The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

Complaints Policy and Procedure

General statement

The Old School Hall Community Centre, (The Old School Hall), managed by the Trustees of The Old School Hall Management Committee, Registered Charity No 700293, aims to always provide the highest quality service. We recognise, however, that from time to time there may be occasions when users of our community centre feel that the quality or level of service provided falls short of what they could reasonably expect.

The Old School Hall views complaints as an 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.

1. Introduction

1.1. The purpose of this complaint's procedure is to ensure that all complaints are dealt with fairly, consistently, and effectively, so they can be resolved as quickly as possible.

1.2. This procedure and its contents will be publicised, so all users know how to contact us and make a complaint.

1.3. The Old School Hall uses complaints positively and takes subsequent action to maintain and improve service quality and effectiveness.

1.4. The Old School Hall demonstrates that it does care and considers the procedure as an important aspect of service delivery.

2. Definition of a complaint

2.1. A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of the Charity.

2.2. A complaint can be received verbally, by phone, email or in writing.

2.3. Complaints can be issued from all users or any other person or organisation with an interest in the Charity and its activities.

3. Confidentiality

3.1. All complaints will be handled sensitively and with care.

3.2. All information collected will be stored and handled under The Old School Hall data protection and confidentiality policies.

4. Making a complaint

4.1. Many complaints can be resolved informally.

4.2. when making a complaint please provide us with your name and contact details and as much detail as possible so that we can respond and investigate efficiently.

4.3. Complaints can be made by:

- In person to a member of the management team
- By email; at info@TheOldSchoolHall.co.uk
- By telephone; on 07721584300
- In writing to; The Old School Hall, 50 West Street, Winterton, North Lincs, DN15 9QF

4.4. All complaints made in writing should be marked "private and confidential" for the attention of The Management Team or by completing a complaints form - **APPENDIX 1.**

5. Complaint procedure

5.1. Complaints received by telephone or in person need to be recorded. The person recording the complaint will:

- Write down the facts of the complaint
- Take the complainants name, address and telephone number
- Note down the relationship between the charity and the complainant
- Explain the complaints procedure and timelines
- Ask the complainant to complete a complaints form - **APPENDIX 1,** so the complaint is recorded in the complainants' own words.

5.2. On receiving the complaint, the management team of The Old School Hall will consult with the board of trustees and an investigation will be launched by the Chair of Trustees.

5.3. Within 10 working days of your initial complaint, we will acknowledge and provide an initial written response to your feedback.

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

5.5. Whilst we expect most complaints to be resolved within that timeframe, if a more in-depth investigation needs to be conducted, we will advise you of the investigation outcome in writing within 28 days of receipt of the complaint.

5.6. If in exceptional circumstances, we are not able to meet our deadlines, we will keep you informed and updated throughout the investigation.

5.7. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result to the complaint.

6. If you are unsatisfied with the outcome

6.1. If the complainant feels the problem has not been satisfactorily resolved they can request that the complaint is reviewed by the board of Trustees, at this stage, the complaint will be passed to the chair.

6.2. The chair may investigate the case themselves or delegate a suitable senior person to do so.

6.3. Any request for review will be acknowledged within 10 working days. The acknowledgment will name the person dealing with the case and a time frame of when a reply should be expected.

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

6.5. We will advise you of the investigation outcome in writing within 28 days of receipt of the complaint.

6.6. If in exceptional circumstances, we are not able to meet our deadlines, we will keep you informed and updated throughout the investigation.

6.7. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken.

6.8. The decision taken at this stage is final, unless the board decides to seek external assistance with resolution.

7. If you are not happy with how a charity deals with your complaint

7.1. If you are not happy with how the charity deals with your complaint, contact the relevant regulator.

8. Complaints to a regulator

8.1. How to contact the fundraising regulator if your complaint relates to:

- The way you have been asked for donations
- How fundraisers have behaved

www.fundraisingregulator.org.uk

8.2. How to complain to the Charity Commission if a charity is:

- Not doing what it claims to do
- Losing lots of money
- Harming people
- Being used for personal profit or gain
- Involved in illegal activity

https://www.gov.uk/government/organisations/charity-commission

8.3. How to contact ICO if:

- You have problems accessing your personal information from an organisation
- If you are concerned about how an organisation has handled your information

https://ico.org.uk/make-a-complaint/data-protection-complaints/

Associated Policy and Procedures:

- Data Protection Policy
- Confidentiality Policy

Reviewed April 2024

Signed:

Print Name: Grahame Robinson
Role: Chairman

The Old School Hall Management Committee

50 West Street, Winterton, North Lincolnshire, DN15 9QF

info@TheOldSchoolHall.co.uk

APPENDIX 1

The Old School Hall Complaints Form

Date	Time

Details of Complaint

Name:			
Address:		Postcode	

Contact Number:	Landline	Mobile
Email address:		

Complaint

Time and Date of Incident	Time	Date

Details of complaint

Declaration of Complainant

Signed	
Name	
Date	

Date resolved	

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

Confidentiality Policy

General Statement of Policy

The Old School Hall Community Centre, (The Old School Hall), managed by the Trustees of The Old School Hall Management Committee, Registered Charity No 700293, recognises that employees, volunteers, and trustees gain information about individuals and Organisations during their work or activities. In most cases such information will not be stated as confidential, and employees, volunteers, and trustees may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from a Trustee.

This policy is to be reviewed every two years.

1. General principles

1.1. The Old School Hall employees and volunteers may gain information about The Old School Hall such as plans and finances. This information must **not** be shared with any parties outside the Organisation.

1.2. All visitors to the Centre are entitled to privacy and can specifically request to be seen in private.

1.3. Employees and volunteers can share information with Trustees to discuss issues and seek advice.

1.4. Employees and Volunteers should avoid exchanging personal information or comments (gossip) about individuals with whom they have a professional relationship.

