

# Parham Village Hall Management Committee

## Policy & Procedures

### OVERALL POLICY

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The Village Hall is now over 100 years old and was established as a trust with the following objective, which the Management Committee seeks to achieve. The hall was originally known as “The Parham Hut”, which was named because of the use of a prefabricated military building that was surplus to requirements at the end of the First World War.

*“The Property shall be held for the purposes of a Village Hall for the use of the inhabitants of Parham and the neighbourhood without distinction of sex or of political, religious or other opinions and in particular for use for meetings lectures and classes and for other forms of recreation and leisure time occupation with the object of improving the conditions of life of the inhabitants.”*

In order to achieve this objective, it is the policy of the Management Committee to ensure that the Hall is maintained and operated in a safe and efficient manner in compliance with its Governing Document, applicable regulations and the requirements of the Charities Act. The following outlines the policy, responsibilities and procedures to achieve this.

These procedures apply to the operation of the Hall and the Bar which is operated by the Parham Village Hall Bar Trading Association

# **THE PARHAM VILLAGE HALL MANAGEMENT COMMITTEE PROCEDURE**

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## **Background**

Under the Trust Deed of November 1961, the Governing Document (GD), the “Committee of Management” is formed of the Trustees of the Parham Hut Foundation. The Trustees are the only people who are legally able to manage the Parham Hut Charity and make legal commitments on its behalf. They are also responsible for ensuring that the operation of the Hall meets legal and ethical standards. However, they may also delegate the performance of these responsibilities.

This procedure is intended to ensure compliance with the GD, whilst permitting the meaningful involvement of a range of individuals who can contribute of their time and talents to the benefit of the Hall and the community.

## **Policy**

In this procedure The Village Hall Management Committee is referred to as “the Committee” and the Parham Hut Committee of Management as the “PHCM”; all Trustees are members of the PHCM.

*The Village Hall Management Committee is constituted under **this procedure** which is made under Clause 22 of the GD. The Trustees are Elected Members of the PHCM; all agree to be members of the Village Hall Management Committee and to exercise their authority for the management of the Hall through this body. Meetings of the Committee are, therefore, also meetings of the PHCM.*

This procedure stands alongside the GD and does not replace it; in the event of any perceived conflict the GD has greater authority. The Committee has delegated responsibilities and outlined its policy in the procedures in the remainder of this document.

This procedure has been accepted at a General Meeting and will be reviewed and re-affirmed at each AGM.

## **Responsibilities**

The Chairman is responsible for the implementation of this procedure.

Members and Trustees accept their roles under the provisions of the GD, this procedure and the other procedures endorsed by the Committee.

## **Procedures of the Village Hall Management Committee**

### **Membership of the Committee**

**Trustees.** New Trustees must be appointed under a resolution of the Committee, endorsed at a General Meeting and formally registered with the Charity Commission. The Trustees will include, as a minimum, the Chairman, Vice Chairman and Treasurer. Trustees serve for one year at a time, but they can be re-confirmed by the Committee at each AGM to serve until the next AGM. Trustees may not receive remuneration under the terms of the GD. Retiring Trustees may stand down at any time but preferably at the next AGM.

**Members.** Trustees are automatically members, other members may be appointed by a resolution at any meeting of the Committee. It is intended that the total membership of the Committee should be a maximum of 12. Membership of the Committee is open to anyone of at least 18 years of age who wishes to support the purposes of the Hall. Members shall participate in the work of the Committee and take responsibility for roles and specific tasks assigned by the Committee. Members may receive remuneration for specific roles defined

by the Committee such as Caretaker and Hall Manager. Members may serve until they resign or are requested to step down in a resolution of the Committee.

In order to facilitate liaison with the other bodies specified in the GD, i.e. Parham Parish Council and the Parochial Church Council they may, if they wish, either: -

- (i) appoint a Trustee to serve on the PHCM as a Representative Member as set out in Clause 3 of the GD or, if they do not make such an appointment,
- (ii) nominate a member, under this procedure, to liaise with the Committee.

Other organisations with an interest in the Hall may nominate a member to represent them, if accepted by a 2/3rds majority of the Committee.

The Committee shall have power to co-opt up to 2 members to hold office until the next AGM.

The Committee will appoint a Secretary to arrange the meetings, take the minutes, record the votes and provide the reports and returns required by the GD, The Charity Commission, HMRC and other bodies.

### **Voting**

At meetings it may not be necessary to hold a vote on every matter discussed in which case the discussion and the general agreement will be recorded in the minutes.

