

Finance Policy

Purpose

The purpose of this policy is to provide guidance to the trustees (management committee) who are involved with managing Clipston Village Hall's funds and to ensure that there are adequate internal financial controls over the charity's assets and their use.

Scope

This policy covers all financial activities associated with Clipston Village Hall. The individuals falling within the scope of this policy include all trustees (committee members) and especially the Treasurer.

Trustee responsibilities

The trustees must manage the assets of the charity in accordance with the Clipston Village Hall Trust Deed dated 11th August 1972. Furthermore, the trustees accept and implement the guidance provided by the Charity Commissioners in the management of its operations.

- The trustees must ensure all buildings and other property of the charity are kept in repair and sufficiently insured against fire, theft, public liability and other insurable risks. A fixed asset register is kept for any items of significant value.
- The trustees are under a duty to ensure that the charity keeps proper books and records and that an annual report is written to accompany the end of year accounts. Trustees will appoint one of them as Treasurer to perform these tasks. Trustees will formally approve the charity's annual accounts and report and ensure they are scrutinised.

Trustee liabilities

If funds are lost through trustees neglecting their duty of care they could be held personally liable to repay to the charity the funds lost. However, if reasonable controls are in place and have been adhered to, then trustees are unlikely to find themselves in the position of having to make good any such loss.

Financial Procedures and Controls

1) Financial Records

- Financial records will be kept to ensure that Clipston Village Hall meets its legal and other obligations under charity law and common law.
- The Treasurer will keep the cashbook up to date showing all the transactions in the Clipston Village Hall bank/building society account(s).
- The Treasurer shall present a financial update at every meeting of the trustees (the format and content of this update is pre-agreed by the trustees).
- The financial year will end on 31st January and accounts will be drawn up each year and presented at the Annual General Meeting (which will take place in March or as soon as practicable thereafter).
- End-of-year accounts and an accompanying report will be drawn up by the Treasurer and circulated to all trustees prior to being presented at the AGM.

2) Controls over Income

- The Treasurer will account for all income received.
- All cash/cheque income will be paid into the bank without deduction and without delay.
- Cash is to be counted by the person collecting it and placed in a bag with a note showing source, date, amount and signature of collector. The cash will be handed to the treasurer who should count it in the presence of the collector (or other person if collector not present) and confirm the amount.
- Hire agreements showing the conditions of hire and confirming the purpose of hire, dates and times, rate per hour and total due must be signed by the hirer on booking.
- For one-off bookings, payments by cash/cheque will be received and logged by the Bookings Secretary and forwarded to the treasurer by the end of the month. For regular bookings, a monthly invoice will be sent to the hirer and the treasurer will check that the outstanding balance is received. For monthly use by established village groups, invoices will be sent at the half and full year.
- Donations or endowments may be received for the general purposes of the charity. The trustees are responsible for ensuring that any attached conditions are acceptable if they support the purposes of the charity and do not introduce any conflict of interest. Any that do not support the charitable purposes for Clipston Village Hall will not be accepted.

3) Controls over Payments

- Trustees are responsible for all expenditure from charitable funds and must account for how the charity's funds have been applied.
- All expenditure shall be properly documented and authorised. Every payment out of the bank account(s) will be evidenced by an invoice or proof of purchase. A minimum of two trustees are required to authorise any payment out from the charity's funds.
- The treasurer is responsible for holding all cheque books which should be kept securely. The relevant payee's name will always be inserted on the cheque before signature and the cheque stub will always be properly completed. Blank cheques will not be signed.
- Purchase orders – Clipston Village Hall does not accept liability for any financial commitment unless properly authorised. Any orders placed or undertakings given which are likely to exceed £10,000 must be minuted by the committee. Purchase orders over this value which are not accompanied by this authorisation may not be honoured.
- Trustees have a responsibility to ensure that the goods or services ordered have been received and in good order.
- Expenses – trustees/volunteers will be reimbursed for expenditure paid for personally but on behalf of the charity, providing fares are evidenced by tickets, other expenditure is evidenced by original receipts and car mileage is based on local authority scales. Where expenses are being reimbursed to a trustee, they cannot act as one of the signatories for the payment.

4) Accounts

- All funds will be held in accounts in the name of 'Clipston Village Hall' at such banks/building societies and on such terms as the trustees shall decide.
- The Treasurer will review the banking services provided to ensure that we are generating the best savings value from our reserves.

