important and expected that you read and understand all policies provided.
- Please note these policies are reviewed yearly and any changes can be made within that time. If any policy is amended, we will provide updated versions.
- If you need help understanding any of these policies, please get in touch.

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## Contact details

*The policies provided have been created, reviewed and signed by the  
below management personnel.*

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Signed: 08/01/2026

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# Volunteering



# VOLUNTEERING POLICY



## What this policy is about

This policy explains how Tin Shed Theatre Co works with volunteers.

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## What is volunteering?

Volunteering means giving your time, energy, and skills to help the community. You are not paid, and you choose to do it because you want to.

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## Our promise to volunteers

- We know volunteers are an important part of our work and value & support anyone that volunteers with us.
  - We recognise the skill development that is possible when volunteering.
  - We want every volunteer to feel welcome, confident, and appreciated.
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## Who looks after volunteers

Our team of producers, facilitators, and managers will:

- Give advice and support
  - Help you do your role
  - Organise volunteer rotas (schedules)
  - Keep in touch with you
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## How we find volunteers

We believe everyone should have the chance to volunteer. The People of The Place (POP's) is Tin Shed's volunteering programme for anyone interested in being a part of The Place, a community arts space in the heart of the city of Newport.

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## When we recruit volunteers, we will:

- Write clear role descriptions
- Share opportunities in the local community
- Invite people to apply
- Meet applicants for an informal chat
- Ask for two references (we can help you get these)
- Do a DBS check if the role needs one

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## Training and support

- You'll have an induction before you start, so you feel ready and confident.
- We'll give ongoing help, supervision, and feedback.
- We will provide opportunities to upskill & train where possible (e.g. First Aid, food safety and more).

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## Expenses

- You should not lose money by volunteering.
- We'll repay travel costs if there's funding available (with receipts).
- We ask everyone to be environmentally friendly and choose travel that supports our environmental policy

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## Insurance

- We have Public Liability Insurance that covers volunteer activities.
- This doesn't cover your personal belongings, so please keep them safe.

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## Communication

- Tin Shed & The Place use Whatsapp and Email as the primary method of communication. There are a number of groups that we advise you be added into (The Place & The Place Volunteers).
- We encourage staff, freelancers and volunteers to MUTE and ARCHIVE all whatsapp groups. This is to ensure that you stay connected but do not feel like it is a part of your everyday communication.
- WhatsApp is a fast and easy way to stay in touch, share information, and solve problems. However, we ask everyone to be respectful and use it thoughtfully.

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## Your information

- We keep your personal details safe and private.
- We follow the Data Protection Act and GDPR rules.
- We never share your information with other organisations without your consent.

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## If problems come up

Sometimes disagreements happen. We will deal with them fairly, quickly, and respectfully. If you have an issue arise, this should be communicated with the below staff:

Front of House & Volunteer Manager at The Place ([meet@theplacenewport.com](mailto:meet@theplacenewport.com))

General Manager at The Place ([meet@theplacenewport.com](mailto:meet@theplacenewport.com))

Company Manager at Tin Shed Theatre Co ([finance.tstc@gmail.com](mailto:finance.tstc@gmail.com))

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## What you can expect from TSTC:

- A named contact to talk to about your work
  - Be free from discrimination
  - Know what is (and what is not) expected of you
  - Support and supervision
  - Receive appreciation
  - Know your rights and responsibilities if something goes wrong
  - Receive appropriate training (relevant to your role)
- 

## What we expect from you:

- Be reliable & punctual
  - Commit to the company core values
  - Keep confidentiality
  - Communicate professionally
  - Take care of yourself & wellbeing
  - Work together as a team
  - Carry out tasks within agreed guidelines
- 

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 Environmental

# Environmental Policy

## What this policy is about

This policy explains how Tin Shed Theatre Co works to be more environmentally friendly & conscious.