All significant issues, including the acceptance of minutes, new Hall procedures, appointments and contracts/expenditure shall be decided by a vote, where a simple majority will be required to carry the proposal. Where the votes are equally split the Chairman of the meeting shall have the deciding vote. No vote can be accepted where a majority of the Trustees oppose the issue, since Trustees bear ultimate legal responsibility.

The number of members who shall form a quorum shall never be less than one half of the total number of members of the Committee, including a majority of the Trustees.

Issues may be discussed, and voted upon, between meetings by e-mail or other electronic correspondence involving all members of the Committee. Members must ensure that they fully understand the issue involved from the correspondence and have a responsibility to seek clarification if they require it. There must be a majority of at least 2/3rds of the members, including a majority of Trustees, to accept a resolution in this way. The resolution and the result of the voting shall be recorded in the Minutes.

### **General Meetings**

General Meetings of the Committee shall be advertised on the hall notice board, village notice board and via email more than 7 days before the date of the meeting.

There shall be an Annual General Meeting of the Committee which shall be held in the months of February or March each year, to align with other reporting requirements. The administrative Year finishes on 31<sup>st</sup> October but the accounts and other reports must be prepared, independently reviewed and presented at the AGM.

## **Interpretation of the Governing Document**

Over 64 years have passed since the adoption of the Governing Document, during which time there have been substantial changes. To keep the GD relevant the following interpretations should be made: -

- References to the Minister of Education and the Custodian of Charities now mean the Charity Commission.
- The GD Clause 3 includes references to Elected and Representative members. All members of the PHCM should be Trustees. The option required by the GD for Representative members, who are also prepared to be Trustees of the Parham Hut, is still open to the Parish Council (PC) and the Parochial Church Council (PCC). However, Clause 6 indicates that this is not applicable if these organisations fail to appoint anyone.
- This procedure offers the PC and PCC the more practical option to be represented by members of the Committee, who do not also have to be Trustees. This procedure also allows membership to be extended to other bodies with an interest in the Hall.
- The complicated requirements under Clause 4 for the appointment of Trustees from new bodies still apply, but they are unlikely to be used.
- The minute book is now an electronic equivalent together with a file of printed and signed records of each meeting. The requirement for members to “sign the minute book” is now discharged by signing to accept these procedures and the retention of contact and bank details where necessary.
- Publicity will now be carried out using the Village Hall and Parish notice boards, email and other internet communications.
- The books of accounts are now kept as computer spreadsheets and similar records.
- The interpretation Act 1889 has been superseded by the Interpretation Act 1978.
- Where organisations no longer exist the option to appoint members has clearly lapsed.

A copy of the original GD in Word will be prepared by the Secretary together with an amended /annotated copy of the text including the above clarifications.

## **HEALTH & SAFETY POLICY**

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### **Policy**

The policy of the Committee is to provide and maintain safe conditions, equipment and premises for all those who use the hall, volunteer or work there. Safety will be considered in all aspects of the management and operation of the Hall.

### **Responsibilities**

The Chairman is responsible for the implementation of this policy and the procedures contained in this document.

All members of the Committee have a responsibility to ensure that safe conditions are maintained and particularly to raise concerns with the person responsible, or the Committee over safety matters of which they become aware.

### **Procedures**

It is the responsibility of all persons using and working in the Hall to observe safe practices and care for the safety of others around them. Please report any safety concerns to the person in charge of the activity who should either resolve the problem or report it to the Committee.

The risks associated with all work conducted in the hall should be assessed. When volunteers work in the hall the working party organiser should assess the risks of the work before it is undertaken, this assessment may be informal. Volunteers should point out risks to their fellow volunteers. Appropriate protective equipment should be used when using chemicals, sanding paint etc.

Only experienced and appropriately qualified contractors should be employed by the Committee. For major tasks the contractors should have appropriate written risk assessments for the tasks they are undertaking, as required by the appropriate regulations and approved codes of practice.

## **FIRE & OTHER EMERGENCY PROCEDURES**

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### **Policy**

The Committee hereby authorises this Fire and Emergency Procedure, which will be reviewed annually. This will cover the action to be taken in the event of a fire or emergency requiring an evacuation.

The main fire alarm may be sounded using the break glass push buttons or by the smoke detectors in the meeting room area. Battery operated audible smoke detectors are also fitted in the main hall and kitchen area. The kitchen also has a CO detector.

This Fire Procedure will be used for any other emergency evacuation which may be required for example a gas leak. The person in charge of the function must decide when evacuation is required and the steps necessary to safely evacuate the premises, by use of the break glass fire alarm if it is appropriate.

