Oatlands
Community Centre

Oatlands Community Centre CIO
Mount Street
Harrogate
HG2 8DQ
Registered Charity No. 1177578

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Name of Policy:	**BOOKING AGREEMENT**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	To detail the conditions of hire of the Community Centre premises
Terms and Conditions:	Up to date terms and conditions are published on the website and repeated below. 1. Maximum Capacity 60 people. 2. A booking will only be made once the Hirer has completed the online booking process confirmed that the Terms and Conditions of Hire have been read and agreed. 3. The Hirer must obtain adequate public liability insurance to cover risks to users and / or visitors arising from the Hirer's use of Oatlands Community Centre and supply a copy of the insurance certificate to the Oatlands Community Centre Booking Co-ordinator 4. Access to the premises may be denied in the absence of evidence of relevant insurance. However, Oatlands Community Centre is not responsible for checking that the Hirer is insured either adequately or at all. 5. The Hirer shall display all relevant insurance certificates at all times during the running of the event. 6. The Hirer will indemnify Oatlands Community Centre Management Trustees against all direct and indirect loss, damage, claims, expenses, and liability however incurred as a result of this Hiring Agreement and the hiring of Oatlands Community Centre. 7. No sub-letting or transfer of the Hirer's booking is permitted. 8. 1. All hire charges are to be paid in full, not less than 7 days prior to the commencement of the event. 2. Cancellation one-off hires and regular hirers – to obtain a full refund of a single event a minimum of 7 days' notice must be given before the event date. If the event fee was paid online via our Stripe gateway any refund will be less the payment fees charged by Stripe (1.2% plus 20p) and can only be refunded to the same card that was used to make payment. 9. Payments are to be made online via our booking system (or bank transfer for regular hirers).

	10. The Hirer shall have use of the facility booked for the period stated on the booking form. This includes any setup and clearing up times. If the Hirer does not vacate the premises within 15 (fifteen) minutes of the end of the booking period, a charge of: 1 (one) hour's hire will be deducted from the deposit at the relevant hourly rate. If the Hirer does not vacate the premises within 1 (one) hour of the end of the booking period, the full deposit will be retained by Oatlands Community Centre. 2 (Two) responsible adults aged 21 years or older must be on the premises and in charge during the period of hire. 11. Hirers should be aware that there may be other users on the premises at the same time as their hire period. 12. Hirers must not cause any inconvenience to any other users of the Oatlands Community Centre or access the centre outside of their allotted pre-booked sessions. If access is required outside of the allotted sessions, please contact us to arrange this. 13. Hirers are asked to be considerate at all times, with regard to noise and parking. Excess noise and disturbance will result in the retention of the full deposit. 14. Unless agreed otherwise, equipment and furniture may only be used within the building. 15. Hirers must leave Oatlands Community Centre clean and tidy with all equipment and furniture stored away as requested by the Booking Co-ordinator with floors swept and moped. The Hirer is liable for the cost of additional cleaning should this be necessary and will pay this in full on-demand. 16. Hirers should familiarise themselves with the position of fire exits and safety equipment. Fire exits must not be obstructed in any manner and fire-fighting equipment shall be used only for intended purposes. Hirers should read and comply with the 'Health & Safety Policy statement'& 'Emergency Procedures Document' as acknowledged separately. 17. Hirers are required to provide their own first aid kit. 18. Goods belonging to the Hirer may only be left at Oatlands Community Centre with prior approval and at the owner's risk. Anything left on the premises after the hire period without prior agreement may be disposed of without notice to the Hirer. Users must not use unallocated storage space or overfill allocated space. 19. Oatlands Community Centre will not be liable for loss or damage to the Hirer's own equipment. 20. The Hirer shall not use Oatlands Community Centre for any unlawful purpose. 21. The Hirer shall not use Oatlands Community Centre nor Oatlands Pre-School as their postal address without prior approval. 22. No betting, gaming or lotteries shall take place at Oatlands Community Centre except insofar as allowed by law under the terms of any licence or certificate that the Hirer obtains prior to booking.

	23. A copy of the relevant documentation must be given to the Oatlands Community Centre Booking Coordinator prior to the event taking place. (Oatlands Community Centre CIO Registered Charity No: 1042535) 24. No intoxicating liquids are permitted to be bought, sold or consumed at Oatlands Community Centre without the prior written approval of the Management Committee and all relevant licences. 25. The Hirer shall notify the Management Committee in writing at the time of booking if an alcohol licence is to be applied for. The Oatlands Community Centre Booking Co-ordinator will require to have sight of any licence before the event. 26. The Hirer shall ensure compliance with all the relevant legislation, orders, regulations, insurance conditions and licences including but not limited to those relating to music, singing, dancing and the sale and supply of intoxicating liquids. All relevant certificates and licences must be displayed at all times during the event. Failure to display such documentation will result in the event being cancelled. 27. No advertising or publicity material may be displayed inside or outside Oatlands Community Centre without prior approval. 28. The Hirer may not make any alterations or additions to Oatlands Community Centre. 29. With the exception of registered Guide or P.A.T. dogs, no animals are allowed within Oatlands Community Centre or community outdoor spaces and play areas without prior written consent. 30. Oatlands Community Centre reserves the right to close the premises at any time for emergency or periodic maintenance and also when the premises are required for public elections or similar events and in such circumstances may cancel any booking and return the deposit without incurring further liability to the Hire. 31. Oatlands Community Centre reserves the right to cancel or terminate any booking either before or during the Hire Period if the Hirer breaks any of the Terms and Conditions of hire. 32. Oatlands Community Centre reserves the right to cancel or refuse any booking at its discretion and to amend the Terms and Conditions of Hire at any time without prior notice. 33. This Hiring Agreement does not create an exclusive right to occupy any part of Oatlands Community Centre. 34. Oatlands Community Centre l reserves a right of access to the premises at all times. 35. Oatlands Community Centre reserves the right to exclude any person from the premises and the Hirer agrees to provide such support and assistance as is reasonably required. 36. Any activities for Children under 8 must comply with the Childcare Act. Oatlands Community Centre accepts no liability to the Hirer in any circumstances whatsoever, other than for personal injury or death. In

	the event that, despite this exclusion of liability, Oatlands Community Centre is liable to the Hirer, the amount of such liability shall not exceed the amount paid by the Hirer to Oatlands Community Centre.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**COMPLAINTS AND COMPLIMENTS**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	It is in the best interests of the trustees, volunteers and centre users of Oatlands Community Centre (OCC) that complaints and compliments are taken seriously and dealt with fairly and in a way which respects confidentiality. At OCC we aim to ensure that all services provided by our charity are deemed to be of a high standard. We are committed to always trying to improve our services for all, and so we welcome feedback to help us do this. This Policy aims to identify and manage compliments and complaints that the charity may receive from time to time, use effective recording mechanisms and clear procedures, adhering to best working practices in compliance with statutory and published guidelines and regulations. To provide a framework for cascading compliments and categorising complaints using the following procedures.
Specific Objectives/ Statements and Procedures:	There may be times when our volunteers, hirers or users feel the quality or level of service has either fallen short of what they would reasonably expect or has exceeded their expectations. There may also be times when they would like to make suggestions for improvement, or pass on a compliment where things have worked well. In many cases, users will simply talk to our trustees or the Centre Booking Coordinator in the first instance to discuss any problems. We also signpost users to use our suggestion box which is located in the community centre and is a written method for them to make a compliment or complaint about what OCC provides. ***Compliments*** We welcome all compliments. We encourage hirers and users to let us know if they have been particularly happy with any aspect of the service we provide. Users can pass on their compliments at any time verbally or in writing to the charity. Any compliments received will be passed on to the relevant volunteer involved in recognition of the contribution they have made to the charity. Compliments are very much appreciated and not only boost morale, confidence and performance but also allow the charity trustees to reflect on which services have work well ***Complaints*** We will use the Charity Commission definition of a complaint.

	A complaint is an expression of dissatisfaction about the standards of service provided by a charity, which an individual user or a group of users claim has affected him, her or them. All complaints will be investigated and treated in strict confidence. **Step One:** If an expression of dissatisfaction with an aspect of our service is made to volunteers on duty, they should try to put the matter right if they are able to. Any dissatisfaction should always be notified to a charity representative who is over 18years of age. **Step Two:** if the matter cannot be resolved to the complainants satisfaction, then the volunteer(s) on duty should tell the complainant user they can make a complaint, in writing, addressed to the Trustees of Oatlands Community Centre CIO. The Trustees will arrange for the complaint to be acknowledged in writing within 7 working days. The Trustees will investigate the circumstances leading to the complaint. The Chair of Trustees shall not take part in this process. The investigating person(s) shall communicate the result of the inquiry to the complainant within a reasonable time, normally 21 (working) days. **Step Three:** The complainant has the right, if dissatisfied with the result of the inquiry, to appeal in writing to the Chair of the Trustees of Oatlands Community Centre CIO, within 28 days of the inquiry result. The Chair will review all the correspondence and actions taken and respond as soon as is reasonably possible, normally within 28 (working) days from the receipt of the complainants appeal. The decision of the Chair is final. All complaints received will be logged, together with outline details of their nature and their outcomes. This information will be used to review and improve our services. If appropriate, any learning points from the complaints will be communicated throughout the organisation.
Trustee Complaints / Compliments	Complaints received about or from Charity Trustees will in the first instance try to be resolved through early verbal discussions. The Chairperson will initially investigate the complaint. If the complaint is about the Chair, the Committee Secretary will investigate. If the complaint remains unresolved it will be documented and processed using the **Volunteer Problem Solving Policy**. Complaints about Trustees and complaints from Trustee's will be investigated to establish whether the complaint is credible. Complaints from or about Trustees will consider 'Trustee Disenfranchisement' as a possible source of the complaint. The charity requires that all Trustee's conduct themselves with honesty and integrity whilst carrying out their duties on its behalf, disenfranchisement and disengagement on the Trustee Board is discouraged and trustees are dissuaded from following any path which <u>does not put first</u> the charity's aims and safeguarding its beneficiaries.