5) Reserves

- The trustees have determined a level of reserves to ensure that Clipston Village Hall's core activities could continue during a period of unforeseen difficulty. It has taken into account normal running costs, planned activities and commitments and the risks associated with each stream of income and expenditure.
- The trustees will aim to hold sufficient reserves to cover the normal running costs of the hall for 6 months (based on the highest figure in the last 5 years) rounded to the nearest thousand pounds. Reserves are currently set at £2k.
- The reserves will be designated as 'Restricted Funds' and held within a bank/building society account where interest will be earned but there is instant access.
- Any significant draw-down of funds from our financial reserve will be brought to the committee for approval.
- The Treasurer will review the level of reserve for appropriateness on an annual basis and propose any necessary changes to the management committee.

6) Fundraising and Grants

All fundraising and grant applications undertaken on behalf of the charity will be done in the name of Clipston Village Hall with the prior approval of the trustees or in urgent situations the approval of the Chair who will provide full details to the next committee meeting. Copies of grant applications will be kept and made available to trustees on request. Any grant acceptance documentation exceeding £5,000 will be brought to the trustee's attention for approval – in urgent situations this may be by email.

Version 2. Reviewed February 2022

Clipston Village Hall Management Committee

Conflict of Interests Policy

Purpose

The purpose of this policy is to provide guidance to relevant individuals who are involved with managing Clipston Village Hall and its associated activities to ensure that all such individuals act in the best interests of the charity and its beneficiaries.

Scope

This policy covers all activities associated with Clipston Village Hall. The individuals falling within scope of this policy include all trustees (committee members) and volunteers. This policy particularly applies to trustees and volunteers who are involved with the work of awarding contracts or payments to organisations or individuals providing services to Clipston Village Hall.

Definition

If an individual working with or representing Clipston Village Hall makes a decision or takes an action influenced by their personal circumstances or their involvement with another organisation, then they are in conflict of interest.

Roles and Responsibilities

- All relevant individuals have a responsibility to be aware of the potential for a conflict of interest.
- The ultimate responsibility for the management of potential and actual conflicts of interest rests with the trustees (management committee).
- All individuals associated with Clipston Village Hall management or activities have a responsibility to report any known conflict of interest to trustees.
- A register of any potential conflicts of interest will be maintained and reviewed regularly by the trustees.
- If a trustee (committee member) or volunteer has a conflict of interest, they must declare this to the other trustees and not be part of any meetings or discussions on that subject.
- If an individual's actions have been identified as a conflict of interest then the trustees must take appropriate action which after due consultation with the individual involved can include exclusion from certain activities and if appropriate resignation.

Version 1. Adopted February 2022

Clipston Village Hall Management Committee

Data Protection Policy

Relevant Legislation

Data Protection Act (1998)

General Data Protection Regulations (GDPR)

Definitions

Personal data is information about a person which is identifiable as being about them. It can be stored electronically or on paper and includes images and audio recordings as well as written information.

Data protection is about how we, as an organisation, ensure we protect the rights and privacy of individuals, and comply with the law, when collecting, storing, using, amending, sharing, destroying or deleting personal data.

Responsibility

Overall and final responsibility for data protection lies with the trustees (management committee), who are responsible for overseeing activities and ensuring this policy is upheld. All volunteers are responsible for observing this policy, and related procedures, in all areas of their work for the hall.

Overall policy statement

- Clipston Village Hall needs to keep personal data about its committee, members, volunteers and supporters in order to carry out group activities.
- We will collect, store, use, amend, share, destroy or delete personal data only in ways which protect people's privacy and comply with the relevant legislation.
- We will only collect, store and use the minimum amount of data that we need for clear purposes, and will not collect, store or use data we do not need.
- We will only collect, store and use data for:
 - purposes for which the individual has given explicit consent, or
 - purposes that are in our group's legitimate interests, or
 - contracts with the individual whose data it is, or
 - to comply with legal obligations, or
 - to protect someone's life, or
 - to perform public tasks.
- We will provide individuals with details of the data we have about them when requested by the relevant individual.
- We will delete data if requested by the relevant individual, unless we need to keep it for legal reasons.
- We will endeavour to keep personal data up-to-date and accurate.
- We will store personal data securely.
- We will keep clear records of the purposes of collecting and holding specific data, to ensure it is only used for these purposes.
- We will not share personal data with third parties without the explicit consent of the relevant individual, unless legally required to do so.
- We will endeavour not to have data breaches. In the event of a data breach, we will endeavour to rectify the breach by getting any lost or shared data back. We will evaluate our processes and understand how to avoid it happening again. Serious data breaches which may risk someone's personal rights or freedoms will be reported to the Information Commissioner's Office within 72 hours, and to the individual concerned.

