

Lympstone Village Hall CIO

OUR CONSTITUTION, POLICIES, PROCEDURES & WAYS OF WORKING HANDBOOK

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School Hill Lympstone Exmouth Devon EX8 5JY



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POLICY REVIEW CYCLE:

5 year rolling review cycle (agreed July 2023)

(s1) – 2022 - Our Organisation

(s2) – 2023 – Financial

(s3) – 2024 – Operational policies & procedures

(s4) - 2025 - People

(s5) - 2026 - corporate social responsibility

1. OUR ORGANISATION (Approved by the Board of Trustees 2022. 5 yearly review agreed July 2023. **First review date: 2027**)

The original Lympstone Village Hall Charity was established in 1930. The Hall was completed and opened in 1933 and extended several times since. In January 2020 a new Charity was set-up as a Charitable Incorporated Organisation and the assets including the property were transferred to the new Charity. The CIO status gives the charity and its Trustees a limited liability without the need of setting up a limited company.

Lympstone Village Hall is a vital community space and is run for the benefit of Lympstone residents and those living in the immediate vicinity.

A team of up to 15 Trustees, 8 of whom represent Village Groups who use the facilities, manage the Hall and they are supported by a Premises Manager, Bookings Coordinator, Bookings Assistant and a number of volunteers.

Our purpose: We aim to provide a safe, welcoming and well-equipped venue where local people can come together for community events and activities.

Our values: The CIO will be guided by a set of core values which will be our anchor points for every decision and interface we have managing both internal and external aspects of our business.

Integrity - Respect – Openness – Listening

What you can expect from us.

1. Integrity

We will show integrity in all our decision-making, to ensure that we are honest and operate with fairness.

2. Respect

- We will treat people with dignity and respect.
- We will value people's feelings and views
- We will not harass, abuse or intimidate any other person or group

3. Openness

We will be transparent in how we operate, and share information in a variety of ways:

- through our website
- in the local community
- through our Trustee representatives
- directly in discussion and at meetings

4. Listening

We believe that listening will help us to continually improve by enabling us to consider a wide range of views and options, as well as feelings, expectations and concerns.

- We will listen non-judgementally and carefully to all users of the hall and members of the local community
- We will listen to the Trustees who represent the local groups we serve.

What we ask of you

We ask that you treat our colleagues with respect, and understand that we are volunteers working hard to try to provide a quality service for the community.

2. FINANCIAL POLICIES & PROCEDURES

Approved by the Board of Trustees 16th September 2020. First review 2023. Review date 2028

2.1 FINANCIAL POLICY, PROCEDURES AND AUTHORITY LEVELS

2.1.1 Introduction

This policy, which is subject to regular monitoring and review by the Board of Trustees, aims to ensure that the Charity manages its financial resources effectively and economically. It covers the procedures within the following areas:

- *Budget setting and procurement*
- *Authorising expenditure*
- *Making payments*
- *Receiving income*

2.1.2 Budget setting and management reporting

Financial matters will form a standing item for all meetings of the Board of Trustees.

The Board of Trustees will agree an annual revenue budget for income and expenditure in advance of the financial year ended 31st March. Progress against the budget will be monitored through the submission of quarterly management accounts / budget reports to the Board by the Treasurer.

The Board will also agree an outline capital/project expenditure programme on an annual basis, prepared by the Treasurer in consultation with the Chair and Premises Manager. Any expenditure against this programme must be authorised by the Board of Trustees before projects commence.

The management accounts of the charity will be maintained using [Xero] online financial systems, with overnight transaction feeds from the Charity's main bank charity account [NatWest]. This allows near real-time review of income and expenditure by Charity officials.

The Charity's Financial Report and Accounts will be prepared annually (except for the first Report and Accounts) and independently examined by the Accountants appointed at the AGM.

Any expenditure to be incurred over and above the annual budget provisions will be authorised by the following:

- Revenue expenditure up to £1,000 – Treasurer and Chair
- Revenue expenditure over £1,000 – Board of Trustees
- All capital expenditure – Board of Trustees

Note that revenue and capital expenditure may be deemed to be of an "emergency" nature, particularly relevant in an environment affected by a global pandemic. In this instance, emergency expenditure over £1,000 may be signed off through an exchange of emails between Trustees, or through a Special Board Meeting convened either face-to-face or by [Zoom] online meeting technology.

2.1.3 Authorising expenditure

The people responsible for authorising expenditure are as follows:

- Expenditure on Utilities and Facilities – Premises Manager and Treasurer
- Trustee expenses – Chair (or Treasurer in the case of the Chair's expenses)
- Contractor invoices (e.g. Premises Manager and Booking Support Officer) – Treasurer
- Other expenditure – Chair, or Treasurer if within the annual budget provisions

2.1.3 Purchase invoices

The process on receipt of purchase invoices will be as follows:

- An electronic copy of the invoice will be received, and if possible, entered onto Xero financial systems by the recipient budget holder, normally the Premises Manager or Treasurer.
- The invoice will be approved on Xero by the Treasurer or Chair, after any necessary review with the budget holder and other charity officials.
- The invoice will be paid by the Treasurer, by BACS, normally within 7 days of receipt, and recorded [on Xero] as such.

2.1.4 Payments

The Treasurer and Chair have daily (real-time) access to the online financial system [Xero] and are responsible for ensuring that only payments for approved purchases have been made.

The Charity will normally pay all suppliers by BACS, within seven days. The Treasurer will arrange all BACS payments through the charity's secure on-line banking facility.

Where BACS is not possible, a cheque will be raised. For cheque payments, a single signatory is required. The following people are designated as authorised cheque signatories.

- Chair (sole signatory)
- Treasurer (sole signatory)
- Secretary (sole signatory)

An authorised signatory must not sign a cheque, or authorise a BACS payment payable to themselves.

The Treasurer will retain the Charity's chequebook in a secure location, at their home residence.

2.1.5 Petty Cash

The Charity will endeavour not to hold any petty cash. Where cash is received from customers, it will be banked within 5 working days of receipt by the Treasurer, or by another Charity official nominated by the Treasurer. No payments will be made by the Charity in cash.

2.1.6 Incoming cheques

Customers will be asked to pay by BACS. Any occasional cheques received will be banked within 5 working days of receipt by the Treasurer, or by another Charity official nominated by the Treasurer.

2.1.7 Sales Invoices and Credit Control

Sales invoices will be raised [via Xero] by the Bookings Coordinator, or by the Treasurer. Invoices will be numbered sequentially, and will include details of the original customer order.

The Treasurer will be responsible for chasing all debtors. If necessary, the Treasurer will take legal action to aid debt recovery.

2.1.8 Independent Examination

The Treasurer will liaise with the Independent Examiners in order to finalise the annual Report and Accounts, before they are formally approved by the Board of Trustees. New Trustees will be provided with the latest annual Report and Accounts when appointed.

All Trustees will be issued with the annual Report and Accounts and with the annual budget once it has been agreed. The Independent Examiners are appointed annually at the AGM.

2.1.9 Fixed Assets

The fixed assets register (FAR) is maintained by the Treasurer. Fixed Assets are defined as costing £100 or more, and having a life of more than one year. Details of the date, cost and invoice will be logged, as well as the asset serial number where applicable. Fixed assets are physically checked and reconciled to the FAR at the end of each financial year-end. Depreciation rates will be calculated according to the asset's estimated useful life.

2.1.10 Bank Debit Cards

The Premises Manager, Chair and Treasurer have corporate debit cards [issued by NatWest], with a £250 monthly limit per person. The Treasurer will review corporate debit card expenditure on a monthly basis.

2.1.11 Bank accounts

The Charity's funds will be held in Financial Services Compensation Scheme approved Banking institutions, approved by Board of Trustees. These are currently NatWest and United Trust Bank

2.1.12 Trustee Expenses

The Charity will reimburse the cost of approved expenses incurred by Trustees, contractors and volunteers (defined as workers) as set out below.

- All workers are responsible for ensuring that costs incurred are the best value for the activity.
- All expense claims will be made on the official CIO expenses claim form and be accompanied by receipts. All claims should be submitted monthly.
- For expenses related to official duties, where car travel is necessary, mileage will be paid at a rate of 45p per mile for all workers. Paid staff mileage claims will exclude ordinary commuting or private travel costs.
- All rail tickets, airfare and overnight accommodation must be authorised in advance by the Treasurer or Chair. The charity will pay the following maximum overnight expenses, excluding travel, but including meals and accommodation:
 - London - £140.00
 - Outside of London - £80.00

2.1.13 Administration of expense claims

- Claims submitted by workers will be approved by the Treasurer or Chair. Payments are made direct into worker bank accounts using BACS.
- Claims submitted by the Chair are authorised by the Treasurer. Claims submitted by Trustees are authorised by the Chair.

2.1.14 Insurance

The Village Hall insurance policy currently provides the following levels of cover:

[Ansvar Insurance via agent Norris & Fisher Insurance Brokers Ltd to 10th July 2021]

- **Buildings:** £1,366,860 including £16,240 for air conditioning system
- **Contents:** £16,240 including Electronic & Computer Equipment £1,128, reviewed when required by the Premises Manager. If an increase is necessary, a letter is sent to the charity's insurers. Cover will then be increased and the premium adjusted, in consultation with the Treasurer.
- **Business Interruption:** Loss of income £88,000
- **Employers Liability:** £10,000,000
- **Public & Products Liability:** £5,000,000 including Libel & Slander £500,000
- **Property Owners Liability:** £5,000,000
- **Loss of Licence:** £25,000
- **Personal Accident:** Death Benefit or Personal Total Disablement up to £10,000 dependent on age
- **Trustee Indemnity:** £250,000
- **Legal Expenses:** £250,000

2.2 PRICING & DISCOUNT POLICY

2.2.1 General Principles:

Preferential rates are given to village organisations and Parish residents. Residents of Courtlands Lane just outside the Parish boundary are included. Rates are reviewed annually at the first Trustee meeting following 31st March year-end for the following calendar year. Weddings are quoted at time of booking and will not change. Other events booked over 18 months in advance, ahead of published rate card are charged at the previous year's rate card and will not change. Other events books over 18 months in advance will be reserved and charged as soon as the rate card for that year is published. The Bookings Coordinator may vary charges and offer discounts on behalf of the Board of Trustees and will, if necessary, consult the Chair or Treasurer. All rates are in whole pounds.