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## The main things we focus on

We focus on:

- **Emissions** (pollution and carbon)
  - **Recycling and waste**
  - **Noise**
  - **Choosing sustainable materials**
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## Energy (electricity and power)

We will:

- Buy the most energy-efficient equipment we can afford, and choose items that will last.
  - Turn off equipment when not in use.
  - Think about energy use when building sets.
  - Use renewable energy where possible.
  - Ask host venues about their energy provider when appropriate.
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## Transport (how we travel)

We will:

- Use walking, cycling, or other self-powered travel if possible.
  - If not, choose the most efficient option, such as:
    - public transport
    - car share
    - electric vehicle
    - smaller engine vehicle
  - Use local suppliers and local options to reduce travel and support local communities.
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## **Natural environment (materials, chemicals, and sites)**

We will:

- Use materials from sustainable and ethical sources where possible.
  - Look for certifications like Fair Trade or Rainforest Alliance where relevant.
  - Follow COSHH rules for chemicals, and use natural alternatives when we can.
  - Plan projects from the start to avoid harming the environment, especially for outdoor or site-based work.
  - Consider personal “offsetting” actions where possible (like planting for pollinators).
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## **Local actions with a global mindset**

We will:

- Make work inspired by local places, local climate, and found materials.
  - Perform in public spaces that are easy to access.
  - Reuse, upcycle, and share resources.
  - Use local alternatives instead of “generic” set pieces.
  - Tell local and personal stories that connect to global issues.
  - Aim not just to “do less harm” but to leave a positive impact where possible.
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## **People (how we work together)**

We will:

- Encourage everyone to care for the environment and support each other.
  - Create spaces that are safe physically, mentally, and environmentally.
  - Work towards a less hierarchical, more collaborative way of working.
  - Build shared practice and resources with artists and communities.
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## **How we keep this policy active**

- This is a living document (we update it when best practice changes).
  - We will audit our policy, strategy and actions every year.
  - Staff, volunteers, and members will have access to the policy, with guidance if needed.
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## Our “8 Rs” (simple checklist before we buy or build)



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## How we will use this policy

We will:

- Encourage sustainable travel choices.
- Ask people to bring reusable cups and bottles (and try to provide refill options).
- Encourage people to avoid single-use plastics and bring food in reusable containers (and aim to provide cold storage if needed).
- Provide a list of local businesses that match our sustainability ethics.

- Provide ways to recycle waste when working indoors or outdoors.
  - Promote battery, wind, and solar power where possible, and explore off-grid working options.
  - Buy as sustainably as possible from reputable suppliers
- 

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# Health & Safety



# HEALTH & SAFETY POLICY



## What this policy is about

This policy explains how Tin Shed Theatre Co works to keep everyone safe.

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## How We Keep People Safe

- Create safe working systems
- Give training and information
- Supervise activities
- Complete risk assessments for each project

Everyone must work safely and follow this policy.

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## Who Is Responsible?

### Tin Shed Theatre Co - Executive Management & Board

Company Manager (Naomi Cummings)

Creative Director (Georgina Harris)

General Manager at The Place (Kate Mercer)

They:

- Make sure the policy is followed
- Keep records of accidents
- Inspect sites regularly
- Remind teams about safety
- Make sure freelancers provide risk assessments

### Volunteers, Creative Freelancers, Management & Contractors

You must:

- Follow all safety rules
- Know fire exits and evacuation procedures
- Report accidents or dangers

- Avoid areas you don't know
  - Never do repairs unless authorised
  - Keep fire exits clear
  - Share any medical condition that may affect safety
  - Provide risk assessments if you are a professional
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## Communication

- Management will update everyone about safety changes
  - All visitors and contractors will be told evacuation plans
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## Fire Safety Procedures

Every project & space Tin Shed Theatre Co work on & in will have its own dedicated Fire Safety Procedures. Please ask for more details when onsite.