An emergency telephone will be maintained in the main hallway so that the appropriate emergency services (Fire, Ambulance, Police) can be summoned using the 999 emergency number. The person in charge must decide when it is necessary to call this assistance. Mobile telephones can also be used but the network reception can be very poor and so the installed telephone is preferable unless the installed network is not available.

## Responsibilities

The Secretary will maintain the Fire and Emergency Procedure and ensure that appropriate notices informing of the procedure are displayed in the Main Hall, Entrance Hall and Meeting Room.

Each hirer or function organiser holds the responsibility for the function they have organised. The function organiser should be able to account for everyone in the building under their leadership. It should be recognised that there may be more than one function taking place in the Hall at the same time and that contact will be required between the groups. When there are multiple groups in the hall if evacuation is required then the fire alarm **must** be sounded.

Where large numbers of people have been gathered the location of the exits should be pointed out to the group by the function organiser.

## Evacuation Procedure (See Fire Plan at the end of this document)

In the event of a fire the following action should be taken by the person discovering the fire:-

1. Sound the alarm using the break glass point.
2. Alert the function organiser who will arrange the orderly evacuation of the building using the fire exits and the main entrance.
3. The organiser should instruct people to leave by walking rapidly and not search for belongings. The organiser should ensure that elderly or disabled people have appropriate assistance.
4. People should assemble at the assembly point, which is on the raised area opposite the main vehicle entrance. The function organiser(s) must take a roll call to ensure that everyone in the building is accounted for. No one should leave until they are sure that they have been accounted for.
5. Close doors during the evacuation to avoid feeding the fire with air.
6. Summon the fire and rescue or ambulance service using the telephone by the main entrance or mobile phone, if available.
7. **If possible, turn off the gas supply to the building at the stop valve outside the building.**

## Fire Fighting Procedure

Persons in the building may use the fire extinguishers provided, if they are capable of fighting the fire without personal risk. Please note the restrictions of the type of fire for which the extinguisher is suitable and ensure that the person using the extinguisher has a safe means of egress.

A fire in the external store off the main hall should be treated with caution because there is a gas barbecue stored within. This and the gas supply pipe route are noted on the Fire Plan. It would be highly beneficial to turn off the gas supply at the point shown on the Fire Plan and only fight a fire under the gas pipe area after the gas has been isolated.

The person in charge of the function at the hall must await the Fire Brigade and inform the officer in charge of the actions taken and if anybody is not accounted for.

## Other Emergencies

If someone is injured or ill the person in charge of the function should assess the situation and render assistance. If necessary an ambulance should be called and the person in charge of the function

should remain to explain the situation, the actions taken and be responsible until the casualty or casualties have been treated or taken to hospital.

## **INCIDENT REPORTING PROCEDURES**

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### **Policy**

The Committee wishes to ensure that all significant incidents are reported, investigated and discussed at a meeting of the Committee. Even minor incidents are recognised as learning opportunities to prevent more serious consequences in the future. The Committee also wishes to act on near misses and hazardous conditions to prevent injury, health risks and loss.

Such incidents will include, injury to persons, health risks to persons, damage to Village Hall property and any hazards which are likely to lead to injury, health effects or damage.

Serious injuries and dangerous occurrences will be reported promptly to the Health and Safety Executive or other appropriate authorities using the procedures under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). If there is any doubt whether a serious incident is reportable, it must still be reported to allow the authorities to decide.

### **Responsibilities**

All Committee members have the responsibility to report incidents to the Secretary including near misses and hazardous conditions, which they observe themselves or, which are reported by hirers or contractors.

The Secretary will ensure that incidents are noted, investigated and discussed at the next committee meeting.

The Chairman is responsible for making formal reports to outside bodies on behalf of the Village Hall with the Secretary deputising if the Chairman is unavailable.

## **SAFEGUARDING POLICY**

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### **Policy**

The Parham Village Hall Committee has a zero-tolerance approach to abuse of any kind against children, vulnerable adults, racial minorities, the elderly or people mentally or physically disabled. Appropriate action will be taken against any abuse taking place on our premises. Where appropriate the authorities will be informed without delay.

### **Responsibilities**

The Safeguarding Lead will seek to understand the requirements for safeguarding, particularly of children and young people. The Lead will also understand the appropriate authorities within Suffolk County Council and other bodies who are best placed to deal with safeguarding issues if action proves necessary.

The Management Committee members undertake that they have no history of abuse as a condition of membership of the Committee.

All Committee members and particularly the Hall Manager, will be alert to the potential for abuse, particularly of children.

