**Creative Practitioner Induction Pack**

**NOTE: This is an example of an induction pack for creative practitioners commissioned by Culture Leicestershire as part of the NPO funding. The parts highlighted in yellow will require you to adapt and make specific to your project.**

**Before sending to your CP please read through the full pack to ensure the information is accurate and relevant to your project.**

**(It goes without saying- but please delete this section before sending to your CP)**

Creative Practitioner: *Name*

Project: *Project Name*

Project lead: *Staff members name and job title*

Contents

**Our Values and intent**

***when working with Creative Practitioners***

Creativity

Passion

Integrity

Inclusiveness

Collaboration and Support

* We will treat people with respect, through active listening, clear communication and reliability
* We care about being honest and ethical
* We will listen to feedback
* We are interested and enthusiastic champions and will advocate and celebrate the good work of our partners
* We will create briefs and recruit with openness and innovation
* We will have a problem-solving approach
* We will continue to ensure our processes keep you safe
* We will be supportive and empowering, bring a problem-solving approach and try to help make things work
* We will adapt to the needs and creative practice of the people we work with and be responsive to individual needs and skills
* We will offer opportunities for personal and professional development

**Who’s Who**

*List the name and contact details of key staff, such as project lead or operational team and if suitable any partners.*

**Venues and Parking**

*Name and address of venue.*

*Include details of parking situation. If parking available at site, where possible ensure a space is reserved for the practitioner.*

*If no on-site parking available provide options of nearby car parks. Include details on where they could load and un-load car, if available.*

**Building induction checklist:**

* Access
* Facilities
* Fire escapes
* Risk assessments
* Emergency contact

**Jargon Busting!**

Working with a local authority can seem to come with its own new language at times, so we’ve put together a jargon busting guide to help you navigate the acronyms and names you may come across. This isn’t an exhaustive list, so if there’s a term or procedure you don’t understand, please ask. We promise we won’t think you’re stupid and we’ve probably asked ourselves!

**ACE- Arts Council England:** The organisation who is funding the NPO. In turn, Arts Council receive their funding from the national government’s Department of Culture Media and Sport.

**CC- Community Connector:** Local people who advocate, challenge, inspire and champion our cultural offer, services and activities. They guide us to be more representative and inclusive and connect us to the wider communities that they are linked to. We have a panel of CC representatives who help shape Culture Leicestershire.

**Co-Creation:** The involved community defines all or some elements of the focus, aims and direction of an approach, activity or project. In line with organisational parameters, they may be empowered or supported to decide how activities and outcomes are designed, delivered, enjoyed and/or shared.

**CP -Creative Practitioner:** An individual or group who, in their profession, uses creative skills and behaviours e.g., artists, musicians, actors, writers, performers, creators, educators, museum curators, technicians, producers to facilitate engagement. In addition, Creative Practitioners also have wider skills to enable them to support and involve others such as workshop design and delivery, marketing and promotion, mentoring and training. CP’s might be a freelance individual or work as part of an organisation.

**Creative Output /Outcome**: Examples could include a piece of artwork, song, dance, theatre performance, exhibition, community book, virtual map etc.

**Culture:** As a service we define culture as our past, our present and our future. It’s what we have inherited, what we are experiencing now and what we would like to see remembered. It’s myths and legends, faiths and religion, buildings, villages, cities and landscapes, art, dance, music and food, treasured and meaningful objects and possessions, values, beliefs and memories.

The remit of our **cultural services** can be viewed here <https://www.cultureleicestershire.co.uk/cultural-services/>

**Culture Leicestershire** – LCC’s museums, libraries and collections, including the participation team, Culture To You, Home Library Service, Record Office of Leicester, Leicestershire and Rutland (ROLLR), 3 market town museums (Harborough, Charnwood and Melton), Bosworth Battlefield Heritage Centre, Donnington le Heath Manor House, 16 LCC run libraries and a 35 community run libraries, our museum and art collection and Creative Learning Services.

**Illuminate**: The online data collection and analysis platform specifically designed for the arts and culture sector (commissioned by Arts Council). We have to collect audience data (from a sample size) for all our NPO activity. There are mandatory questions for us to collect so that data can be compared regionally and nationally. To find out more about this please visit <https://www.artscouncil.org.uk/developing-creativity-and-culture/illuminate>

**IP’s- Investment Principles:** As part of the Let’s Create strategy there are four Investment Principles. These are Ambition and Quality, Dynamism, Environmental Responsibility, and Inclusivity and Relevance. As an NPO organisation we have to demonstrate how we are working towards achieving these principles and embedding them within our organisation.