### Escape Routes

- Always kept clear
- Clearly signed

### Equipment

- Fire equipment is checked regularly
- Report missing or broken equipment to the CSM

### Fire Extinguishers

We use:

- **CO<sub>2</sub>** → for electrical fires
- **Water & Foam** → for wood, paper, fabric

 Never use water on electrical fires.

### If You Find a Fire

1. Check if it's small and safe to put out
  2. If unsafe → Raise the alarm immediately
  3. Dial 999
  4. Evacuate calmly
  5. Help people who need support
  6. Do not re-enter the building until told
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## **COVID-19**

We follow Welsh Government rules.

If you are vulnerable, tell the CM so we can support you safely.

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## **First Aid**

- All injuries (even small ones) must be reported
  - First Aid boxes are checked regularly
  - Only trained people can give First Aid
  - Serious accidents → Company Manager decides on ambulance
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## **Workplace Safety & Training**

- Remove simple hazards (e.g., boxes in walkways)
- Do NOT fix things you are not trained for
- Report faulty equipment and label “Out of Order”
- Turn off lights and equipment after events
- Use PPE (gloves, goggles, masks) when needed
- Lift heavy objects safely

Artists must keep their own training up to date.

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## **Drugs & Alcohol**

- No illegal drugs
  - No working under the influence of drugs or alcohol
  - Anyone breaking this rule must leave and may be disciplined
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## **Smoke-Free Workplace**

- No smoking inside
  - Applies to staff, volunteers, visitors
  - Breaking the law may lead to fines or prosecution
  - Only smoking & vaping in designated public areas allowed
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## **Work-Related Stress**

Stress is real and not a weakness.

We work to:

- Prevent causes of stress
  - Encourage breaks and good communication
  - Avoid overworking
  - Prevent bullying and harassment
  - Support lone workers
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## **Workplace Security**

- Ask people who they are before allowing access
  - Keep valuables at home (not covered by insurance)
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## **Special Groups**

### **Young People**

- A risk assessment must be done before they start
- They cannot do dangerous tasks

### **Pregnant or New Mothers**

- Risks must be identified and removed
  - Extra care will be taken to protect safety
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## **Working at Height**

- Only approved people can work at height
  - Proper equipment and certification must be used
  - Ladders are for access, not working on
  - PPE must be worn
  - Area must be kept clear of unauthorised people
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## **General Safety Rules**

- Remove small hazards safely
- Do not stand on chairs or desks
- Only qualified people fix technical issues
- Report broken equipment immediately
- Turn off power and close windows/doors after events

- Use PPE when needed
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## Working With the Public

- Always be polite and calm
  - Know the show and venue information
  - Take complaints seriously
  - Collect full details if the right person isn't available
  - Never share information you're unsure about
  - Urgent situations → call the right staff privately
  - Email all incidents to the Company Manager & Creative Director
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## Insurance

- TSTC has Public Liability and Employers insurance
  - Freelancers' and personal equipment is not covered
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## Risk Assessments

- Used to find hazards
  - Updated whenever location or work changes
  - You can speak to management anytime if you feel unsafe
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## Stay Safe & Ask Questions

If you are ever unsure about health and safety - ask Management straight away.

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# Diversity, Equality & Inclusion



# DIVERSITY, EQUALITY & INCLUSION



## What this policy is about

This policy explains how Tin Shed Theatre Co works to ensure everyone is treated fairly

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## Our Commitment

- Tin Shed Theatre Co. treats everyone fairly and equally.
  - We want everyone who works with us or takes part in our activities to feel safe, respected and welcome.
  - We try to make sure no one is treated badly because of who they are.
  - We will keep updating this policy as we learn more and grow as a company.
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## Our Goal

We want everyone to:

- Be treated with **dignity and respect**.
  - Feel comfortable and confident at work.
  - Be able to use their skills without fear of discrimination or harassment.
- 

## We Treat Everyone Fairly

We treat all people equally, no matter:

- Gender or gender expression
- Sexual identity
- Race or ethnicity
- Nationality
- Culture
- Religion
- Age
- Disability
- Or any part of their identity

Discrimination by or against an employee is generally prohibited unless there is a specific legal exemption.