	The charity's governing document (Charity Commission Membership Model CIO Constitution) will be referenced in the event that any complaint about or from a Trustee cannot be resolved. The Charity Aims in the Governing Document and Rules for Committee Proceedings will be reviewed and used as a guide for the charity decisions about complaints. All decisions will be taken only in the best interest of the charity and ensuring that the charity beneficiaries are at the forefront of decision-making. If resolution is still unclear the charity may, if it decides it is in the best interests of its beneficiaries and the charity itself, to consult specialist legal and constitutional experts through relationships with Community First Yorkshire and HADCA to resolve the complaint. Trustees have a 'Duty of Care' to act only in the best interests of the charity and its beneficiaries whilst undertaking their duties. For volunteers and trustees who remain dissatisfied the charity will, should it deem prudent, signpost the complainant to any relevant external regulatory agencies which cover the complaint Compliments received from or about Trustees will be cascaded to the relevant parties and held on record. Full documentary records will be scanned and held in the 'Complaints and Compliments' folder located on the secure server.
Relevance to other Policies:	Safeguarding Policy, Equality and Diversity Policy, Conflicts of Interest Policy, Managing Volunteers Policy, Confidentiality, Volunteer Problem Solving, Volunteer Checklist
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**CONFIDENTIALITY**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	We aim to ensure confidentiality at all times, providing protection and respect for all our beneficiaries and volunteers in accordance with the UK-GDPR and Data Protection Act 2018.
Specific Objectives/ Statements and Procedures:	At Oatlands Community Centre the safety and welfare of our beneficiaries and volunteers is of paramount importance. Confidentiality is a vital tool in ensuring this. All trustees and volunteers are made aware of this and are offered training to update their knowledge. **Records:** <u>Premises Booking Agreements – Regular and ad-hoc hires</u> ● All records will be kept on GDPR compliant encrypted storage systems with access controls. Access is limited to those who are entitled to access the information such as the Charity Chairperson, Treasurer or Secretary. ● Issues relating to volunteers will remain confidential to the Chairperson or to outside agencies if advice is required. ● All volunteers sign to say that they have read and understood the importance of this policy as part of our Induction Checklist at the start of their volunteering journey with the charity. <u>Online/computers</u>. ● All computers will be password protected and there is no unauthorised access. ● Where full names are used on a computer system the information will be protected by an additional password. ● All computers are switched off at night and the office door locked. **Discussions:** ● Any concerns regarding child/vulnerable adult safety will be dealt with as per our Safeguarding Policy.

	Trustees and Committee Members: ● All Trustees and Committee Members must sign a Confidentiality Agreement to acknowledge that in the course of their time at the Charity they may become aware of confidential information and will abide by this policy.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**DATA PROTECTION**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	We aim to ensure adherence to the principles contained within the Data Protection Act 2018 and General Data Protection Regulations (GDPR). Providing protection and respect for all our beneficiaries and volunteers and ensuring their personal information is treated lawfully and correctly. The consequences of breaching Data Protection can cause harm or distress to individuals if their information is released to inappropriate people, or they could be denied a service to which they are entitled. Trustees and volunteers should be aware that they can be personally liable if they use personal data inappropriately. This policy is designed to minimise the risks and to ensure that the reputation of the charity is not damaged through inappropriate or unauthorised access and sharing.
Specific Objectives/ Statements and Procedures:	Oatlands Community Centre regards the lawful and correct treatment of personal data of paramount importance. All individuals associated with our charity have a right to expect that their personal data is treated lawfully and respectfully. To ensure this we adhere to the principles of the General Data Protection Regulations (GDPR) and subsequent UK Data Protection Act 2018 guidelines for the collection and processing of personal data. The GDPR principles (Article 5) requires that personal data shall be: 1. Processed lawfully, fairly and in a transparent manner in relation to individuals; 2. Collected for specified explicit and legitimate purposes and not further processed in a manner that 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; 3. Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed; 4. 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 5. 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 / Data Protection Act 2018 in order to safeguard the rights and freedoms of individuals; and

6. 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.

In addition Article 5 (2) requires that:

- The controller shall be responsible for, and be able to demonstrate, compliance with the principles

(Source: The Information Commissioner's Office)

RESPONSIBILITIES

- The charity is registered with the Information Commissioner's Office (ICO) – registration number ZA567012
- The charity trustees are the Data Controller for our charity. Their responsibilities include the provision of privacy statements, updating this (and related) policies on an annual basis, undertaking an annual audit of the data protection systems and processes, monitoring with regards to appropriate handling of data and ensuring systems are in place to maintain the accuracy of the data we hold.
- We will provide privacy notices to volunteers that detail how we:
    - Meet the GDPR regarding the collection of their personal data;
    - Fulfil our obligations to specify our lawful basis for processing their data and the purposes for which it will be used;
    - Collect and process only appropriate data that is required to fulfil the operational needs of the business and to comply with legislation;
    - Ensure the quality of the data used and that it is timely, accurate and kept up to date;
    - Ensure those associated with our charity are fully communicated to regarding their right to be informed that data collection and processing is undertaken, to their right of access to their personal information, their right to withdraw consent (where given) and their right

	to be forgotten and to correct, rectify, block or erase inaccurate data; ● Set out transparent procedures for responding to requests for information; ● Share information, and with whom we may share and the circumstances for doing so; and ● Store both current and historical data. ● A data audit is carried out annually by the Trustees for the purposes of identifying the data held, our lawful basis for processing, the systems and processes in place to ensure the accuracy of the data and the identified retention periods of historical data. ● Data Sharing Agreements are in place with organisations with whom we collect and share personal data (See our Privacy Notice for specific information) ● Organisations who process data on our behalf provide a Data Sharing Contract/Policy detailing how they protect the data provided. These are available centre users and volunteers upon request. ● Our email systems are encrypted to prevent unauthorised access to any data shared by this means ● Our IT systems and electronic devices are password protected to prevent unauthorised or unlawful processing of personal data ● Individuals have a right to know that the data they shared with us will be regarded as confidential, as well as to be informed of the circumstances when, and the reasons why, we may be obliged to share information either with or without consent. ● We are obliged to share information without authorisation from the person who provided it, or to whom it relates, when: ● There is evidence that a child or vulnerable adult is suffering, or is at risk or suffering, significant harm; ● There is reasonable cause to suspect that a child or vulnerable adult may be suffering, or is at risk of suffering, significant harm; ● It is to prevent a crime from being committed or to intervene where one may have been; and/or ● Not sharing the information could be worse than the outcome of having shared it. ● Individuals have a right to access their personal data through a Subject Access Request (SAR) to find out whether the charity holds their personal data, where, what it is used for and to

	request that any inaccurate data is rectified and/or deleted. All such requests to access the information held on an individual should be made, in writing, to the charity Chairperson. Any SAR must be dealt with within 30 days. Steps must be taken to confirm the identity of the individual before providing information, this requires both photo identification (eg passport) and confirmation of address (eg utility bill). ● If individuals have concerns relating to the way their personal data is handled this should be raised in the first instance with the Charity Trustees. ● If an individual is still dissatisfied after raising a concern they may make a complaint to the Information Commissioner's Office (ICO) by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via their website ico.org.uk <u>Operational guidance</u> **Email:** All trustees and volunteers should consider whether an email (both incoming and outgoing) will need to be kept as an official record. If the email needs to be retained, it should be saved into the appropriate folder or printed and stored securely. Remember, emails that contain personal information no longer required for operational use, should be deleted from the personal mailbox and any "deleted items" box. **Phone Calls**: Phone calls can lead to unauthorised use or disclosure of personal information and the following precautions should be taken: Personal information should not be given out over the telephone unless you have no doubts as to the caller's identity and the information requested is innocuous. If you have any doubts, ask the caller to put their enquiry in writing. If you receive a phone call asking for personal information to be checked or confirmed be aware that the call may come from someone impersonating someone with a right of access. **Laptops and Portable Devices**: All laptops and portable devices that hold data containing personal information must be protected with a suitable encryption program (password). Trustees and volunteers should ensure any portable devices are locked (password protected) when left unattended, even for short periods of time. Never leave laptops or portable devices in vehicles overnight or unattended in restaurants. **Data Security and Storage:** Store as little personal data as possible on computers; only keep those files that are essential. Personal data received on a memory stick should be saved to the relevant file on the One drive. The memory stick should then be securely returned (if applicable), safely stored or wiped and securely disposed of. Always lock (password protect) your computer when left unattended.

	Passwords: Do not use passwords that are easy to guess. All passwords should contain both upper and lower-case letters and preferably contain some numbers. Ideally passwords should be 6 characters or more in length. **Protect Your Password**: Common sense rules for passwords are: do not give out the password | Do not write the password down anywhere **Data Storage:** Personal data will be stored securely and will only be accessible to authorised volunteers. Information will be stored for only as long as it is needed or required by statute and will be disposed of appropriately. For financial records this will be up to 7 years. Archival material such as minutes and legal documents will be stored indefinitely. Other correspondence and emails will be disposed of when no longer required or when trustees or volunteers retire. All personal data held for the organisation must be non-recoverable from any computer which has been passed on/sold to a third party. **Accident Book:** This will be checked regularly. Any page which has been completed will be removed, appropriate action taken and the page filed securely.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**DISCLOSURE AND BARRING SERVICE POLICY**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	Oatlands Community Centre recognises that all children/young people and vulnerable adults have a right to protection from abuse. The charity trustees take seriously their responsibility to protect and safeguard the welfare of children, young people and vulnerable adults.
Specific Objectives/ Statements and Procedures:	Volunteering with Oatlands Community Centre is open to all equally. As some volunteers may be vulnerable adults or children under 18 years old, Oatlands Community Centre are committed to safeguarding their welfare and safety during their volunteering time with our organisation. The charity recognises that children and vulnerable adults have a right to be protected from abuse. This policy should be read in conjunction with our Safeguarding Policy which is referenced below and a copy of which can be obtained from the Chair of the Committee. The Charity Commission recommends that appropriate checks should be obtained for trustees of charities that work with children or vulnerable adults. As part of the onboarding process, prospective trustees are vetted to ensure that they have not been disqualified for acting as a trustee, that they have declared any existing or potential conflicts of interest and that appropriate Disclosure and Barring Service checks have been successfully completed. **TYPES OF DISCLOSURES** • **Basic disclosures** A Basic disclosure is the lowest level of screening possible and therefore the cheapest. There is no profession which specifically insists on a basic disclosure, but it is a means of providing confirmation of an individual's previous unspent criminal convictions and conditional cautions or lack thereof. Employers might ask an applicant to provide a Basic disclosure to help make a decision on whether that individual will be the right fit for the role.