1.5. As part of The Old School Hall Equality Policy it is not appropriate to discuss a person's sexuality (i.e., 'outing' a gay person, disability, their gender reassignment) without their prior consent.

1.6. Employees and volunteers should avoid talking about the Organisation or individuals in social settings.

1.7. Information considered sensitive, personal, or private will not be shared with anyone other than Trustees without the consent of the individual.

1.8. Constructive liaison with other agencies is sometimes essential if individuals and groups are to be offered an effective service by The Old School Hall. However, confidential matters must not be discussed outside of The Old School Hall without the prior permission of the individual or Organisation.

1.9. Where there is a legal duty on The Old School Hall to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

2. Why information is held

2.1. Most information held by The Old School Hall relates to voluntary and Community Organisations, self- help groups, volunteers, employees, Trustees, or services which support or fund them.

2.2. Information may be kept enabling The Old School Hall to understand the history and activities of Organisations to deliver the most appropriate services.

2.3. The Old School Hall does need to share information where appropriate about the impact of our services. If one of our services has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of the individual will be sought using a disclosure form before any action is taken. If permission cannot be obtained, then details must be amended to protect the identity of the individual.

2.4. The Old School Hall has a role in putting people in touch with voluntary and Community Organisations and keeps contact details which are passed on to any enquirer, except where the group or organisation expressly requests that the details remain confidential.

2.5. Information about ethnicity and disability of users is only kept for the purposes of monitoring our equal opportunities policy and for reporting back to funders.

2.6. The Old School Hall has a role to put individuals in touch with Community Organisations. Contact details will only be disclosed to services with the user's permission, using a disclosure form.

3. Access to information

3.1. Information is confidential to The Old School Hall as an organisation but may be passed to Trustees to ensure the best quality service.

3.2. Where information is sensitive, i.e. it involves disputes or legal issues, it will be confidential to the Trustee dealing with the case. Such information should be clearly labelled 'Confidential' and should state the names of the Trustee entitled to access the information and the name of the individual or group who may request access to the information. This should be stored in a lockable filing cabinet.

3.3. Employees will not withhold information from Trustees unless it is purely personal.

3.4. Individuals may have sight of The Old School Hall records held in their name or that of their Organisation. The request must be given in writing to a Trustee giving 14 days' notice and be signed by the individual, or in the case of an organisation's records, by the Chairman. Sensitive information as outlined in paragraph 3.2 will only be made available to the person or organisation named on the file.

3.5. When photocopying or working on confidential documents, employees and volunteers must ensure they are not seen by people in passing. This also applies to information on computer screens.

4. Storing information

4.1. The Old School Hall keeps non-confidential information using paper files and computers.

4.2. Confidential information is stored in locked filing cabinets and stored accordingly to the Data Protection policy of The Old School Hall.

4.3. Information about volunteers and other individuals will be kept by the Trustee personally responsible. These colleagues must ensure management know how to gain access.

4.4. Employees' personnel information will be kept in lockable filing cabinets in accordance with The Old School Hall data protection policy and will be accessible to the Office Staff or to those who are entitled to see it as part of their duties.

4.5. Filing cabinet drawers holding confidential information should always be labelled 'confidential' and remain locked.

4.6. Electronic files will be stored safely on One Drive in accordance with The Old School Hall Password Policy.

4.7. The time in what information is stored is in accordance with The Old School Hall Retention of Information Policy.

4.8. The Old School Hall reserves the right to break confidentiality if:

- If it is believed an individual is a danger to themselves or others.
- If an employee or volunteer suspects abuse or has knowledge of abuse.
- If an individual gives information indicating that a crime has been committed.
- If a disclosure is required by Law.
- If it is felt an individual has the capacity to make a decision. Action will only be made in the best interests of the individual.

4.9. Breaking confidentiality will be done so on a case-by-case basis.

4.10. Individuals should be informed of disclosures.

5. Duty to disclose information

5.1. There is a legal duty to disclose some information including:

- Child abuse will be reported to the Children, Schools and Families Department
- Drug trafficking, money laundering, acts of terrorism or treason will be disclosed to the police.

5.2. In addition, a colleague believing an illegal act has taken place, or that a user is at risk of harming themselves or others, must report this to the Officer Manager and Trustees who will report it to the appropriate authorities.

5.3. Service users should be informed of this disclosure.

6. Disclosures

6.1 The Old School Hall complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.

6.2 Disclosure information is always kept separately from an applicant's personnel file in secure storage with access limited to those who are entitled to see it as part of their duties. It is a **criminal offence** to pass this information to anyone who is not entitled to receive it.

6.3 Documents will be kept for one year and then destroyed by secure means. Photocopies will not be kept. However, The Old School Hall may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

7. Data Protection Act

7.1. Information about individuals, both paper and electronic must be done so in accordance with The Old School Hall's Data Protection Policy which is based on the following data protection principles:

- Obtained and processed fairly and lawfully.
- Held only for specific purposes.
- Adequate relevant and not excessive.
- Accurate and up to date.
- Not kept longer than necessary.
- Kept secure and protected.
- Not transferred outside of Europe.

8. Breach of Confidentiality

8.1. Employees and volunteers who are dissatisfied with the conduct or actions of other employees or volunteers of The Old School Hall should raise this with a Trustees using The Old School Hall Grievance Procedure, if necessary, and not discuss their dissatisfaction outside the Organisation. This does not prevent an employee taking appropriate action in accordance with The Old School Hall Whistleblowing Policy and provided that a breach of confidentiality is reasonable and in accordance with that policy no disciplinary sanction will result from it.

8.2. Employees and volunteers accessing unauthorised files or breaching confidentiality may face disciplinary action. Ex-employees and volunteers breaching confidentiality may face legal action.