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## What Discrimination Means

**Discrimination** is any action - spoken, physical or part of a system - that makes someone feel uncomfortable or unable to take part in Tin Shed Theatre Co.

### Direct Discrimination

This happens when someone is treated worse than someone else because of a protected characteristic (for example their race, disability or gender).

### Indirect Discrimination

This happens when a rule or policy treats everyone the same but puts some people at a disadvantage.

**Example:** Rules that ban certain hairstyles like dreadlocks or cornrows.

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## Dignity at Work

- Everyone has the right to work in a friendly, respectful workplace.
  - Sometimes inappropriate behaviour happens.
  - If it does, we will deal with it seriously, carefully and privately.
  - We aim to solve problems as quickly as possible.
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## Harassment

- Unwanted behaviour that makes someone feel upset, scared, embarrassed, or uncomfortable.
  - It may be linked to a protected characteristic, but it can also happen in other ways.
  - All harassment is unacceptable.
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## What To Do If Something Happens

### Reporting Problems

- We take all complaints seriously.
- Complaints will be dealt with fairly, sensitively and in confidence.
- If someone feels they have been discriminated against during any project, workshop or event, they should tell a member of staff.
- If the issue cannot be sorted immediately, they can contact Tin Shed Theatre Co. by email.

## Staff Concerns

- Staff who feel discriminated against by another staff member can speak privately to the Equality & Inclusivity Officer or any staff member they trust.
- 

## Actions We May Take

If discrimination happens, we will follow out Complaints & Incident Procedure

1. **Informal conversation** with the person responsible (with or without the person affected).
2. **Formal discussion** with Managers and Board representatives.
3. **Written warning** kept on record for 6 months.
4. **Immediate dismissal** from the company (in serious cases).

Everyone involved with Tin Shed Theatre Co. must follow this policy.

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## Accessibility in Opportunities

- All opportunities will be written in plain English.
  - We will avoid jargon.
  - We will clearly explain what we look for in applications.
  - If you reach the interview stage but are not selected, you can ask for feedback and we will provide it.
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## Accessibility in Background Checks (DBS)

- We understand that people make mistakes, and we do not believe these should permanently stop someone from engaging with us.
  - A criminal record does not automatically prevent you from working with us.
  - However, if your DBS check shows information that legally stops us from employing you (for example, work with children or vulnerable adults), we will not be able to offer that role.
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# Safeguarding



# SAFEGUARDING POLICY



## What this policy is about

This policy explains how Tin Shed Theatre Co works to keep children & vulnerable adults safe

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## Our Values

We work from 3 core principles:

- Children and young people come first
- We stay independent
- We stay open, fair, and honest

We make sure any group we work with also keeps people safe from:

- ✗ Abuse
  - ✗ Neglect
  - ✗ Exploitation
- 

## What 'Safeguarding' Means

**Safeguarding Children:**

- Protecting them from harm
- Helping them stay healthy
- Making sure they live in safe, caring places
- Helping them have the best possible future

**Safeguarding Vulnerable Adults:**

- Their right to live safely
  - Organisations working together to prevent harm
  - Listening to their wishes and feelings
  - Understanding they may be in complex situations
- 

## Recruitment (Hiring Staff)

Tin Shed Theatre Co. uses safe recruitment practices. This may include:

- Reference checks
- DBS checks (sometimes enhanced)
- Social media checks (for roles working with children/vulnerable adults)

Everyone interviewed must show a good understanding of safeguarding.

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## What We Expect From Staff

Everyone working for Tin Shed Theatre Co. must:

- Read this policy
- Think about safety in all their work
- Tell their manager if **they**, or someone they live with, is involved in any investigation involving a child or vulnerable adult
- Report any safeguarding concerns about colleagues

Any safeguarding concerns about staff will follow our set procedures.