	There is no real limit to the type of industry where employers could ask for a Basic disclosure, although some examples include construction (for example, in residential, public or commercial property) or hospitality. However, construction and hospitality roles involving regular contact with children under 18 or vulnerable adults would require an Enhanced DBS Check, (see below). • **Standard disclosures** Similar to Basic disclosures, Standard disclosures document previous unspent criminal convictions and conditional cautions. Where they differ from Basic disclosures though is that they also include spent convictions, cautions, reprimands and warnings. Employers in the financial and legal industries require lawyers and accountants to undergo a Standard disclosure. This is because these roles are positions of high responsibility and a Standard disclosure is required to prove that an individual has no prior offences for industry-sensitive matters such as financial misconduct or fraud. • **Enhanced disclosures** Enhanced DBS Checks provide the same level of detail as Standard disclosures, but with some vital differences. Namely, they also contain relevant information from local police. A barred list check can be requested as part of an Enhanced DBS Check, but only if the applicant is eligible. To be eligible, the position the applicant is applying for must involve engaging in [1]**regulated activity** with children and/or vulnerable adults. Barred list checks are designed to ensure that no one on either the children's or adults' barred lists will work on a regular basis with children under 18 or vulnerable adults. Individuals on these lists have either been convicted for a relevant offence involving children or vulnerable adults, or they have caused harm – or shown a risk of harm – to children or vulnerable adults at a previous job, or during a volunteering role. Therefore, most roles in education and healthcare will require an Enhanced DBS Check. Other professions which are likely to demand an Enhanced DBS Check include roles in leisure, transport and at places of worship.

Oatlands Community Centre ***does not provide*** 'Regulated Activity', it is therefore adequate for trustees to obtain a **Basic DBS check.**

[1]*Regulated Activity is* ***work that a barred person must not do****. It is the term used to describe certain functions that are carried out by an individual as part of their role that would require them to have an Enhanced DBS Check with a check against the relevant barred lists.* ***Regulated activity*** *refers to certain roles that involve working with children or vulnerable adults, such as teaching and providing care.*

Oatlands Community Centre is run by the community for the community and run entirely by volunteers. There is no requirement or opportunity for any paid staff positions, however in the future should any employment post became available the charity will adhere to the DBS Code of Practice procedures

Reference to the DBS Code of Practice document is made throughout this policy and can be obtained on request from the charity or at https://www.gov.uk/government/publications/dbs-code-of-practice

DBS DATA HANDLING

General principles
As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, **Oatlands Community Centre** complies fully with the Code of Practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information.

We also comply fully with our obligations under the Data Protection Act 2018 and other relevant legislation including GDPR pertaining to the safe handling, use, storage, retention and disposal of certificate information and have written this policy on these matters, which is available to those who wish to see it on request.

- **Storage and access**

  Certificates are kept securely by the individual trustees. Once the certificate has been shown to the Oatlands Community Centre Committee Secretary, a record is made by the details of each certificate including the date of issue, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the volunteer recruitment decision taken. certificate issue number and date of issue only.

	● **Handling** In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it. ● **Usage** Certificate information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given. ● **Retention** Once a recruitment (or other relevant) decision has been made, the charity does not keep certificate information for any longer than is necessary. **A DBS check has no official expiry date.** Any information included will be accurate at the time the check was carried out and it is up to the charity to decide when a new check is needed. If the applicant has signed up to the **DBS Update Service** the charity, with the applicants permission, is able to check whether their certificate is up to date online. The Update Service is free for volunteers and allows people to take their DBS certificate from one job or volunteer role to another. Volunteers can give our charity permission (written or verbal) to check if anything has changed on their certificate. (Note: when using the service any check will only cover the period of time between the last DBS check and the present. It is necessary to see a copy of the volunteers last DBS check certificate as well as using the update service). Our charity encourages trustees to sign up to the Update Service once they have received their satisfactory Basic Check. ● **Disposal** Once the trustee / volunteer has ceased service with our charity, we will ensure that any DBS certificate information is immediately removed/deleted from our records by secure means. We do not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, the charity will keep (electronically) a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the volunteer recruitment decision taken.

Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**ENVIRONMENTAL POLICY**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	The Oatlands Community Centre Committee (hereafter called the Committee) is committed to protecting and actively promoting the improvement of the local environment. The Committee will ensure that environmental priorities are integrated into the decisions it takes on all its services.
Specific Objectives/ Statements and Procedures:	Insofar as the charity has control or influence it will seek to: 1. Use the minimum quantity of energy possible in accordance with the safe and efficient operation of its heating, lighting, plant and machinery. The Charity will, from time to time, review its energy sources, appliances and energy efficiency and will monitor consumption and eliminate excessive or unnecessary use with a view to minimising the environmental impact. The charity will communicate to hirers the means by which energy may be conserved, e.g. closing doors and switching off unnecessary lighting. 2. Encourage those using the Centre premises to walk, cycle and use public or communal transport as alternatives to the private car.. 3. Minimise and where possible eliminate all forms of pollution, using biodegradable chemicals where possible, and minimising use of solvents and lead-based paints. Users will be encouraged to avoid creating noise pollution, especially at night. 4. Use the minimum quantity of water possible in accordance with its activities and ensure that the water it uses is both supplied and disposed of, in the purest condition possible, meeting statutory requirements. It will reduce leakage and eliminate excessive or unnecessary use, e.g. avoiding unnecessary flushing of urinals when the hall is not in use. The charity will communicate to users the need to conserve water e.g. turning taps off after use. 5. Avoid waste and encourage the appropriate conservation, re-use and recycling of resources. It will reuse and recycle materials as far as possible and, if this is impractical, ensure disposal by a means which will have the least impact on the environment and

	conforms to statutory requirements. It will encourage users to minimise waste. 6. Promote a sense of responsibility and understanding for the environment and participation in environmental issues, by raising user awareness, information provision and open consultation with the local community. 7. Seek, where possible, to purchase from local or regional suppliers, in order to maximise input to the local community and minimise carbon emissions from transport. 8. Protect the health and well-being of all users and visitors and improve and safeguard the quality of the Community Centre. 9. Monitor, review and where possible improve performance each year with positive action on any areas of non-compliance.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**EQUAL OPPORTUNITIES POLICY**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	Our charity acknowledges that the United Kingdom is diverse in culture race beliefs and religion and believes that no individual or group of people should receive less favourable treatment on the grounds of gender, age, colour, race, nationality, racial or national origins, cultural heritage, disability, marital status, social background, sexual orientation or geographical location. The Committee acknowledges that members of these groups are often under- represented, exposed to prejudice and stereotyping, and suffer various disadvantages with our society.
Specific Objectives/ Statements and Procedures:	The purpose of this Policy Statement is to set out clearly and fully the positive action that The Committee intends to take to combat direct and indirect discrimination in employment policy, management of the organisation, relationships with other bodies, and the services it provides to the community and individuals. The Committee is committed to providing equality of opportunity in all areas of its work. It aims to overcome discrimination on the grounds mentioned above. The Committee recognises that positive steps need to be taken to ensure equality of provision in areas of representation, service provision, membership and access and will take action to make this policy effective. **The Aims of the Committee** Our aim is to ensure that we become aware of discrimination and the problem it causes. The Committee will challenge practices, legislation and institutions, which seek to discriminate against or deny the rights of individuals or groups in any form. The Committee will seek to take positive action to address the inequalities in our society. The Committee is committed to the equal opportunities policy set out in this document and will work to develop, improve and monitor it. **The Equal Opportunities Policy and Code of Practice Legislation** The Committee acknowledges the definitions of various groups of people who are vulnerable to discrimination as set out in the relevant legislation. The Committee will support and implement the legislation and will work to ensure that no person protected by the legislation is discriminated against unlawfully, and that any positive obligations and duties are performed.

	The Committee gives the following specific commitments. **Ability** The Committee recognises that the legislation applies to persons without impairment. **Age** The Committee believes that people of all ages have skills, experiences and ideas, which are equally valid, and have valid needs, expectations and aspirations. **Ethnic Minorities** The Committee will be alert to any implications of its services and actions for potential unlawful discrimination. The Committee will challenge racism in any form and will encourage its users to do the same. **Gender and Sexual Orientation** Sexist policies, practices and attitudes (including policies, practices and attitudes which may relate to sexual orientation and gender re-assignment) will be challenged, and users will be encouraged to do the same. **Religion and Belief** The Committee endorses the right of each individual to his or her own religious beliefs or the absence of a belief. **The Code of Conduct** 1. People will be treated with dignity and respect regardless of the group to which they belong. 2. People's feelings and views will be valued and respected. Language or humour that people find offensive will not be used or tolerated, e.g. racist jokes or derogatory terminology. 3. No one will be harassed, abused or intimidated on the ground that they belong to a vulnerable group. Incidents of harassment will be taken seriously, and The Committee will undertake investigations of any complaints quickly, impartially and thoroughly. 4. Our policies will at all times cover all current legislation and will be regularly updated as necessary.
Trustee Complaints / Compliments	
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.

Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**FINANCIAL POLICY**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	The main purpose of a Financial Policy is to demonstrate prudent financial charity management which determines the charity beneficiary activity; resilience, capacity and sustainability. The financial policy is the product of the strategic management planning process. The policy gives confidence to stakeholders that the charity finances are being properly managed as well as identifying future charity funding needs and future-proofing strategies.
Specific Objectives/ Statements and Procedures:	**Officers** The Charity will appoint annually one of its members to be Treasurer. The appointment of Treasurer shall be subject to due enquiries as to their suitability. The Treasurer should have a financial qualification. The Committee will appoint annually an Independent Examiner to scrutinise the financial records of the charity and report independently on the contents. The Independent Examiner should have a financial qualification. **Reporting** The Treasurer shall report, in writing, to each meeting of the Committee the financial position of the charity, answer any questions and undertake any actions as directed by the Committee. As soon as possible after the end of the financial year, 31st March, the Treasurer will prepare final accounts for the Independent Examiner to consider. Following the examination, the treasurer will present the financial statement report to the Committee. If necessary, the Independent Examiner may be asked to attend the meeting to present their findings and answer any questions. Following presentation to the committee, the accounts will be presented to the charity members at an Annual General Meeting. The charity annual accounts will be incorporated into the charity Annual Return for reporting to the Charity Commission. **Records** The Treasurer will maintain a full set of financial records which can be inspected at any time by any member of the Committee

Security
No petty cash will be held on site. Cheques/cash will normally be banked within 48 hours of receipt. The cheque book(s) will be kept in a locked box when not in use.

All cheques will be signed by two (unrelated, unconnected) committee members.

Reserve Policy
Any charity funds not required immediately to meet day to day expenditure or Centre improvements will be invested in an interest earning account. When funds have accumulated, with the agreement of the Committee, opportunities will be explored to use the funds to reduce the level of mortgage on the property.

Annually, the treasurer will recommend to the Committee hire charges for the Centre's various rooms, broken down by type of user. Once approved, these rates will be used consistently, unless specifically modified for a particular hirer and agreed by the Committee.

The Committee will not normally borrow money to invest in the Centre. Investment in the Centre will rely on any surplus reserves generated from hirers of the Centre, donations, grants and the profits from events promoted by the Committee.

A prudent level of reserves will be kept in case of unforeseen events e.g. the loss of a significant and regular hirer or emergencies e.g. equipment failure, building damage.

Expenditure of reserve funds will always be used to further the aims and purposes of the charity.

Payments for goods and services will normally be settled within 7 days of the invoice being received.

Hire invoices for will be sent in a timely manner and followed up promptly if unpaid. The Committee will diligently pursue all unpaid invoices and take such action as necessary to recover the debt.

Appropriate insurance will be taken out reflecting the extensive community use of the building and the fact that the Committee does not own the building.

Trustee Expenses

Paying reasonable expenses is a good way of ensuring that the whole trustee board participates in running the charity and, more generally, of ensuring that being a trustee is open to all.
For example, this might be particularly relevant when seeking to recruit younger trustees or to ensure that people on low incomes can participate. Unless by personal choice, no trustee should be 'out of

	pocket' as a result of carrying out their normal duties and responsibilities **Trustee Expenses as defined by the Charity Commission** "Any reasonable costs that allow trustees to carry out their duties can be classed as legitimate expenses. So long as the charity only pays the trustee for the actual cost or expense, the payment is not taxable. The following are examples of expenses: ● the reasonable cost of travelling to and from trustee meetings, and on trustee business and events; this can include the cost of using public transport, taxi fares, and petrol allowances to the level permitted by HM Revenue & Customs (HMRC) before tax becomes payable ● reasonable refunds for the cost of meals taken while on charity business ● the reasonable cost of childcare, or care of other dependents (for example, an elderly parent) whilst attending trustee meetings ● the cost of postage and telephone calls on charity business ● the costs of a trustee's telephone rental and broadband subscription, so long as these are split to reflect the percentage of time relating to usage on behalf of the charity ● communication support: translating documents into Braille for a blind trustee, or into different languages; provision of alerting and listening devices, and other special aids for people with hearing impairment ● the costs of buying training materials and publications relevant to trusteeship ● providing special transport, equipment or facilities for a trustee with a disability ● cost of reasonable overnight accommodation and subsistence (including any essential care costs) while attending trustee meetings or other essential events such as voluntary sector conferences or specialist training courses ***" Charity Commission Website*** Reimbursement to trustees for purchases they have personally and properly made on behalf of the charity are not counted as expenses and are accounted for as part of the charity's general expenditure. Expense claims will be supported by invoices or receipts, except where it is impractical to expect this, for example, where very small amounts are claimed for example a small number of stamps.

	Volunteer Expenses Expenses incurred by volunteers in the normal course of undertaking charity business will have been agreed in advance with the charity Treasurer and will be reimbursed accordingly Expenses are normally refunds by the charity of costs a trustee has had to meet personally in order to carry out their duties. A refund of properly incurred expenses is not a trustee payment, nor does it count as any kind of personal benefit.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**FOOD HANDLER**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	The charity has a duty to assess the risks posed to the health and safety of anyone who may be affected by its services or activities. Significant risks identified by this process have to be reduced to a tolerable level. This duty includes the safe and hygienic provision of food and beverages by any individual, hirer, group, company or others on the premises. The charity recognises and acknowledges its responsibility for food safety and will ensure that the provision of food and beverage are safe and of a high quality.
Specific Objectives/ Statements and Procedures:	It is the responsibility for individual hirers/groups to ensure that adequate food safety and hygiene standards are followed when preparing and serving food. Where OCC Trustees/volunteers are responsible for food preparation at charity-led events, we will ensure that those doing so are suitably trained and competent to do so. We require our charity Food Handlers to have successfully undertaken and obtained a Level 2 Certificate in Food Safety and Hygiene and to have read and understood the contents of this policy. The committee will ensure that all food delivered by charity is produced, stored, handled and transported in accordance with relevant legislative requirements; **Hirers and External Users** You are responsible for maintaining food safety and hygiene standards when preparing and serving food. Please observe the following precautions; 1. If you suspect you may have any diarrhoea or stomach upset, skin nose or throat infection – You **must not** handle food. 2. Wash your hands thoroughly; ● Before touching food ● After preparing fresh meat, poultry or fish ● After using the lavatory ● After blowing your nose ● Before serving food ● After handling waste/refuse 3. Do not cough, sneeze or spit over food.

	4. Do not smoke or allow animals in the kitchen. 5. Wear clean clothes and a protective apron, or over-clothes at all times when preparing food. 6. Use a waterproof dressing (preferably a blue one) on cuts, sores or any abrasions and keep the dressing clean. Wear a thin rubber glove if necessary. 7. Always use clean utensils suitable for the job in hand. 8. Always use clean cloths for washing, wiping or drying. 9. Do not use chipped or cracked crockery or cutting boards. Put them on one side to be destroyed. 10. Clean as you go and wipe up spillages as they occur. 11. Keep prepared foods covered and at the correct temperatures. Keep fish, meat, vegetables or dairy products and foods containing them either below 8'C or, if they are cooked and waiting to be served, above 63'C. Keep raw and cooked foods separate, use separate cutting boards and utensils. 12. Keep the waste bin properly covered at all times. Remove waste from the kitchen after hire. 13. When you have finished your preparations, please wash and dry everything you have used and put it away, and clean and disinfect the sink and work surfaces. 14. The Committee will ensure that all standards are met with regards the catering facilities that are available. If there is a problem with the facilities then the committee reserves the right to prevent food being cooked or served from the kitchen in the interests of public health. The Committee will allow the Centre to be checked by the IHO for compliance with regulations.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**HEALTH AND SAFETY POLICY**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	The charity recognises that the effective prevention of accidents depends as much on a committed attitude of mind to safety as on the operation and maintenance of equipment, and to this end, it will seek to encourage committee members, volunteers, hirers and users to engage in the establishment and observance of safe working practices. The Committee will comply with all Health and Safety legislation and will act positively where it can reasonably do so to prevent injury, ill health or any danger arising from its activities and operations, the Committee considers the promotion of the health and safety of those who use the premises to be of great importance.
Specific Objectives/ Statements and Procedures:	The Committee is committed to the following Policy: 1. Providing healthy and safe working conditions, equipment and systems of work for its volunteers, committee members and hirers, and users 2. Keeping the Community Centre and its equipment in a safe condition for all 3. Providing such training and information as is necessary for Committee members, volunteers and users. Hirers and visitors will be expected to recognise that there is a duty on them to comply with the practices set out by the committee, with all safety requirements set out in the General Conditions of Hire agreement and with the safety notices displayed on the premises and to accept responsibility to do everything they can to prevent injury to themselves or others. Attention is particularly drawn to the following :- **Responsibilities for Health and Safety** **1.** The Committee has overall responsibility for health and safety in the Community Centre and for the implementation of this policy. It is the intention of the committee to comply with all Health and Safety legislation and to act positively where they can reasonably do so to prevent injury, ill health or any danger arising from activities and operations in the Community Centre.

a. All users of the Community Centre are expected to read this Health and Safety Policy Statement as a condition of their hire and to recognise that it is their duty to comply with the procedures and all safety requirements, including safety notices at the premises. Evidence that hirers agree to the terms and conditions, along with referenced documents is formed when booking.

b. It is the duty of all Committee members, contractors, hirers and visitors to take care of themselves and others who may be affected by their activities to do everything they reasonably can to prevent injury to themselves and others and to cooperate with the Committee in keeping the premises safe and healthy, including the grounds.

c. Should anyone using the Community Centre become aware of any faults, damage or other situations which might cause injury and which cannot be rectified immediately, they should inform a committee member or the Centre Booking Coordinator as soon as possible so that the situation can be dealt with. Where equipment is damaged a notice should be placed on it warning that it is not to be used and it should be reported immediately to a committee member

d. Routine reviews, checks and inspections of safety procedures and equipment are conducted by the Committee or their nominees.