In practice

- Signed hire agreements containing personal information will only be kept until the end of the financial year to which they relate or for 3 months after the hire date, whichever is later.
- CCTV recordings will only be kept for one month, unless an incident is reported to the police and the images are required by them.

Version 2: Reviewed February 2022

Clipston Village Hall Management Committee

Hiring of Premises Policy

Purpose

The purpose of this policy is to provide guidelines to all individuals and groups who hire the hall and to make them aware of its charitable status and the need for trustees to act in the best interests of the charity and its beneficiaries.

Scope

The individuals falling within the scope of this policy include the trustees (management committee) who are promoting and managing the hall on behalf of the community, especially the Bookings Secretary, and all other users of the hall.

Guidelines

Clipston Village Hall is available to all members of the community and to organisations outside of that community providing that the trustees are of the opinion that such an activity does not conflict with the charity's governing document.

The Hall is maintained both for:

- the staging of activities and events by the village hall committee for the general good of the community of Clipston and neighbouring districts
 - the hiring of the hall by local user groups and the general public.
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- Use of the hall for a function where the primary objective is deemed to support the best interests of the village hall charity and beneficiaries will take precedence over other uses. This could mean that preference is given to Clipston residents' applications over non-residents and to regular users over one-off applications but that may not always be the case and will be down to the Bookings Secretary to decide. Every attempt will be made to accommodate other prospective users.
 - As a general principal, when two or more prospective hirers apply for the same date and their requirements do not allow for compromise, the earliest application will take preference.
 - Hirers will agree to recompense the hall for damage and breakages occurring as a result of their activities.
 - Hirers wishing to serve alcoholic drinks must ensure that they comply with licensing laws.
 - Any individual or group wishing to hire the hall where children will be present (other than private parties arranged for invited friends and family) must acknowledge the need for adequate safeguarding measures by accepting the hall's safeguarding policy or providing a copy of their own policy and providing evidence that they have carried out relevant checks through the Disclosure and Barring Service (DBS).
 - Hirers should familiarise themselves with all our policies and their aims.
 - Hirers are obliged not to discriminate against any individual or group of individuals in voice, poster or advertising which refers to their use of the hall nor to use the hall to promote any such discrimination.
 - All hires are subject to agreement to our terms and conditions of use and compliance with those terms and conditions (including recognition of this and all other policies of Clipston Village Hall).
 - Hirers will be provided with a hire agreement stating the above requirements and will be expected to sign their assent prior to the hire commencing.

Charging Structure

- The rental charges for the hall will be reviewed and agreed by the trustees annually, taking into account the costs incurred in maintaining the hall and local benchmarks.
- Charges for hiring out furniture and other equipment will be set similarly.
- At the discretion of the trustees, activities deemed to be of outstanding service to the community may be offered discounted charges for both hall and equipment.

Version 2. Reviewed February 2022

Clipston Village Hall Management Committee

Environment Policy

Purpose

Clipston Village Hall recognises that our activities, and those of our users, may impact the environment. We will comply with all environmental laws and regulatory requirements and seek to promote sound environmental practice in our activities. We are committed to reducing our environmental impact and continually improving our environmental performance.

Scope

This policy applies to the decisions and actions of the trustees (management committee), extending to all volunteers and contractors. In so far as our Terms and Conditions of Hire afford, it extends to all hirers and users of the hall.

Noise Pollution

We recognise that the hall is in a residential area and want to be considerate to our neighbours. We will inform all users that it is incumbent on them to ensure noise is kept to a reasonable level including when leaving the premises and especially in the evening.

Purchasing

We are committed to incorporating environmental factors in our decision making and purchasing selections, favouring more environmentally friendly and efficient choices wherever possible/ affordable.

In practice we will:

- Use cleaning materials that are as environmentally friendly as possible.
- Seek to buy recycled and recyclable products where possible.
- When replacing/renewing any part of the building or its contents (e.g. electrical appliances), to seek ways to reduce environmental impact and improve energy efficiency.
- Use local labour and materials where available to reduce CO2 and support local trade.

