



Participant Handbook

chapel fm 

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Your Name:

Welcome to Chapel FM Arts Centre & East Leeds FM. We pride ourselves in getting a whole range of people participating in creative activities here at our beautiful converted chapel.

This is your handbook and includes everything you need to know about getting the most out of Chapel FM.



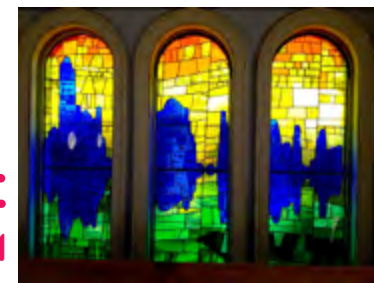
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What we are all about Chapel FM Arts Centre & East Leeds FM



Community arts company, Heads Together Productions, has been working in East Leeds since 1998. In 2003 the company worked with a group of Year 8s from John Smeaton High School who ran the first two-week broadcast of a community radio station for East Leeds: ELFM. One of the first jingles on the station coined by our volunteers was "From the people to the people".

In 2014 we opened Chapel FM Arts Centre, with that very same jingle providing the inspiration for the design of the stained glass windows at the front of the building. The blue audio waveform in the window is a recording of:

"From the people to the people"

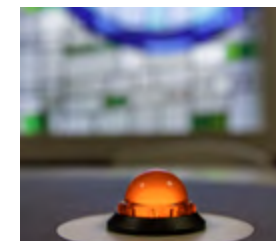
Community radio is at the heart of Chapel FM (broadcasting to this day as ELFM). But the arts centre now gives us the opportunity to involve people in a whole range of creative activities—from radio to film to spoken word... to digging our allotment! And there are also opportunities for people to just help out, as technicians, or front of house, or baking cakes... There is a small team of paid staff at Chapel FM but there is no way they alone could run the amount of activities, training and events that happens here without people voluntarily getting involved. Maybe you can see a theme here... "From the people to the people".

That original jingle is brilliant, but we do have a more detailed version of what we are about, our 'Theory of Change' which is headlined with the vision:

"That East Leeds should be a community that has pride, vision and hope for the future. Where people welcome and share new ideas and work together to take on the challenges of the area and make things happen."

You can pick up one of our annual reports at the Centre (or on our website at chapelfm.co.uk) and you can read more about that vision and how we are working to achieve it as well as who supports and funds us to do this work.

This handbook is a practical document for people who want to get involved with Chapel FM and ELFM.



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What we can offer you

We aim to offer a range of opportunities for people of all ages and backgrounds to participate with the following aims:

- To provide opportunities for people to have new experiences and develop their own skills whilst making a positive contribution to Seacroft and our local communities in East Leeds
- To meet new people and work alongside others in dynamic teams as part of a vibrant arts centre
- We will support those people who want to gain qualifications and develop their own career pathways
- To make our opportunities as inclusive as possible, welcoming people whatever their background, abilities or experience and developing a culture where people can have a go at new things without worrying about failing
- To make it fun with opportunities to attend events at Chapel FM, socials and trips to other projects, festivals...
- We will provide a range of different groups and meetings so you have your chance to come up with new ideas for Chapel FM and ELFM and to give your feedback

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A range of opportunities

At any one point there are a wide range of courses, volunteering opportunities, one off-projects, festivals...happening at Chapel FM and ELFM. There will be additional information on our website and leaflets at the Centre, but it is always a good idea to have a chat with a staff member. If you are not sure who to talk to, then start with the Centre Manager who will be able to talk through all the various opportunities and point you in the right direction.

An Inclusive Approach

We aim to make as many opportunities as inclusive as possible. We make sure to find out about any issues that might affect your learning before you start a course, and will do everything we can to make our courses as accessible as possible. If there are any issues you would like to talk through, then please ask to speak with our Participation Manager.

We also do targeted work with different groups of people including visually and hearing impaired young people and young people with physical and learning disabilities. Talk to us if you are interested or you know of groups who might want to do some projects with ELFM and Chapel FM.

And a full creative programme of events and broadcasts...


Every week at Chapel FM we have different events as well as different broadcasts on ELFM. We publish a programme each month with basic details, put lots of information on our website and social media, and you can sign up to our e-newsletter to get monthly updates on our website.