2. SAFETY INFORMATION

a. Fire Precautions and Checks

i. A copy of the Community Centre Emergency Health & Safety: Fire Drill & Evacuation procedure is displayed on the Community Centre Notice Board. In addition, each group that regularly meets may have its own evacuation and fire drill procedure. A guide to emergency arrangements is provided to all hirers on the website when booking and in the hire folder.

ii. The service record for the fire safety equipment is available from the Booking Coordinator upon request

iii. A schematic of the Community Centre showing the location of fire exits, fire extinguishers is

displayed on the Notice Board WC communal space.

b. Risk Assessments.
    i. The Committee carries out an Annual Risk Assessment to assess and examine all activities, a decision is then made as to whether enough precautions are in place or whether further actions are required. These risk assessments also help the Committee to comply with various laws and regulations contained in a wide range of legislation. A copy of the current Risk Assessments is contained within the hire folder; Main Hall – windowsill to the left of cooker/ Children's Centre – on shelf to the left of the entrance to the WC communal space.

3. SAFETY PRACTICES

The following are best practices and should be adhered to in order to minimise risks:

Make sure that all emergency exits are clear and unlocked during the Hall use.

Do not operate or touch any electrical equipment where there are signs of damage.

Steps, ladders and mini scaffolding should be properly secured before use and must not be used unless another person is present.

Do not leave portable electrical Equipment operating while unattended.

Heavy items e.g., tables and chairs should be moved using the proper equipment.

Do not allow children in the kitchen except under close supervision.

Wear suitable protective clothing when handling cleaning or other toxic materials.

Report any evidence of damage or faults to equipment or the building's facilities to a member of the committee / Booking Coordinator and record in the hire folder.

Record every accident in the accident book and notify the Chairperson. Be aware and seek to avoid the following risks;

a) Creating slipping hazards on steps or wet floor – mop up any spillage immediately.

b) Creating tripping hazards via items left in the entrance lobbies, kitchen, main hall, rooms and storage areas.

c) Risk to individuals while in sole occupancy of the building.

d) Risks involved in handling kitchen equipment.

e) Creating hazards by overloading storage cupboards/shelving and equipment trollies.

4. IN CASE OF ACCIDENTS

The First Aid Box is located;

- Main Hall – Cupboard under the sink
- Children's Centre – Box on the wall to the right of entrance to WC communal space & hanging by the window in the kitchen.

The accident book is in the hire folder. This must be completed whenever an accident occurs. All accidents, even minor ones, must be reported to the Chair.

5. INSURANCE

A copy of Insurance Certificates for the Community Centre are displayed on the Community Centre notice board in the WC communal space.

6. CONTRACTORS

Before any contractor or person on site begins any work they should:

- Carry out their own risk assessments
- Ensure they have adequate liability cover Familiarise themselves with this Health and Safety Policy.

7. EMERGENCY EVACUATION PROCEDURE IN THE EVENT OF FIRE OR OTHER EMERGENCY

*****Fire Assembly Point is on the corner of Mount Street & Gladstone Street*****

IF YOU DISCOVER A FIRE:

a. Sound the Alarm by pressing a 'FIRE CALL POINT'.

b. Immediately go to full evacuation procedures.

	c. Dial 999 or 112 for fire service. d. All present to leave the building and meet at the Assembly Area. Start a record of those assembled. e. If possible, sweep/check all rooms and toilets – **do not endanger yourself** f. Only attempt to extinguish the fire using the fire appliances provided and it is considered safe to do so **IF YOU HEAR THE FIRE ALARM:** a) leave the building by the nearest fire exit. b) close all doors behind you. c) report to the person in charge at assembly point. d) do not stop to collect belongings. e) do not take risks – just get out
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**PRIVACY POLICY**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	The charity is committed to protecting individuals privacy and complying with all relevant legislation including General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018.
Specific Objectives/ Statements and Procedures:	**Data Subjects** are individual people, who volunteer for us, benefit from our services, hire our premises or take part in our activities at Oatlands Community Centre. **What we do with your personal data:** We use your data to enable us to hire out the Community Centre/Children's Centre to you. We use your personal data to help us with our recruitment and selection processes if you have applied to volunteer with us. All personal information provided with applications for volunteering will be dealt with in the strictest of confidence and handled in accordance with the Data protection Act 2018. Any information of a personal nature comes within the provisions of the EU General Data Protection Regulation (GDPR). As such it will be held securely and only used for lawful purposes in accordance with the requirements of the GDPR. Further GDPR details can be found in our GDPR policy. We may also use your data to help us deliver services, arrange the hire of our facilities and to organise the sort of fundraising or activities that you may choose to benefit from or like to come to, and to keep you informed about those activities. We have a legitimate interest in knowing who is participating in our activities or services and in being able to share with them details of our activities (including any changes) and related activities or services. Additional optional information we only keep and use with your consent. **Your right to withdraw consent at any time:** You can tell us that you no longer wish us to use your data in this way and, if you do, we must stop using it as soon as is reasonably practical. **Your right to require the erasure of your data (right to be forgotten)** If you no longer wish us to have or use your data you can tell us to remove your data completely from our records and we must do so as soon as is reasonably practical. **Who gets to see your personal data?** We only share your personal data with other people at the Centre when it is necessary to do so in order

	for us to run our volunteer work, provide services or activities efficiently and in the way that you would like. We do not share your data with anyone else. **How long do we keep your personal data?** We only keep your personal data whilst you are volunteering for us, use our services or you come to our activities, either regularly or from time-to-time. If you discontinue volunteering for us or stop using our services or if we have not seen you at one of our activities for 2 years, we will delete your data. **We do not transfer your personal data to other countries.** **The existence of each of your rights** Under the General Data Protection Regulation you have the following rights: 1. to be told about what data we have, how and what we use it for, and who we share it with (as we do via our Privacy Notice). 2. to be given access to your personal data. 3. to have any errors corrected or incomplete data completed. 4. to stop us using your data if you think our use is unjustified or the data are inaccurate. **Your legal obligation** You are under no legal obligation to give us your personal data if you do not wish to. **The existence of automated decision making, including profiling** The Charity does not use computers to analyse your data to make computer decisions about what communications the charity should, or should not, send to you. **The right to complain to the UK Information Commissioner's Office:** if you are dissatisfied with the way that the Charity is collecting, holding, processing and using your personal data you are entitled to complain to the Information Commission. **Identity and contact details of the controller.** The Charity's Data Controller is the Board of Trustees of Oatlands Community Centre. The Controller can be contacted: The Board of Trustees Oatlands Community Centre Gladstone Street Harrogate HG2 8DQ Any request to see the data we hold must be **made in writing** using a Subject Access Request form and be in line with legal requirements such as the Data Protection Act and its exemptions.

Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**SAFEGUARDING AND CHILD PROTECTION**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	The Oatlands Community Centre Committee (hereafter called the Committee) is committed to the welfare of children, young people and vulnerable adults. All children, young people and vulnerable adults without exception, have the right to protection from abuse and neglect.
Specific Objectives/ Statements and Procedures:	The Committee has a duty of care and is committed to the protection and safety of everyone who enters our premises including children, young people and adults at risk involved as visitors and/or as participants in all activities and events. We also have a duty to safeguard and support our trustees, volunteers, and helpers. This policy applies to : ● Trustees ● Volunteers and helpers ● All those attending any activity or service that is being delivered in the Community Centre charity property ● Hirers of the premises ● All visitors and contractors and is used to support their work. Children and young people are defined as those persons aged under 18 years old. Safeguarding and promoting the welfare of children is defined as: ● protecting children from maltreatment ● preventing impairment of children's health and development ● ensuring that children grow up in circumstances consistent with the provision of safe and effective care ● taking action to enable all children to have the best outcomes. Vulnerable adults are defined as someone over 18 years old who, according to Care Act 2015.

	Safeguarding and promoting the welfare of vulnerable adults is defined as: ● having care and support needs ● experiencing, or at risk of, abuse or neglect ● as a result of their care and support needs, is unable to protect himself or herself against the abuse or neglect or the risk of it. If someone has care and support needs but is not currently receiving care or support from a health or care service, they may still be an adult at risk. No member of the Committee, helpers or other volunteers will have unsupervised access to persons to whom this policy relates unless appropriately vetted and suitably trained. All members of the Committee and users of the Community Centre will be made aware of this policy and the relevant vetting procedures by way of a copy of this Policy being displayed on the Community Centre Notice Board. Centre users must comply with all legal requirements for vetting under the Protection of Children Act 1999, the Children Act 1989 and Part V of the Police Act 1997. 1. The Committee will endeavour to keep the premises safe for use by children and vulnerable adults. The Committee recognise that a higher standard of safety is required where use is made by small children, those who cannot read safety notices and children with physical disabilities and adults. 2. Any organisations or individuals hiring the Centre or adjacent rooms for the purposes of holding regulated activities for children where Ofsted registration is required should show their registration and their own Child Protection and Safeguarding Policy. Safe recruitment processes should be used to appoint staff who will be working with children or vulnerable adults in any kind of activity. Regulated activity is defined as activity which takes place once a week or more often, or on more than 3 days in a 30day period and is *"teaching, training, instructing, caring for or supervising children".* 3. The Committee will ensure that hirers are made aware of their obligations under the Licensing Act 2003 to ensure that alcohol is not sold to those under the age of 18. The Committee will ensure that hirers are aware that no children may be admitted to films when they