3Rs – Reduce, Reuse and Recycle

We are committed to conserving resources and minimising the amount of waste we produce by reducing our usage, reusing materials and recycling waste wherever possible and practical. We will encourage users of Clipston Village Hall to do the same.

In practice we will:

- Use electronic means of communication (rather than paper) wherever possible.
- Switch off lights and electrical equipment when not in use.
- Ensure all taps are turned off and not dripping.
- Adjust heating with energy consumption in mind.
- Provide recycling bins and ask hirers to separate recycling from other waste.

Communicating, Monitoring and Review

- We will draw users attention to our environmental policy and the practical measures required of them via our Terms and Conditions of hall hire.
- We will continually monitor and seek ways to reduce our environmental impact.
- We will review this policy annually.

Version 1. Adopted February 2022

Clipston Village Hall Management Committee

Volunteer Policy

Purpose

The purpose of this policy is to provide guidance to individuals wishing to volunteer to help Clipston Village Hall.

Definition

A volunteer is someone who provide their time and skills free of charge and without expecting remuneration or other benefits from doing so.

Scope

The individuals falling within the scope of this policy include trustees (committee members) and all other volunteers. Clipston Village Hall uses volunteers in support of its aims to:

- provide a safe and comfortable place where people can gather, participate and celebrate
- provide facilities suitable for meetings, classes, activities, cafes and events
- support a range of activities/events to meet the needs of the community
- become and remain a social hub for our community

Recruitment

The hall may, from time-to-time, use posters/notices, the village magazine (The Courier), the village Facebook page, word-of-mouth and other means to request volunteers for specific and/or general purposes to meet one-off and/or ongoing needs. Villagers are encouraged to volunteer and every effort is made to match their skills to tasks to ensure their full potential is realised.

Training and Support

Training will be provided as appropriate. Volunteers can also contact any member of the management committee for support.

No volunteer will have unsupervised access to children unless appropriately vetted. Should checks become necessary they will be undertaken in compliance with legislation.

Expenses

All volunteers will have any monies relating to village hall expenditure reimbursed when a receipt is provided.

Insurance

All volunteers are covered by Clipston Village Hall's insurance policy whilst they are on the premises or engaged in any work on Clipston Village Hall's behalf.

Health and Safety

Volunteers should make every effort to operate in a safe manner with reference to Clipston Village Hall's Health and Safety Policy and Standards.

Other Hall Policies

Volunteers will have access to all Clipston Village Hall's policies and are expected to have an understanding of and commitment to them.

Confidentiality

All volunteers are required to observe confidentiality where appropriate.

Diversity and Equality Policy

Applicable Legislation

Equality Act 2010.

Purpose

To state the policy on Diversity and Equal Opportunities in relation to the use of Clipston Village Hall.

Scope

The individuals falling within the scope of this policy include all trustees (committee members), volunteers (pre-existing and new-coming), contractors and users of the hall.

Overall Policy Statement

Clipston Village Hall management committee will implement applicable legislation and work to ensure that no person protected by the legislation is discriminated against unlawfully, and that any positive obligations and duties are performed.

Aims

The committee recognises a diverse community and agrees that no individual/group should receive less favourable treatment on any grounds. No trustee (committee member), volunteer or individual/group will be discriminated against by Clipston Village Hall on the grounds of:

- Age
- Gender (including gender re-assignment)
- Race (including colour, ethnic origin, nationality, national origin, cultural heritage)
- Religion or belief
- Disability
- Sexual orientation
- Marital status
- Social background

The committee acknowledges that members of these groups are often under-represented, exposed to prejudice and stereotyping, and suffer various disadvantages within our society. We are committed to providing equality of opportunity in all areas of management, operation and in the services we provide.

Code of Conduct

- All users of the hall are treated fairly and with dignity and respect.
- Discrimination on any grounds will not be tolerated.
- Individual difference and the contributions of all individuals/groups are recognised, respected and valued.
- People's feelings and views are valued and respected.
- Offensive language or humour (e.g. derogatory terminology, racist jokes) will not be tolerated.
- Intimidation, harassment, bullying and/or abuse will not be tolerated.

