



# Curiosity Club

Volunteer handbook

# Welcome to the Curiosity Club team!

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Thank you so much for joining the Curiosity team as a volunteer!

We are so grateful that you are giving your time to help children and young people have brilliant creative experiences. We hope you have a great experience too.

At Curiosity Club equity, access and inclusion are important to us. This handbook mainly focuses on what we need to do to ensure the Curiosity Club sessions run well and the children have a great time. But your wellbeing also matters to us, so if there is anything we can do to ensure you have the best experience and can be your best self please let us know. You can email Jenny:

[jenny@curiosityproductions.co.uk](mailto:jenny@curiosityproductions.co.uk)

or call/text/ WhatsApp on 07967 187822





# Curiosity Club

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We provide playful, creative, inclusive experiences, events and activities that nurture imagination, boost confidence, build skills and enhance wellbeing. We have been running Curiosity Club activities for children and families in Wolverhampton since 2023.

Our Curiosity Club inclusive holiday activities are usually aimed at children aged 5-13. They offer creative opportunities such as crafts, painting, music, drama, dance, den building and lots of fun and games. We also provide healthy meals and snacks.

Our Curiosity Club family days offer an opportunity for families to get creative and have fun together, these sessions often include an opportunity to see a professional family show, as well as creative activities such as crafts.

There is more information available here: [Curiosity Club – Curiosity Productions](#)



# Usual timetable for Curiosity Club holiday activity days

8:30am / 9am latest	Set up
9:55am	Doors Open
10am	Breakfast (last orders 25 past)
10:30am	Name games, shared values, split group into 2
11am	Session 1 - Tigers in craft room, Lions in activity room
12pm	Prepare for lunch – send children outside for 10 minute break.
12.15pm	Lunch
1pm	Session 2 - Tigers in activity room, Lions in craft room
2pm	Clear space, short break with biscuits, child feedback (conversations & activity sheets)
2:25pm	Open doors downstairs and meet parents for home time
2.30pm	Home time
2.45pm	Team cuppa and feedback
3:00pm	Clear up



# Practical info – what we provide

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- Travel expenses & bus scratch cards for volunteers
- Lunch is provided if you are volunteering for a full day– eating with the children in the main hall or quiet room. Make sure you tell us your dietary requirements.
- Training
- Feedback and support
- References for future job applications



# Online Training

**There is a range of online training available to you that may help you in your role with Curiosity Club, and also for any future work or volunteering opportunities:**

**Wolverhampton Safeguarding Together - online Safeguarding Training.** <https://cwclearning.wolverhampton.gov.uk> We ideally would like everyone to do the basic and intermediate safeguarding training. Please follow the sign-up guidance and enter the correct information in the extra drop-down boxes as the sign-up process can be quite glitchy. You need to select 'Safeguarding' in the 'select an audience' dropdown, and write 'Curiosity Productions' in the Other Fields, Partner Organisation section.

**Food Allergy Awareness** [Home](#) | [FSA Food Allergy Training](#)

This is really helpful training to help you think about food allergies and intolerances, we do have quite a few children and team members with allergies and dietary requirements, so if you can do this free training, that would be great, but it's not compulsory.

**How to use an Epi-pen** [How To Use: Administering Your EpiPen®](#) | [EpiPen®](#)

We usually have at least one child attending with an epi pen, and sometimes staff members. If you are a first aider it is useful to familiarise yourself with how to use an epi-pen, there's some very simple instructions and a video at this link. Even if you're not a first aider this is useful knowledge to have just in case you find yourself with someone who needs an epi-pen and they are unable to administer it themselves, it could save a life.

**Counter Terrorism awareness training** [ACT Awareness e-Learning](#) | [ProtectUK](#)

If you complete any of this training please send a copy of your certificates to [jenny@curiosityproductions.co.uk](mailto:jenny@curiosityproductions.co.uk)

## **Child Centred and Trauma Informed Approach**

We have a child centred and trauma informed approach to our work. Here are some useful films to give you an introduction into this way of working:

- Why I am Rude film - [Cambridgeshire County Council's video 'Why I am rude' - a poem about our perception of 'behaviour'.](#)
- An introduction to trauma informed practice: [Opening Doors Trauma Informed Practice for the Workforce on1080, Mp4](#) - WARNING the content of this film may be distressing.
- Dan Siegel's hand model of the brain: [Dr Dan Siegel's Hand Model Of The Brain](#)
- Why Do We Lose Control Of Our Emotions – hand model of the brain film for kids: [Why Do We Lose Control of Our Emotions?](#)



# Policies

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- You can find all of our policies here:

[Our Policies – Curiosity Productions](#)

Please take the time to read through these so that you are aware of relevant procedures.

You should also receive a safeguarding handout. Please contact us if you do not have a copy of this.