Bar volunteers will monitor for abusive situations when alcohol is being served and try to reduce potential harm where possible. Abusive or drunken people will be asked to leave and, if necessary, police assistance will be summoned.

## **Procedures**

The Hall Manager will ensure that all hirers of the hall have signed a hiring agreement. This will require all hirers who wish to use the hall for activities which include children and adults at risk, other than for hire for private parties arranged for invited friends and family, to produce a copy of their Safeguarding Policy and evidence that they have carried out relevant checks through the Disclosure and Barring Service (DBS).

Any Committee member who observes, or is made aware, of any abuse will seek to minimise the problem. This may be effectively achieved by maintaining a presence in the area where the potential abuse may take place, the presence of responsible observers may well reduce the likelihood of harm. The Safeguarding Lead must be informed of the incident or suspicion as soon as possible to allow effective action to be taken.

## **EQUALITY POLICY**

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### **Policy**

The Committee understands that the community of the UK is diverse. The Committee believes that no individual or group of people should receive less favourable treatment in any respect.

The objectives of the hall have set out this objective for many decades and the following is included in the objectives of the charity “ the hall is *for the use of the inhabitants of Parham and the neighbourhood without distinction of sex or of political, religious or other opinions*” in more modern times this would be extended to include age, gender, sexual orientation, ethnic background, disability and culture.

Wherever possible the Management Committee will seek to promote the involvement of disadvantaged minorities, disabled or partially disabled people in the activities of the hall. This includes maintaining access and toilet facilities for the disabled.

The Hall will not be hired to groups with objectives or behaviour which contravene this policy.

### **Responsibilities**

The Safeguarding Lead will identify if there is a problem, or even a perceived problem, in terms of equal treatment for everybody who uses the hall or may wish to use the hall.

The Management Committee members undertake that they will welcome the ALL users of the hall and identify to the Safeguarding lead if there are any equality problems so that they can be raised at the next meeting of the Committee.

The Chairman and Management Committee members undertake that there will be no preferential treatment or discrimination in the award of contracts or employment by the Village Hall.

The Hall Manager will identify any problems with hirers who contravene this policy so that they can be resolved, or if the problems persist then the hire of the hall will no longer be offered.

## **OPERATION OF THE KITCHEN**

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### **Policy**

The kitchen is provided to enable users of the Hall to provide refreshments and meals for functions as and when required. The kitchen is mainly intended for the reheating of food which has been prepared elsewhere, either commercially or by volunteers. The equipment provided, therefore, does not include items intended for the preparation of food from raw ingredients or the storage of catering quantities of ingredients or partially prepared food. The cooker microwave and refrigerator are domestic equipment so that their use should be familiar to the majority of users.

**The kitchen is not licensed for the commercial preparation of food for sale. However caterers may use the facilities under their own licence/procedures to finally prepare reheat and serve food.**

**The kitchen and its equipment will be kept in a clean condition to maintain the equipment and promote food safety.**

**Caterers, volunteers and participants are welcome to use the facilities, when appropriate to their function, but they are responsible for their own actions, ingredients and hygiene.**

The functions include charitable events for the Hall itself and other local causes, private functions such as parties, weddings and funeral receptions.

### **Responsibilities**

A nominated member of the Committee will advise on the kitchen equipment, food safety and hygiene as the Catering Lead.

The Hall Caretaker will inspect the kitchen weekly and record unhygienic conditions, damage or poor functioning of equipment.

### **Procedures**

All users are required to clean the kitchen, catering utensils and equipment and to leave the facility in a clean and tidy condition. All users are responsible for ensuring that the equipment will be left clean and the cooker, microwave, refrigerator and other equipment is switched off before they leave the premises.

The Caretaker will ensure that the kitchen and its equipment is maintained in a clean condition.

The Hall Manager will ensure that hirers are aware of their responsibilities to clean and tidy when they use the facilities provided. Hirers should indicate if they are unsure how to operate equipment and how to leave it in a safe condition.

The electrical equipment will be inspected annually by an experienced person and the inspection will be recorded as noted under maintenance.

## **MAINTENANCE OF THE HALL & ITS EQUIPMENT**

### **Policy**

The Committee wishes to ensure that the Hall and its equipment are maintained to ensure safe conditions, efficient operation and to preserve the assets of the hall. In particular the gas system,

electrical system, heating system & fire alarm system will be maintained as required according to appropriate regulations.

## **Responsibilities**

The Secretary will ensure that the Hall and its systems are maintained. The secretary will also ensure that the hall and its equipment remain in compliance with regulations.