Code of Practice

- Seek to ensure that all hires and activities at the hall are open to all potential users including people from under-represented groups.
- Ensure selection for volunteering, training or other benefit is made on the basis of aptitude and ability (all selection/rejection decisions will be recorded).
- Ensure any complaints or reports of discrimination, intimidation, harassment, bullying and/or abuse are taken seriously and investigated promptly, impartially, thoroughly and confidentially.
- Ensure all committee members, hirers and users are aware of this policy and seek their involvement in monitoring and reviewing it.

Version 1. Adopted February 2022

Clipston Village Hall Management Committee

Safeguarding Policy

Applicable Legislation

The Safeguarding Vulnerable Groups Act 2006.

The Children Act 1989 & 2004.

The Care Act 2014 & 2015

Purpose

In accordance with the legislation above, Clipston Village Hall recognises a duty of care and is committed to the protection, safety and care of everyone who enters our premises including children, young people and adults at risk of abuse or neglect. We also have a duty to safeguard and support our trustees and volunteers. This policy defines how Clipston Village Hall operates in the safeguarding of children, young people and adults at risk in relation to use of the hall.

Scope

This policy will apply to all trustees (committee members), volunteers, visitors, contractors, hirers and anyone attending any activity or event on the village hall premises.

Definitions

Children and young people are those persons aged under 18 years old. Safeguarding and promoting the welfare of children and young people includes:

- protecting children from maltreatment in any form
- preventing impairment of children's health and development
- providing safe and effective care
- taking action to enable all children to have the best outcomes.

An adult at risk is someone over 18 years old who:

- has care and support needs
- has experience of or is at risk of, abuse or neglect
- is unable to protect themselves against abuse or neglect or the risk of it.

If someone has care and support needs but is not currently receiving care or support from a health or care service, they may still be an adult at risk.

Principles

Clipston Village Hall Committee is committed to the following principles:

- The welfare of the child, young person or adult at risk is paramount
- All children, young people and adults at risk have the right to protection from abuse
- Safeguarding is everyone's responsibility
- All suspicions and allegations of abuse must be properly reported to the relevant internal and external authorities and dealt with swiftly and appropriately.

Procedures

Any person having a management function (includes anyone organising an activity or event at the hall) has a duty of care to any child, young person or adult at risk who use the hall. They must:

- be aware of their legal responsibilities in relation to safeguarding
- know their responsibility in the reporting of any incident or suspected incident
- not have unsupervised access to children or adults at risk unless appropriately vetted.

In addition, trustees (management committee members) must:

- be aware of the Charity Commission's expectations regarding safeguarding
- be aware of the Northamptonshire Safeguarding Children Board (NSCB) and other organisations offering support
- have completed and signed the 'Trustee Statement of Eligibility' form which includes a declaration that they have no convictions in relation to abuse
- ensure that the hall's hire agreement is in line with this safeguarding policy and that all hirers sign a copy of the hall hiring agreement

- ensure all hirers catering for children or adults at risk (other than private parties arranged for invited friends and family) produce a copy of their safeguarding policy and evidence that they have carried out relevant checks through the Disclosure and Barring Service (DBS)
- appoint a Safeguarding Lead (reviewed each year at the AGM)
- carry out an annual review of this policy.

Safeguarding Lead

The safeguarding lead responsible for ensuring implementation of this policy is Valerie Carpenter contactable on 01858 525120. Their duty includes:

- checking the hall hire agreement and suggesting any changes to it
- ensuring all trustees understand their safeguarding responsibilities
- reporting any concerns that arise, as a matter of urgency, to the relevant safeguarding agency
- knowing who to contact and where to go for support and advice in relation to an allegation, a concern or a complaint.

Information, Support and Contacts

- Charity Commission www.gov.uk/guidance/safeguarding
- ACRE Information Sheet – November 2020
- The MASH (Multi-Agency Safeguarding Hub) team in Northamptonshire - 0300 126 7000
- NSPCC helpline – 0808 800 5000
- Childline - [0800 1111](tel:08001111)
- The Ann Craft Trust (www.anncrafttrust.org)

Version 3. Edited May 2022

Clipston Village Hall Management Committee

Anti-harassment and Bullying Policy

Applicable Legislation

Equality Act 2010.

Purpose

Clipston Village Hall is committed to providing an environment free from harassment and bullying and ensuring that all volunteers and users are treated, and treat others, with dignity and respect.

Scope

This policy covers harassment and bullying which takes place within and outside of the hall, including in committee meetings, social functions or events.