**Let’s Create:** The Arts Councils strategy for culture and creativity. It sets out their vision for the next ten years (2020-2030). For more information visit <https://www.artscouncil.org.uk/lets-create> .There are 3 outcomes of this strategy: Creative People, Cultural Communities and a Creative and Cultural Country.

As an NPO we have to demonstrate how we support the Arts Council and cultural sector to achieve this strategy.

**NPO- National Portfolio Organisation**: Organisations including museums, galleries, libraries, art centres, music venues. who receive investment funding through the Arts Council. For 2023-26 there are 985 organisations to receive this funding, Leicestershire County Council being one of them (there are only 16 other library services and 77 museums who received NPO status).

**Participant:** Individuals who attend projects / workshops which are bespoke and designed to engage the specific / targeted members of communities.

**Acronyms you may hear us use:**

**ACE:** Arts Council England

**CCIMTM**: Community Curators in Market Town Museums

**CEIL**: Creative Expressions in Libraries (Our NPO Library strand)

**CLS:** Creative Learning Services, LCC’s education service for libraries and museums. <https://www.creativelearningservices.org.uk/>

**CML**: Community Managed Library, these are small libraries, usually in villages that are run by community, most are run and staffed by volunteers, although parish councils or other organisations do run some. They are supported by LCC Community Managed Library Support Officers and LCC provide the book stock.

**CPW**: Community Participation Workers (Members of the Participation Team)

**CTY**: Culture to You (A new free volunteer led service bringing cultural opportunities to people where they live work and play)

**CuL:** Culture Leicestershire

**CYF:** Cultural Youth Forum

**EDI:** Equality, Diversity and Inclusion

FPN: Fair processing notice

**GDPR**: General Data Protection Regulation

**HDC**: Harborough District Council

**HLS**: Home Library Service (A free volunteer led service bringing books to people in their own homes)

**LCC**: Leicestershire County Council

**PO number**: Purchase order number, you need this in order to invoice us

**RA:** Risk Assessment

**VCCC**: Visioning a Cultural and Creative County (Our work to create a cultural and data strategy)

**Being an Arts Council England National Portfolio Organisation**

We are proud to have secured Arts Council Funding as a National Portfolio Organisation (NPO). As an NPO we are working on projects in Museums and Libraries, setting up a new Culture to You service and enhancing our policies, procedures and governance through the Investment Principles.

The Arts Council England’s Let’s Create 10 year strategy can be found here <https://www.artscouncil.org.uk/lets-create>

The NPO funded strands of work are:

* Culture Leicestershire – governance and strategy development, including the Cultural Youth Forum
* Community Curators in Market Town Museums
* Creative Expression in Libraries
* Culture to You

This project is a *XXX* project. *All* of our projects have elements of cocreation with local people.

These are the milestones for Community Curators in Market Town Museums in 24/25 are:

* **Minimum of 3 co-created projects** (one each) across our 3 Market Town Museums (Melton Mowbray, Loughborough and Market Harborough)
* **One project in Independent Museums**
* **Digital showcasing** of these projects, both in development and when completed.
* **Creative Practitioners** will be commissioned to facilitate these projects managed by Community Participation Workers
* **Outcomes of these creative projects** might include exhibitions (physical and digital), film, performance, collections development, gallery interventions, trails and enhanced interpretation of long-term museum displays.
* **15 new volunteers** recruited and trained to support projects.
* **500 people** (over two years) who have not previously engaged with local museums visit or engage with the end-product of the project.
* **Five opportunities** for creative practitioner commissions/ projects.
* Each of the projects will have a **creative output** and will be led by the participants and the creative practitioners.

*Above are our targets for this project.*

To demonstrate we achieve these outcomes we have an impact evaluation survey for participants, we also ask participants to complete the Arts Council’s Illuminate survey. In addition, we hold feedback sessions with our Creative Practitioners.

**Our Governance Structure**

This chart shows the different working groups that govern and manage the NPO work. You will attend some meetings of the Market Harborough task group. This structure chart gives you an insight into the other areas we are working on.