The Caretaker will perform routine tests and report any safety related defects which are identified.

## **Procedures**

The following maintenance/inspections will be conducted:-

Routine Inspections carried out by the Caretaker

**Weekly** - The fire alarm will be tested, usually by the caretaker, and the test recorded.

**Monthly** - The smoke and CO alarms will be tested by the Caretaker and the test recorded.

Periodic Inspections Arranged by the Maintenance Lead

**6 Monthly** - The Fire Alarm system will be inspected, tested and a certificate issued and displayed.

**Annually** - The gas boiler will be serviced and the gas system inspection conducted and a Landlord certificate issued and displayed.

The installed fire extinguishers will be inspected and a certificate issued.

The portable electrical equipment will be inspected and the inspection recorded.

**5 Yearly** – Inspection of the Electrical Installation

General Maintenance Organised by the Maintenance Lead

The Burglar Alarm – note the condition of the burglar alarm and organise any inspection of maintenance required.

Note the condition of the Hall and its systems and advise on forthcoming maintenance/upgrade requirements to allow them to be planned.

The Secretary will organise maintenance as required for the remainder of the hall and its equipment and advise the committee of the work required and the costs involved. A comparison of costs should be made to ensure that the expenditure is value for money.

For major expenditure (greater than £ 3,000) a specification must be prepared against which at least 2 and preferably 3 or more quotations are provided. The specification, quotations and recommendation of the preferred contractor will be shared with the Committee and a record made in the minutes.

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## **FINANCIAL PROCEDURES**

### **Policy**

The Committee wishes to ensure that the financial transactions of both the Village Hall and the Bar are honest and recorded accurately. The Committee wishes to appoint an independent reviewer who will examine the records at the end of each financial year.

In order to promote the financial benefit of the Hall the Committee may authorise loans or investments permitted by the GD. This will be an unusual event and must be undertaken after consideration of a written report on the proposal, which is accepted by 2/3rds majority of the Committee and a majority of Trustees in a formal vote which will be recorded in the minutes.

Trustees and Committee Members may not charge for their time but may be reimbursed for expenses incurred on behalf of the Village Hall.

## **Responsibilities**

The Treasurer is responsible for dealing with all financial matters and for producing a financial report and summary accounts for each financial year. These reports will be based on a year beginning on 1<sup>st</sup> November and ending on 31<sup>st</sup> October. The accounts and reports must be independently reviewed by a competent person approved by the Committee.

The Treasurer will complete the annual return to the Charity Commission for the Parham Hut charity and the return to HMRC for the Bar Trading Association.

The Treasurer will maintain the records of Trustees and Bank/Building Society signatories with Barclays Bank, Suffolk Building Society and the Charity Commission.

Trustees acting to authorise payments must satisfy themselves that the payments are genuine.

In a small Committee with active Trustees, it is inevitable that Members and Trustees will need to pay for items on behalf of the Committee in order to maintain the Hall or organise functions. The authorising signatory will ensure that the payment is genuine, this will usually be evident because there will be a receipt or the material will be visible in the Hall and the cost deemed to be reasonable. Records of all payments made will be maintained.

## **Procedures**

The Treasurer will: -

- Operate the Village Hall and Bar Accounts with Barclays Bank.
- Operate the savings account with Suffolk Building Society
- Maintain accounts spreadsheets for the Village Hall and Bar Accounts which specify all transactions. These spreadsheets will be reconciled with Bank statements every month.
- Maintain records of all transactions entered in the accounts which may be on paper or in electronic form. These records will be inspected by the independent reviewer and available to the authorities.
- All payments made will be initiated and approved by two Signatories/Trustees who have been registered with the Bank/Building Society to sign cheques or approve BACS payments.
- The Hall does not operate a credit card or cash card associated with its accounts. Therefore, committee members can make purchases on behalf of the Hall or Bar and be reimbursed by producing receipts, which will be retained in the records. This may involve the Treasurer in making payments and receiving reimbursement, but such payments must be authorised by a second Trustee and the receipts and other evidence will be retained for inspection at the independent review.
- Except for the routine purchase of consumables and low-cost items required for maintenance and bar stock, the Treasurer will ensure that expenditure has been discussed and approved at a meeting of the Committee.

## **CONFLICTS OF INTEREST**

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### **Policy**

Members of the Committee are not permitted to allow conflicts of interest to compromise honest and effective operation of the business of Parham Village Hall. A conflict of interest exists if a member of the Committee has a tie of family, friendship, financial or other influence which is allowed to affect the way in which contracts are awarded or decisions are taken by the Committee.

