

CLAY Accountability Policy
Last Updated: February 2023
Next Review Date: February 2024

Introduction

CLAY chooses to operate under the scope of this accountability policy in order to provide a clear and easy process for patrons (artists & audiences) to feedback, propose and make CLAY aware of its areas in need of improvement.

CLAY chooses to be accountable:

- To allow transparency with audiences and artists regarding our responsibilities of upholding the values we state in our mission and our code of conduit (Appendix 2). These values include inclusivity, accessibility, care led relationships, anti racism, supporting experimental performance practice, providing space for artists
- To offer a way for patrons (artists & audiences) to raise any concerns and hold the organisation accountable for their part played in providing the support and services CLAY states

This policy offers:

- a clear step by step process for communicating about any challenges.
- A voice for CLAY patrons

This policy is not:

- A grievances procedure
- A complaints procedure, this procedure is not a space to challenge what the core aims and values of the organisation should be

Definitions:

'Accountability':

- to be subject to the obligation to report, explain, or justify something;
- Being liable and answerable pertaining to actions or performance
- the acknowledgment and assumption of responsibility for actions, products, decisions, and policies

'Harm':

- Direct harm: physical injury or mental damage to a person caused by another person or event
- Severe harm: physical injury or mental damage of a person, leaving the affected person unable to be without assistance (medically or mentally) after the event causing the damage

'upsetting':

- Mentally or emotionally troubling
- Leaving a person with feelings of distress and/or anxiety

'Discomfort':

- Mental or physical uneasiness

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- Syn.: annoyance

The Process

For patrons to challenge our actions and hold us accountable to our mission statement and code of conduct we the following procedure will be followed:

1. Patrons can contact us by filling out the email template (Appendix 1) and send it to hello@liveartleeds.com, with the subject line: 'ACCOUNTABILITY + number of severity' The severity scale is explained within the template below (Appendix 1) The email is monitored by Jessica Sweet (artistic director) and the case will be administered only by senior staff (Jessica Sweet & Marie Koehl)
2. Alternatively the issue can be raised with Rowena Walmsley (board member) by sending the template to R.E.Walmsley@leeds.ac.uk
3. The case is addressed in a general meeting within a maximum of two weeks (reactively to the severity scale) and if the submission surpasses the core staff team and goes straight to the elective board member they address the submission within a maximum of two weeks (reactively to the severity scale - We chose this system of numbering to ensure that your submission is dealt with in correct urgency, due to being a small team.)
4. If you choose to be, you will be contacted within those two weeks to discuss further actions & outcomes with you directly.
5. We suggest a meeting with either the board member or senior staff to develop actions you feel comfortable with to resolve the issue & avoid repetition in the future
6. The outcome may be decided in the meeting, or at a time after the meeting. The decision around future actions must be within 2 days of the meeting and communicated to all those involved via email.
7. If the matter needs to go further we'll do this as quickly as possible - in complicated cases this might take up to 30 days unless there are exceptional circumstances, will provide updates and communications throughout this period

Possible Outcomes

Possible outcomes after the meeting has been held are as follows, depending on severity:

- Planning and providing adequate training to staff members
- A long term written plan with a step by step guide on how to resolve the issue (this might be shared with you if appropriate)
- In severe cases a disciplinary procedure might be started

Accessibility

- All communications if being held in person/phone will be minuted and shared with all parties
- If you choose to attend meetings, you can be accompanied by any person who is agreed as a mutually acceptable companion by all parties.
- Staff involved/subject to a disciplinary hearing or measures have the right to be accompanied by another member of staff, or a union representative.

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- If you don't want to/can be directly in touch, you can communicate through another person you trust.

Appendix 1)

E-mail template/information to contact CLAY related to the accountability policy

Subject header:

'ACCOUNTABILITY + number of severity'

Severity scale:

- 1. This matter is solely to provide feedback to CLAY in relation to their core values but is not risking to cause harm. (This will be taken on board and discussed but might not result in communications and direct actions)*
- 2. This matter isn't / hasn't been causing any direct harm, however it might if not addressed. (This will be addressed within 14 working days)*
- 3. The matter is causing discomfort to one or multiple people and needs to be addressed. (This will be addressed within 12 working days)*
- 4. This matter is/has been upsetting to one or multiple people. (This will be addressed within 10 working days)*
- 5. This matter is/ has been causing harm to one or multiple people. (This will be addressed within 7 working days)*
- 6. This matter is/has repetitively been causing severe harm to one or multiple people, and needs to be addressed by CLAY immediately (This will be addressed within 5 working days)*

We reserve the right to amend this score according to experience and will update the public version accordingly immediately upon change.

E-mail body:

Please include the following information:

- Name
- contact details (email & phone),
- description of your concern, including any supporting material (if relevant) or names of other people involved (if they have consented please also include their contact details)
- if/how you would like to be contacted about the issue,
- if you would like to be involved in the outcome
- if there is an ideal outcome you would like us to consider.

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Appendix 2)

CODE OF CONDUCT:

If any artists, staff, or audiences feel unwelcome or attacked according to any of the guidelines below, **we reserve the right to ask anyone to respectfully leave our venue.**

Inclusive Spaces

Everyone is welcome in our space. The only thing we do not tolerate is intolerance of any kind. Listening is key, if you are challenged, address your own behaviour before defending it.

No Touching

Unless you are specifically invited, please do not invade other people's personal space.

Feel at Home

We want you to make yourself comfortable and feel relaxed in our spaces, but ask that you respect our spaces and everything within them as if they were your own. We are a working arts space, people work here daily, please treat the space with respect. Do not interfere with the artists and performers at work unless invited to.

Pronouns

Please ask, and respect the pronouns given.

Consent

Everything but yes means No, and sometimes that changes - keep checking in.

Gender Neutral Toilets

Our toilets are gender neutral. Respect one another in this space. Leave toilet spaces clean and tidy.

Have Respect

Be considerate of others, have an awareness that someone might need some help or support.
Respect each individual at our events.

Have a Good Time

Enjoy yourself, keep safe and feel at ease.

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