2.2.2 Rate Card: There is a standard rate card for general bookings and one off events. (See website) This includes hourly charges for each room and service (kitchen/bar/use of projector), it also includes package prices for afternoon/evening events and children's parties. **Discounts** c.25% discount is applied to bookings from village organisations, residents and charitable organisations and these are detailed on the rate card.

2.2.3 Major Village Events: Specially negotiated rates are agreed for major village events such as theatrical performances including rehearsal time and shows. These are agreed with the Booking Co-ordinator and either the Chair or the Treasurer. These generally offer a discount in the region of 40% off commercial rates. Care is taken to ensure fairness to all village organisations.

2.2.4 Regular Bookings: The Bookings Co-ordinator may apply a package rate for repeat bookings for regular clients and may apply a tactical discount to secure a booking (for example price matching an alternative venue). A residents discount is applied for non-commercial use. Regular hirers may reserve slots up to 18 months in advance.

2.2.5 Major events e.g. weddings: These are an important income generator for the hall and are priced above normal hire rates. A 20% **discount** is applied if the clients or their immediate family are resident in Lymppstone. For Saturday weddings a package price includes exclusive use of the whole venue 5pm Friday through to 9:30am Sunday. (Tennis Club use of the Committee Room is negotiated). Use of the Wedding Package Hire for weekday weddings are quoted at a 25% discount off the Weekend Package Price.

Typical Weekend Wedding Package Price 2020

Wedding Package Hire	£1,300
Exclusive use of all rooms 5pm Friday until 10am Sunday	
Ceremony Fee* (if required)	£250
Optional Extras:	
Ceiling Drapes incl. installation & breakdown	£100
Chair Covers including laundry	<u>£100</u>
TOTAL MAXIMUM CHARGE	<u>£1,750</u>

* This does not include fees payable to DCC Registration Service

2.2.6 School use: A contract for 3 years at a time is in place between DCC and the CIO with an annual charge payable quarterly for use of the main hall, kitchen and storage. Contract review to commence 6 months prior to renewal date.

2.2.7 Bar licence and Temporary Event Notice charges. Where alcohol is being sold at an event a one-off licence administration fee of £11 is payable per event day. A Temporary Event Notice is required to vary the hall's licencing hours and this requires an application to EDDC. An EDDC fee £21 and administration fee £20 is applicable. No resident discount is applied.

2.2.8 Annual & Storage Charges. Various local organisations are allowed to use space at the Hall on an exclusive basis for storage. The fee is agreed by the Chair or Treasurer dependent on space and security required. An annual charge from 1st October is reviewed in August and invoiced in September. The Annual charge to the Tennis Club is a combination of Committee Room hire and storage cost and is agreed on a 3-year term.

2.2.9 Deposits & stage payments

Small one-off events (<£50) are normally invoiced in full at the time of booking, unless there are special circumstances, for payment within 14 days. The timing of invoicing for larger events, e.g. children's parties (> £50) are at the discretion of the Bookings Coordinator. Again, payment will be requested within 14 days of invoicing.

Major events, primarily weddings (which are generally booked 1 year+ in advance), will be invoiced as follows:

- Deposit at time of booking (25%)
- Deposit 6 months prior (25%)
- Final Payment 1 month prior (50%)

2.2.10 Other payments

- A) Bookings by regular users (e.g. classes) are normally invoiced monthly in arrears, for payment within 14 days.
- B) Large or one-off village organisation events (e.g. the Players), which may rely on the income from the event, we will invoice 7 days prior to the event date, and request payment within 14 days.
- C) Regular users are charged a refundable key deposit of £15.

2.2.11 Breakages deposit: For high-risk events (for example large events where alcohol is available), a refundable deposit of £200 may be charged at the discretion of the Bookings Co-ordinator. The calculation of whether an event is deemed high-risk or not may take into account a number of factors including:

- i) Whether the event organiser is known to the charity;
- ii) The monetary value of the event;
- iii) The likely consumption of alcohol;
- iv) The age profile of the event attendees.

2.2.12 Cancellation Charges

These will apply unless otherwise agreed:

- 8 weeks prior - full refund
- 4 weeks prior - 50% refund
- 2 weeks prior – 25% refund
- Less than 2 weeks - no refund

The Hall's terms and conditions set out the Hall's liability if the Hall is unavailable for any reason.

2.3 INVESTMENT POLICY

The Charity will adopt a LOW risk, prudent approach to its investments, as follows:

2.3.1 All funds will be held in bank accounts that are covered by the UK government's financial guarantee scheme.

2.3.2 Cash funds required for the day to day running of the charity, and for short term capital investment projects, will be maintained in a bank charity current account (at present NatWest), carrying 0% interest for positive balances, and zero bank charges.

2.3.3 Cash funds held for longer-term capital investment (typically more than 6 months ahead) will be held in an interest-bearing savings account [United Trust Bank] with relatively easy access – 100 days or less. A comparison of bank interest rates will be made at least annually, and funds may be switched to higher interest rate accounts if they are available, and they satisfy the above investment conditions.

2.3.4 Bank account providers will ideally allow the Charity to have real-time, online access, and will interface with the Charity's [Xero] financial system.

2.4 FINANCIAL RESERVES POLICY

The Trustees will review the level of financial reserves at least annually.

The current policy is to hold free reserves of at least £30,000, equivalent to 9 months' income. This level of reserves covers the working capital requirements of the charity of approximately £15,000, and any longer term uncertainties due to the nature of the contract with Devon County Council of £15,000.

If reserves exceed £30,000 at the financial year-end, the Trustees will seek to designate the balance to specific revenue and capital improvement projects, which will enhance the Village Hall's offering to users in line with its charitable objectives.

3. OPERATIONAL POLICIES, PROCEDURES AND ADDITIONAL INFORMATION

Approved by the Board of Trustees 2020. **First review date: 2024**

3.1 BOOKING POLICY & PROCEDURES

3.1.1 USERS POLICY & RESTRICTIONS ON USE

The Hall is for the benefit of the inhabitants of Lympstone and its immediate vicinity and the following apply in order of priority:

- *Use of the Hall as a Polling Station, which may require the cancellation of other bookings*
- *The Lympstone C of E Primary School has weekday priority booking for the main hall and kitchen in term times*
- *Lympstone Groups, Clubs & Societies & Lympstone Parish Council, charitable events with connections to the village*
- *Other semi-commercial events in the following order of priority*
 - *Classes for Lympstone residents only*
 - *Classes including some Lympstone residents*
 - *Classes run for people outside the village*
- *Special events e.g. weddings that generate an income for the hall*
- *Other bookings not connected to the village*

In general, when a booking is confirmed it is not cancelled in favour of a group with higher priority, however some flexibility is asked of weekly hirers to release dates for major events including village community events and those that will generate an income for the hall (e.g. weddings). Where a regular hirer is required to release an event we offer a free session in compensation and guarantee that requests will not be made more than three times a year with as much notice as possible. From time to time, we may ask regular hirers for minor adjustment to their timings in order to accommodate other groups.

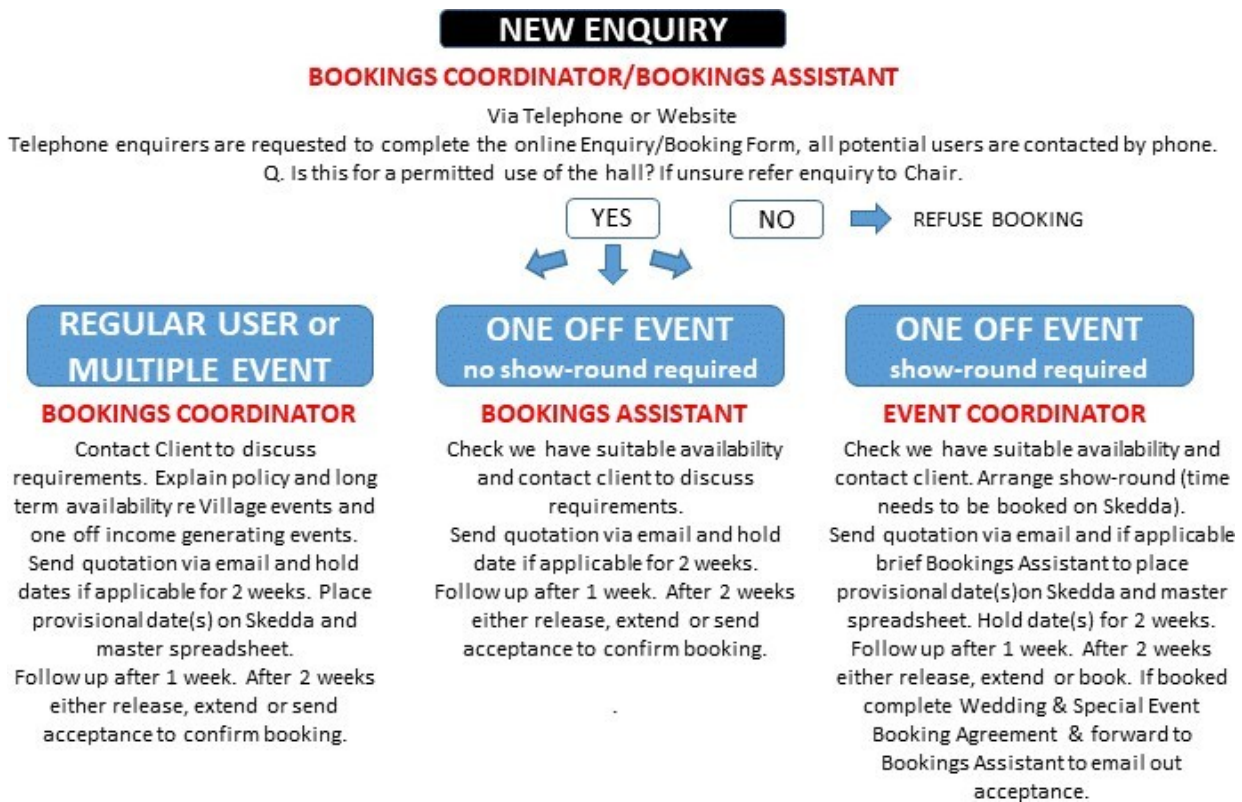
Lympstone organisations are encouraged to book up to 3 years in advance to avoid problems reserving key dates.