A diagram of a company's company

Description automatically generated

**Setting up as a supplier, invoices and payment**

# Registering as a Supplier

To receive purchase orders and payments from Leicestershire County Council, you need to register as a supplier. The information you provide will be held securely on our system and used for contacting you and when issuing purchase orders and remittance advice.

Please consult the below information to support in completing your registration.

## Before Registering

Prior to starting you will need to have the following information to hand:

***Trade Suppliers:***

* A company letterheaded document containing bank details.
* Company registration number (for Ltd Companies) or Unique Tax Reference Number (for sole traders).

***Individuals:***

* A screengrab of a bank statement showing address and account details OR a photo of a bank card and proof of address.

## How to Register

* Click the following link to register as a supplier: [Supplier registration | e-form​](https://eism.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000004519210&busRel=AYrYifMqfbVnyN8DBcHR%2BW6w%2Be%2B5YwTIDA%3D%3D)
* Please consult the [Verification Compliance](https://emss.freshdesk.com/support/solutions/articles/77000516812-verification-compliance-when-completing-the-supplier-registration-form) document to ensure your registration is completed correctly to prevent any delays.
* We also encourage you to register for the supplier portal which will be offered in the questionnaire section of the registration application. In doing so, you will gain access to view the live status of purchase orders, receipts, invoices and payments

## Help During Registering

* Please visit [Supplier guidance | EMSS](http://emss.org.uk/suppliers/) to access a video and guidance document on completing the form.
* An extensive [Frequently Asked Questions](https://emss.freshdesk.com/support/solutions/articles/77000501046-supplier-registration-frequently-asked-questions) document is also available.
* For further questions and additional support, please liaise with your LCC contact in the first instance.

## After Registering

* To verify your submitted details and protect against fraud, you may be contacted by transactional service centre, East Midlands Shared Services after registering.
* We aim to complete supplier registrations within 5 working days, once completed, you will receive an email quoting your unique LCC supplier number.
* If you agreed to the terms of use for the supplier portal, the relevant login emails will also be issued.

## Early Payment Partnership

Leicestershire County Council operate an early payment scheme named the Early Payment Partnership (EPP) – view further details and receive a call from our programme partner - [Oxygen Finance Ltd](https://www.oxygen-finance.com/client/leicestershire/) – to have your invoices paid quicker.

**Invoice Requirements**

The requirements detailed below are essential on all invoices. Failure to follow these instructions may result in your invoice no being paid.

Please note: Invoices will be paid 30 days from the date LCC have received the invoice to the following email address [**leicsinvoices@emss.org.uk**](mailto:leicsinvoices@emss.org.uk)

* Purchase order number and valid contact name (please use FAO Megan Wakefield and the order number above)
* The word INVOICE or CREDIT NOTE stated clearly
* Your company name, address and contact details
* A your own unique invoice reference number
* The date of the invoice
* Invoices must be addressed to Leicestershire County Council - Please note that LCC is not an accepted acronym
* A clear description of the goods or services being charged for and individual amounts
* The total amount owed
* Bank Account Details (if you receive payments electronically)
* The invoice should be good quality with all required fields legible
* No handwritten items will be read from the invoice

If your invoice is VATable, we also require the following information

* Net amount excluding VAT
* VAT amount (if applicable)

**When you are ready to submit please send to:** [**leicsinvoices@emss.org.uk**](mailto:leicsinvoices@emss.org.uk) **CCing in:** [Megan.Wakefield@leics.gov.uk](mailto:Megan.Wakefield@leics.gov.uk) **, please don’t include any other attachments.**

**Please direct all enquires about finance and payment to Louise Sharples in the first instance.**

**Running Workshops**

When you run a workshop as well as the creative element you will need to make sure you do the following:

* Have a risk assessment and insurance in place.
* Record attendees. This maybe a register, e.g. name, how did they hear about it, or just a count of numbers.
* Hand out evaluations and encourage take up. This may be as a QR code, iPad or sheet of paper.
* Take photos to record the session and make sure the photo permission form is filled in for everyone in the photos.
* You may also be involved in recruiting participants and promoting the workshop depending on the project and the scope of the particular workshop.