	are below the age classification for the film or show. No gambling or entertainment of an adult or sexual nature shall be permitted on the premises. 4. This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy. **Procedures** 1. All trustees and volunteers will be given information about child protection and will be encouraged to attend appropriate Child Protection and Protection of Vulnerable Adults training where possible. 2. An annual review will take place following the AGM to allow for any required up-date of policies and or procedures. New Trustees and volunteers will be given an induction to this policy and understand their responsibilities. 3. A copy of the policy will be displayed for the attention of all on the Community Centre notice board, on the Community Centre website and will be made available on request to hirers. 4. Organisations hiring the Community Centre or adjacent rooms for activities for children will be asked to show their Child Protection Policy before the first booking commences. Individuals hiring the Centre or adjacent rooms for activities for children will be made aware of this policy. 5. Organisations hiring the Centre or adjacent rooms for activities specifically involving vulnerable adults will be asked to show their Vulnerable Adults Protection Policy before the first booking commences. Other organisations or individuals hiring the Centre or adjacent rooms whose activities may involve vulnerable adults will be made aware of this policy. 6. The Committee will ensure that hirers of the Centre or adjacent rooms put adequate health and safety measures in place, carry out suitable risk assessments and have obtained adequate insurance to cover their activities. 7. The Committee will require hirers to report any damage, breakages or safety issues needing attention to the Centre Booking Coordinator, who will inform the appropriate people. These will be dealt with as soon as

practicable, in the light of the circumstances, with provision to prevent access by children and vulnerable adults pending repair where appropriate.

8. A hiring agreement which includes appropriate clauses will be entered into for all hirings for licensable activities. The Committee will ensure these provisions are observed when holding licensable activities themselves.

9. Contractors engaged to carry out work at the premises must not be allowed unsupervised access to children or vulnerable adults. Appropriate supervision will be arranged if necessary.

10. Where the premises are used by more than one hirer, the attention of hirers will be drawn to the need to ensure that children and vulnerable adults are supervised when using toilets.

All suspicions or allegations of abuse against a child will be taken seriously and dealt with speedily and appropriately.

REPORTING A CONCERN – CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

If the person is in immediate danger, contact the Police on **999**. The **Chairperson of the Committee** will be responsible for Children and Vulnerable Persons Protection Matters. This person will have responsibility for reporting concerns that arise, as a matter of urgency, to the local authority designated officer (LADO).

North Yorkshire Children and Families Service Care Centre, will usually be contacted. The Care Service Centre can be contacted by the following methods:

During Office Hours
By Phone : 01609 780780
Email : Children&families@northyorks.gov.uk

Outside Office Hours
Emergency Duty Team (for evenings, weekends and bank holidays): 01609 780780

Confirmation of Referral
A written confirmation of the referral must be completed and submitted within 24 hours. This will normally be completed by the Chairperson.

	When contacting the Care Service Centre the Chairperson should: ● Clearly identify themselves and state the relationship with the child, young person or vulnerable adult ● Give details of where they can be contacted ● Provide as much relevant family information as possible and, clearly stating the name of the person ● Provide details of any special needs or communication needs of either the person ● State why they feel the person is suffering, or is likely to suffer, significant harm. ● Share their knowledge and involvement of the person ● Share their knowledge of any other agency involved ● Indicate the person's, parent's/carer's knowledge of the referral and their expectations ● Ensure they record the concerns and action taken
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**VOLUNTEERS – CODE OF CONDUCT**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	At Oatlands Community Centre CIO we value our volunteers and the depth and breadth of knowledge that they offer our charity. We recognise that the involvement of volunteers forms the backbone of the Charity. The charity neither employs any volunteers nor has a contractual relationship with them therefore there are no legal employment duties towards them. The aim of this Policy is to guide volunteers on their conduct towards each other and the members of public who are accessing our service as well as outside organisations that we engage with in the pursuance of our cause. Our expectation of our volunteers is to offer them the opportunity to conduct themselves at all times in a professional and respectful manner. There are three main categories of volunteer at the charity; Trustee volunteers, Charity Members & non-trustee volunteers. All volunteers are required to act with discretion and care in the performance of their role. Volunteers are ambassadors for the Charity and mentors for less experienced volunteers, as such our charity expectations for volunteers is clearly defined.
Specific Objectives/ Statements and Procedures:	**Volunteer Aims – Trustee & non-Trustee** Volunteer of Oatlands Community Centre are expected to: ● Actively support the vision and aims of the charity at all times ● Contribute to identified projects / meetings / sub-committee groups in order for the committee to fulfil its role as defined in the charity Constitution. ● Recognise that individual contributions enables collective decision-making on behalf of the Charity.

	● Acknowledge that, other than when attending meetings and events as a volunteer, there are no rights or privileges over any other member of Oatlands Community Centre ● Value and respect fellow volunteers. ● Respect the confidentiality of any information received in the role as volunteer and act with integrity and objectivity and in the best interests of the charity, without any expectation of personal benefit ● Attend meetings and training events as required to carry out the volunteer role. Conduct themselves in a manner that reflects positively on the reputation of the charity, always acting as an ambassador for Oatlands Community Centre. ● Abide by the charity Policies and Procedures such as Safeguarding and Equality. **Conflict of Interest and/or Conflict of Loyalty for Trustees** Conflicts of interest affect charities of all types and sizes. They can lead to decisions that are not in the best interests of the charity and which are invalid or open to challenge. Conflicts of interest can also damage a charity's reputation or public trust and confidence in charities generally. These harmful effects can be prevented where individual trustees can identify conflicts of interest, and the trustee body can act to prevent them from affecting their decision making. All trustees have a legal duty to act only in the best interests of their charity. The Charity Commission expect trustees to take appropriate steps in line with their guidance to ensure that they can do this. Trustees' personal and professional connections can bring benefits to the work of a charity and they often form part of the reason why an individual has been asked to join the trustee body. However, they can give rise to conflicts of interest, to which the trustees must respond effectively. The existence of a conflict of interest does not reflect on the integrity of the affected trustee, so long as it is properly addressed. As a trustee, you would have a conflict of interest if the charity is thinking of making a decision that would mean: you could benefit financially or otherwise from your charity, either directly or indirectly through someone you're connected to your duty to your charity competes with a duty or loyalty you have to another organisation or person Trustees must act with the utmost integrity and objectivity and declare conflicts of interest if they are to fulfil their legal duty to act only in the best interests of the Charity. Trustees should not use their position for personal advantage or seek to gain preferential treatment. Any

volunteer who has a material interest or potential conflict of interest or loyalty shall declare such interest to the Chair of the Committee and it shall be recorded in a Register of Interests, maintained by the Committee Secretary.

For further, detailed information on Conflicts of Interests for Charity Trustees please refer to the Charity Commission document : CC29
- Conflicts of interest: A guide for charity trustees

Definition of the term 'duty to avoid a conflict of interest'
The term 'conflict of interest' is often used to describe one of the following situations:

- Where a person is in a position where their duty as a trustee may conflict with any personal interest they may have
- Where a person may not be able to act properly in a particular capacity because of a person or matter with which they are connected
- Where a person may profit personally from decisions made in their capacity as trustee or from knowledge gained through holding such position.

TRUSTEE CODE OF CONDUCT

INTRODUCTION
Those who serve on the Board of Trustees of the charity have responsibilities under Charity Law as Trustees. As part of this each Trustee is asked to agree to abide by the Code of Conduct which is set out in this document and to sign a declaration accordingly.

PURPOSE OF THE CODE
The Code aims to define the standards expected of Oatlands Community Centre Trustees in order to ensure that:

- The organisation is effective, open and accountable;
- The highest standards of integrity and stewardship are achieved; and
- The working relationship with any volunteers, contractors and advisers is productive and supportive.

CODE OF CONDUCT

Selflessness
Trustees have a general duty to act with probity and prudence in the best interest of the charity as a whole. They should not act in order to gain financial or other material benefits for themselves, their family, their friends or the organisation they come from.

Integrity

	Trustees should conduct themselves in a manner which does not damage or undermine the reputation of the charity. More specifically they: ● Should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their role; ● Must avoid actual impropriety and any appearance of improper behaviour; ● Should avoid accepting gifts and hospitality that might reasonably be thought to influence their judgement. ***Objectivity*** In carrying out their role, including making appointments, awarding contracts, recommending individuals for rewards and benefits or transacting other business, the Trustees should ensure that decisions are made solely on merit. In arriving at decisions in areas where they do not have expertise themselves Trustees should consider appropriate professional advice. ***Accountability*** The Trustees: ● Have a duty to comply with constitutional and legal requirements and to adhere to best practice in such a way as to preserve confidence in the charity. ● Are accountable to the charity 's members and other stakeholders for their decisions, the effectiveness of the Board and the performance of the organisation. ***Openness*** The Trustees should ensure that confidential information and material, including material about individuals, is handled in accordance with all legislation, and with due care; so that it remains confidential. In addition, they should be as open as possible about their decisions and the actions that they take. As far as possible they should give reasons for their decisions and restrict information only when the wider interest clearly demands. ***Honesty*** The Trustees have a duty to avoid any conflict of interest so far as is reasonably practicable. In particular they must make known any interest in any matter under discussion which: ● Creates either a real danger of bias (that is, the interest affects him/her, or a member of his/her household more than the generality affected by the decision); or, ● Which might reasonably cause others to think it could influence the decision

	The trustee should declare the nature of the interest and withdraw from the room, unless the remaining Trustees agree otherwise. ***Leadership*** The Trustees must: ● Promote and support the principles of leadership by example; ● Strive to attend all meetings regularly, ensuring they prepare for and contribute appropriately and effectively ● Bring a fair and open-minded view to all discussions of the Board and should ensure that all decisions are made in the charity's best interests; ● Respect the role of all volunteers; **TRUSTEE SUITABILITY DECLARATION** The Committee Secretary will ensure that all Trustee's sign this declaration on an annual basis following election / re-election of trustees. This will take place after the AGM. **TRUSTEE & VOLUNTEER CONDUCT DECLARATION** All volunteers (including Trustee's) are required to adhere to the highest standard of conduct in the performance of their duties. The Committee Secretary will ensure that both Trustee's and Volunteers sign the Declaration. **Non-compliance with the Volunteer Code of Conduct** Non-compliance with the Volunteer Code of Conduct may result in the following action: Where conduct below expectation takes place, the Chair in consultation with at least one other charity 'Officer' shall be authorised to take such action as may be immediately required, including potential termination of the volunteering arrangement or removal from the Trustee Board in line with the procedures set out in the Volunteer Problem Solving Policy and Constitution of the charity.
	Records and Retention Periods ● All complaints will be treated confidentially in accordance with our Confidentiality Policy and will only be discussed amongst those who are directly involved in trying to resolve the issue. ● We will retain a record of all complaints and warnings on a volunteers file. This record will be kept for 5years after the departure of the volunteer. ● The charity will ensure that we allow enough time for all meetings, and that they will be conducted somewhere discrete and where there will be no interruptions. ● The charity will keep complainants informed at every step of the procedure.

Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**VOLUNTEERS – CONFLICT OF INTEREST**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	To safeguard and protect the integrity of charity trustees and volunteers. To enable Trustees to act in the charities best interests at all times. To identify and manage conflicts within the charity management framework and to work in compliance with Charity Commission guidance and regulations.
Specific Objectives/ Statements and Procedures:	All volunteers and trustees of Oatlands Community Centre (OCC) will strive to avoid any conflict of interest between the interests of OCC on the one hand and any personal, professional and/or business interests on the other. This includes avoiding actual conflicts of interest, as well as the perception of conflicts of interest, and any conflicts of loyalty. The purpose of this Policy is to protect the integrity of the decision-making process at Oatlands Community Centre enabling our stakeholders to have confidence in our honesty, and to safeguard and future-proof our charity. Our aim is to protect the integrity and reputation of volunteers and committee members. Examples of conflicts of interest include but are not limited to: ● A committee member who is also on the committee of another organisation that is competing for the same funding. ● A committee member who has shares in a business that may be awarded a contract to do work or provide services for the organisation. Upon appointment each committee member will make a full written disclosure of any interests, such as relationships / posts held that could potentially result in a conflict of interest. This written disclosure will be kept on file and will be updated as appropriate. This will be done by the charity Secretary. In the course of meetings or activities committee members will disclose any interests in a transaction or decision where there may be a conflict between the organisation's best interests and the committee member's best interests or a conflict between the best interests of two organisations that the committee members are involved with.

	After disclosure trustee's will confirm their understanding that they may be asked to leave the room for the discussion and may not be able to take part in the decision depending on the judgement of the other committee members present at the time. This is in no way a personal reflection on them. Any such disclosure and the subsequent actions taken will be noted in the minutes. This Policy supplements good judgement, integrity and honesty and all volunteers and management committee members should respect the declaration both in its spirit as well as in its wording.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

<table>
<tr><td>Name of Policy:</td><td>VOLUNTEERS – MANAGING</td></tr>
<tr><td>Name of Charity:</td><td>Oatlands Community Centre</td></tr>
<tr><td>Overall Aim of Statement:</td><td>This Policy forms the foundation on which Oatlands Community Centre charity's involvement with volunteers is based. It defines the role and category of volunteers and how they can expect to be treated. This Policy will show our commitment to volunteers and how they will be treated with fairness and consistency during all contact with our charity.

Volunteers give up valuable time and contribute their talents, skills and share their knowledge to benefit our charity. Volunteers support our work in many ways. Some choose to help us occasionally offering legal skills or tailored financial services, while others choose to help with managing the day-to-day activity of the premises or groups the charity runs. Some volunteers choose to support our work on a more formal and regular basis, some form part of the Committee, whichever type of volunteer category they are in – all our volunteers are treated equally and respectfully.</td></tr>
<tr><td>Specific Objectives/ Statements and Procedures:</td><td><u>Volunteer Roles and Categories</u>

We have a number of opportunities for volunteers at Oatlands Community Centre the roles and categories for which are outlined below:-

<table>
<tr><th>Volunteer Category</th><th>Role Definition</th></tr>
<tr><td>Trustee</td><td>Forming part of the management committee overseeing the management of the charity.</td></tr>
<tr><td>Volunteer (Formal)</td><td>Regular volunteers who assist during charity activities, either assisting with the day-to-day running of premises, helping to run groups or activities or helping with non-confidential administrative duties.</td></tr>
<tr><td>Volunteer (Informal)</td><td>Non-regular, not role specific this volunteer will be volunteering for their expertise, this may be Legal skills, IT & Telecoms, Grant writing, PR & Marketing or Fundraising. These areas of the charity are prioritised as volunteers in these areas are hard to find and as a charity we are eager to retain this expertise.</td></tr>
</table>

Oatlands Community Centre supports all volunteers and their importance to the charity is a central theme running through the organisation. At Oatlands Community Centre we encourage teamwork so that we can offer our beneficiaries the best services possible.</td></tr>
</table>

	Volunteers contribute their unique talents, skills and knowledge of our community and are powerful advocates for the charity.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**VOLUNTEERS – PROBLEM SOLVING**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	At Oatlands Community Centre we value our volunteers and the depth and breadth of knowledge that they offer our charity. We recognise that the involvement of volunteers is, by and large, a positive experience for everyone involved, but it is also important to bear in mind that sometimes things can go wrong. From time to time there may be instances where a volunteer has a complaint about another volunteer or the premises themselves. Similarly, the charity may find that a volunteer's performance has declined, or that someone else has complained about a volunteer's contribution, attitude or conduct. Oatlands Community Centre neither employs any volunteers nor has a contractual relationship with them therefore there are no legal duties towards them. This 'Problem Solving' Procedure has been written to ensure that volunteers know how to deal with problems consistently should they arise. Volunteers have no legal rights unless they can prove that they are in fact employees, or that the charity has been negligent in its duty of care towards them. Every effort is made to resolve volunteer complaints, or complaints about volunteers, through early discussions before resorting to a formal process, if it is necessary and in the best interests of the charity, the following process will be used: This procedure is split into two sections, the first being if the volunteer wants to complain, and the latter if a complaint is made against the volunteer.
Specific Objectives/ Statements and Procedures:	**<u>A Volunteer complains about someone in the charity</u>** The first part of the procedure gives the volunteer the opportunity to complain if they feel that they may have been unfairly treated or if they have an issue which they feel may be a cause for concern within the charity. **Stage 1 - Oral complaint** Initial complaints, whether against the organisation or another volunteer, will be discussed verbally with the volunteer, if the issue cannot be resolved at this stage then the volunteer will be informed that they can proceed to stage 2. **Stage 2 - In writing**

	If the volunteer is not satisfied with the outcome of the oral complaint, they may make a formal complaint in writing to the 'Complaints Committee'. This sub-committee will be made up of not less than 2 and not more than 3 committee members who were not involved in handling the oral complaint. One member of the sub-committee will be a committee 'Officer'. The charity will respond, in writing, to the complaint within 15 business days. **Stage 3 - Opportunity to appeal** Volunteers do not have the right to appeal a decision made by the charity. If the volunteer is not satisfied with the outcome, then they will be sign-posted to the relevant (if any) external agency should they wish to pursue their complaint. Volunteers are not covered by employment legislation but, as members of the public, they are covered by legislation covering health and safety law and data protection. Concerns relating to the governance of the organisation, health and safety or data protection can be referred to external agencies as follows :- **Governance -** The Charity Commission is the independent regulator of charities in England and Wales. Its website explains that its primary focus as regulator 'is to work closely with charities to ensure that they are accountable, well run and meet their legal obligations in order to promote public trust and confidence'. The Charity Commission is not able to act on complaints related to disagreements between individuals, but it will investigate if a volunteer's concerns relate to the organisation's wider work or the fulfilment of its charitable aims. **Health and safety -** Concerns regarding health and safety issues that volunteers feel are not being addressed by the organisation, can contact the Health and Safety Executive . **Data protection -** The Data Protection Act sets rules about the way organisations collect and use information about you (your personal information). If you have a complaint about the way an organisation has handled your personal information, you can contact the Information Commissioner's Office, who may be able to help. **If someone complains about a volunteer** This part of the problem-solving procedure gives the volunteer the opportunity to be told why a complaint has arisen and the opportunity to state their case, if appropriate. Volunteers do not have contracts with the charity. This means that volunteers do not have the same legal status and protections that paid workers have in the UK. Volunteers do not (usually) have legal rights to have a charity follow proper investigative procedures when things go wrong. They also do not have the right to appeal a decision made by the organisation.