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## Safeguarding Training


We make sure staff:

- Understand their responsibilities
  - Keep their training fresh and up to date
  - Workshop leaders receive updated guidance when needed
- 


## What To Do If You Are Worried

**Staff should not investigate concerns themselves. But they must report concerns.**

- If someone believes a child or vulnerable adult is at risk, they should:
  - Do Not ignore it
  - Do Not assume someone else will act
  - Report the concern to:
    - Local authority *children's social care* (for children)
    - Local authority *adult services* (for vulnerable adults)

 If unsure, staff should Speak to the Company Managers & Directors

If worried about another staff member's behaviour:

 Tell the company manager or acting project manager immediately

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# Learning and Improving

## We aim to:

- Keep improving our safeguarding practice
- Review our work regularly
- Learn from serious cases
- Look at “near misses” to avoid future harm

Tin Shed Theatre Co. is committed to keeping everyone safe and always learning how to do this better.

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# Child Protection



# Child Protection & Digital Engagement



## What this policy is about

This policy explains how Tin Shed Theatre Co works to keep children safe, particularly in a digital setting.

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## Keeping Children & Young People Safe

### Understanding Abuse

All staff and volunteers must:

- Know what abuse is
- Notice signs that a child may be unsafe
- Report concerns immediately

A child might:

- Tell you something worrying
- Show signs of stress or injury
- Act differently or strangely

If worried → **Tell a senior staff member**

If urgent → **Call Police and Social Services (also inform senior staff)**

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## Listening to Children

Professionals should:

- Listen calmly
  - Ask simple, clear questions
  - Write down exactly what the child says
  - Share concerns with child protection agencies
  - Never promise to keep secrets
  - Do not investigate alone
- 

## Recruitment & Safety Checks

Everyone working with children must:

- Provide ID
  - Show previous experience
  - Give 2 references
  - Have an enhanced DBS check
  - Attend an interview or meeting with line management prior to work
  - Complete a probation period
- 

## Health & Safety

All staff and volunteers must:

- Follow Health & Safety rules
- Complete risk assessments for in-person and online activities
- Communicate about any risks they notice

Rules to follow:

- No smoking except in allowed public areas
  - Prescription medicine must be stored safely
  - No illegal drugs
  - Unsafe behaviour is not allowed
- 

## Good Practice in Schools or Venues

**When you arrive:**

- ✓ Sign the visitors' book
- ✓ Ask for staff toilets
- ✗ Never use children's toilets
- ✓ Learn fire exits
- ✓ Let staff know about visiting guests
- ✗ Never give a child a lift if you are alone

**While in the building:**

- ✗ No smoking
- ✗ No alcohol or drugs
- ✓ Keep noise low
- ✓ Use appropriate language
- ✓ Follow school rules

- ✓ Clean up after your session
  - ✓ Report accidents
  - ✓ Always teach with school staff present
  - ✓ Be a good role model
- 

## Physical Contact With Children

Physical contact must be:

- Small
- Appropriate
- Related to the activity
- Agreed with teachers

If a child tries to hug:

- Offer a handshake instead
- Ask them to sit beside you (not on your knee)
- Avoid being alone with a child

**If worried → Tell school staff and TSTC.**

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## Online Safety (Zoom & Digital Work)

### How We Connect

- We use Zoom for workshops and meetings
- We use email to communicate with parents
- Staff use personal devices, but never share personal details

### How We Deliver

- Most sessions are in person
- Digital sessions led by trained staff

### Creating Digital Content


When sharing videos or photos, children and young people should:

- Wear appropriate clothing
- Avoid offensive language
- Know that images are stored securely
- Content is deleted when no longer needed

## How We Share Content

We may share creative work on:

 Social media

 Email

 Website

We will never show a young person's face publicly without parent/guardian permission

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## Permissions

For anyone under 18:

- Parents or guardians must give permission
  - Parents should know when and how we contact young people
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## Online Conduct

We ask everyone to:

- Tell people at home when they are on Zoom
  - Dress appropriately
  - Expect us to mute or stop video if needed for safety
  - Close other apps and browser windows
  - Have a parent's permission if under 18
- 

## Our Promise

Tin Shed Theatre Co, staff & volunteers will always:

- Keep children safe
  - Follow the law
  - Act quickly if worried
  - Treat everyone with respect
- 

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# GDPR & Data



# GDPR & Data Protection



## What this policy is about

This policy explains how Tin Shed Theatre Co gathers, stores & uses any personal data & information and your rights over your information.