### **Responsibilities**

All members have a duty to honestly declare where conflicts of interest exist and to act to avoid them affecting the business of the Committee.

### **Procedures**

It is inevitable that some conflicts of interest will exist. Where this is the case, the Member should declare the conflict and not vote in the Committee on matters affected by the conflict of interest.

## **LOAN OF HALL EQUIPMENT**

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### **Policy**

The Village Hall and its equipment is a resource for the local community. The Hall is therefore pleased to loan equipment to villagers which can be reasonably and safely transported.

The gas barbecue cannot be loaned for use outside the premises because it is difficult to transport and could be dangerous if improperly used.

There will be no charge for borrowing items but an affordable donation would be a reasonable gesture.

### **Responsibilities**

Committee members may authorise the loan of equipment provided that they are satisfied that the equipment will be treated with care and that the person borrowing the equipment can be responsible for its safe use and return in good condition.

### **Procedures**

Loans must be authorised by a member of the Committee and recorded in a loan book. The person loaning the equipment and the authorising member will sign the loan book when collecting the equipment and the authorising member will record the return of the equipment in good condition.

The loan book will include a statement that the borrower must inspect the items he/she borrows and is responsible for ensuring that they are appropriate for the purpose intended and that they can be used safely and without damage to the equipment or other property. No liability will be accepted by the Village Hall.

The borrower will pay to replace or repair any damaged equipment and this will be noted by the authorising member.

## INSURANCE

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### Policy

The Committee will maintain adequate insurance for the Hall in the name of the Parham Hut, its contents and to cover its liabilities to hirers, workers and the general public. The insurance will include all the liabilities required by law plus the Liability of Trustees.

The insured sums will be based on a reasonable assessment of the value of the assets or the liabilities concerned.

### Responsibilities

The Committee will appoint a Member to act for them as Insurance Lead in maintaining adequate insurance policies to meet the policy objectives and minimum legal requirements. Appropriate records will be maintained and passed to the Secretary for retention.

## COMPLAINTS/COMMENTS PROCEDURE

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### Policy

The Committee wishes to operate a responsive organisation which deals effectively with complaints or comments.

Two forms of complaints or adverse comment are considered:

**Informal Complaints** which are relatively minor and for which the corrective action is easily applied.

**Formal Complaints** which are more serious in nature and which require expenditure and/or consideration at the Management Committee.

### Responsibilities

All Members of the Committee will be receptive to complaints and adverse comments whether received verbally, by email/internet communication or in writing. If a Formal Complaint is received they will inform the Secretary of the details so that appropriate action may be taken.

The Secretary will be responsible for ensuring that formal complaints are recorded and appropriate investigation and follow up measures taken to prevent recurrence; an apology will be made if warranted.

### Procedures

Members receiving informal complaints will either deal with them themselves or ask the appropriate member of the Committee for assistance to resolve the issue. Where appropriate the issue should be raised at the next Committee meeting unless a permanent resolution of a minor issue has been found.

When a formal complaint is received it should be reported to the Secretary with a note of the nature and circumstances of the complaint and the contact details of the complainant. The Secretary will initiate an investigation and corrective action followed by an apology where appropriate. The Chairman and other members of the committee relevant to the situation will be informed.

The Secretary will raise the issue at the next meeting, or if circumstances warrant it, convene a meeting of the Committee to discuss the issue. The complaint and the actions taken will be recorded in the minutes and any relevant documents recorded in the Village Hall file.

## **INTERNAL RISK ASSESSMENT**

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### **Policy**

These procedures are based on the assessment of hazard and risk to prevent harm or inconvenience to people, or loss or damage to the Hall.

### **Responsibilities**

All Committee members should be alert to potential hazards and therefore risk of harm or loss. They should raise issues promptly as they arise, whether covered by these procedures or not.

The Maintenance Lead will assess hazards relating to the buildings and equipment, this includes the financial risk of energy wastage. He will receive and act on observations from other members of the Committee.

The Treasurer will assess financial risks.

The Insurance Lead will advise on covering risks with appropriate insurance.

The Secretary will assess risks associated with non-compliance with legislation.

The Catering Lead and Caretaker will advise on risks associated with the kitchen and serving food.

### **Procedures**

If the hazard can be simply removed/controlled then action should be undertaken as soon as practical by any member. Where the issue is significant it will be raised and minuted at the next meeting of the Committee.