At all times, the bookings team ensures that events booked are appropriate for our setting and for the well-being of our premises. The following are not allowed:

- Any event in the main hall likely to cause damage to the wooden floor. For example dance groups using heavy footwear, and events involving animals
- Teenage parties including those where parents are present (exceptions may be given for a 'no alcohol' event where the hirer is known to the Trustees)
- Parties of Royal Marines including 'passing out' events
- Events after 1am
- Use of outdoor enclosed area after 10pm
- Use of smoke machines, haze machines, pyrotechnics and naked flames
- **Animals are not permitted on the premises, except for assistance animals.**

3.1.2 BOOKING PROCEDURE

The following three charts explain the current process:



BOOK EVENT(s)

REGULAR USER or MULTIPLE EVENT

BOOKINGS COORDINATOR

1. Place order on Skedda including client contact details. Skedda generates the fee which may need to be overridden for package price, special negotiated rates contract or free of charge use.
2. Send confirmation email with Acceptance Form (PDF) to Client and include link to Hirers Guide, Terms & Conditions & Temp. Covid measures. Arrange for key to be issued by Premises Manager (£15 deposit).
3. Save the Acceptance Form in PDF and 'Word' format and online booking form on One Drive in the folder for that year.
4. Enter event on master spreadsheet which is used to track bookings. This is sorted by date, enter one entry for every month the event is scheduled (year/month in date column). Add notes and colour code invoice/payment status.
5. Brief other members of the team re any special requirement. e.g. extra cleaning, use of audio, requirement for a technical briefing etc.

ONE OFF EVENT small event

BOOKINGS ASSISTANT

1. Place order on Skedda including client contact details. Skedda generates the fee which may need to be overridden for package price, special negotiated rates contract or free of charge use.
2. Send confirmation email with Acceptance Form & tailored Key Slip (PDF) to Client and include link to Hirers Guide, Terms & Conditions, & Temp. Covid measures.
3. Set-up folder on One Drive named as the date of the event (year-month-day) and include Acceptance Form and Key Slip in PDF and 'Word' format and online booking form.
4. Enter event on master spreadsheet which is used to track bookings. This is sorted by date, enter event in date order as year/month/date. Add notes and colour code invoice/payment status.
5. Brief other members of the team re any special requirement. e.g. extra cleaning, use of audio, requirement for a technical briefing etc.

ONE OFF EVENT Weddings & large parties

BOOKINGS ASSISTANT

1. Place order on Skedda including client contact details. Skedda generates the fee which may need to be overridden for package price special negotiated rates contract or free of charge use.
2. Send confirmation email with Wedding & Special Event Booking Agreement to Client and include link to Hirers Guide, Terms & Conditions & Temp. Covid measures.
3. Set-up folder on One Drive named as the date of the event (year-month-day) and include Wedding & Special Event Booking Agreement in PDF and 'Word' format and online booking form.
4. Enter event on master spreadsheet which is used to track bookings. This is sorted by date, enter event in date order as year/month/date. Add notes and colour code invoice/payment status.
5. Enter diary date for invoicing 25% on booking, 25% six months prior, 50% one month prior, send tailored Key Slip with copies of Hirers Guide and Terms & Conditions, Temp. Covid measures with final invoice

EVENT COORDINATOR

1. Be main point of contact for the client answering any queries and arranging additional show-rounds as required.
2. Contact client 3 month prior and complete Special Event Additional Information as required.
3. Brief special requirements to other members of the team as required e.g. requirement for Technical Briefing, putting up drapes, setting out tables.

INVOICING & PAYMENTS

REGULAR USER or MULTIPLE EVENT

BOOKINGS COORDINATOR

1. Invoices are generated on Xero on a monthly basis in arrears with 14 days to pay.
2. Invoice status updated on master spreadsheet.

TREASURER

3. Payments are reconciled on a monthly basis and any outstanding payments are followed up.

BOOKINGS COORDINATOR

4. Payments received are colour coded on master spreadsheet.

ONE OFF EVENT

small event

BOOKINGS COORDINATOR

1. Invoice generated on Xero and emailed to client at time of booking. Invoices request payment within 14 days or immediate payment for late bookings.
2. Invoice status updated on master spreadsheet.

TREASURER

3. Payments are reconciled on a monthly basis and any outstanding payments are followed up.

BOOKINGS COORDINATOR

4. Payments received colour coded on master spreadsheet.
5. For late bookings payment to be confirmed prior to event, diary date.

ONE OFF EVENT

large event e.g. wedding

BOOKINGS COORDINATOR

1. Invoice for 25% of total cost generated on Xero and emailed to client at time of booking. Invoices request payment within 14 days.
2. Invoice status updated on master spreadsheet.

TREASURER

3. Payments are reconciled on a monthly basis and any outstanding payments are followed up.

BOOKINGS COORDINATOR

4. Payments received are colour coded on master spreadsheet.
5. Second 25% Invoice generated 6 month prior, final invoice for payment one month prior to event, same process as above.
6. Final invoices includes an additional £200 refundable damages deposit/

EVENT COORDINATOR

7. Post event confirm to Treasurer if any damages have been incurred and replacement cost

TREASURER

8. Treasurer refunds deposit via BACS 1 week after event providing no damages incurred.

See Appendix 3 Hirers Guide & Terms & Condition (soon to be updated in 2021) & any special measures such as Temporary Covid Measures.

See Appendix 4 Acceptance Form Example

See Appendix 5 Key Slip Example

3.1.3 Cancellation Policy

Lympstone CIO welcomes bookings and wishes the hall to be well used for the benefit of the whole community. However, the trustees have the added responsibility to protect the charity, on behalf of the community, from significant loss of income in the event of late cancellation, also preventing the hall facilities from being offered to other potential users.

The impact of cancellation varies with the type and extent of each booking and to mitigate this the cancellation policy is as follows:

Booking type	Payment Schedule	Cancellation Charges
One-off bookings, eg children's birthday parties, meetings	Payment due at time of booking, plus refundable damages deposit of £50	Day time one-off events - £50 deposit Evening including Charity and Village Parties - £100 deposit.
Charity events & village parties	50% at time of booking, 50% plus refundable damages deposit of £100 8 weeks before event date	50% @ 4 weeks prior to event, 75% @ 2 weeks prior, 100% if 7 days or less to event date
Regular classes	Invoiced monthly in arrears	50% 7 days or less on first cancellation in a term, 100% thereafter unless there are extenuating circumstances e.g. injury or COVID.
Weddings	25% deposit at time of booking, a further 25% due 6 months before date of event, the final 50% and refundable damages deposit of £250 due 8 weeks before event date	50% @ 4 weeks prior to event 75% @ 2 weeks prior 100% if 7 days or less to event date
Performances / rehearsals event bookings	£200 deposit due 4 weeks before the first booked rehearsal date. Once drawn down against hall hire costs, a further £200 will be invoiced and drawn down against ongoing hire. Performances invoiced 7 days before event, payment due 7 days after.	50% 4 weeks prior 75% 2 weeks prior 100% 7 days or less including any stage in rehearsals where we are drawing down on a deposit.
Larger, whole venue bookings, eg Annual Art Exhibition, Village Show	Invoiced 7 days before event, payment due 7 days after	50% 4 weeks prior to the event, 75% 2 weeks prior 100% 7 days or less, unless there are extenuating circumstances e.g. serious illness or injury when a cancellation fee may be waived.

The management reserve the right, if there is any prior history of damage, to increase the deposit.

In addition, LVH CIO reserves the right to cancel any hiring by written notice to the Hirer in the event of:

- The premises being required for use as a Polling Station for a Parliamentary or Local Government election or by-election.
- The Village Hall management committee reasonably considering that (i) such hiring will lead to a breach of licensing conditions, if applicable, or other legal or statutory requirements, or (ii) unlawful or unsuitable activities will take place at the premises as a result of this hiring.
- The premises becoming unfit for the use intended by the Hirer.

(d) An emergency requiring use of the premises as a shelter for the victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.

In any such case the Hirer shall be entitled to a refund of any deposit already paid, but LVH shall not be liable to the Hirer for any resulting direct or indirect loss or damages whatsoever.

Extenuating circumstances will be considered by the LVH Committee to ensure there is a consistency of approach.

LVH CIO, Approved 6 September 2023

3.1.4 PREMISES & BAR LICENCE

The premises and bar licences are issued by East Devon District Council PLWA0485.

