



# NORTON LINDSEY VILLAGE HALL & PLAYING FIELDS CIO

**APRIL 2024**

These policies have been drafted to support the work of the Trustees and to clarify the roles and responsibilities of certain named people.

They will be reviewed annually or in the case of legislative or other change by the named policy holder

1. Environmental Policy
2. Equal Opportunities Policy
3. Safeguarding Policy
4. Health and Safety Policy
5. Financial Controls Policy
6. Grievance and Complaints Policy



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## 1.0 ENVIRONMENTAL POLICY

(person responsible – Brian Parsons)

### 1 The objectives of our policy are:

- To encourage the most efficient use of materials by using renewable, recycled and recyclable products
- To use environmentally friendly products.
- To minimise waste, especially hazardous waste, and wherever possible recycle or reuse materials.
- To use energy responsibly by conserving energy, improving energy efficiency, and giving preference to renewable resources.

### 2. The implementation of our policy:

We will ensure that our environmental objectives are integrated into the decisions we take on all our services and will seek to:

- Make the most efficient use of energy. We will endeavour to use the minimum quantities of energy possible in accordance with the safe and efficient operation of heating, lighting, plant and machinery. We will monitor consumption and eliminate excessive or unnecessary use and will communicate to hirers and users the means by which energy may be conserved.
- Encourage those using the hall to walk, cycle and use public or communal transport as alternatives to the private car.
- Minimize and where possible eliminate all forms of pollution, using biodegradable chemicals where possible, and minimizing use of solvents and lead-based paints. Users will be encouraged to avoid creating noise pollution, especially at night.
- Use the minimum quantities of water possible in accordance with our activities and ensure that the water we use is both supplied and disposed of, in the purest condition possible, meeting statutory requirements. We will reduce leakage and eliminate excessive or unnecessary use.

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# 1 ENVIRONMENTAL POLICY

(person responsible – Brian Parsons)

- Avoid waste and encourage the appropriate conservation, re-use and recycling of resources. We will re-use and recycle materials as far as possible and, if this is impractical, disposal by a means which will have the least impact on the environment and conforms to statutory requirements. We will encourage users and staff to minimize waste and to recycle their waste when they take it away from the hall.
- Promote a sense of responsibility and understanding for the environment and participation in environmental issues, by raising user awareness, by information provision and open consultation with the local community.
- Purchase from local or regional suppliers, to maximize input to the local community and minimize carbon emissions from transport.
- Protect the health and well-being of all staff and visitors.
- Monitor, review and where possible improve performance each year with positive action on any areas of non-compliance, this shall be done by the responsible Trustee.

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## 2 EQUAL OPPORTUNITIES POLICY

(Tim Landreth)

Relevant Legislation: the laws relating to Equal Opportunities are the Equal Pay Act 1970 [amended 1984], Sex Discrimination Act 1975 & 1988, Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000, Disability Discrimination Act 1995, Human Rights Act 1998, Equality Act 2006

These Acts make it unlawful to discriminate on the grounds of sex, marital status, ethnic or national origin, colour, race age, or disability. The Management Committee will use these as a framework to support their Equal Opportunities Policy & Procedures.

The Trustees of Norton Lindsey Village Hall & Playing Field CIO are committed to equal opportunities, which we believe involves:

- creating an environment where everyone has fair and equal access to all opportunities and enjoy fair and unbiased treatment
- keeping everyone informed of changes and consulting on issues that directly affect them
- increasing involvement and commitment by encouraging participation regardless of gender, marital status, ethnic origin, religious belief, age and disability.

It is equally important that this commitment is visible to the community we serve.

We are committed to providing equality of opportunity to all. Our aim is to treat all those involved in the Hall with integrity, respect and consideration. It is important that all users of our hall, whether an individual or group adopt and comply with this policy. We are committed to maintaining Norton Lindsey Village Hall & Playing Field to ensure it provides safe and equal access for all sectors of the community. We are also committed to ensuring that those groups within our community who are disadvantaged through health, age, infirmity or disability are positively encouraged to access the facility through a range of programmes.