**Photo Permissions**

* We are required to get a photo permission form completed for everyone in any of our photos or videos. Under 16s must have it filled in by a parent or carer.
* The forms are paper forms and should be kept securely until they can be handed to the CPW who is leading the project. If you are using the photos for your own publicity etc please request a digital copy of the permission forms from the CPW.
* You must not photograph or video anyone who has not given consent, even with a view to cropping or otherwise editing them out as the forms give permission to store images as well as publish them.
* You may take photos that do not identify the participants without a form, e.g. hands whilst painting, back of heads in a crowd.
* The photo permission form gives permission for partners and those working for LCC to use the photos. We have permission to store and use images and recordings for 4 years. After this you must seek permission from the participants to continue to store and use the images. *You are responsible for doing this should you want to use the images beyond the 4 years we have permission for.*
* You will be supplied with photo permission forms, which contain the wording of our fair processing notice (FPN), please see appendix A.

**Social Media**

* We are happy for you to share this project on your social media, please tag us in your posts and make sure we have your handle so we can tag you. We are on Facebook, X/Twitter, Instagram and YouTube.
* [www.facebook.com/CultureLeics](http://www.facebook.com/CultureLeics) [www.twitter.com/CultureLeics](http://www.twitter.com/CultureLeics) [www.instagram.com/cultureleics](http://www.instagram.com/cultureleics) [www.youtube.com/@cultureleicestershire8586](http://www.youtube.com/@cultureleicestershire8586)
* In all of our posts we use the following hashtags #communitycurators #letscreate #cultureleics
* Make sure you have photo permissions for everyone who appears in the photos (see above).
* Please use your social media to help promote any workshops that are open to the general public (do not promote ones that are invitation only as this can create confusion) and the finished artwork.
* You must not post anything that could bring LCC into dispute or contravenes our social media policy.
* Please see LCC’s social media acceptable use policy which applies to all staff, including freelancers. Appendix B.

**Evaluation**

* We collect 2 types of evaluation, the Illuminate survey which is mandated by ACE and our own Impact Survey.
* The Illuminate survey must be given to everyone taking part, usually as a QR code, but paper copies are available.
* The Impact Survey should be given to all workshop participants, it can be sent to them afterwards via email. Your CPW will discuss the best way to administer it.
* You can request volunteer support to help with evaluation.
* Evaluation is extremely important to us as we are required to submit evidence to ACE and it directly impacts future funding. We know that evaluation can seem like a nuisance during workshops, but it’s vital to our ongoing work.
* We are happy to share data from the evaluations with you, please speak to the CPW if you want to access our data.
* If you wish to carry out any additional evaluation for yourself please speak to the CPW, you must not give out additional evaluation without prior agreement from LCC.

**Risk Assessments**

* You are required to carry out a risk assessment (RA) for your activity in addition to any other RA the venue has in place. Although it is your responsibility to risk assess your activity, you will be supported to make sure it is in line with LCC policy.
* Risk assessments must include health and safety and safeguarding.
* We will share the RAs the venue has in place already and you can find a template for your own RA in appendix C.
* Please submit your RA to the CPW before the activity starts, they will disseminate to any other relevant parties.

**Insurance**

* You are required to have appropriate insurance in place for the activities you have undertaken. Please submit a copy of your insurance policy to your CPW at the start of the project. You can discuss insurance requirements with your CPW at the start of the project if you are unsure.
* If you have any questions about insurance please contact Louise Sharples.
* Please see LCC’s Public Liability insurance Appendix D.

**Operational and Political Sensitivities**

LCC is a branch of local government and therefore we have to give consideration to things non-governmental and commercial organisations may not.

While cocreation, coproduction and codelivery is at the heart of our service ethos we also have to work within the parameters of our organisation and adhere to certain legal requirements.

There may be instances where proposals for content are inappropriate for LCC to align with.

It is not the role of the CP to involve any civic dignitaries, politicians or government officials in any capacity. If you wish to involve people who hold these role please discuss with your lead project contact at LCC as early as possible.

You must not use your time as an LCC contractor for other commercial activities, such as selling products and services.

You must not use the creative work you produce for LCC to market products or services or allow others to do so (e.g. including company logos).

You must not use the work you produce for LCC to promote or endorse political parties, campaigns or slogans.

You will be expected to consult with your CPW on a regular basis. Where you are unsure about something always ask your CPW.