FACILITY	ACTIVITY	CURRENT LICENCE
Whole Premises	Opening Hours	09:00 – 00:30 Monday – Thursday 09:00 – 01:00 Friday 09:00 – 00:00 Saturday 10:00 – 22:30 Sunday 09:00 – 00:30 New Years' Eve (Mon- Sat) 10:00 – 22:30 New Years' Eve (Sun)
Main Hall, Function Room, Bar, Kitchen	Performance of play, exhibition of films	11:00 – 00:30 Monday – Friday 11:00 – 00:00 Saturday 12:00 – 22:30 Sunday
Main Hall, Function Room, Bar, Kitchen	Indoor Sporting Event	11:00 – 00:00 Monday – Saturday 11:00 – 22:30 Sunday
Main Hall, Function Room, Bar, Kitchen	Provision & performance of Live music, recorded music, dance, entertainment	11:00 – 00:30 Monday – Thursday 11:00 – 01:00 Friday 11:00 – 00:00 Saturday 12:00 – 22:30 Sunday 11:00 – 00:30 New Years' Eve (Mon- Sat) 12:00 – 22:30 New Years' Eve (Sun)
Main Hall, Function Room, Bar, Kitchen	Sale of alcohol	11:00 – 00:00 Monday – Thursday 11:00 – 00:30 Friday 11:00 – 23:30 Saturday 12:00 – 22:00 Sunday 11:00 – 00:00 New Years' Eve (Mon- Sat) 12:00 – 22:30 New Years' Eve (Sun)
Committee Room	Sale of alcohol/events	No licence
Outside enclosed area	Sale of alcohol	No licence
Outside enclosed area	Events	No licence
Car Park Area	Sale of alcohol	No licence
Car Park Area	Event	No licence

The Board of Trustees have agreed a revision to this licence and an application will be made in 2021.

See Appendix 6 Bar Licence Forms A-D (to be updated in 2021)

- Any hirers wishing to sell alcohol at their event must be issued with **Form A**, and must complete and return **Form B** nominating the person who is to be responsible for the bar ensuring the law and all regulations detailed in the hirers guide are complied with on the day.
- Form C** is then issued to the nominated person who is required to complete and sign the declaration **Form D** at least 14 days prior to the event.

The Secretary is responsible for the management of this process and to retain completed forms on file for 12 months after the event. They do not need to be logged with EDDC or the Police.

Any hirer wishing to extend hours outside our Premises Licence must first seek the approval of the Chair of Trustees. An application to EDDC for a Temporary Event Notice must be completed by the Secretary and the appropriate fee paid. See link below:

<https://eastdevon.gov.uk/licensing/beer-and-entertainment/temporary-event-notice/apply-for-a-temporary-event-notice/>

3.2 PREMISES, MAINTENANCE AND HEALTH AND SAFETY POLICY & PROCEDURES

The Premises Manager continually updates an extensive Maintenance Handbook that details the maintenance schedule including all health and safety requirements and this is included as Appendix 7. Key documents are uploaded to One Drive as back up, all Trustees have access to One Drive.

3.3 DISASTER RECOVERY AND CONTINUITY OF BUSINESS POLICY

The Hall has taken positive steps to reduce the risks of disruption by:

- Installing and regularly testing fire alarm and other emergency equipment (lighting, extinguishers)
- Refusing certain higher-risk bookings (see 3.1.1)
- Posting 'in event of emergency' and keyholder information inside and out
- Multiple keyholders

Some disaster / emergency scenarios could cause disruption or cancellation of individual events. Most would be capable of prompt remedy by expedient action (e.g. toilet blockages resolved by a known plumber or, if protracted, use of portable toilets). The Hall has continuity of business insurance.

For any problem to do with the building our first line of reporting and action is with the Premises Manager, with the Chair of Trustees as number 2 responder. Expenditure authorisations (2.1.2) allow for any necessary emergency action to be taken immediately.

In the event of more serious or protracted disruption, the Chair of Trustees with other available Trustees would coordinate the tasks necessary to restore normal operation, including contacting emergency services and insurers.

Possible scenarios:

- Temporary closure of building (or part) due to fire, flood, collapse, damage or sewage spill
- Loss of power supply (response varies if village-wide power loss)
- Complete toilet failure
- Failure of heating system (in very cold weather)
- Failure of component(s) of technical equipment (audio / sound / wi-fi / kitchen)
- External actions: Break in, theft, vandalism – as required, report to emergency services and insurers. The first action is to account for all Hall users, then to secure buildings (emergency locksmith etc.).
- Serious injury to volunteers, contractors, visitors - to be dealt with by 999 / emergency services (and/or defibrillator). To be fully logged in the Accident Book.
- Bomb scare - requiring immediate evacuation.

For any problem with administrative IT, the Treasurer supported by the Bookings Coordinator will take responsibility. Back up measures include:

- Bookings recorded [on Skedda] are backed up on an Excel spreadsheet held on One Drive (accessed by Bookings Coordinator and Bookings Assistant) which is backed up weekly on a memory stick by the Bookings Coordinator.
- [Xero] accounts (Cloud based) has paper back up.
- Bank accounts (Web based) has paper back up.

For any problem with the website the Chair will take responsibility.

4. PEOPLE

Approved by the Board of Trustees. **First review date: 2025**

4.1 ROLES AND RESPONSIBILITIES

- *All those working on behalf of the Hall must work within the guidance, policies and procedures set out in this handbook.*
- *Actual roles and responsibilities may vary according to the skills set of the person in the role and the time they are able to dedicate.*
- *Officers may choose to delegate responsibility and tasks to other Trustees and should be encouraged to do so to ensure more of the Team are involved with the operational requirements of running the hall.*
- *Job descriptions should be reviewed and used before and at selection processes; they can play an important part in ensuring the 'fit' with the job, especially as normal line management processes do not apply to volunteers and Trustees. They should be reviewed by the Board of Trustees every 5 years.*
- *From time to time, the Board of Trustees may define other formal designated roles which will require a job description.*

4.1.1 CHAIR JOB DESCRIPTION

Key Responsibilities:

- *To be the leading representative for the Charity and speak on its behalf, maintaining links with community figures and organisations.*
- *To advise the Board of Trustees on strategic direction, planning the long-term development of the Hall so it remains a modern, well-equipped and flexible facility that meets the needs of the local community.*
- *To build a team of volunteers and contractors that collectively fulfil the needs of running the facility in an efficient and cost effective manner.*
- *To ensure that all actions taken by the team are in line with the constitution, are legal, meet all Health & Safety requirements and comply with the Hall's Premises licence.*
- *To ensure that the Board of Trustees are fully informed on all matters, set meeting agendas with the Secretary, and Chair the Board of Trustee meetings.*
- *To ensure that all reporting to the Charity Commission is completed accurately and on time.*
- *To make essential decisions outside of Board of Trustee meetings.*
- *To deal with any formal complaints.*

Main Tasks (which may be delegated):

- Keep up to date with all Government, Charities Commission and Council legal requirements and Codes of Practice and monitor advice from Action with Communities in Rural England (ACRE) and Devon Communities Together (DCT).
- Oversee day to day operations of the hall, delegating tasks when appropriate to ensure that:
 - the Premises Manager and Bookings Team are able to fulfil their duties and support where necessary, carry out regular checks to ensure essential tasks are completed, sign off expenditure and agree hirers discount when required
 - oversee utilities and cleaning contracts with Premises Manager.
 - communication from any external source; community, hirers, press etc. are dealt with promptly and appropriately

- all marketing & communication is kept up to date including the website, posters, Hirers Guide and Terms & Conditions
- all matters relating to licensing are appropriately recorded by the Secretary and that Temporary Licences are applied for when required
- Support the Treasurer in the task of setting budgets, reviewing the Hall's pricing structure on an annual basis, and recommending any changes to the Board of Trustees.
- Keep Trustees up-to-date in-between meetings.
- Seek to ensure that good relations are maintained with all hirers and the local community.
- Ensure any formal complaints are dealt with promptly and appropriately, under CIO procedures. Report to the Board of Trustees where appropriate.
- Support the Premises Manager in dealing with any CCTV incident requiring access to the CCTV system.
- New Trustee induction
- Real time monitoring of booking and accounting systems and the bank account, and the fire alert call out #2

4.1.2 TREASURER JOB DESCRIPTION

Key responsibilities:

- *To advise on all financial aspects of the Charity, on behalf of the Board of Trustees, to ensure its short and long-term viability, setting budgets with the support of the Chair.*
- *To assist the Chair and other Trustees in ensuring that the Board of Trustees fulfils its duties and responsibilities for the proper financial governance of the Charity.*

Main tasks (which may be delegated):

- Develop and maintain financial systems and processes that provide the board and the operating committee with robust and timely financial information for decision-making purposes.
 - Maintain the financial accounting system [Xero] (cash, debtors, creditors and nominal ledger)
 - Maintain the Charity's fixed asset register
 - Pay creditor invoices, by BACS where required
 - Collect overdue debts
 - Bank monies received, other than by BACS.
 - Oversee appropriate utilisation of charity's debit cards, through real-time access to the Charity's bank accounts and financial accounting system.
- Produce annual reports and financial statements for the Board and the Charities Commission.
- Liaise as required with the Charity's independent examiners, [Thompson Jenner] and ensure prompt sign off of the Charity's annual Trustee Report and Financial Statements.
- Liaise as required with the Charity's bankers, [NatWest and United Trust Bank], ensuring that any surplus funds are properly invested.
- Liaise as required with HMRC, in particular with respect to gift aid on donated income.
- Produce annual revenue and capital budgets, and cash flow forecasts for board review, and update the board monthly and quarterly through the provision of financial reports that incorporate variance analysis.

- Long term financial planning and recommendation on the prioritisation of capital expenditure for venue improvements.
- Develop and maintain detailed financial standard operating procedures (SOPs) and internal controls.
- Review and update the Charity's investment and reserves policies annually.
- Ensure that the financial risks within the Charity's Risk Register are properly assessed and updated regularly.
- Data Protection Officer ensuring data is handled in accordance with the legislation and with CIO policies.
- Insurance review and renewal.