Facilitators, Volunteers & Staff: Please note this information is also relevant to how you take & store data of participants. This policy is to protect yourself & the people that engage with us.

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## What Information We Collect

### Contact & Safety Information

- Emergency contact details
- Medical needs (if provided)
- Access requirements

### Demographic Information

- First half of postcode
- Age range
- How you heard about us

### Project Information

- Attendance
- Feedback and evaluations

### Photos & Videos

- Only used with consent

We only collect what we need and where possible do not show under 18s's faces on social media.

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## Why We Collect Information

- Keep People Safe - so we can respond to emergencies.

- Ensure Activities Are Accessible - so we can support individual needs.
  - Monitor and Improve Our Work - To help us understand who takes part and to report to funders.
  - Use Photos/Videos for Promotion - With consent, images may be used in print or digital materials.
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## How We Store & Protect Information

- Records are kept securely in password-protected systems or locked storage
  - Only staff who need the information can access it
  - We do not share personal data unless required by law or with your permission
  - Any reporting is anonymised (no names shared unless with your permission)
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## How Long We Keep Information

- **Emergency contacts & access needs:** deleted within 12 months after the project ends
  - **Evaluation data:** kept indefinitely unless consent is withdrawn
  - **Photos/videos:** kept indefinitely unless consent is withdrawn
  - **General admin:** kept for up to 3 years
- 

## Your Rights

You can:

- Ask to see your information
  - Ask us to correct wrong information
  - Ask us to delete information (where possible)
  - Withdraw consent for photos/videos
  - Object to how we use your data
- 

## Information About Employees

When someone leaves the company:

- All work emails, contacts, and data belong to the company
- Access to systems is removed straight away
- All passwords, devices, and information must be returned
- Confidentiality rules continue after employment

## Legal Information

- Taking company-held personal data without permission is unlawful
  - It may lead to fines or legal action
  - A former employee may request their **own** personal data but cannot access other people's details. This includes participant details, group information, funding applications & evaluation data
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## CCTV Processing & Frontage Management

The Place operates CCTV covering its externally licensed pavement frontage for the purposes of:

- protection of staff, visitors and property
- deterrence and prevention of nuisance and anti-social behaviour
- safety and site management
- cooperation with law enforcement in relation to incidents occurring in the immediate vicinity

The lawful basis for processing is *Legitimate Interests (Article 6(1)(f) UK GDPR)*.

CCTV footage is retained for 7 days before being automatically overwritten unless preserved for legal or police purposes.

Footage may be shared with Gwent Police on request for crime prevention, investigation or public safety reasons.

The system includes a visual and audible deterrent feature to discourage smoking within the licensed frontage. This does not constitute automated decision-making or profiling under Article 22 UK GDPR.

The area is clearly marked with CCTV and No Smoking/No Vaping signage.

Individuals have the right to make a Subject Access Request concerning footage in which they appear, subject to redaction to protect third-party data.

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## Our Promise to You

- We will protect your personal information and keep it safe.
- We will only collect information we genuinely need.
- We will always be honest and clear about how your data is used.
- We will store information securely and limit access to trusted staff only.
- We will never share your personal information unless the law requires it or it is anonymised.
- We will ask for consent before using any photos or videos of you.
- We will delete or anonymise data when we no longer need it.
- We will respect your rights to see, change, or request deletion of your information.

- We will update our policy when needed and make the latest version available to you.