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

Associated Policies and Procedures:

- Data Protection Policy
- Social Media Policy
- Whistleblowing Policy
- Conflicts of Interest, Gifts, and Bribery Policy
- Retention of Information Policy

Reviewed April 2024

Signed: 

Print Name: Grahame Robinson
Role: Chairman

Date: 26th April 2024

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

Data Protection Policy

General Statement of Policy

The Data Protection Act Covers information about individuals which is held on a computer or in a manual filing system, or which is recorded with the intention that it will be part of such systems. This Policy ensures The Old School Hall Community Centre, (The Old School Hall), managed by the Trustees of The Old School Hall Management Committee, Registered Charity No 700293, is compliant with General Protection Regulations 2018 and the Data protection ACT 1998.

•Introduction

1.1. Why The Old School Hall processes and holds personal data.

- To maintain our record of users, organisations, and hirers of service.
- To provide accurate information, advice, and support to organisations and those interested in volunteering.
- To provide services to individuals in the community.
- To help us safeguard children, young people, and adults at risk.
- To recruit, support and manage employees and volunteers.
- To maintain our accounts and records.
- For the security of The Old School Hall and its premises.
- For effect response to enquiries and complaints.

1.2. The Old School Hall will:

- Comply with both the law and good practice.
- Respect individual rights.
- Be open and honest about the data held by The Old School Hall.
- Provide training and support for staff and volunteers who handle personal data, so that they can act confidently and consistently.

•Data Protection Principles

2.1. The Old School Hall is committed in processing data in accordance with its responsibilities under the GDPR. Article 5 of the GDPR requires that the personal data shall be:

- Processed lawfully, fairly and in a transparent manner in relation to the individuals.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that it is incompatible with those purposes; further processing for archiving

purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.

- Adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased, or rectified without delay.
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals.
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.

•Responsibilities

3.1. Appointed Roles:

Trustees

- To work alongside the Data Compliance Officer enforcing The Old School Hall Data Protection Policy
- To work alongside the Data compliance officer investigating any breach of The Old School Hall Data Protection Policy

Employees and volunteers

- To work alongside the Data Compliance Officer and with The Old School Hall Data Protection Policy to ensure compliance when processing personal data.
- To report any breaches or accidental breaches immediately to the Data Compliance Officer.

Office Manager

- The office manager is required to ensure the day-to-day procedures involved in personal data are followed in accordance with The Old School Hall Data Protection Policy.
- Responsible for ensuring the policy is implemented, reviewed, and updated.

- Advise employees and volunteers on any Data Protection issues.
- To ensure the safety of data whilst complying with The Old School Hall Computer Policy.
- To ensure data disclosure forms are completed and signed **APPENDIX 1**.
- To provide inductions and training for data protection.
- Responsible for handling any breaches alongside the Trustees
- To process and access requests.

3.2. Breaches of The Old School Hall Data Protection Policy may be subject to disciplinary action. Intentional, reckless or breaches made for personal benefits may result in prosecution or regulatory action.

3.3. Discuss with a Trustee any uncertainties you may have with The Old School Hall procedures necessary to follow this Data Protection Policy, not doing so may result in an accidental breach.

3.4. Personal data will be stored both electronically and will be stored on an encrypted protected computer

3.5. Personal data recorded on paper must be filed in a lockable cabinet marked confidential.

3.6. Information relating to criminal proceedings or offences, or allegations of offences will not be held, unless there is a safeguarding requirement to process this data for the protection of children and adults at risk. Processing of this data will only be carried out by The Old School Hall Safeguarding Lead.

- **Confidentiality**

4.1. This Data Protection Policy should be read in conjunction with The Old School Hall Confidentiality Policy.

4.2. Any disclosures of personal data agreed must be recorded and signed on The Old School Hall Disclosure form, by the individual giving permissions **APPENDIX 1**.

4.3. Any information felt appropriate to disclose must be done in accordance with The Old School Hall Confidentiality Policy.

4.4. Privacy statements outlining how information is used is available by users of The Old School Hall on request and is also available on The Old School Hall website **APPENDIX 2**.

•Training

5.1. All employees and volunteers will be asked to read and understand the procedures and responsibilities laid out in The Old School Hall Data Protection Order and what is expected from them.

•Breaches

6.1. Where employees and volunteers believe the Data Protection Policy is not being followed or data has been breached, this must be reported to a Trustee immediately.

6.2. All breaches will be recorded.

6.3. Any breach putting an individual at potential risk will be reported to ICO within 72 hours.

Associated Policies and Procedures:

- Computer Use, Internet, and Email Guidance Policy
- Confidentiality Policy
- Whistleblowing Policy

Reviewed August 2024

Signed: 

Print Name: Grahame Robinson
Role: Chair
Date: 24th August 2024

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

APPENDIX 1

Disclosure Form

CONSENT FOR RELEASE OF INFORMATION

Somerford ARC Community Centre likes to share experiences of real people who use our services in our communications as it helps demonstrate the difference our work is making. By completing this form, you give us permission to use your story in our communications.

Full Name			
Address			
		Postcode	
Contact No.		Mobile No.	
Email			

WHAT WILL MY INFORMATION BE USED FOR?

Presentations: Somerford ARC Community Centre's internal and external presentations ☐

Websites: Somerford ARC Community Centre's website ☐

Social Media: Somerford ARC Community Centre's Social Media Pages ☐

Publications: National, regional, and local papers and news sites ☐

Television and Radio: National and regional television; national, regional local radio ☐

Sharing of personal information: Sharing contact information with third party Organisation ☐

CAN I REMAIN ANONYMOUS?

You can choose to have your real name published with your story or remain anonymous (in which case, a false name will be used). I am happy for my **real** name to be used

YES	NO

I do **not** want my real name to be used

YES	NO

The Old School Hall Management Committee

50 West Street, Winterton, North Lincolnshire, DN15 9QF

info@TheOldSchoolHall.co.uk

Please tick this box if you do **NOT** want to be featured in imagery or video footage ☐

I am happy for my children to be featured	**YES**	**NO**

Please let us know if there are any identifying features you do NOT want included. For example, your location or ages of your children

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PERMISSIONS

Please sign this form to show you are happy to give permission for your story/ information to be used by Somerford ARC Community Centre for the purposes outlined above. Your story will not be used or stored for any longer than two years unless you ask us to stop using it before then.