4.1.3 SECRETARY JOB DESCRIPTION

Key Responsibilities:

- *Provide administrative support to the Board of Trustees.*
- *Organise Board meetings.*
- *Ensure the Charity operates in accordance with its constitution.*
- *Submit timely reports to the Charity Commission.*
- *Maintain the Declaration of Interest Register.*
- *Submit licence applications.*
- *Maintain the Complaints Log.*
- *Schedule and lead the ongoing review of this handbook.*

Main Tasks (which may be delegated):

- To manage the calendar of meetings in accordance with the constitution.
- To prepare quarterly Board of Trustee meeting agendas in consultation with the Chair and other Trustees, and to circulate with any supporting documentation at least 1 week in advance of the meeting.
- To record the minutes and circulate within 1 week after the meeting.
- To ensure that minutes are approved at the following meeting and maintain an ongoing hard copy and electronic version.
- To ensure all key documents are safely stored and archived.
- To ensure all actions agreed at meetings are followed up.
- To call and publicise the AGM in accordance with the constitution, and record and circulate the minutes.
- To log any complaints received, both formal complaints and informal complaints where a financial compensation has been agreed - and update the Trustees at quarterly meetings so that trends and areas for development can be identified.
- To update the Charity Commission Register of Trustees and ensure annual accounts are filed in time.
- To record and monitor Trustee appointments and ensure that Trustees reaching the end of their Term of Office are either re-appointed or replaced in accordance with the constitution.
- To ensure the Hall has and maintains appropriate licences for the premises, the sale of alcohol and the performance of music.
- To ensure any declaration of interest is requested at all meetings, and a log of such is recorded.
- To recommend to the Board of Trustee any updates required to this handbook and manage the process.

- To assist the Chair in producing the Annual Report.
- To assist with Trustee induction.

4.1.4 PREMISES MANAGER JOB DESCRIPTION

Key Responsibilities:

- *To ensure that the Hall is safe to use and compliant with all relevant Government and local authority regulations.*
- *To manage the operation of the hall to ensure that the building, equipment and services are maintained in good condition and available to hirers.*

Main tasks (which may be delegated):

- Continually review legislation to ensure operation of the Hall complies.
- Specify, plan, conduct and record a rigorous and comprehensive test and inspection regime.
- Manage any requests for improvement to operation and services as directed by the Chair and Board of Trustees.
- Manage emergency and exceptional maintenance requirements and escalate as appropriate.
- Manage procurement of services, equipment and consumables to ensure best value at all times. Where options exist, to evaluate and recommend the best approach.
- Manage all service contracts to ensure compliance and that their activities never jeopardise the safety of occupiers or the building itself.
- Monitor and schedule on-line services including air conditioning, external lighting, audio services and water heating.
- Manage CCTV system operation, data security and usage compliance.
- Accept direct responsibility for the cleanliness of the hall through the appointment and management of cleaning contractors and volunteers.
- Ensure that sufficient stock of consumables is maintained at all times.
- Be proactive in anticipating hirer needs and seek to ensure their comfort at all times.
- Ensure that planned maintenance is always undertaken to minimise impact on hirers of the hall.
- Deal with minor operational issues reported by hirers. Report any formal complaints to the Secretary so they can be investigated. If compensation is appropriate, to liaise with the Bookings Coordinator.
- Maintain an honest record of costs and assist with budget planning through the accurate allocation of costs.
- Receive, manage and audit incoming invoices and submit [to Xero] for approval and payment.
- Ensure that operation and use of the Hall complies with insurance requirements.
- Link with the Treasurer to ensure that there is always adequate insurance cover through regular reviews and formal assessment prior to renewal.
- Keep an accurate record of all activities undertaken, and hold certificates as evidence.
- Keep the Chair and Board of Trustees fully informed by the production of itemised time reporting, management reports, and the maintenance of accurate online records.
- Develop and maintain a comprehensive maintenance handbook and associated drawings to ensure continuity of service irrespective of who is responsible for maintenance.
- Maintain an accurate inventory of equipment and keys.

4.1.5 BOOKING CO-ORDINATOR JOB DESCRIPTION

Key Responsibilities:

- *To set up, develop and maintain systems, with the Chair.*
- *To manage and oversee the bookings system.*
- *To facilitate regular hirers bookings.*
- *To oversee the Bookings Assistant, who will deal with one-off bookings.*
- *To issue invoices.*
- *To maximise booking capacity, by negotiating timings with regular hirers, to ensure the Hall is used to its greatest potential.*
- *To ensure village organisations are accommodated where possible.*
- *To ensure all events booked are appropriate for our setting and excluded events (as described in 3.1.1) are not permitted.*

Main Tasks (which may be delegated):

- Day to day liaison with regular hirers, manage regular bookings.
- Seek to ensure that good relations are maintained with all hirers and the local community.
- Updating the booking system, control documentation and spreadsheets.
- Complete Acceptance Forms and Key Slips for new bookings, and maintain and back-up these records.
- Answer Bookings Line enquiries, voicemail and website enquires (on a rota basis with Bookings Assistant).
- Respond to questions from hirers/potential hirers promptly, referring decisions or queries the Chair when needed.
- Have initial dealings with enquiries for large one off events including weddings, and then refer the enquiry to the Event Coordinator.
- Liaise with the Premises Manager to ensure all special requirements and cleaning needs are met.
- Resolve any informal complaint promptly (offering compensation up to 50% of the hire charge where applicable up to a maximum of £100) and refer any formal complaint to the Chair. Report all formal complaints and informal complaints where financial compensation has been given to the Secretary, to be logged.
- Send invoices to regular hirers on a monthly basis and update payment status on the master spreadsheet.
- Send invoices to one-off hirers at the time of booking confirmation.
- Ensure regular data back-ups are actioned.
- Provide quarterly updates on bookings to the Chair and attend quarterly Board of Trustees meetings as an advisor.
- Be part of the interview panel for the Bookings Assistant, be responsible for their training and manage their work.

4.1.6 EVENT COORDINATOR JOB DESCRIPTION

Key Responsibilities:

- *To gain revenue by generating event bookings including weddings.*
- *To be the main point of contact for hirers of large events.*
- *To ensure events run smoothly, that hirers are aware of the facilities and their obligations.*
- *To input into the marketing strategy and pricing policy*

Main Tasks (which may be delegated):

- Show-rounds, selling the advantages of the venue.
- Entering show-round times on the bookings system [Skedda].
- Quotations, including staged-payments schedules, and refundable damages & breakages fees.
- Completion of Special Event Booking Forms for bookings, and share with the Bookings Team.
- Liaison with the Bookings Team, who will enter event dates [on Skedda], update the control spreadsheet, and action the deposit invoice.
- Ongoing communication with hirers, answering questions, arranging additional show-rounds for staff, helpers etc.
- Liaise with the Premises Manager re putting up drapes when required.
- As the main contact for set-up day, ensuring all concerned are briefed on the use of facilities.
- As the main contact for breakdown, ensuring the venue is cleared and checked for breakages and damages. If any damages or breakages have occurred, to agree the cost with the Chair, and to brief the Treasurer regarding the damages/breakages deposit refund.
- Resolve any informal complaint promptly and refer any formal complaint to the Chair. If compensation is appropriate, liaise with the Bookings Coordinator. Report formal complaints to the Secretary to be logged.

4.1.7 BOOKINGS ASSISTANT JOB DESCRIPTION

Key Responsibilities:

- *To facilitate new one off bookings.*
- *To respond to queries from hirers and potential hirers over the telephone and by email.*
- *To ensure all events booked are appropriate for our setting and excluded events (as described in 3.1.1) are not permitted.*
- *To provide cover in the absence of the Bookings Coordinator, dealing with regular hirers as required.*

Main Tasks (which may be delegated):

- Manage one off bookings for small events received via online bookings form, email or by phone.
- Check availability for events on booking system [Skedda]
- Use rate card to cost hire, refer any request for discount to the Bookings Coordinator.
- Have initial dealings with enquiries for large one off events and smaller events where a show round is required and then refer the enquiry to the Event Coordinator.
- Refer enquires or queries from regular hirers to the Bookings Coordinator.
- Keep the booking system, control documentation and spreadsheets updated.

- Complete Acceptance Forms and Key Slips for new bookings, maintain and back-up these records.
- Answer Bookings Line enquiries, voicemail and website enquires (on a rota basis with Bookings Coordinator).
- Respond to questions from hirers/potential hirers promptly, referring decisions or queries to the bookings Coordinator or the Chair when needed.
- Liaise with the Premises Manager to ensure all special requirements and cleaning needs are met.
- Refer any queries regarding lost property to the original hirer who is responsible to ensure the building is cleared at the end of hire. Failing that check with Premises Manager.
- Refer any complaint to the Bookings Coordinator.

4.2 INTERNAL MANAGEMENT & SUCCESSION PLANNING POLICY & PROCEDURE

How the Hall operates and is managed must meet high standards of integrity and comply with a raft of regulatory and legal constraints. However, it is also likely to evolve over time and the 'flavour' of management will depend on the approach taken by trustees generally and officers specifically. This section sets out principles and a broad approach, not specific rules.

4.2.1 GENERAL PRINCIPLES

The operational management of the Hall demands a great deal of flexibility as it depends entirely on the skills of volunteers and how much time they are able to dedicate. The core Officers of the Charity - Chair, Treasurer and Secretary have an obligation to fulfil the requirements of their job description but in fact may do much more. Finances permitting, paid contractors in the roles of Premises Manager, Bookings Coordinator and Bookings Assistant will support the Officers and report to the Chair. It may be desirable to appoint a Vice Chair to strengthen the management team. Additional roles may need to be developed to strengthen the management team.

Whilst the Trustees representing village organisations may not wish to be involved with the day-to day management of the Hall, they should be encouraged to do so. The seven appointed Trustees are recruited for their skills set and should be expected to contribute beyond the requirement to attend Board of Trustee meetings.

4.2.2 THE IDEAL TEAM

A wide range of skills and the ability to 'get on' is essential. Specific skills members of the Team should have include: business & facilities management experience; finance; marketing & communications; hands on website management and social media; hands on current office IT; fundraising; technical skills. Recruitment of Trustees (see 4.5.1) should focus on this.

Collectively the Team should ensure that the Hall:

- is maintained to an excellent standard at all times, meeting all health & safety and environmental legislation requirements
- provides an excellent customer experience and good value for money
- is marketed in a professional manner

- has a simple and efficient booking and invoice procedure that is both fast and friendly
- is financially sound, with detailed forecasting and budgeting, whilst serving the local community
- has systems and policies in place to support its activities and objectives
- has a long term plan for continued improvements to ensure it remains a modern facility meeting the needs of the local community and other hirers and hence is:
 - good for the community it serves
 - able to cope with changing needs and unexpected events

The meetings of Trustees and any communications should be managed to achieve these.