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# WhatsApp with Children & Young People



# WhatsApp with Children and Young People



## What this policy is about

We recognise that messaging platforms such as WhatsApp can be a useful tool for sharing information and supporting engagement with young people and their families. However, the use of WhatsApp also presents safeguarding, privacy and boundary risks.

We are committed to ensuring that all digital communication involving children and young people is conducted safely, transparently and in line with safeguarding best practice.

This guidance applies to all staff, volunteers and anyone communicating on behalf of Tin Shed Theatre CIC.

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## WhatsApp Group Code of Conduct (Young People)

To keep everyone safe, respectful and supported, the following rules apply:

- This group is for official TIN SHED THEATRE CIC communication only.
- All members must communicate respectfully and appropriately at all times.
- No private 1:1 messaging is allowed between young people and staff/volunteers.
- All communication must stay within the group chat.
- There will always be at least two adult admins in this group.
- Do not share personal information (phone numbers, addresses, private details).
- Do not post or upload photos/videos without parent or carer permission.
- If you feel uncomfortable or see something worrying, speak to a trusted adult or contact the safeguarding lead.

This group is monitored to help keep everyone safe. Misuse may result in removal from the group.

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## Minimum Age Requirements

As of 11 April 2024, the minimum age to use WhatsApp in the UK is 13 years old.

- Children under the age of 13 must not be added to WhatsApp groups.
  - Where communication is needed for under 13s, parent/carers-only groups must be used instead.
-

## Staff and Volunteer Presence in Groups

To ensure accountability and reduce safeguarding risks:

- All WhatsApp groups involving young people must include at least two adult staff members or volunteers.
  - These adults must be assigned as group administrators.
  - No group should be managed or monitored by a single adult.
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## Privacy and Group Settings

To protect young people's personal information:

- All WhatsApp groups must be set to private, so only invited members (and/or their parents/carers) can join.
- Young people must have parent or carer permission before uploading or sharing any content.

Before adding any individual to a WhatsApp group:

- Permission must be gained, as all members' phone numbers will be visible to others in the group.

Where privacy is a concern, staff may instead use a broadcast list, which allows updates to be sent without sharing phone numbers. Broadcast lists are suitable for one-way communication but are not appropriate where group discussion is required.

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## One-to-One Messaging and Boundaries

TIN SHED THEATRE CIC does not permit private 1:1 messaging between staff/volunteers and young people.

- All communication must take place within approved group chats only.
- If a young person messages a leader privately, the conversation must be moved back into the group or redirected to official organisational channels.

If a child or young person makes direct 1:1 contact:

- The adult volunteer must not respond.
- They must immediately inform their line manager.
- A discussion should take place with the young person's parents/carers to explain why private messaging is not appropriate.

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## **Policies, Agreements and Safeguarding Expectations**

TIN SHED THEATRE CIC is committed to maintaining robust online safety procedures, including:

- Appointing an Online Safety Coordinator (this may also be the nominated safeguarding lead).
- Providing clear expectations for staff and volunteers through a behaviour code for adults.
- Developing an Online Safety Agreement for young people and their parents/carers.
- Having clear reporting and response procedures for any inappropriate online behaviour.

A short version of the expected code of conduct should be:

- pinned within the chat, and/or
  - included in the group description.
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## **Parental Awareness and Consent (Under 18s)**

For any WhatsApp group involving young people under 18:

- Parents/carers must be informed that the group exists.
- Written consent should be obtained wherever possible.

Parents/carers should understand:

- what the group is for,
- who the administrators are, and
- how safeguarding concerns will be handled.

Some additional good practice options include:

- copying parents into announcement-only groups, or
  - providing regular summaries through email or other official channels.
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## **Commitment to Safe Digital Communication**

TIN SHED THEATRE CIC will always prioritise the safety and wellbeing of children and young people in both in-person and online environments. WhatsApp and other messaging platforms must only be used where they support safe communication and where safeguarding standards are fully upheld.

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Signed: 08/01/2026

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Signed: 08/01/2026