Signed:	
Print name:	
Date:	

If you are under 18, we need permission from a parent, guardian, or responsible adult.

Signature of parent or guardian:	
Date:	

Data protection: The information that you provide here will only be used to contact you about sharing your story/ information in our communications work. We will not pass the details recorded on this form to any other Organisation without your permission. We will not store your data for any longer than two years.

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

APPENDIX 2

Privacy Notice

General Statement
The Old School Hall are committed to protecting your information and being open and honest about how we use your information.

Information we collect about you
We collect the minimal amount of information necessary for the purpose of which it is needed.

- Data provided by you, to identify you, including your contact information.
- Personal details or certificates provided by you, necessary to utilise or hire our facility.
- Information provided and consented by you to use within our facility, website, or social media pages.
- Information provided and consented by you for use in The Old School Hall's internal and external presentations.
- Further information will be collected from employees of The Old School Hall, which will include but not limited to bank details.
- Statistical data provided and permitted from you to help demonstrate to outside organisations the difference our work here at The Old School Hall impacts our local community.

Security
Your data held will be done so in accordance with the Data Protection Policy and the Confidentiality Policy of The Old School Hall. These polices can be accessed on request or via our website.

https://TheOldSchoolHall.co.uk

Data will only be stored for the purpose for which it was collected and stored. This data will only be stored for the necessary amount of time. You may request removal of your data from The Old School Hall records in writing using the contact details below.

If you believe that your data is not being used for the purpose for which it was collected, please contact our Data Compliance Officer on the details provided below.

Children
No data or images relating to a child under 18 will be processed, used, or stored without the consent of a parent or guardian.

Incorrect information
If you believe any of the information, we have stored is incorrect, please contact us so we are able update our records

Access to, deletion of information and complaints
you have the rights to access information The Old School Hall have stored about you or ask to have your data removed from our records, if you do not feel your data is being processed correctly, you have the rights to file a complaint You can do this by contacting our Data Compliance Officer using the details provided below.

The Old School Hall does not partake in profiling, or the selling, or passing of data to third party organisations

How to contact us
In writing:

The Old School Hall
Management Committee
50 West Street
Winterton
North Lincs
DN15 9QF

Email: info@TheOldSchoolHall.co.uk

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

Fire Safety Policy and Procedure

General Statement of Policy

This is the Fire Safety Assessment of The Old School Hall Community Centre, (The Old School Hall), managed by the Trustees of The Old School Hall Management Committee, Registered Charity No 700293. This Policy and the way in which it operates will be reviewed every two years, although this is a continuous working document. A copy of the policy will be displayed in the Centre. Hirers, employees, volunteers and visitors will be made aware of it and must observe and support it.

1. Introduction

1.1. This Policy is designed to contribute to the safety of The Old School Hall employees, volunteers, hirers, and visitors, demonstrating a continuous improvement in fire safety performance.

1.2. The Old School Hall to ensure all employees, volunteers, hirers, and visitors know what action should be taken in the event of a fire within the building. This policy has relevance to those organising functions in the Centre.

1.3. To ensure action is taken to minimize the probability of a fire starting and ensuring all fire safety measures for the protection of employees, volunteers, hirers, and visitors are in place and maintained.

2. **Legislation**

2.1. This Policy is written in line with the requirements of:

- The Fire Safety Order 2005.
- Health and Safety at Work etc Act 1974.
- Management of Health and Safety at Work Regulations 1999

3. **Management**

3.1. The Old School Hall to maintain and provide a safe environment for all employees, volunteers, hirers, and visitors.

3.2. The Old School Hall to continually improve its fire safety performance.

3.3. All employees, volunteers, hirers, and visitors to participate in maintaining sufficient fire safety.

3.4. The Old School Hall to recognise legal requirements are the minimum standards to be maintained.

3.5. The Old School Hall to conduct a Fire Risk Assessment.

4. **Responsibilities**

4.1. General Health and Safety responsibilities can be found in The Old School Hall Health and Safety Policy.

4.2. Appointed roles:

Chair of Trustees

- Overall legal responsibility for the Fire Safety of Somerford ARC Community Centre.
- Ensure Fire Safety Policy is followed.
- Promote and encourage high standards of performance in the Fire Safety Policy

Trustees / Fire Safety Officer

- Ensure everyday compliance with the requirements of the Fire Safety Order 2005.
- Ensure Fire Safety Policy is followed.
- Promote and encourage high standards of performance in the Fire Safety Policy
- To ensure the Fire Safety Policy is regularly reviewed and updated.
- To ensure the correct equipment is available Policy compliance.
- Ensure employees, volunteers and hirers are provided with a copy of the Fire Safety Policy and understand its contents.
- Ensure Fire Safety training is completed.
- To arrange and practice a fire drill twice yearly.
- Drawing to the attention of the Trustees any matters s/he are unable to deal with. Correspondence regarding these matters to be marked **urgent.**
- Ensure staff, volunteers and hirers are given a copy of the fire evacuation plan.
- Providing and monitor an emergency plan of evacuation.
- Complete, maintain and review Fire Risk Assessment.
- Record Keeping.
- Manage the electrical installation for the building. Testing in accordance with regulations.
- Emergency lighting and signs to be tested once monthly.
- Weekly fire equipment checks.
- Weekly fire alarm testing.
- Ensure firefighter equipment receive an annual maintenance check by a certified person.
- Weekly fire door check
- Record any discrepancies during daily checks.
- Annual Fire safety check.

