PYRAMID

# Accessibility Statement

Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.

The policies and procedures also tell us what to do if something goes wrong.
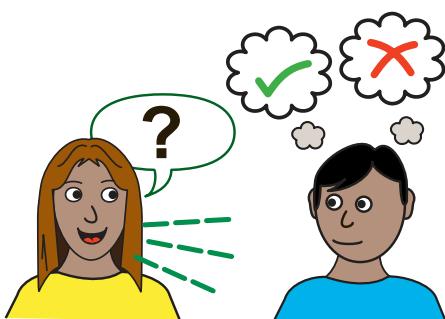
It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.
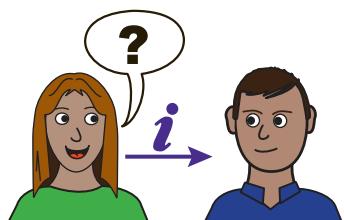
Please contact us if you would like support to read or understand this policy.
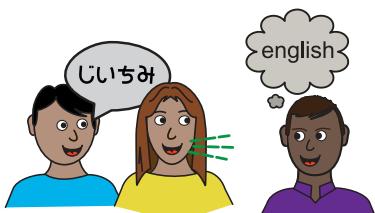
We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.

phone: **0113 234 6040**
text: **07531 215 999**
email: **governance@pyramid.org.uk**

Support Worker Guidelines

These guidelines explain how we work with support workers who attend sessions with our members.

Key terms / words	Please use the **glossary of policy terms** for definitions of key terms used in our policies and procedures.
Clarifications	
Who does this policy / procedure apply to?	Support workers (who are external to Pyramid, accompanying a member artist)
Related policies and procedures	
Who is responsible for this document?	The Operations Manager is responsible for making sure that this document is kept up to date with accurate information, and that it is made available to anyone who wants to read it. The Board of Trustees has a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.
When was this document last checked?	The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review). This document was last checked by the Trustees on 23 June 2025.
Who to contact	If you have a question about this policy, or need support to understand it, please contact the Operations Manager. **Email** governance@pyramid.org.uk **Phone** 0113 234 6040

We really value and appreciate the support workers who attend sessions with our members.

Support workers offer valuable insights which help us to ensure our sessions are inclusive and that everyone who attends gets the most out of their time here. Please make sure the group's core worker is told about anything that may help us make informed risk assessments and adapt activities to suit the needs of the person receiving support.

We hope that support workers will enjoy coming to Pyramid and see it as an opportunity to learn a new skill or to try something a bit different.

Good communication, independence, decision-making and freedom of choice are really important at Pyramid. The session is an opportunity for all member artists to interact with and get to know different people. We strongly encourage support workers to move around and work with different people in the session, which also gives the person they support an opportunity to work with someone new.

The following ground rules are in place for all Pyramid sessions:

- The work must be, as much as possible, the work of the member not the support worker. This might mean it takes a long time; that the member needs lots of rests; that the outcome is not 'perfect'.   That's fine!

- Listen carefully to any instructions so that you can assist the person you support, if they need you to.

- It is important to focus on the task at hand and not disrupt the concentration of the group (e.g. by chatting or using a mobile).

- Everyone should try and stay positive about the activity; even if it's something they would not normally be interested in. (If someone really doesn't want to take part, they can take some time out in a different room.)

- We treat all members, volunteers, support workers and staff as equal and valuable members of the group. We listen and show respect.

- We appreciate that you may need to use your phone to work. If so, please sit away from the group while your phone is out, and leave the room if you need to make a call.

- Please do your best to ensure the member is supported to arrive and leave on time.