In all cases significant hazards will be reported to the Secretary who will note the issue and initiate suitable investigation and remedial action. The issue and its mitigation will be recorded in the minutes and appropriate documents retained in the Village Hall file

## **DATA PROTECTION & PRIVACY POLICY**

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### **Policy**

This policy is to set out the commitment of the Committee for protecting personal data. We regard the lawful and correct treatment of personal information as very important to successful working of the Hall and to maintaining the confidence of those involved. We recognise the risks to individuals of identity theft and financial loss if personal data is lost or stolen.

It is the general policy of the Committee to only hold data such as contact details and the information necessary for bookings and financial transactions.

This data will have been freely given by the data subjects for the necessary business of the Hall. In most respects the data will be similar to that held by individuals to run their own affairs.

All contact details, banking details and other information is private, no member of the Committee will use any information obtained through their involvement with the Village Hall for any other purpose other than the business of the Hall.

As outlined above the business of the Hall should not require the processing of data of a sensitive nature which is outlined below. Such information is generally of no relevance to the operation of Parham Village Hall and will not be obtained, retained or discussed. The only potential exception would be in order to fulfil our safeguarding policy.

Explicit consent is needed for processing “sensitive data”, which includes:

- (a) Racial or ethnic origin of the data subject
- (b) Political opinions
- (c) Religious beliefs or other beliefs of a similar nature
- (d) Trade union membership
- (e) Physical or mental health or condition
- (f) Sexual orientation
- (g) Criminal record
- (h) Proceedings for any offence committed or alleged to have been committed

## **Responsibilities**

All members of the Committee will not disclose personal data including contact details without consent from the subject of the data. Under no circumstances will Members use data for their business or personal benefit.

All members will note the nature of sensitive data and notify the Secretary if it is necessary for the Village Hall to deal with sensitive data.

This information will be held by the minimum number of members on secure phones and computers which are password/fingerprint protected. Other details such as those required by the Charities Commission and HMRC will be processed to meet the lawful requirements of those bodies with the knowledge of the data subjects.

The Secretary will ensure that data subjects for contact details used for the mailing lists consent to the data being held.

## **Procedures**

All Members and particularly the Chairman, Safeguarding Lead, Treasurer and Hall Manager will report to the Secretary if it is necessary to process or hold sensitive data so that appropriate measures may be put in place.

If it proves necessary to hold or process sensitive data, the explicit consent of the data subject will be sought by the Secretary. Depending on the circumstances, and the agreement made with the data subject, the security measures necessary to protect the privacy of the data will be determined by the Secretary. If possible, the information should be reviewed and a decision made without the need to retain detailed information in the long term. In such circumstances the number of copies should be minimised and the data securely deleted when it is no longer required.

The Committee members of email contact lists will be asked to agree that they consent to their data being held annually.

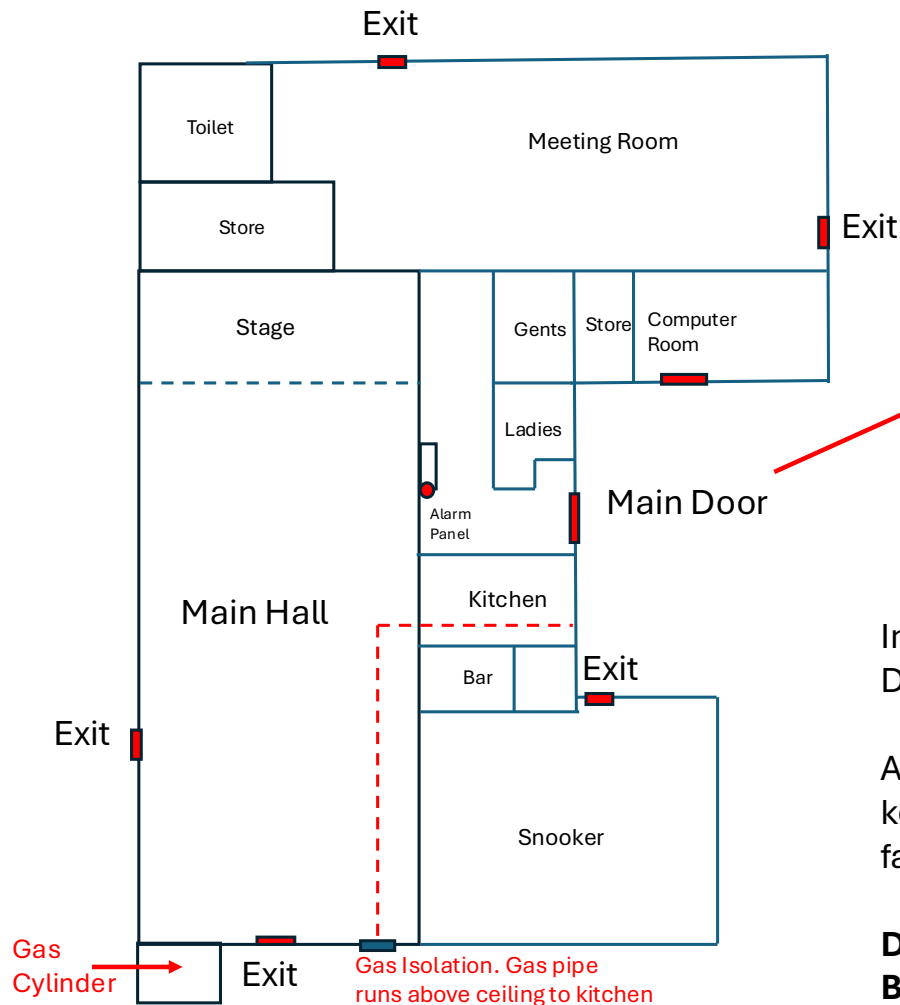
Data held as hard copies will be held by the Treasurer and/or Secretary in secure premises, or the locked Village Hall store. Electronic data will be held by the Secretary on a password protected device and backed up onto a memory stick located in secure premises.