# Safeguarding - who to contact

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- Any concerns or questions go direct to Jenny (DSL) – 07967 187822 or Taneesha (DDSL) when Jenny isn't there.
- If the child, young person or adult is at **immediate risk** of **serious harm** dial 999

**If you have Safeguarding concerns for a child and cannot contact Jenny (Designated Safeguarding Lead)**

- Tel: 01902 555392 (Monday - Thursday 8:30am – 5:00pm and 8:30am - 4:30pm on Fridays)
- Out of hours: 01902 552999

**If you have a concern about inappropriate or harmful behaviour by someone in a Position of Trust. Contact Wolverhampton's Local Authority Designated Officer, Kenny Edgar**

- Tel: 01902 550661
- Secure email: [LADO@secure.wolverhampton.gov.uk](mailto:LADO@secure.wolverhampton.gov.uk)







# Safeguarding - keeping children safe

- Balanced relationships should be built based on mutual trust which empowers children and vulnerable adults to share in the decision-making process.
- Team members should not enter into inappropriate relationships with children, young people or vulnerable adults.
- Always put the welfare of each child, young person and vulnerable adult first, before creative projects or achieving goals.
- Physical contact between the team members and children, young people and vulnerable adults should only be used in a safe, consensual and appropriate manner and with their consent. The purpose of this contact should be made clear.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Take care when joking with children and young people that you are not making any comments that could upset them or feel like teasing and bullying. Also stop any behaviour like this between children and young people.
- Aim to avoid being alone with children. Keep doors open in the quiet room.
- Do not enter the toilets with children.
- Where possible use the downstairs toilets yourself whilst children are in the building.



# Health & Safety

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- Most health & safety is common sense – please vigilant and ensure you are minimizing risks to yourself and others at all times.
- Do not come in if you are unwell and you may risk infection of other team members of children or negatively impact your own health further. Inform Jenny as soon as possible if you are unable to attend - 07967 187822.
- Use safe lifting and carrying methods.
- Ensure the barrier at top of stairs is always in place.
- Be aware of where fire exits are and always keep them clear, get people out not personal possessions.
- Make sure any sharp/ dangerous equipment and cleaning items are on your person or shut away out of reach.
- Ensure everyone wears high vis jackets when in the park and do head counts every 15 minutes.
- If there is the threat of a violent attack – Run, Hide, Tell – see [ACT Awareness e-Learning | ProtectUK](#)





# Food safety

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- Follow cleaning schedule and procedure.
- Wash hands thoroughly before handling food.
- Prepare items containing allergens last.
- Use separate equipment for:
  - Preparing fruit and veg
  - Preparing 'free from' items
  - Preparing items containing allergens
- Clean sink before and after washing fruit and vegetables.
- Keep food chilled and not out of the fridge for more than 4 hours.
- Make sure food is clearly labelled with dates and allergens
- Only put small amounts out and top up to avoid food waste.
- Do not bring anything containing nuts with you to sessions.
- Children with dietary requirements will have a wrist band and need to be served first.





## Sustainability

We aim to minimise our impact on the environment by:

- Using recycled and recyclable materials where possible
- Recycling and composting as much waste as possible
- Using eco products where possible
- Minimising food waste
- Encouraging use of public transport



# Child centred approach

## Equity, Access and Inclusion

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- Equity, access and inclusion is central to everything we do.
- Be mindful of language you use - e.g. 'is there an adult with you? Or who is collecting you today?' Instead of 'where/ who is your parent?'
- Ask how you can help rather than asking what the problem is.
- Give children space to find their own solutions and give their ideas
- We have a quiet space that both children and team members can use if they get sensory overload in the main activity spaces.
- Do not take the behaviour of children or parents/ carers personally. There is likely to be a reason why someone is behaving in a negative way, linked to stress and/or trauma.
- [Why I am rude - film](#)
- More info about our approach: [What makes a community arts session fantastic for children? – Curiosity Productions](#)



# Five To Thrive – building blocks for positive engagement



5. TALK – Finally add the narrative

4. PLAY – Communicate care non-verbally

3. RELAX – Regulate the stress you pick up from connecting

2. ENGAGE – Enable the other person to connect with you

1. RESPOND – Switch on to meet needs



# How you can support the children in sessions

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- Join in
- Listen to instructions so you can repeat them to children who didn't hear or understand.
- Encourage and invite participation (don't force, observing for a while is fine).
- Ask open questions to prompt ideas and encourage them to take the activity further
- You can adapt activity to be seated if that is more accessible to you, and it also shows children different ways to engage.





If you have any questions please  
contact Jenny:  
[jenny@curiosityproductions.co.uk](mailto:jenny@curiosityproductions.co.uk)  
07967 187822