	Stage 1 – Oral discussion The complaint will be discussed with the volunteer in the first instance. This discussion should identify if there could be any external factors influencing the volunteer's ability to carry out tasks, their behaviour or their attitude. The discussion will focus on identifying goals to help the volunteer to fulfil their role and will also offer extra support, supervision and training if/where necessary. A mutually agreed deadline (of up to 1 month) will be put into effect for reviewing the situation with the volunteer. In the event of a complaint about a charity volunteer is raised externally (ie by a member of the public), receipt of the complaint will be confirmed in writing by the committee secretary, following the investigation the complainant will be notified of charity conclusions and its decision. If relevant notification may include sign-posting to any relevant external agency should the member of the public wish to pursue their complaint **Stage 2 – Written warning** In the event that the situation hasn't been resolved by the oral discussion or the review, then the charity trustees will issue the volunteer with a written warning outlining the reason for the complaint. The volunteer will be given the opportunity to state their case, to an independent 'Complaints Committee'. If possible, this sub-committee will be made up of not less than 2 and not more than 3 different committee members to those involved in Stage 1 and will include an 'Officer' of the charity. **Stage 3 - Opportunity to appeal** Volunteers do not have the right to appeal a decision made by the charity. If the volunteer is not satisfied with the outcome, then they will be sign-posted to the relevant (if any) external agency should they wish to pursue their complaint. Volunteers are not covered by employment legislation but, as members of the public, they are covered by legislation covering health and safety law and data protection. **Conducting the 'volunteer exit' meeting** In the event that the volunteer is asked to leave, the following best practice will be followed if it would add value to the charity: ● The meeting will take place in a confidential location, without disturbance. ● The meeting will be short and to the point - the decision to ask the volunteer to leave has already been made. ● The charity will not attempt to counsel the volunteer, this will send confusing signals to them. ● The volunteer may be emotional but it is important to draw the meeting to a timely close

	● A letter will be sent to the volunteer after the meeting re-iterating the decision to ask the volunteer to leave, as well as outlining the reasons for doing so. ● Information will be included relating to their departure, ie key handover, paperwork return, equipment return etc. ● The charity will inform other volunteers of the outcome, to ensure safeguarding standards are met, but will not give reasons for the volunteer's departure. **Exceptions** There are some occasions when volunteers will be suspended immediately while an investigation is carried out. These include, but are not limited to, acts that constitute gross misconduct, eg theft, assault, act of violence, malicious damage, deliberate falsification of documents, harassment or being under the influence of drugs or alcohol. The decision to suspend a volunteer will be confirmed to the volunteer in writing by the Committee Secretary. In some cases, legal proceedings may need to be concluded before the next step of the problem-solving procedure can take place. **Some points to remember** ● All complaints will be treated confidentially in accordance with our Confidentiality Policy and will only be discussed amongst those who are directly involved in trying to resolve the issue. ● The Charity will retain a record of all complaints and warnings on a volunteers file. This record will be kept for 5years after the departure of the volunteer. ● The Charity will ensure that we allow enough time for all meetings, and that they will be conducted somewhere discrete and where there will be no interruptions. ● The Charity will keep complainants informed at every step of the procedure. Volunteers are not covered by employment legislation but, as members of the public, they are covered by legislation covering health and safety law and data protection. Concern relating to the governance of the organisation, health and safety or data protection can be referred to external agencies. **Governance -** The Charity Commission is the independent regulator of charities in England and Wales. Its website explains that its primary focus as regulator 'is to work closely with charities to ensure that they are accountable, well run and meet their legal obligations in order to promote public trust and confidence'. The Charity Commission is not able to act on complaints related to disagreements between individuals, but it will investigate if a

	volunteer's concerns relate to the organisation's wider work or the fulfilment of its charitable aims. **Health and safety -** If you have concerns regarding health and safety issues that you feel are not being addressed by the organisation, you can contact the Health and Safety Executive . **Data protection -** The Data Protection Act sets rules about the way organisations collect and use information about you (your personal information). If you have a complaint about the way an organisation has handled your personal information, you can contact the Information Commissioner's Office, who may be able to help. ***Reference : Volunteering England Problem Solving Information Sheet, NCVO 'Volunteering what to do when things go wrong'***
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**VOLUNTEERS – RECRUITING TRUSTEES**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	Trustees perform the essential role of governing the Charity. They ensure the assets and activities of our charity are managed effectively to help us achieve our purpose; to provide inclusive, non-regulated services and activities for all across our community by providing a community space available to hire to host a wide range of community and private events. Our charity beneficiaries range from the very, very youngest to the most mature in our community and everything in between.
Specific Objectives/ Statements and Procedures:	One of the most common reasons that people volunteer is because they find it rewarding to work for a good cause and to give something back to the local community. Volunteers get a sense of achievement and self-satisfaction in putting their particular skills, knowledge and expertise to good use. It is also a great way to meet like-minded people, make lasting friendships and forging links with the local community. The close social network that volunteering can create can be particularly advantageous for residents or those who have recently moved to the area. When volunteers get involved in the management of the charity, they have the opportunity to shape the services it provides so that the beneficiaries get services that are right for them. On a professional level, volunteering is recognised as an excellent way to help increase an individual's career opportunities. The valuable work experience gained by volunteering can build confidence, create references to use for job applications and help to distinguish individuals from other applicants for many employers. Trustees taking part in the process of joint decision-making at meetings, are demonstrating their ability to work well as part of a team. **Recruitment** It is beneficial to recruit male and female trustees from a range of backgrounds with different skills and experiences to offer. Trustees must be at least 16 years of age, able to manage their own affairs and be prepared to act in the charity's best interests. There is a robust checking process for volunteers wishing to join the charity board, this is to safeguard the charity beneficiaries and includes Disclosure and Barring checks (DBS) and reference checking. At Oatlands Community Centre we encourage volunteers from within our charity affiliate membership as well as recognising that skills gaps can be filled by the wider community. Affiliate members are those recruited

	from the local community or through external agencies e.g. Harrogate and Ripon CVS who are able to offer skills, expertise or experience not available to the charity at the time. By ensuring that the trustee body is comprised of a diverse range of trustees drawn from, and representative of, the local community the charity aims are best met. This can help to promote the charity's services and ensure that they meet the needs of all. Trustees and volunteers work together to involve the community by keeping them informed about the work and encouraging them to play an active role in the life of the charity. Anyone interested in becoming a trustees is provided with information on the responsibilities and level of commitment required to enable them to make an informed choice on whether to undertake the role. Information is provided in an easy-to-read format. Each trustee, upon election, is provided with a Welcome Pack which includes : ● Charity Governing Document ● Description of the Role ● Trustee Code of Conduct & Confidentiality Statements ● Induction checklist ● Annual Report and Accounts ● Signposting to the Policies and Procedures We ask all trustees to complete a Trustee Induction which is monitored by an experienced board member. **<u>Charity Commission – Charity Governance Code Requirements</u>** The Charity Commission Charity Governance Code starts with a 'foundation principle'; that it should be a 'given' that all trustees understand their legal duties (as explained in publication The Essential Trustee) and are committed to their cause and good governance. The Charity Commission notes that it should be reasonable to expect commitment to translate into Trustees finding out about what their responsibilities are. The code has seven principles – leadership; integrity; decision making, risk and control; board effectiveness; diversity; openness and accountability; all underpinning organisational purpose. These qualities matter. Many of them are also key drivers of trust and confidence, and can help to demonstrate to our beneficiaries, funders and donors that our charity is trust-worthy. **<u>Reducing the Risk of Personal Liability</u>** Personal liability can occur when there is a breach of obligations; this could be in relation to the governance of the charity (e.g. a trustee may be personally liable if they act against the rules of the governing document or have accepted payment for their role without having the legal authority to do so) or the work of the charity (e.g. if an unincorporated charity has insufficient funds to pay the redundancy

	entitlement of a charity employee). More specifically liabilities can arise in connection with the committing of criminal offences; the neglect, error or omission of statutory duties; failing to comply with the rules of the Governing Document; breaching the terms and conditions of an agreement or contract; and carrying out, or authorising a wrongful act. Oatlands Community Centre charity is registered as a Charitable Incorporated Organisation (CIO) and this operating model enables the charity to have its own legal identity.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027

Name of Policy:	**WHISTLEBLOWING**
Name of Charity:	Oatlands Community Centre
Overall Aim of Statement:	Whistleblowing can be defined as raising a concern about a malpractice within an organisation. At Oatlands Community Centre we are committed to delivering high-quality services, promoting organisational accountability and maintaining public confidence. We are committed to safeguarding children and adults and promoting the welfare of every charity beneficiary, and therefore, expect the highest possible standards of openness. To safeguard each individual user of our charity, reports of malpractice are taken seriously. It is the duty of every charity member and volunteer to report situations of witnessed and/or suspected misconduct or malpractice. Oatlands Community Centre recognises that the decision to report a concern can be a difficult one to make, not least because of fear of reprisals from those responsible.
Specific Objectives/ Statements and Procedures:	This policy provides individuals at Oatlands Community Centre protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice. This also includes any action likely to bring the charity into disrepute. The policy is in line with the Public Interest Disclosure Act 1998, which encourages the public to raise concerns about misconduct or malpractice, in order to promote good governance and accountability. Such behaviour would include: ● A criminal offence ● Failure to comply with a legal obligation ● Danger to the health and safety of an individual and/or environment ● Deliberate concealment of information in relation to any of the above. **Procedure** Anyone who, acting in good faith, has a concern about misconduct or malpractice at Oatlands Community Centre, should in the first instance inform the Charity Chairperson of their concerns. If the issue concerns the Chairperson, then the Charity Secretary should be informed. The report, written or verbal, should set out the background and history of the concern, giving names, dates and places where possible, and the reason why there are concerns. In every instance it is advised to report concerns early. Most concerns will be resolved amicably and informally at this stage.

	All concerns will be investigated as quickly and efficiently as possible and resolved. Timely notification of what action will be taken in relation to the issue raised will be communicated without a breach of confidentiality. If this does not have a satisfactory outcome, or if the problem recurs, the person should put their concern in writing to the Charity Chairperson. Confidentiality will be maintained at all times and every effort will be made to ensure the person raising the concern will not suffer any personal detriment as a result of voicing their concerns and likewise the person under investigation. Malicious and unfounded reports will be pursued until fully resolved. All documentation will be kept securely in the charity records in line with document retention periods as appropriate.
Relevance to other Policies:	
Policy Monitoring and Evaluation Information:	This policy will be reviewed annually by the charity trustees unless new legislation necessitates an immediate review of the policy.
Review Date:	Oct 2026
Signature (Chair):	
Signature (Secretary):	
Next Review Date:	Oct 2027