All Staff and Volunteers

- Employees and Volunteers to be trained in the Fire Evacuation Policy.
- Employees and volunteers to be trained in using firefighting equipment.
- Ensure fire safety roles designated are clearly identified.
- Ensure fire exits, corridors and escape routes are clear from obstruction.
- In the event of a fire ensure a rapid notification and controlled eviction.
- Responsible for their own acts and the effect these may have upon the safety of themselves and others.
- Report any discrepancies to the appointed fire safety officer.
- Individuals are legally required to co-operate and work safely.

Visitors and hirers / users

- Responsible for their own acts and effect these may have upon the safety of themselves and others.
- To comply with Fire Safety Policy of The Old School Hall.

5. **Fire Equipment**

5.1. Employees, volunteers, and regular hirers / users will be instructed in the use of the fire extinguishing equipment.

5.2. All Firefighting equipment will be given regular maintenance checks by a certified person.

5.3. Visual checks to be carried out once weekly by our appointed Fire Safety Officer.

5.4. Firefighting equipment locations:

Fire Alarm Locations:

- West Street main entrance.
- Reception.
- School entrance lobby.

Fire Extinguisher Locations:

- Main hall entrance West Street.
- Main hall reception entrance.
- School room entrance lobby.
- Reception.
- Kitchen.

Fire Blanket Locations:

- Kitchen next to gas cooker
- Kitchen next to reception door.

6. **Means of Escape**

6.1. Fire doors to be checked once weekly.
6.2. A daily check will be undertaken to ensure corridors/ escape routes are maintained and clear of obstruction.
6.3. A daily check of bins and storage should be carried out to avoid the accumulation of rubbish.
6.4. Hazardous materials will be identified and stored safely.

7. **Records**

7.1. All tests and checks to be recorded.
7.2. All discrepancies found during daily checks to be recorded and logged with action taken.

8. **Electrical Equipment**

8.1. All electrical equipment to be tested to ensure they meet Health and Safety Standards.
8.2. Staff and hirers are not permitted to bring their own electrical equipment onto the premises unless it has had a certified PAT test.

9. **Training**

9.1. All new staff and volunteers will receive an induction pack; induction will be recorded on their induction checklist.
9.2. Specific training will be arranged and recorded by the Office Manager.
9.3. Any Cost for specific training will be covered by The Old School Hall.

10. **Smoking**

10.1. Smoking is not permitted inside or outside within 6m of any door or open window.
10.2. Staff, volunteers, hirers, and visitors are permitted to smoke using the designated areas.
10.3. Designated smoking areas:

- In the carpark located at the rear of the building on the right-hand side.

11. **Substances**

11.1. Identify any substances which require a COSHH assessment.
11.2. Employees and volunteers to be informed of any COSHH assessments.

11.3. Health and safety officer to check new substances can be used safely.

11.4. Inform, instruct, and supervise.

12. **Signage**

12.1. Fire exit signs lit and above relevant doors.

12.2. Fire evacuation Plans posted around the building **APPENDIX A**

12.3. Firefighting equipment instruction posted in relevant areas.

13. **Fire Safety Procedure**

13.1. The evacuation plan/ action to be taken will be displayed throughout the building. **APPENDIX A**

13.2. All Hirers and visitors will be made aware of this Policy and its implantation as a condition of hire.

13.3. Evacuation drills will be carried out twice per year.

13.4. A list of valuable items should be maintained to pass to the Fire Brigade for salvage purposes.

Appointed Health and Safety Officer: Grahame Robinson
Appointed Fire Safety Officer: Grahame Robinson

Associated Policies

- Health and Safety Policy
- First Aid Policy

Reviewed September 2024

Signed: 

Print Name: Grahame Robinson

Role: Chairman

Date: 08-09-2024

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

APPENDIX 1

Fire Safety
On Hearing the Alarm

The hirer, their guests and all others present in the building MUST evacuate immediately.

WHERE POSSIBLE EVACUATE TO THE PRIMARY ASSEMBLY POINT

Assembly Point is the Car Park at the rear of the building.

Exit via the main front door and fire exit doors of our building and via the passage ways either side of the building making your way to the assembly point

Hirers and all present in the building must ensure that they are fully familiar with the safety precautions and evacuation procedures of the Centre. Parents remain responsible for their own children

- The named hirer/ and any members of staff present are responsible for ensuring that all guests and parents are aware of evacuation procedure and assembly points and they remain responsible for ensuring their guests/parents and children evacuate
- No obstructions should be placed in gangways or in front of emergency exits, and such exits must be available for free access at all times
- Fire-fighting apparatus at the premises should only be used for its intended purposes and only by those trained to do so.
- **On hearing the alarm all those present in the building MUST evacuate immediately, even if no fire is apparent and call 999 immediately.**
- All should assemble at evacuation point and **MUST NOT** re-enter the building without the authorisation of the Fire Brigade or a member of The Old School Hall management team
- For safety and fire prevention reasons, all activities undertaken, equipment used (including electrical) and the use of decorations and balloons must be discussed and agreed with a Trustee of The Old School Hall in advanced of the hire period.
- No highly flammable substances or materials, or activities which could pose a fire risk should be brought onto or used in any part of the premises, indoors or out. **This includes fireworks and smoke machines**
- **Smoking is not permitted inside or outside the back, passageways or in front of the building. Anyone wishing to smoke must use the rear car park**

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

1. First Aid Policy

General statement of policy

This is the First Aid Risk Assessment of The Old School Hall Community Centre, (The Old School Hall), managed by the Trustees of The Old School Hall Management Committee, Registered Charity No 700293.

This policy and the way in which it operates will be reviewed every 2 years.

A copy of the policy will be posted in the centre. Hirers and users will be made aware of it and must observe and support it.

1. Introduction

1.1. This Policy is designed to contribute to the safety of The Old School Hall employees, volunteers, hirers, and visitors, demonstrating a continuous improvement in the practice of the first aid policy.