4.2.3 SUCCESSION AND CONTINGENCY PLANNING

Each role (officers and 'staff') should be clearly defined (see Job descriptions in Section 4.1). Where possible, those in key roles should be open and clear about how long they intend to remain in post to allow for a smooth transition when they leave. Ideally, the successor should be pre-agreed and a period of job share/shadowing be planned-in.

It is key to recognise that the work areas of officers may need to be flexed to meet the needs of the new incumbent both in terms of the skills they can provide and how much time they are willing to devote.

Given the nature of volunteering and the typical age profile of volunteers, key roles may become vacant at short notice for either health reasons or people simply changing their mind. Each key role - Chair, Treasurer, Secretary, Premises Manager, Bookings Coordinator should have a Trustee or group of Trustees well briefed on the job requirements, processes and procedures to support the person in that role, and who may be nominated to provide emergency cover if a vacancy occurs or the incumbent is temporarily incapacitated. These Trustees may not wish to take on the role permanently and may already fulfil a key role, but will be able to provide cover until the vacancy is filled.

4.3 CODE OF CONDUCT

This code is designed to allow the Village Hall team to function efficiently and to understand what conduct is expected of volunteers and Trustees of Lympstone Village Hall, and of individuals when they are operating as a volunteer or as 'staff' of Lympstone Village Hall. The key aim is to be clear about the conduct expected of our representatives

4.3.1 THE PRINCIPLES

- **SELFLESSNESS:** Members of the team should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their families or their friends.
- **INTEGRITY:** Members of the team should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
- **OBJECTIVITY:** In carrying out Village Hall business, including making appointments, awarding contracts, or recommending individuals for rewards and benefits, committee members should make choices on merit, and value for money.
- **ACCOUNTABILITY:** Members of the team are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their role.

- **OPENNESS:** Members of the team should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.
- **HONESTY:** Members of the team have a duty to declare any private interests relating to their public duties at the appropriate time and place and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **LEADERSHIP:** Members of the team should promote and support these principles through leadership and example.

4.3.2 OBLIGATIONS

- **EQUALITY AND DIVERSITY:** Individuals must comply with Equal Opportunities legislation and the agreed relevant equality and diversity policies of Lympstone Village Hall.
- **BEHAVIOUR DURING FORMAL MEETINGS:** All Trustees should be aware of Charity Commission guidance and of the LVHCIO constitution. The behaviour of participants at Board meetings and informal meetings is important to the success of the meeting. Effective meetings can be achieved if all individuals are committed to some simple ground rules for behaviour before and during meetings.
 - Be properly prepared for meetings by reading the paperwork beforehand and by committing to attending meetings as required.
 - Individual and personal disputes should not be allowed to affect conduct within the meeting but should be resolved elsewhere.
 - All contributions to the meeting should be addressed via the Chair.
 - All comments and queries should be directed to the whole meeting via the Chair.
 - All contributions should be delivered and received respectfully.
 - Individuals should above all remember that collective decision making means not always getting the decision you want and accepting the responsibility of abiding by majority decisions. Individuals have a responsibility to stand by these collective decisions and present a united front.
- **CONFIDENTIALITY:** Lympstone Village Hall meetings may occasionally receive information that is not in the public domain, often relating to individuals, organisations or financial matters. It is the responsibility of each individual to ensure that this information remains confidential to the meeting or the organisation unless prior authorisation has been given by the Chair for this to be discussed elsewhere. Individuals must never use confidential information for their personal advantage or to the advantage or disadvantage of anyone known to them or to disadvantage or discredit the organisation.
- **COMMUNICATIONS WITH OTHER AGENCIES:** There will be occasions when individuals will be asked, or wish, to communicate with external agencies e.g. Government Office, the local council, press etc. To ensure they are fully apprised of the latest information and that communications are consistent throughout the organisation, this should only be done following contact with the Chair of Lympstone Village Hall. **The Press:** any contact from the press regarding any issue at the Hall should be referred to the Chair or the relevant officer of the Board and the individual should not comment.
- **DECLARATIONS OF INTEREST:** Members of the team must comply with the Conflict of Interest Policy and Procedures (see 4.4).
- **BREACHES OF THE CODE:** It is always preferable for breaches of the code to be dealt with in a timely manner. Any such issues will be dealt with in accordance with the Complaints Procedure (see 4.7).

4.4 CONFLICT OF INTEREST POLICY AND PROCEDURES

This aim of this policy is to protect both individual Trustees, Contractors, Volunteers and Lympstone Village Hall CIO from any appearance of impropriety as a consequence of any decision or action undertaken, and it applies to all current and future Trustees. The Trustees have an obligation to act in accordance with the constitution and policies adopted, and in the best interests of Lympstone Village Hall. Conflicts of interest arise if an individual's personal or family interests and / or loyalties are at odds with those of Lympstone Village Hall.

Lympstone Village Hall CIO includes 8 Trustees nominated by village organisations who may experience divided loyalties (e.g. a village organisation is suffering financial difficulties and requests special financial treatment, such as reduced hire charges, which would be good for the village organisation, but bad for the Charity). Trustees can contribute factual input about their organisation, but should not take part in any vote on the matter.

4.4.1 TRUSTEES

Trustees must carry out their duties in accordance with sections 6 and 7 of the constitution.

- Prior to appointment, Trustees shall register their interests and declare any conflicts of interest. If serious frequent conflicts are likely to arise, the Trustees shall formally consider whether that person should be appointed.
- Trustees must declare, at the earliest opportunity, any direct or indirect interest in a proposed transaction or arrangement under discussion, as well as any gifts or hospitality received in connection with their role as a Trustee of Lympstone Village Hall.
- Meeting agendas shall include a standard agenda item at the beginning of each meeting for the declaration of any conflicts of interest with any agenda item. The committee shall formally decide how these conflicts of interest are handled.
- If a Trustee fails to declare an interest that is known to any other Trustee, that person is required to declare that interest.
- Any declaration of interest will be recorded in the minutes of the meeting at which that declaration is made.
- The Trustee may not participate in the discussion, vote, or count as part of the quorum for these matters, unless the committee agree that they should, for example where benefits are universal, or where the benefit to the individual Trustee is minimal. Some Trustees are also representatives of village organisations, and their input to, or participation in the discussion may be requested.
- In the event of the Board of Trustees having to make a decision in which an individual Trustee has an interest a quorum, excluding Trustees with an interest, must be present for the discussion and the decision, and all decisions will be made by vote in accordance with the constitution.
- All decisions taken under a conflict of interest declaration will be reported in the minutes of the meeting, including a) the nature of the conflict, b) the matter discussed, and c) the action taken to manage the conflict.

4.4.2 CONTRACTORS AND VOLUNTEERS

- Prior to volunteering or working for Lympstone Village Hall, all contractors and volunteers should declare any conflicts of interest. If serious frequent conflicts are likely to arise the Trustees shall formally consider whether that person should be appointed.
- All Contractors and volunteers have a responsibility to declare, as soon as possible, any conflicts of interest that arise, and prior to participating in any discussion or decision.

4.5 TRUSTEE AND OTHER VOLUNTEERS RECRUITMENT AND INDUCTION

The Board of Trustees will take a proactive approach to both recruitment and training of Trustees to ensure that a strong team is maintained in accordance with the requirements of the constitution (See Constitution Section 9.3 & 9.4) and to meet the needs of the Charity

4.5.1 GENERAL PRINCIPLES

- The Board of Trustees aims to recruit Trustees to ensure it operates at or near to the maximum number of 15 Trustees.
- The 8 Trustees nominated by users should represent the main village organisations that use the hall. Should an organisation stop using the facilities the nominated Trustee should be asked to leave so that an alternative user may be represented.
- The 7 appointed Trustees will be selected to ensure the Board has a wide range of skills to support the work of the Charity.
- An induction programme for all new Trustees ensures that Trustees are fully aware of their responsibilities to the Charity, length of office and their duties.
- Trustees must either live in the village or maintain strong contacts with either a village organisation or business. Trustees moving out of the village without a strong village connection may be asked to leave.

4.5.2 RECRUITMENT

When new Trustees are recruited these points must be considered:

- The knowledge and experience of current Trustees and the identification of any skill gaps that could be filled (See 4.2.2).
- For specific roles, the Charity agrees what skills, experience and knowledge are needed and writes this down in the form of a short job description and person specification.
- The Trustees will consider the best ways to attract a diverse range of candidates with the required skills. This may include advertising in the local press, newsletters, advertising on local notice boards, social media and word of mouth.
- The Trustees must ensure that the candidates are eligible and have not been disqualified from acting as trustees.
- Candidates are asked to consider and declare potential personal conflicts of interest.
- Trustees must complete and sign the Charity Commission Declaration Form.
- New recruits must be helped to understand their responsibilities and the charity's work. It is important that the Trustees are interested in the Charity's work and will be willing to give their time to help.

4.5.3 DIVERSITY

- Greater diversity can be achieved by reaching out into the community and by making specific efforts to assist people who might have difficulty in attending Board meetings.
- There should be open, active and inclusive methods of recruitment
- Trustee board meetings should be held at convenient times – so that people are not excluded. Disabled access is required.

4.5.4 SELECTION

- Necessary interviews will be carried out by a small panel of Trustees with each candidate being asked similar questions to ensure a fair and objective approach.
- Preferred candidates are then identified and invited to join the Trustees, subject to references, formal vetting and the approval by the full Board of Trustees.
- Appointed Trustees should complete and sign the Charity Commissions Declaration of Eligibility and responsibility form <https://www.gov.uk/government/publications/confirmation-of-charity-trustee-eligibility>
- Unsuccessful candidates are notified and thanked for their interest.