On Air
Studio 1

On Air
Studio 2

“I consider Chapel FM to be my happy place—I can do things which I enjoy and benefit my future”
Jess



“It’s like school but more fun. In fact it’s like the best school ever!”

Emily

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What Chapel FM expects of you

- **Complete a registration form** and make sure we have up-to-date contact details for you and for others we can contact in an emergency
- **Commitment** Please try to stick to things you have agreed to. If it's not possible then let us know with as much notice as possible
- **Treat all with respect** There are many different people with differing views who come to Chapel FM or are part of our ELFM broadcasting. We believe in inclusivity and do not tolerate racism, homophobia, xenophobia*, sexism or any kind of prejudice
- **Being part of Chapel FM is about collaboration.** Remember to help others where you can; work as a team and contribute to your local community
- **Don't smoke, consume alcohol or drugs on the premises**
- **Leave the studios and all parts of the building clean and tidy**
- If you are broadcasting with ELFM **we ask people not to swear**, although we recognise that there are contexts in which swearing might be used eg on spoken word shows. Always check with the station manager
- But most of all...**have fun!**

If you don't follow our code of ethics you may be asked to change your behaviour and, in extreme circumstances, be barred from Chapel FM (see Section 7-When things go wrong)

**xenophobia - dislike of or prejudice against people from other countries.*



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What you should expect of us

- We will always try to identify **relevant opportunities** for people and give them the support they need to be able to take part
- We will ensure that we provide the **appropriate assistance, support and training** run by suitably experienced trainers
- We will take **safeguarding** as a serious issue at all levels. Our trainers will have enhanced DBS checks and have been trained in safeguarding for young people and vulnerable adults
- That we recognise **the value of volunteers** and the time that they offer us.
- That we show an **interest in individuals** - getting to know the community that we strive to create
- We will make sure you have **all the information you need** about the course or opportunity and we will let you know if there are any changes to sessions or if we have to cancel (due to illness, bad weather, etc)
- If there is a **medical emergency**, staff will arrange and administer medical treatment as necessary and will contact your emergency contact immediately
- **We will discuss with you any worries** you have about your progress or enjoyment of the sessions
- **We will respond promptly** to any of your enquiries

The appropriate support for your learning

We know that different people learn in different ways and may need different types of support to learn to their full potential. We ask you to identify if you have any particular learning needs when you register and our Participation Manager is available to meet with to discuss any strategies that will make your experience at Chapel FM better. She will contact you if you have noted anything on your registration form but please feel free to contact her at any point should you want to discuss your needs.



When things go wrong

At Chapel FM all participants need to fill in a registration form and sign up to our Participant Contract (*which this handbook is part of*). That includes abiding by our expectations as outlined in Section 4. If complaints are made about any participant not abiding by those expectations then the Chapel FM disciplinary procedure may be enacted.

There may also be times where participants believe that Chapel FM has not acted properly (*see Section 5–What you should expect of us*) and in that case they should follow the Complaints Procedure outlined opposite.

Disciplinary Procedure

Minor issues

1. An informal chat with Chapel FM staff member about the problem.
2. If the issues is not resolved, the participant attends a formal meeting to discuss the matter with the Participation Manager or other senior staff member, and then receives a letter explaining what action is needed.

Serious misconduct

3. The participant receives a written warning that if the problem continues they may no longer be allowed to volunteer. The participant may also be temporarily suspended from Chapel FM.

Gross misconduct e.g violent/ threatening behaviour, being drunk or on drugs at Chapel FM, theft or sexual harassment.

4. The participant is sent a written statement about the problem and has to attend a disciplinary hearing. The participant can be suspended from Chapel FM until the hearing takes place. The participant may then be barred from attending the Centre in the future.

Appeals

5. The participant may write a letter to appeal against the decision.
6. An appeal meeting is held, which will include a member of the Board of Directors. A final decision is made.

A colleague, friend or relative can accompany you at any stage in the Disciplinary Procedure.