1.2. The Old School Hall to ensure all employees, volunteers, hirers, and visitors know what action should be taken in the event of an accident. This Policy has relevance to those organising functions in the Centre.

1.3. The Old School Hall Policy sets out the steps taken to assist in the event of an accident.

2. Treatment

2.1. In the event of a person requiring emergency assistance, an ambulance should be called by dialling 999 and the following address should be given in full:

- The Old School Hall, 50 West Street, Winterton, North Lincolnshire DN15 9QF.

2.2. In the event of an accident or injury the group leader of the group you are attending must be notified and they should be the person who deals with the accident or injury. If this is not possible then the First Aiders of The Old School Hall must be notified.

2.3. Unless following instruction by a qualified telephone operator from the emergency services those who are not first aid trained should **not** treat the injured person.

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

3. Accident Book

3.1. Accident Book location:

- Kitchen: To the right of the door on the document rack.
- It is vital **all** sections of the accident book are completed.
- Once the accident log has been completed it must be removed from the book and sent to a Trustee.

4 First Aid Boxes First aid box locations:

- Kitchen: Next to Fridge Freezer
- Reception: To the left of main hall doors mounted on wall.

4.2. Any items used in the treatment of first aid must be reported to the organisations First Aid Lead for stock control levels.

5. Defibrillator

5.1. The nearest AED box is located on the front of the Winterton Junior school, west street.

5.2. If use of the AED box is needed 999 should be called for the emergency services to give the user an access code.

5.3. Emergency services will give instructions of use whilst an ambulance is on its way.

Associated Policies:

- Health and Safety Policy
- Fire Safety Policy

Reviewed September 2024

Signed: 

Print Name: Grahame Robinson

Role: Chairman

Date: 24th Sept 2024

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

Health and Safety Policy

General statement of policy

This is the Health and Safety Policy of The Old School Hall Community Centre, (The Old School Hall), managed by the Trustees of The Old School Hall Management Committee, Registered Charity No 700293. This Policy and the way in which it operates will be reviewed every two years, this is a continuous working document.

A copy of the policy will be displayed in The Old School Hall. Hirers / Users, employees, volunteers, and visitors will be made aware of it and must observe and support it.

- **Statement**

1.1. Work safely, efficiently without endangering the health and safety of themselves, their colleagues or any others who has a right of access to the organisation's premises at any time.
1.2. To control Health and safety risks arising from activities.
1.3. Communicate any Health and Safety concerns with employees, volunteers, hirers / users.
1.4. To maintain our premises and equipment to provide a safe environment for our employees, volunteers, hirers / users and public.
1.5. To ensure all employees and volunteers store and use substances correctly and safely.
1.6. To communicate instruction to employees and volunteers.
1.7. All employees and volunteers to be provided with training relevant to their role at the centre.
1.8. To implement emergency procedures. E.g. fire drills.
1.9. Record all accidents, near miss occurrences and hazardous situations in the Health and Safety/Accident book and report to the next staff meeting.
1.10. Meet their other statutory safety obligations including that laid down in Section 8 of the Act, which states that "no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions".

- **Legislation**

2.1. This Policy is written in line with the requirements of:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.

- **Organisation Responsibilities**

3.1. Appointed Roles:

Trustees

- The overall and final Health and Safety responsibilities within the organisation lies with the Trustee Board.
- To ensure staff are provided with suitable seating and appropriate workstations.
- To ensure the correct equipment is provided to work safely.
- Deal with any issues that are unable to be dealt with by the Trustees to report back any decisions to employees and volunteers.
- Day to day responsibility ensuring policy is implemented, reviewed, and updated.
- Ensure all employees and volunteers are provided with information, instruction and any training required to enable persons to adhere to the Health and Safety policy and procedures.
- Ensuring employees and volunteers are given a copy of this Policy and understand its contents.
- Drawing to the attention of the Trustee Board, and employees any new legislation on health and safety relevant to the work of The Old School Hall.
- Drawing to the Trustee Board's attention immediately any matters with which s/he is unable to deal. Any correspondence to be marked **urgent** (Trustees to report back any decisions to employees and volunteers).
- To ensure the correct equipment is provided to work safely.
- Hold regular meetings and consultations with employees and volunteers.

Health and Safety Lead

- Day to day responsibility ensuring policy is implemented.
- Carry out weekly inspections of The Old School Hall.
- Ensure general equipment is maintained.
- Ensure Health and Safety Law signage is displayed.
- Drawing to the Office Managers attention any matters which s/he is unable to deal with. Any correspondence to be marked **urgent** (Office Manager to report back any decisions to employees and volunteers).
- Ensure all groups, employees and volunteers can do risk assessments of their own environments.
- Carry out and monitor risk assessments.

Appointed first Aider

- Monthly first aid box checks.
- Advise employees, volunteers, and visitors' emergency first aid and action.

Employees and Volunteers

- Read and fully understand The Old School Hall's Policy statement and the procedures to be carried out in the event of an emergency. If there is any doubt about the meaning, staff must seek clarification from the Chair.
- Co-operate with the Trustee Board as appropriate, to achieve a healthy and safe workplace and to take reasonable care of themselves and others.

- Bring to the notice of the trustees any potentially dangerous circumstances that the employee is unable to put right.
- Any concerns regarding Health and Safety issues and action taken to be recorded and reported in the monthly Trustee Report.
- Ensure that floors and aisles are kept clear, as far as reasonably practical. Trailing of wires, equipment etc.

- **Personal Safety**

4.1. All windows and doors must be lockable.
4.2. Employees working away from the premises must alert colleagues and Trustees of their location and timings.
4.3. Employees to inform the trustees of their next of kin in case of emergency.
4.4. Employees who carry money on behalf of The Old School Hall have the rights to be accompanied by another person.
4.5. Banking should not be done at regular times.
4.6. Employees should not put themselves at risk on account of The Old School Hall's property.
4.7. All incidents of aggression, violence or threat to safety should be immediately reported to the Trustee Board. Details must be recorded in the accident book.