4.5.5 INDUCTION

- The Trustees will provide an induction programme to ensure the new Trustee understands the role, and which provides all the information they need.
- The Charity will make available to each new Trustee, on or before his/her first appointment, a copy of this handbook and a copy of the CIO's latest Trustee Annual Report and statement of accounts.
- Discussions with the key and existing Trustees may be the best way to learn everything they need to know initially, in order to make an effective contribution.
- New Trustees should be directed to the document ***"The Essential Trustee: what you need to know, what you need to do (CC3)"*** Charity Commission for England and Wales.
- Other useful reference:
 - Charity Governance Code for smaller charities. Charity Governance Code Steering Group. 2017
 - Set up a charity: step by step. Charity Commission. Finding new trustees. Charity Commission for England and Wales. May 2018
 - Set up a charity: step by step. Trustee board: people and skills. Charity Commission for England and Wales. May 2014

4.6 DATA PROTECTION POLICY & PROCEDURES

4.6.1 DATA PROTECTION POLICY

The General Data Protection Regulations (GDPR) require organisations holding personal data to comply with a number of principles. The key points are:

- *Data must be collected for fair and lawful processing. The purpose of the data collection must be identified and the data must not be used for other purposes.*
- *Privacy of personal data must be ensured, and measures taken to ensure no unauthorised processing can take place (for example, by passing it on to others)*
- *The data must be adequate for the purpose, accurate, limited to the data necessary for the stated purpose, and kept only as long as it is relevant for this purpose.*

4.6.1.1 Context

Lympstone Village Hall CIO aims to improve the lives of parishioners through the provision of space and facilities for a very wide range of community activity. We respect and value the privacy of all users of the hall, both individuals and organisations and we will only collect and use information in ways that are useful and in a manner consistent with consumer rights and our obligations under the law. This policy applies to our use of data collected by us.

4.6.1.2 Data we hold

- **Contact information:** we hold limited personal data for communication purposes in order to share information that may be of interest to or affect users of our facilities. We also hold, and share with hirers on request, a list of local caterers and providers of services for events. To be removed from this list, or to amend your contact details, tell us in writing (you can use the contact page of our website).
- **Payment information:** we hold information about named individuals who have made payments or donations to the hall, and about individuals and businesses to which we have made payments. The data is held by the Treasurer for the purpose of providing an audit trail for the accounts, and includes the date and amount received, payment method and in some cases if required, contact details. Further details of payments are retained for a period to provide details in the event of a complication with the payment (e.g. as evidence of payment received or cheques lost).
- **Hirers information:** we hold information about Individuals and groups using hall facilities or those enquiring about the use of the Hall.
 - Our electronic booking form is held by the Bookings Coordinator and shared only with those whose roles require them to have access to this information. We utilise an email folder for this alongside our electronic booking system.
 - Booking details and relevant contact information is held securely by the Bookings Coordinator, and data required for processing payments is passed on to the Treasurer and incorporated into the finance data described above.
 - Booking forms are retained for as long as necessary to provide evidence in the event of future issues arising from the use of the Hall, for example for insurance purposes, and health and safety purposes.

4.6.2 DATA PROTECTION PROCEDURES

4.6.2.1 Effective data protection we will be achieved through:

- ensuring a nominated officer, the Treasurer is responsible for data protection compliance and provides a point of contact for all data protection issues
- ensuring all Trustees, Volunteers and Contractors are made aware of good practice in data protection, and that those responsible for personal data receive adequate training, and know where to find further guidance
- ensuring that queries about data protection are dealt with effectively and promptly
- regularly reviewing data protection procedures and guidelines within the organisation.

Our Data Protection statement is:

4.6.2.2 Our commitment to you

LVHCIO takes the care of your data seriously and undertakes to protect your personal information in a range of ways.

- When sending an email to our contact list, LVHCIO will use the bcc (blind copy) field to maintain confidentiality of email addresses. In each communication, individuals should be informed of how to remove themselves from the contact list.
- We will retain your information for as long as you have an active relationship with LVHCIO.
- If you cease to have an active relationship with us or request to receive no further contact, we will ensure your information is securely deleted and/or destroyed.
- Names of individuals donating to the Hall will not be made public without the specific consent of the individual on each occasion.
- We will not pass your information to a third party without your express permission.
- We will not sell your information to third party organisations.
- You may opt out of receiving specific information and types of messages from us by notifying us through the contact point listed below.
- You may contact us to correct inaccuracies you find in the data which we hold about you. This can be done via our website <https://www.lympstonevillagehall.co.uk/contact-us>

4.6.2.3 Questions and concerns

Any questions or concerns about the operation of this policy should be directed to the Trustees of LVHCIO at <https://www.lympstonevillagehall.co.uk/contact-us>

4.6.2.4 Monitoring and review

This policy will be monitored to maintain its currency and effectiveness and any major changes brought to the attention of the Trustees. It will be reviewed by the Board every 5 years

4.6.3 CCTV

- The Hall has an operational external CCTV system, as recommended by the Police, to deter vandalism, theft and unauthorised access thus providing reassurance to hires and the general public.
- System capabilities and specification:
 - Digital Video Recording in high definition continues 24/7 with recordings available for up to 21 days then overwritten.
 - A single secure mobile device provides access to live images and playback with any stored images deleted monthly by the Premises Manager.
 - Live notification of activity can provide an alerted for the rear external area.
 - Registered and compliant with ICO Data Protection Rules and Guidance.
- Notices are displayed to inform the public that CCTV recording is taking place around the building and in the car park and includes who is responsible and who to contact.
- No personal data of any kind is held.
- Images of members of the public of any age are stored for 21 days after which time they are overwritten and no longer retrievable. Footage will only be reviewed following an incident and may be made available on a memory stick to the Police and other law enforcement agencies in compliance with ICO guidance. We will not allow others to view the footage.
- The Premises Manager has the responsibility for the day-to-day running of the system and only the Premises Manager, the Chair of the Board of Trustees and the maintainer have access to the system which is password protected. A log will only be maintained by the Premises Manager for incidents requiring notification to law enforcement agencies.
- A quarterly audit is carried out by the Premises Manager to ensure the Hall is data compliant, and this audit is also logged.

4.7 COMPLAINTS POLICY AND PROCEDURES

Lympstone Village Hall CIO view complaints as a valued opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. We define a complaint as a communication either verbally or in writing where the complainant is dissatisfied with some aspect of the Hall's operations and expects a remedy. We will not log minor issues as a complaint, where we are simply informed of a problem, for example a light not working.

Our policy is to:

- *provide a complaints procedure that is clear and easy to use*
- *ensure complaints are, wherever possible, resolved informally and that relationships are repaired*
- *ensure all complaints are investigated fairly and in a timely manner*
- *gather information that helps us to improve what we do*
- *review complaints **annually** at a Board meeting, to identify any trends that may indicate a need to take further action.*

4.7.1 EXTERNAL COMPLAINTS PROCEDURE

An external complaint could be a complaint made by users or hirers of the Village Hall facilities, or other affected by the use of the hall and its environs. All complaints should be handled considerately and compassionately.

4.7.1.1 Informal complaint: Those involved with the day-to-day running of the Hall should aim to resolve **minor issues** quickly and informally, liaising with the Chair or Bookings Coordinator to agree any appropriate action or compensation as required. The Bookings Coordinator has discretion to offer compensation up to a maximum value of 50% of the hire cost up to a maximum of £100.

4.7.1.2 The Secretary should be informed of any informal complaint where financial compensation has been given. The Secretary will log the complaint, record its status, date received and date resolved. We do not log minor issues where no compensation is required.

4.7.1.3 Formal complaint: where an informal resolution is not possible the complainant should be informed of their right to have a written response (where applicable) from a named person at Trustee level. This is then a **formal** complaint and should be dealt with within 2 weeks. Formal complaints should be handled by the Chair, if it is about the Chair, it should be handled by the Secretary. Details should be recorded and the complainant informed of the complaints procedure and how long it will take. The record should include:

- the complainant's name, address, email and/or telephone number
- the relationship of the complainant to Lympstone Village Hall (e.g. client, contractor, etc.)
- the facts of the complaint
- where appropriate, the complainant should be invited to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

4.7.1.4 If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

4.7.1.5 The complainant should be responded to as soon as possible. Where the 2 week timescale is not possible (e.g. the investigation is not complete), a progress report should be sent which will include an indication of when a full response will be given. The full response should cover:

- the action taken to investigate the complaint
- the conclusions from the investigation
- any action taken as a result of the complaint.

4.7.1.6 If the complainant is not satisfied with the result they can request that the complaint is reviewed at **Board level**. This will take place at the next quarterly Board meeting (the Chair has the discretion to call a special meeting of the Board if the circumstances warrant it).

- Complainants should be notified of the date of the Board meeting and expect to hear the outcome within 1 week of that meeting.
- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

The decision taken at this stage is final.

4.7.1.7 The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

4.7.2 INTERNAL COMPLAINTS PROCEDURE

*An internal complaint could be a complaint made by an individual Trustee or by a contractor or volunteer about a Trustee, the administration of the charity, or the charity's organisational processes. Complaints may be made verbally or in writing, and may be informal or formal. An **informal** complaint may be dealt with privately and discreetly, while a **formal** complaint and its resolution will be reported to the Board of Trustees. All complaints should be handled considerately and compassionately.*

4.7.2.1 Firstly, clarify whether this is a complaint or a suggestion/comment by asking for more information, until it is clear. If it is a complaint, then seek to clarify whether this is a formal or informal complaint.

4.7.2.2 Informal complaint: The recipient should seek to deal with the complaint informally, and face-to-face where possible and report the complaint and its resolution to the Chair.

4.7.2.3 Formal complaint: where an informal resolution is not possible, the complaint should be passed to the Chair (unless inappropriate, in which case the Secretary will deal with the matter).