Data retention arrangements are summarised in the table below.

<b>Description of Data</b>	<b>Min Retention Period</b>	<b>Example</b>
Receipts and invoices	Kept for 6 years from the end of the current financial year	Suppliers invoice, invoices for hall bookings
Booking/hirer information (may include some personal information)	Kept for 1 year	Hiring agreements
Committee Meetings and AGM Minutes (may include some personal information)	Stored electronically for an indefinite period, for reference purposes. AGM and Management Committee minutes to be distributed to Committee members and available to the public on request.	Agendas, minutes from meetings, presentations
Trustee, contractor, volunteer information (may include personal information)	Necessary information to be retained for the duration of service	Trustee declaration
Trustee information (may contain Trustees' personal information)	May be kept by the Charity Commission	Annual Return, Charity Commission website
Financial donor records (may contain donor's personal information)	Kept for 6 years from the end of the current financial year.	Donor correspondence
Insurance Records	Retained by Secretary for at least 6 years	Proposal Forms and Records, Valuations

## Allocation of Responsibilities

<b>Issue</b>	<b>Description</b>	<b>Nominee for 2025/26</b>
Chairman	Chairing meetings and signing the minutes.	<b>Alan Gray</b>
	Ensuring that the requirements of these procedures and the Hall Governing Document are met.	Mobile No: 07885 711848
Treasurer	Maintaining financial control and keeping the accounts	<b>Mary Simmons</b>
	Organising the annual financial reports and the independent review of the accounts by an appropriate individual.	Mobile No: 07771 516833
Secretary	Taking and circulating the minutes of meetings	<b>Phil Simmons</b>
	Fulfilling data protection and incident reporting requirements.	Mobile No: 07774 958753
	Keeping abreast of the main legal requirements relevant to the operation of the Hall.	
Insurance Lead	Maintain policies to cover the buildings and contents plus liabilities to hirers, the public and people working in the building or grounds	<b>Jonathan Cottrell</b> Mobile No: 07926 273870
Safeguarding Lead	Advising the Management Committee on safeguarding and equality issues.	<b>Sandra Poacher</b> Mobile No: 07986 171604
Catering Lead	Advising the Management Committee on catering and hygiene issues	<b>Sandra Poacher</b>
Maintenance Lead	Ensure that the hall and its equipment is inspected maintained	<b>Phil Simmons</b>
	Organise the Routine Inspections of the hall, systems and equipment	
Hall Manager	Arranging the use of the hall, invoicing and interfacing with hirers to acquaint them with their responsibilities.	<b>Karina Rose</b> Mobile No: 07988 229309
Hall Caretaker	Cleaning of the hall and its equipment. Conducting routine tests and advising the Maintenance Lead	<b>Jackie Scopes</b> Mobile No: 07874 667411



## FIRE PLAN

Cross the Grass  
Keep away from the  
car park area

**Assembly Area**

Take Care at Edge

Car Park

In the event of a Fire Alarm or Evacuation Leave by the Main Door or the nearest Fire Exit.

Assemble on the raised grass area shown above. Please keep away from the wall on the car park side to avoid falling.

**DO NOT LEAVE UNTIL YOU HAVE BEEN ACCOUNTED FOR BY THE ORGANISER OF YOUR EVENT**