This policy applies to all volunteers and users. It also covers harassment and bullying by third parties, such as contractors or visitors to the premises.

Definitions

It is unlawful to harass a person because of their age, race, colour or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, disability, religion or belief (the Protected Characteristics).

Regardless of intention, harassment is any:

- a. unwanted conduct related to a Protected Characteristic and which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them; or
- b. unwanted conduct of a sexual nature and which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them; or
- c. less favourable treatment because of the rejection of or the submission to such harassing behaviour.

Harassment can arise in some cases even though the person complaining does not actually possess a Protected Characteristic but is perceived to have it or associates with other people who possess a Protected Characteristic. A person may also be subject to harassment even if they were not the intended target.

Examples of harassment include, but are not limited to:

- a. use of insults or slurs based on a Protected Characteristic or of a sexual nature or other verbal abuse or derogatory, offensive or stereotyping jokes or remarks;
- b. physical or verbal abuse, threatening or intimidating behaviour because of a Protected Characteristic or behaviour of a sexual nature;
- c. unwelcome physical contact including touching, hugging, kissing, pinching or patting, brushing past, invading personal space, pushing grabbing or other assaults;
- d. mocking, mimicking or belittling a person's disability, appearance, accent or other personal characteristics;
- e. offensive or intimidating gestures or comments (regardless of if they were made in person, over emails, text messages or in social media content);
- f. unwelcome requests for sexual acts or favours, verbal sexual advances, vulgar, sexual, suggestive or explicit comments or behaviour;
- g. repeated requests, either explicitly or implicitly, for dates;
- h. repeated requests for social contact or after it has been made clear that requests are unwelcome;
- i. comments about body parts or sexual preference;
- j. displaying or distributing offensive or explicit pictures, items or materials relating to a Protected Characteristic or of a sexual nature;
- k. shunning or ostracising someone, for example, by deliberately excluding them from conversations or activities;
- l. 'outing' or threatening to 'out' someone's sexual orientation;
- m. explicit or implicit suggestions that employment status or progression is related to toleration of, or acquiescence to sexual advances, or other behaviour amounting to harassment.

Other important points to note about harassment:

- a. a single incident can amount to harassment;
- b. behaviour that has continued for a long period without complaint can amount to harassment;
- c. it is not necessary for an individual to intend to harass someone for their behaviour to amount to harassment;

- d. it is not necessary for an individual to communicate that behaviour is unwelcome before it amounts to harassment; and
- e. the burden is on each individual to be certain that their behaviour and conduct is appropriate and is not unwanted and, in the case of doubt, you must refrain from such conduct.

Bullying is any behaviour, be it physical, verbal or non-verbal, that is offensive, intimidating, malicious or insulting and that involves a misuse of power (e.g. a position of authority or physical strength), which can result in a person feeling vulnerable, upset, humiliated, undermined or threatened.

Examples of bullying include, but are not limited to:

- a. inappropriate and/or derogatory remarks about a person's performance;
- b. physical or psychological threats;
- c. overbearing and intimidating levels of supervision; and
- d. abuse of authority or power by those in positions of seniority.

On their own, any reasonable, legitimate and constructive criticism or comments of a person's performance or behaviour, or reasonable instructions will not amount to bullying.

Procedures

If you are being bullied or harassed, consider if you feel able to raise the problem informally with the person responsible. Clearly explain to them that their behaviour is unwanted and makes you feel uncomfortable. If you cannot speak to the responsible person (for example, because it is too difficult or embarrassing), speak to a member of the management committee who will endeavour to assist in resolving the issue informally.

Version 1. February 2022

Clipston Village Hall Management Committee

Complaints Policy

Purpose

This document aims to help you understand the complaints procedure managed by Clipston Village Hall Committee.

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

Any complaint should be brought to the attention of Valerie Carpenter (valj.carpenter@btinternet.com) who will address the issue and respond in writing. If you are not happy with the response, you will be invited to address your complaint to the whole committee, who will listen to your concerns, consider the issues and whether Valerie's response was appropriate. The committee will then decide on any further actions. We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you. In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint. If the complaint is complex, we aim to let you have a full reply within twenty-five working days. Any safety concerns that would endanger a village hall user would be dealt with immediately notice is received.

Complaints Form

Using this form to make your complaint will ensure you provide all the information we will need to investigate and respond to your complaint in full. If you prefer you can write a letter or telephone (01858 525120).