- **Risk Assessments**

5.1. Appointed Roles:

Trustees

- Responsible for making necessary arrangements for any action.
- Assessments to be reviewed every two years, or when changes are necessary.

- Risk assessments accessible on paper file and digitally.
- Ensure all employees and volunteers have read and fully understood all risk assessments.
- To complete and monitor risk Assessments of The Old School Hall.

Hiring Groups

- To provide risk and maintain their risk assessment, whilst adhering to The Old School Hall requirements.

• Maintenance, Safe Premises and Equipment

6.1. Appointed Roles:

Employees and Volunteers

- Report any maintenance issues in the premises or with equipment to the Health and Safety Officer or any trustee.

Trustees

- Identify all maintenance required on equipment and ensuring effective procedures.
- Record equipment maintenance.
- Check new equipment is PAT tested and meets health and safety standards.
- Responsible for any repairs over £250.
- To provide to weekly Fire alarm testing.
- Responsible for regular Fire assessments.
- To do monthly water checks and legionnaires testing.

• Safe handling and use of substances

7.1. Identify any substances which require a COSHH assessment.
7.2. Carry out and inform staff and volunteers of any necessary COSHH assessments.
7.3. Ensure all identified actions are carried out.
7.4. To check new substances can be handles and used safely.
7.5. Information, instruction, and supervision.
7.6. Display Health and safety Law poster.
7.7. Ensure correct equipment is provided to work safely.
7.8. Ensure general equipment is maintained.
7.9. Supervision and training of new staff to be monitored by office manager.
7.10. Ensure general equipment is maintained.

7.11. Ensure correct equipment is provided to work safely.

• Training

8.1. All new staff and volunteers will receive an induction pack, induction will be recorded on their induction checklist.
8.2. Specific training will be arranged and recorded by the officer manager.
8.3. Any costs for specific training will be covered by The Old School Hall.
8.4. All new staff and volunteers to contain the following in their induction pack:

- Induction checklist
- Handbook
- Health and safety policy
- First aid policy
- Fire safety policy
- Fire evacuation notice

• Accidents, first aid and work-related ill health

9.1. First boxes and accident books are located around the building with clear signs.
9.2. All accidents and cases of work-related ill health are to be recorded and investigated by the office manager.
9.3. Any accident the office manager feels unable to deal with must be reported to the Trustees immediately and correspondence to be marked **urgent.** Trustees may then decide whether to seek further advice from external professionals.
9.4. Staff and volunteers to report any accidents to office manager within 24 hours.

•Information

10.1. Current Health and Safety Law poster is displayed.
10.2. Current liability insurance certificate to be displayed.
10.3. Health and Safety officer to be available to advise.
10.4. Office manager to inform and monitor new staff and volunteers

• Monitoring

10.1 Health and safety officer and office manager to ensure policies are being followed.
10.2 Weekly and monthly inspections.
10.3 This is a continuous working document being amended and updated when necessary.

10.4 Health and safety officer and office manager to investigate any accidents. Any accidents that they feel unable to deal with is to be reported to the Trustees.

10.5 Office manager responsible for investigating any work-related causes of sickness leave.

•Fire Procedure

12.1 The evacuation plan/ action to be taken will be displayed throughout the building. **APPENDIX 1**

12.2 Firefighting equipment is located around the building with clear signs.

12.2 Employees, volunteers, and regular hirers will be instructed in the use of firefighting equipment.

12.2 Evacuation drills will be carried out twice per year.

Associated Policies:

- Fire Safety Policy and Procedure
- First Aid Policy

Appointed Health and Safety Officer: Grahame Robinson

Reviewed September 2024

Signed: 

Print Name: Grahame Robinson
Role: Chair
Date: 4/07/24

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
info@TheOldSchoolHall.co.uk

APPENDIX 1

Fire Safety
On Hearing the Alarm

The hirer, their guests and all others present in the building MUST evacuate immediately.

WHERE POSSIBLE EVACUATE TO THE PRIMARY ASSEMBLY POINT

Assembly Point is the Car Park in rear of the building.

Exit via the main front door, rear door and fire exit doors of our building and via the passage ways either side of the building making your way to the rear of the building

Hirers and all present in the building must ensure that they are fully familiar with the safety precautions and evacuation procedures of the Centre. Parents remain responsible for their own children

- The named hirer/ and any members of staff present are responsible for ensuring that all guests and parents are aware of evacuation procedure and assembly points, and they remain responsible for ensuring their guests/parents and children evacuate
- No obstructions should be placed in gangways or in front of emergency exits, and such exits must be available for free access at all times
- Fire-fighting apparatus at the premises should only be used for its intended purposes and only by those trained to do so.
- **On hearing the alarm all those present in the building MUST evacuate immediately, even if no fire is apparent and call 999 immediately.**
- All should assemble at evacuation point and **MUST NOT** re-enter the building without the authorisation of the Fire Brigade or a member of The Old School Hall Trustees
- For safety and fire prevention reasons, all activities undertaken, equipment used (including electrical) and the use of decorations and balloons must be discussed and agreed with the Centre Manager in advanced of the hire period.
- No highly flammable substances or materials, or activities which could pose a fire risk should be brought onto or used in any part of the premises, indoors or out. **This includes fireworks and smoke machines**
- **Smoking is not permitted inside or outside the back, passageways or in front or rear of the building. Anyone wishing to smoke must use the rear car park at the far-right hand corner the car park**

The Old School Hall Management Committee
50 West Street, Winterton, North Lincolnshire, DN15 9QF
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The Old School Hall Community Centre, (The Old School Hall), managed by the Trustees of The Old School Hall Management Committee, Registered Charity No 700293

Policy for Safeguarding Children, Young People and Vulnerable Adults.

