ABBEY THEATRE TRUST (ST ALBANS) LTD
Member Guidance and Support Policy

Scope
This policy applies to The Abbey Theatre Trust (St Albans) Ltd, including its resident theatre companies: the Company of Ten, the Company of Teens, St Albans Youth Music Theatre ("SAYMT") and any other theatrical companies established from time to time, collectively known as "ATT".

This policy applies to all current members of ATT.

Introduction
ATT is a registered charity powered entirely by the efforts and enthusiasm of its members. Almost every aspect of ATT's operation depends on the dedication and passion of individuals who freely give their time and expertise.

This policy outlines ATT's approach to its members. It defines the roles of members within our organisation, sets out expectations, and details how members will be supported. By providing clarity and consistency, this policy aims to foster a positive and inclusive environment while celebrating the central role members play in the success of ATT.

Purpose of the Policy
The purpose of this policy is to:

- Affirm ATT's commitment to our members.
- Promote fairness, equity, and consistency in the treatment of all members.
- Clearly communicate expectations and provide guidance for members.
- Ensure members know where to seek support or raise concerns.
- Highlight the essential role members play in sustaining and advancing ATT's mission.

Recruitment of Members
ATT adopts an informal approach to recruiting members, ensuring opportunities are accessible to all who wish to contribute.

Our recruitment process works as follows:

Expressions of Interest: Anyone is welcome to express their interest in becoming a member at any time, usually by one of the following methods:
- Emailing and/or contacting us via social media
- Attending one of our open auditions to audition for a role
- Speaking to a current member
- Attending an Open Day event

Tour and Role Discussion: Prospective members are invited to tour the theatre and discuss available roles with the Membership Executive.

Information Packs: ATT is working towards providing tailored information packs based on roles of interest. Currently, all members receive a welcome email with information about how to get involved.

Member Information Form: Members must complete this form to capture key information, enabling ATT to fulfil its duty of care.

We acknowledge that some follow-up by members may currently be required while we work towards streamlining our processes. We are actively working to improve these systems to ensure a smoother joining experience. If you have not heard back about membership, please email the Membership Executive.

Fairness and Equity
ATT is deeply committed to treating all members with fairness and equity. We welcome individuals from diverse backgrounds and strive to provide equal opportunities for everyone.

If adjustments are required to make a role accessible, ATT will make every reasonable effort to accommodate those needs.

Induction and Training
We aim to equip members with the knowledge and skills they need to thrive in their roles. While ATT induction and training processes are evolving, current provisions include:

- **Role-Specific Training**: Provided for Bar, Front of House, and certain backstage roles.
- **Mentorship**: New members receive guidance from experienced members in their respective roles.
- **Diversity and Inclusion Training**: ATT is working towards providing training to promote an inclusive environment.

We recognise the value of effective training and are committed to continually improving our induction process to enhance the member experience.

Expenses
ATT does not reimburse personal expenses incurred during routine membership activities, but ATT will consider reimbursement of personal expenses on a case-by-case basis, particularly if significant travel is involved. If members purchase items on behalf of a show, they should submit a reimbursement claim. A receipt must accompany the claim, and reimbursement will be processed promptly.

Supervision and Support
While ATT does not operate a formal supervision system, members have access to support and guidance as follows:

- **Show-Related Roles**: Members can approach their show Director, the Production Executive, Technical Director, or Watchdog for assistance.

- **Other Roles**: Team Leads or members of the Trustee Board are available to provide support and advice.

ATT fosters a collaborative and supportive culture where members are encouraged to seek help whenever needed.

Health and Safety
The health and safety of our members is a priority at ATT. As we work to formalise our health and safety guidelines, we ask all members to:

- Prioritise their own health and safety.
- Report hazards, accidents, or concerns to the Theatre Manager, Stage Manager and/or Premises Executive (as appropriate).

Confidentiality and Data Protection
Members are expected to maintain confidentiality and adhere to ATT's **Data Protection Policy**. Any personal data encountered during membership duties must be handled in compliance with this policy.

Safeguarding
ATT is committed to creating a safe and welcoming environment for all individuals, including children and vulnerable adults. We recognise our responsibility to safeguard the welfare of those who come into contact with our organisation. All members must adhere to ATT's **Safeguarding Policy**.

Members should report any concerns related to safeguarding to the designated safeguarding lead immediately.

Problem Solving and Complaints
ATT values open communication and is committed to resolving concerns promptly and fairly. If members encounter issues or wish to raise concerns, they can follow these steps:

- **Show-Related Concerns**: Contact the Director, Stage Manager, IC in charge of the relevant department, Technical Executive or Production Executive.

- **Other Concerns**: Approach the relevant Executive or Head of Department.

ATT encourages a respectful and constructive approach to addressing challenges.

If you have a grievance that you wish to raise formally, please refer to our ATT **Problem Solving Policy.**

Conclusion
This policy underscores ATT's dedication to its members, who are the heart of our organisation. We acknowledge that some areas require improvement, and we are committed to enhancing the member experience. Your contributions are invaluable, and your support enables ATT to thrive as a community-focused theatre.

Policies that are relevant to this policy:

ATT Code of Conduct
Safeguarding Policy
Child Protection Policy
EDI Policy
ATT Member Problem Solving Policy
Data Protection Policy
DBS Policy
Emergency Evacuation Policies (Main Stage and Studio)
H&S Detailed Procedure
Health and Safety Policy
Medical Emergency

This policy is a living document and will be reviewed regularly to ensure alignment with current legislation and best practice.

Record of Policy

Version	V1
Policy First Created	2026
Last Updated	
Review Frequency	Annual
Person/s responsible	Chairman Secretary
Associated Policies	Company of Ten Directors' Handbook Company of Ten Stage Manager's Handbook EDI Policy ATT Code of Conduct Safeguarding Policy Child Protection Policy EDI Policy ATT Problem Solving Policy Data Protection Policy DBS Policy Emergency Evacuation Policies (Main Stage and Studio) H&S Detailed Procedure Health and Safety Policy Medical Emergency