1. Name and Organisation (if applicable):
 2. Address (including postcode):
 3. Telephone:
 4. Email:
 5. Tell us about your complaint, clearly outlining:
 - a. Why are you not satisfied?
 - b. What do you want us to do to put things right?
 6. Have you tried to resolve your complaint before? (If "yes", when and how?)
 7. Any other comments?
- Signed
- Print name
- Organisation (If applicable)
- Date

Version 2. Edited May 2022

Clipston Village Hall Management Committee

Public Interest Disclosure (Whistle Blowing) Policy

Purpose

Clipston Village Hall is committed to high standards of care and ethics. This policy demonstrates the trustees' (management committee's) commitment to recognise and take action in respect of malpractice, illegal acts or omissions by its members, volunteers and/or hall users. It is the responsibility of all trustees (committee members) and volunteers to ensure that if they become aware that the actions of other committee members, volunteers or hall users might compromise this objective, they will be expected to report the matter in the safe knowledge that this matter will be treated seriously and sensitively.

Scope

The policy applies to all trustees (committee members) and volunteers. Situations may arise when it is not appropriate or the concerned person feels unable to report incidents to the most available committee member. These may include but are not limited to:

- malpractice or ill treatment of a child, young person and/or vulnerable adult
- suspected fraud
- a criminal offence is, has or is likely to be committed
- disregard for legislation e.g. health and safety legislation
- damage to the environment

Procedure for Reporting

1. All committee members and volunteers who reasonably believe they have concerns as described on the complaints form, are encouraged to discuss them with the person(s) involved.
2. In certain cases it is recognised that individuals may be reluctant to voice their concerns, particularly if the conduct or action of a colleague is involved. If this situation is applicable, the person may discuss their concerns with the Chair of the committee. If their complaint/concern relates to the Chair, they should refer to the Deputy Chair.
3. The concerned person will receive an initial written response within five working days, including details of any further action to be taken, and a full written response within seven working days of the completion of the investigation.
4. If the concerned person is not satisfied with the outcome, the committee recognises the right of individuals to pursue the matter further. The full committee would be called together to consider the concerns.

Committee Responsibilities

These are as follows:

- foster an environment where people feel able to raise concerns confidentially
- recognise that raising a concern can be a difficult experience for some
- when concerns are raised, take them seriously and consider the issues fully and sympathetically
- reassure the concerned person about protection in the event of possible reprisals or victimisation.
- treat the matter confidentially and only discuss with others on a need-to-know basis
- seek advice where necessary

Version 1. February 2022

Clipston Village Hall Management Committee

Health and Safety Policy

Purpose

The purpose of this policy is to support the trustees (management committee) in their aim to take all reasonable measures to ensure that the hall, and any equipment provided there, are safe for the purposes of all users and to protect all users from risk of accident or injury.

Scope

This policy relates to the village hall building and grounds and all activities taking place therein. The individuals falling within the scope of this policy include trustees (committee members), volunteers, contractors or individuals providing services to the hall, and all hirers and users of the hall.

Roles and Responsibilities

Trustees (committee members):

- Keep the hall in a good state of cleaning, repair and maintenance.
- Ensure the hall complies with all relevant health and safety legislation, statutory requirements and best practice including regular safety checks, servicing and signage.
- Adopt a set of Health and Safety Standards.
- Carry out regular risk assessments and update the Health and Safety Standards as necessary.
- Inform all hirers and users of the Health and Safety Standards and the requirement to uphold them as part of their Terms and Conditions of Hire.
- Ensure all contractors are duly qualified/experienced, have adequate insurance and public liability cover, and have access to this policy and accompanying standards in addition to their own.
- Ensure that appropriate Public Liability insurance cover is in place.
- Display copies of the insurance, Health and Safety Standards, and fire safety plan in the foyer.
- All appropriate signage to be clearly displayed.

Volunteers and all users:

- Conduct all business and activities in a safe and considerate manner.
- Use equipment only for its intended purpose and only if competent and confident doing so.
- Take notice of all the information and signage provided at the hall.
- Adhere to the Health and Safety Standards as per the Terms and Conditions of Hire.
- Report all incidents on the premises that have or may lead to injury or damage.
- Make any suggestions to improve health and safety for users to the committee.

Hazards

A risk assessment will be conducted on an annual basis and the health and safety standards updated as necessary and dated. Where direct action/improvement is needed, a person and timeframe will be identified to address that.