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1. Introduction and Context

1.1 The Old School Hall provides a safe and secure venue for a range of services, activities and events. These can be accessed by all members of the local and neighbouring communities including Children, Young People and Vulnerable Adults. The Trustees recognises the importance of ensuring, and aims to secure, the safeguarding and welfare of all users.

1.2 This policy is made available to all adults who book The Old School Hall for any activities, covering expectations on those adults, including any Trustee or Committee member(s) who run events or activities on behalf of The Old School Hall.

1.3 In most cases, children will be accompanied by an adult (a parent or carer), who will take responsibility for them. Young People, (defined as school age or above for the purposes of this policy), and Vulnerable Adults may attend activities independently and need additional protection accordingly.

1.4 This policy includes child and adult protection procedures (Section 2), recruitment and selection of paid staff and volunteers (Section 3), code of behaviour (Section 4) and monitoring (Section 5).

1.5 In addition to our own policies and procedures the Trustees ensure that they are fully conversant with and following the Government and North Lincolnshire current expectations and recommendations for safeguarding.

1.6 At least one Trustee or committee member will be named as Safeguarding Officer, (currently the Chair, Grahame Robinson). The Trustees have a responsibility for ensuring that safeguards are fully in place and that policies and procedures are current and fit for purpose.

1.7 For the purpose of this policy the relevant authority will be informed through North Lincolnshire's County Council's Single Point of Contact Team on 01724 296500

1.8 The policy covers two areas concerning Children, Young People and Vulnerable Adults that all individuals involved with The Old School Hall need to be aware of. The first is the need to ensure that all The Old School Hall users are safe with all staff, volunteers and other users, (see 2.5/2.8). The second is that something which happens outside the scope of The Old School Hall may be disclosed to a member of staff, a volunteer or other The Old School Hall user, (see 2.6/2.7/2,8).

1.9 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).

2. Procedures for Safeguarding

2.1 Any events/activities organised by The Old School Hall where unsupervised children, young people or vulnerable adults are present will have at least one trustee / committee member with appropriate experience and training for the purposes of safeguarding in attendance.

2.2 Groups and individuals hiring The Old School Hall are responsible for their own safeguarding arrangements, and are provided this policy for guidance.

2.3 Groups which serve the under 3, 3 - 5 and 5 - 11 age groups should follow the Ofsted guidelines for levels of supervision.
(https://www.gov.uk/government/publications/supervision-of-activity-with-children) In addition, North Lancashire Council provide guidelines which will be followed to ensure that all activities are suitably supervised.
https://www.northlincs.gov.uk/people-health-and-care/keeping-children-safe-in-north-lincolnshire/

2.4 If any member of the trustees or committee or a user of The Old School Hall has concerns about the behaviour or actions of anyone associated with The Old School Hall, they should immediately inform the named Safeguarding officer or The Old School Hall chair. Failure to share information could result in a ban from The Old School Hall. Anyone acting in a way inconsistent with this Safeguarding Policy will be subject to referral to the relevant authorities, (see 1.7), and a similar ban according to a decision made by at the Trustees.

2.5 If a disclosure is made to a user of The Old School Hall, it will be recorded. Leading questions should not be asked but a clear factual record made of what has been disclosed. If a concern is noticed, (such as evidence of physical abuse, severe neglect or distress), this should be reported in the same way as for disclosures. All referrers should follow the summary guidance:

- Record the time and date
- Don't promise to keep what you're told a secret
- Tell the child or young person what you will do next
- Don't make promises you cannot keep

2.6 All disclosures should be immediately reported to the named Safeguarding officer who will in turn inform relevant authorities, (see 1.7). Where appropriate, responsible adults (i.e. parents, guardians and carers), will be informed unless such a disclosure would cause significant distress or threat to the individual making it. This decision will be made by the relevant Safeguarding Officer.

2.7 Confidentiality cannot be promised in any case where an individual may be in danger of any form of abuse. Abuse can include physical, sexual, emotional or neglect. Staff and volunteers are expected to record and report any concerns and need to advise individuals that it is not appropriate to refrain from this. Referral is made to the relevant authorities, (see 1.7), with the adults responsible for the individual who has made a disclosure being notified if appropriate, (see 2.6).

3. Recruitment and Selection of Paid Staff and Volunteers

3.1 Currently, The Old School Hall only employs cleaning staff and, on an occasional basis, people to maintain The Old School Hall (Electricians, plumbers, decorators etc). Such people do not have contact with the groups or individuals using The Old School Hall and consequently do not need DBS checks. If conditions change for these or any future workers each post will be assessed and any checks carried out accordingly.

4. Code of Behaviour for Paid Staff and Volunteers

4.1 Safeguarding of all users of The Old School Hall is a shared responsibility for Trustees, Committee members, and hirers.

4.2 All Trustees, committee members, and hirers are expected to familiarise themselves with The Old School Hall's Safeguarding policy and procedures.

4.3 Any disclosures or concerns about the behaviour of anyone connected to The Old School Hall should be reported immediately to the Safeguarding Officer, a Trustee or a Committee Member.

4.4 All users of The Old School Hall are expected to be familiar with expectations of behaviour when working with Children, Young People and Vulnerable Adults including:

- Respecting privacy and preserving dignity at all times.
- Having sufficient personnel so that there are no occasions where the worker is in an isolated situation with a child, young person or vulnerable adult other than in a public area.
- Fully understanding the expectations of staff working with that particular age group and having clear procedures for any intimate care, (such as changing nappies).
- Avoiding physical contact other than that necessary for the care of individuals and being aware of what is acceptable for them.
- Knowing that all forms of verbal abuse, aggression or manipulative behaviour are totally unacceptable, refraining from such acts and reporting any infringements.

5. Monitoring

This policy will be monitored at The Old School Hall trustee and Committee meetings and reviewed annually.

Reviewed October 2024. Next review - October 2025