4.7.2.4 A formal complaint should be dealt with as soon as practically possible within 2 weeks. Details should be recorded and the complainant informed of the complaints procedure and how long it will take. The record should include:

- the complainant's name, and contact information.
- the relationship of the complainant to Lymstone Village Hall (e.g. client, contractor, etc.)
- the facts of the complaint
- where appropriate, the complainant should be invited to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

4.7.2.5 If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

4.7.2.6 The complainant should be informed of the outcome as soon as is practically possible within 2 weeks. Where this timescale is not possible (e.g. the investigation is not complete), a progress report should be sent which will include an indication of when a full response will be given. The full response should cover:

- the action taken to investigate the complaint
- the conclusions from the investigation
- any action taken as a result of the complaint.

4.7.2.7 If the complainant is not satisfied with the result they can request that the complaint be reviewed at **Board level**. This will take place at the next quarterly Board meeting (the Chair has the discretion to call a special meeting of the Board if the circumstances warrant it).

- Complainants should be notified of the date of the Board meeting and expect to hear the outcome within 1 week of that meeting.
- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

The decision taken at this stage is final.

4.7.2.8 The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

5. CORPORATE SOCIAL RESPONSIBILITY

Approved by the Board of Trustees 16th September 2020. First review date: September 2026

5.1 ETHICAL POLICY

LVHCIO aims to provide a Village Hall facility for use by all residents of the area, without discrimination.

The purpose of this Policy Statement is to set out the positive action that Lymestone Village Hall CIO Trustees intend to take to combat direct and indirect discrimination in employment policy, management of the organisation, relationships with other bodies, and in the services it provides to the community, community organisations and individuals. We recognise that we operate in a small rural village environment, with nearby housing and an adjacent primary school and Church. We are aware of the need to ensure the events held on our premises are appropriate for our setting.

5.1.1. Unlawful Discrimination

- The Trustees will seek to ensure there is no direct or indirect discrimination either by the CIO or by users of the Village Hall on the grounds of disability (including of persons who are not apparently disabled or ill), age, ethnicity, gender and sexual orientation, and religion and belief.
- We will endeavour to address diversity in the membership of the Board of Trustees, to reflect our local community.

5.1.2 Code of Conduct

- People will be treated with dignity and respect.
- People's feelings and views will be valued and respected and racist or derogatory terminology will not be used or tolerated.
- No one will be harassed, abused or intimidated on the ground that they belong to a vulnerable group.

5.1.3 Our commitment

- To seek to ensure that no person protected by the legislation is discriminated against unlawfully, and that any positive obligations and duties are performed.
- To ensure that any incidents will be taken seriously, and any complaints investigated quickly, impartially and thoroughly.

5.1.4 Monitoring and review

This policy will be monitored to maintain its currency and effectiveness, and any major changes brought to the attention of the Trustees. It will be reviewed by the Board of Trustees every 5 years.

5.2 ENVIRONMENTAL POLICY & PROCEDURES

Lympstone Village Hall CIO is committed to protecting the improvement of the local environment. We are committed to complying with relevant legislation and to reducing Lympstone Village Hall's environmental impact, whilst ensuring good value for money.

5.2.1 Reducing our environmental impact

LVHCIO will consider the environmental impact of decisions we make regarding our services.

- **Energy efficiency**
We will endeavour to use the minimum quantities of energy possible in accordance with the safe and efficient operation of the heating, lighting, plant and machinery. We will monitor and review our energy use with a view to minimising our environmental impact.
- **Transport**
While we have parking available, we also provide bike racks, and our Hirer's Guide and website include information about public transport. We will seek, where possible, to purchase from local or regional suppliers, in order to support local businesses and minimise carbon emissions from transport.
- **Noise pollution.**
We will remind our users of their responsibility to the local community within the hire agreement and encourage them to avoid creating noise pollution, especially at night.
- **Conserving water**
We will monitor water usage to identify any leaks, and use water saving devices where possible, such as sensor taps in the toilets.
- **Waste and recycling**
We will promote and encourage the appropriate conservation, re-use and recycling of resources. We will re-use and recycle materials as far as possible and, if this is impractical, dispose of them by a means that will have the least impact on the environment and conforms to statutory requirements. We will encourage all users to minimise waste, including the recycling of glass, and paper.

5.2.2 Monitoring and Review

This policy will be monitored to maintain its currency and effectiveness, and any major changes brought to the attention of the Trustees. It will be reviewed by the Board of Trustees every 5 years.

5.3 Equality and Diversity Policy

Lympstone Village Hall recognises that everyone has a contribution to make to our society and a right to equal opportunity. We value diversity and will promote involvement and use of the hall by all members of our community.

5.3.1 PRINCIPLES:

No member, volunteer, organisation or individual to which we provide facilities will be discriminated against on the grounds of:

- - Gender (including sex, marriage, gender re-assignment);
- - Race (including ethnic origin, colour, nationality and national origin);
- - Disability;
- - Sexual orientation;
- - Religion or belief;
- - Age;
- - Social background.

5.3.2 PROCEDURES: We aim to promote equal opportunities and eliminate discrimination and harassment by:

1. Opposing all forms of unlawful and unfair discrimination.
2. Ensuring all volunteers, hirers, contractors and visitors are treated fairly and with respect.
3. Committee membership appointment will be available to all.
4. Ensuring all volunteers, hirers, contractors and visitors have a legal and moral obligation not to discriminate and to report incidents of discrimination against any individual or group of individuals to the committee.

Our commitment: To create an environment in which individual differences and the contributions of all are recognised and valued.

Every user, hirer, volunteer, contractor and visitor is entitled to be part of an environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

LVH CIO policy approved 12 July 2023

5.4 Policy for Safeguarding Children, Young People and Vulnerable Adults

This statement of policy and procedures applies to users of, and activities in, Lympstone Village Hall.

5.4.1 The purpose of this policy is to:

- Protect children and young people who receive services or attend activities at Lympstone Village Hall. This includes the children of adults who use the Hall.
- Protect vulnerable adults who receive services or attend activities at Lympstone Village Hall
- Provide the Trustees, event and activity organisers, staff and volunteers with the overarching principles that guide our approach to Safeguarding and child protection.

5.4.1.2 Lympstone Village Hall aims to provide a safe and secure venue for a range of services, activities and events. The Trustees recognise the importance of ensuring the safeguarding and welfare of all users of the Hall.

5.4.1.3 This policy is made available to all adults who use the Hall for any activities, including those who run events or activities on behalf of the Trustees. In most cases, children will be accompanied by an adult (a parent or carer), who will take responsibility for them. Young people, (defined as Year 7 or above for the purposes of this policy) are more likely to attend on their own. Vulnerable Adults may attend activities independently and may need additional protection accordingly.

5.4.1.4 This policy includes Child and Adult Protection Procedures and Whistle Blowing.

5.4.1.5 The Trustees are committed to ensure that robust safeguards are in place; that policies and procedures are current and fit for purpose, and that complaints are investigated and handled promptly, efficiently, sensitively and without fear or favour.

5.4.1.6 Enquiries about the operation of this policy may be made in the first instance to Carrie Darby, Lympstone Village Hall Safeguarding Lead, info@lympstonevillagehall.co.uk

Safeguarding policies are subject to annual review and the procedures are updated as and when necessary, (i.e. when regulations or recommendations change or in the light of any case reviews).

5.4.2. Procedures for Safeguarding

5.4.2.1 Groups and individuals hiring the Hall are responsible for their own safeguarding arrangements. The Hall's responsibility is to ensure that anyone who runs events or activities specifically for Children, Young People or Vulnerable Adults maintain the required levels of disclosure, supervision and have appropriate training. Organisers of activities attended by vulnerable persons must have appropriate measures in place to ensure sufficient protection is afforded to those persons. Organisers of such activities must disclose those measures to the Lympstone Village Hall upon request. Use of Lympstone Village Hall may be refused where adequate protection for such vulnerable groups cannot be demonstrated to Lympstone Village Hall's reasonable satisfaction.

5.5 Lone Working Policy

PURPOSE

This policy is designed to alert our hirers, trustees and other volunteers to the risks presented by lone working on behalf of the CIO either inside or outside the hall, at any time. The policy describes procedures that will eliminate or minimise such risks.

5.5.1 PERSONAL SAFETY

Our hirers, trustees and other volunteers should not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan to eliminate or manage risk. All reasonable precautions should be taken to ensure personal safety.

5.5.2 BUILDING SAFETY

Our hirers, trustees and other volunteers, when working alone, must ensure that they:

- Take appropriate steps to control access to the hall and lock external doors to prevent unauthorised visitors
- Have a mobile phone and access to a first aid kit (First aid kits are located in the Main Hall, Kitchen and Meeting Room)
- Recognise and avoid tasks that may be too difficult or hazardous to be carried out alone.
- If there is any indication that the building has been broken into, call for assistance before entering.

5.5.3 LONE HIRERS

Bookings for the hall by solo users are rare, but where they do occur the hirer will be expected to ensure they have a system in place to urgently obtain outside help, should the need arise. Lone hirers will also be expected to arrange and ensure that a third party is aware of their lone presence at the hall, so that if they fail to return at an agreed time then their absence can be promptly investigated.

5.5.4 CONTRACTORS

Contractors should maintain their own lone working policy which must be adhered to at all times and should not conflict with this policy if it compromises safety or security. Contractors must sign a PERMIT TO WORK and declare that they will comply with their lone working policy, illustrated in the permit.

5.5.5 PROCEDURES TO REDUCE RISK

Our hirers, trustees and other volunteers should NOT work alone at the hall. If this is unavoidable the following procedures should be adhered to:

- a contact person has been notified of their planned work, and the time they expect to finish
- the contact person is informed when they have finished and will take appropriate action if they do not hear by the agreed time.
- Carry a charged mobile phone to allow an emergency call to be made
- Be aware of potential hazards and risks to which he or she might be exposed
- Know what to do if something goes wrong

5.5.6 EXAMPLES OF HIGHER RISK WHERE LONE WORKING SHOULD BE AVOIDED

This is not an exhaustive list.

- Show rounds of hall with persons unknown. These should always be carried out by a trustee with at least one other person accompanying.
- Accessing the hall attics should only be carried out with at least one other person in attendance.
- Electrical work should only be carried out with at least one other person in attendance.