Fire Safety

- Appropriate fire safety equipment will be in place and serviced annually – last serviced April 2022.

Electrical Safety

Safety inspections by authorised personnel will be undertaken, reported and reviewed by the committee on a regular basis:

- Electrical installation: every 5 years – last inspection May 2022.
- Emergency lighting: every 2-3 years – last inspection Feb 2021.
- PAT testing: every 2-3 years – last inspection May 2022.

Accidents

A first aid box, containing the accident book, is provided in the kitchen. All accidents should be recorded in the accident book and reported to the caretaker or bookings secretary. The caretaker is responsible for maintaining the first aid box and for checking the accident book and reporting all entries to the committee.

Clipston Village Hall – Health and Safety Standards – updated February 2022

The Village Hall committee are committed to the health and safety of ALL users of the hall. We have agreed these standards to minimise the likelihood of accidents and injury and we require all volunteers, contractors, hirers and users to uphold them.

- Relevant health and safety signage is displayed in all areas.
- Smoking is not permitted anywhere inside the premises.
- Adequate fire safety equipment is provided and regularly serviced.
- Fire doors are clearly signed, kept in good working order and not obstructed.
- External signage forbids the playing of ball games in the car park, this is in order to prevent breakage.
- The main door has a catch to enable it to be held open safely. Door wedges are provided for the internal doors to allow them to be wedged open safely.
- Floor surfaces are regularly cleaned and inspected for damage. A mop is provided for cleaning up any wet spills. All walkways are left clear and uncluttered.
- There is step-free access to all public areas including the main hall, kitchen and toilets. Hand rails are provided for the steps onto the stage and into the backstage storage areas.
- There are no low level windows or blinds.
- Tables are stacked in special racks in the storage areas. Chairs are kept in small stacks (max 10 chairs per stack) to avoid accidents. Do not attempt to move heavy or bulky items on your own.
- All electrical equipment is checked regularly to safety guidelines. Do not bring onto the premises any portable electrical appliances that have not been tested.
- The immersion heater, electrical switch gear and fuse boards are not accessible to children or the general public.
- Storage heaters are never covered and wires and leads are properly guarded.
- There are sufficient sockets to prevent overloading.
- Avoid over-crowding and running in the kitchen. Do not allow children in the kitchen unless properly supervised.
- Never leave portable electrical appliances operating whilst unattended. Kitchen appliances must be switched off at the socket after use.
- The temperature of hot water from the taps is controlled to prevent scalds. Do not carry water urns when full of hot water and leave to cool before emptying.
- Lighting and ventilation is adequate in all areas.
- Bins are provided outside the hall for the correct disposal of rubbish.
- All users are responsible for clearing and cleaning up at the end of their hire period. Additionally, the caretaker has a separate cleaning routine which includes the entrance hall, main hall, kitchen and toilets. All cleaning materials are kept in their original containers, stored safely and out of reach of children. Suitable protective clothing should be worn when handling cleaning or other toxic materials.
- The toilet areas are provided with toilet rolls, soap and paper towels for good hygiene practice. The caretaker re-stocks these and ensures a constant supply.
- All activities/equipment should be performed/used in accordance with the relevant instructions with training sought and provided where necessary.
- A first aid kit and accident book are provided.
- Users must report any fault or damage, incident or accident that caused or has the potential to cause injury or harm, as soon as possible, to the caretaker or bookings secretary.
- Any maintenance issues can be reported to the caretaker or bookings secretary at any time. The caretaker performs a weekly check of all areas of the hall and is authorised to deal with any urgent safety or maintenance issues.
- We hold adequate public liability insurance and the certificate for this is displayed in the foyer.

Report any Health, Safety or Maintenance issue to:

Caretaker – Angela Fellowes – 01858 525612 or Bookings Secretary – Faye Tan – 01858 525275

In an emergency:

Nearest public phone = on the High Street by the post box (turn left at the end of the driveway)

Nearest Doctor's Surgery = Torch Way, Market Harborough LE16 9HL – 01858 434523

Nearest Minor Injuries Unit = St. Luke's Hospital, 33 Leicester Road, Market Harborough LE16 7BN

Nearest A&E Department = Kettering General Hospital, Rothwell Rd, Kettering NN16 8UZ



FIRE SAFETY PLAN for Clipston Village Hall

showing Hazards, Equipment and Exits