**Information Security**

Information security is extremely important and protects all of us. As a creative practitioner leading workshops you may handle people’s personal and sensitive data when administering registers, photo permission forms and evaluations. You may also be party to personal or sensitive information shared digitally. Good information security practices protect you as well as the people you’re working with and LCC.

In the UK, there are two data protection laws that we must follow. These are the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

You need to abide by our information security guidelines, please see Appendix E.

**Equality, Diversity and Inclusion**

Culture Leicestershire is committed to actively ensuring equality, diversity and inclusion across all our work and we expect all our contractors, volunteers and partners to uphold our high standards. We are committed to the Equality Act 2010 and urge partners and contractors to familiarise themselves with it. <https://www.gov.uk/guidance/equality-act-2010-guidance>

Those working with us must not discriminate directly or indirectly against anyone on the ground of any of the protected characteristics:

* + being married or in a civil partnership
  + sex
  + [being pregnant](https://www.gov.uk/working-when-pregnant-your-rights) or on maternity leave
  + [disability](https://www.gov.uk/definition-of-disability-under-equality-act-2010)
  + gender reassignment
  + race including colour, nationality, ethnic or national origin
  + religion or belief
  + sexual orientation

Furthermore, we seek to actively promote the inclusion of minority and marginalised groups, as well as those with additional access needs in our venues, projects and activities.

If you need support in meeting the additional needs of any participants please speak to your CPW and we will do our best to provide necessary support. This may include, but is not limited to, disabilities, conditions such as dyslexia, physical and mental illness and maternity.

If you wish to have further training on any EDI matters please speak to your CPW.

**Volunteering**

Volunteering is embedded in all our projects. We are committed to opening up volunteering to as many people as possible and value the time, commitment, expertise and experience volunteers bring to our projects and services.

Volunteering can also give you more support with the project. We have volunteers who can support workshops in various capacities, support specific groups, offer expertise such as translation, cultural insight, research, creative skills and experience.

We expect all our CPs to actively embrace volunteering and support and direct the work of volunteers at their workshops.

If you think you would benefit from volunteer support please speak to your CPW at the earliest opportunity.

All our volunteers receive initial training and have a designated volunteer manager. If you have any concerns or issues with volunteers please speak to your CPW or our Volunteering Manager, Pippa Vidal Davies.

**Working Together**

The **partnership agreement** covers the roles and responsibilities for you and Culture Leicestershire. As well as workshops and artistic work you are expected to attend one-to-one meetings and working group meetings to plan and manage the project.

The **regular one-to-one meetings** with the project lead are to plan, feedback and discuss any problems that may arise. Your CPW is there to support you and work through any problems. You are also free to contact them at anytime and they will respond in their working hours.

**Good communication** is the key to a successful working relationship, therefore please raise any issues as soon as possible and keep us up to date with how things are going. It is important that all partners respond in a timely fashion to emails etc, three working days is generally considered a reasonable response time for non-urgent emails.

**Your CPW** is your first point of contact for any problems, they should provide you with an alternative contact if they are going to be on leave. If you have a problem that cannot be resolved by the CPW please contact Amanda Hanton.

**Your personal goals** are important to us and we want to help you achieve them, you may want to share them in the format below. Please let your CPW know at the start of the project about any personal development ambitions you have that this project can support.

**Equity of opportunity** for engagement is core to our work. We are committed to providing active support to promote equal opportunities in line with the Equalities Act 2010. If you have any additional access/wellbeing needs please let us know and we will do our best to provide necessary support. This may include, but is not limited to, disabilities, conditions such as dyslexia, physical and mental illness and maternity.

At the end of the project there will be an opportunity for mutual **feedback**. This is an opportunity to recognise success, identify what we can learn from and discuss the overall project and working relationship.

**Checklist**

* Building induction/pass
* Partnership agreement signed
* Terms and Conditions document signed
* Insurance documents provided to Culture Leicestershire
* Risk assessments provided to Culture Leicestershire
* Supplier set up completed
* PO number received
* Invoice sent
* Dates of one-to-ones agreed
* Dates of workshops agreed

**My goals for this project:**

**My wider ambitions and how this project can support them:**

**Questions for CPW**

Appendix A



Appendix B



Appendix C



Appendix D



Appendix E