Complaints Procedure

If you have a complaint about any aspect of participating at Chapel FM you should follow this process:

1. Informal chat with Chapel FM staff member about the problem, or you may decide to write your thoughts or issues down and give to the Centre Manager at Chapel FM. You may be able to agree a solution informally.
2. If things are not sorted out or you feel unfairly treated, you can appeal to the Participation Manager – either by speaking to them or in writing.
3. If the complaint is still not resolved or you still feel unfairly treated, you may then appeal by writing a letter to the Creative Director at Chapel FM. Where appropriate your grievance will be taken to the Board of Directors. You will get an initial response within 10 days indicating what action will be taken; either a suggestion of a solution or a meeting to discuss the issue further.

A colleague, friend or relative can accompany you at any stage in the Complaints Procedure.



“Age is irrelevant here. You could quite easily find high school students and pensioners collaborating on a show”
Nigel



Safeguarding Policy

We believe that everyone who accesses our services has a right to a life free from fear; to be treated with dignity and respect; to have their choices respected; and not to be forced to do anything against their will.

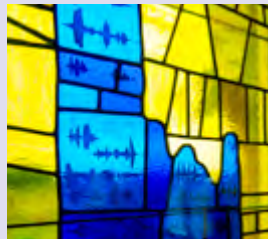
We believe that each person has a right to a life that maintains independence and enables them to make their own decisions and choices. We also understand that there will be cases where an individual may be unable to make their own decisions and/or to protect themselves or their assets.

We are committed to practice which protects children and vulnerable adults from harm. Staff and participants in this organisation accept and recognise their responsibilities to develop awareness of the issues which cause harm to children and vulnerable adults.

If you have any worries about safeguarding issues yourself or other participants disclose information to you, then please talk to a member of staff or the Centre Manager so that we can take the appropriate course of action.

We will endeavour to safeguard children and vulnerable adults by:

- Adopting safeguarding guidelines through procedures and a code of conduct for staff and participants
- Sharing information about safeguarding and good practice with children, vulnerable adults, parents and carers, staff and participants
- Sharing information about concerns with agencies who need to know, and involving parents, carers and children appropriately
- Following carefully the procedures for recruitment and selection of staff and participants
- Providing effective management for staff and participants through supervision, support and training



Health & Safety Information

We are committed to providing a Centre that is both healthy and safe for all the people who use the place.

We will take active steps to improve Health and Safety at the Centre wherever necessary. Please do not hesitate to talk with a member of staff or the Centre Manager if you have any concerns or suggestions regarding health and safety in the building or on projects outside of the Centre.

Equipment

There are many different types of equipment at Chapel FM from the water boiler to the mixing desks. Please do not use any equipment that you haven't been trained to use by a staff member and authorised to do so. And please help us by reporting anything that you think might constitute a hazard. Also be sure to replace all equipment/cables in their storage areas so as not to cause any trip hazards etc.

First Aid

All Chapel FM staff have been trained in first aid. If there is any incident requiring first aid because of illness or injury then please report immediately to one of the staff who will oversee the situation and call for help where appropriate. There are two first aid boxes in Chapel FM; one in the kitchen cupboard and the other in the store cupboard adjacent to studio 2. All accidents must be recorded in the Incident Book which is kept by the Centre Manager.

Fire

All participants and guests must sign in and out in the signing-in book which is in the entrance to the building. Please also familiarise yourself with the layout of the building and the various fire exits.

In case of fire:

- Sound the alarm by activating the nearest fire alarm call point
- If you hear the fire alarm, leave immediately by the nearest available exit
- Report to the person in charge of the assembly point on the grass car park at the front of the building
- Do not run. Do not stop to get personal belongings. Do not use the lift
- Do not re-enter the building until you are told it is safe to do so

To Prevent Fire

- No smoking anywhere in the building
- No candles or other naked flames
- Do not attempt to repair any electrical equipment. Report any faults to a member of staff

Chapel FM contacts

Chapel FM and East Leeds FM are projects overseen by community arts company Heads Together Productions Limited; a not-for-profit limited company.

The address for Heads Together, Chapel FM and ELM is:

Old Seacroft Chapel
York Road
Leeds LS14 6JB

Telephone: 0113 22 55 944
Email: info@chapelfm.co.uk
Website: chapelfm.co.uk
Facebook: facebook.com/chapelfm
Twitter: @chapelfm
Instagram: @chapel_fm



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