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## 2 EQUAL OPPORTUNITIES POLICY

(Tim Landreth)

Overall responsibility for the effective implementation of all Equal Opportunities Policy & Procedures rests with the Trustees . They will ensure that all members are up to date with equality issues and legislation. All members of the Committee are responsible for the regular review and updating of policies, practices and procedures. With the assistance of feedback from community groups and individual users of the Hall the Trustees will monitor the effectiveness of its equality policy and procedures, and ensure all local people are fully supported in their access to the Hall and its services.

The Trustees do however recognize that there will be occasions and or groups to whom they will be unable to let the Hall because of the potential adverse effects of so doing on other users or groups.

The Trustees will give full and serious consideration to any individual or group that may have been discriminated against and have a grievance or complaint.

### **Disability Discrimination Act**

Compliance with the requirements of the Disability Discrimination Act [Part III] form part of the Hall's Equal Opportunities Policy. Decisions relating to adjustments to the Hall's design and access will take account of the needs of disabled people.

### **Facilities**

Within the design of the new building the following specific facilities for the disabled have been included;

- 1 dedicated car parking space and entrance ramp to building
- internal doors and fittings all compatible with wheelchair use (CAR PARK SPACE TO BE MARKED OUT)
- floor coverings have been installed in accordance with the Building Regulations in different areas vary in colour & texture to assist partially sighted users
- specific disabled access toilet
- hearing loop (now installed)

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### 3 SAFEGUARDING POLICY

(Tim Landreth)

All Norton Lindsey Village Hall & Playing Field CIO Trustees have a duty to safeguard vulnerable users of the hall and those who may come into contact with vulnerable users. Vulnerable users could include:

- children,
- young people,
- adults with learning difficulties or physical disability,
- frail, elderly people,
- carers

Trustees should respond to any concerns they may have regarding the physical, sexual, emotional or psychological safety of a vulnerable person or concerns relating to discriminatory or financial violation or exploitation of a vulnerable person.

#### **Principles**

The welfare of the child or vulnerable adult is paramount and is the responsibility of everyone. All children and vulnerable adults, without exception, have the right to protection from abuse, whether physical, verbal, sexual, bullying, exclusion or neglect.

Bullying, shouting, physical violence, sexism and racism towards children will not be permitted or tolerated.

#### **Policy Statement**

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

All Trustees and volunteers need to be aware of this policy, child protection, and vulnerable adult issues, and should be offered introductory training.

There will be a nominated and named Vulnerable Users representative to whom your suspicions or concerns should be reported. This person is Tim Landreth 07775882936.

The Trustees will make every effort to keep the premises safe for use by children and vulnerable adults. The Trustees recognise that a higher standard of safety is required where use is made by small children and those who cannot read safety notices and physically disabled adults.

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### 3 SAFEGUARDING POLICY

(Tim Landreth)

Any organisations or individuals hiring the hall for the purposes of holding activities where Ofsted registration is required should show their registration and their own Child Protection Policy. Safe recruitment processes should be used to appoint staff who will be working with children or vulnerable adults in any kind of activity.

The Trustees will ensure that hirers are made aware of their obligations under the Licensing Act 2003 to ensure that alcohol is not sold or provided 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 on show. No gambling or entertainment of an adult or sexual nature shall be permitted on the premises.

These policies and procedures will be reviewed annually and updated as appropriate in the interim periods.

Organisations hiring the hall for activities for children will be asked to show their Child Protection policy before the first booking commences. Individuals hiring the hall for activities which include children will be made aware of this policy.

Organisations hiring the hall for activities specifically involving vulnerable adults will be asked to show their Vulnerable Adults Protection policy before the first booking commences. Other organisations hiring the hall whose activities may involve vulnerable adults will be made aware of this policy.

#### **Further advice and support**

You may wish to seek further advice or support from:

Warwickshire Safeguarding Children Board,  
Safeguarding Children Service,  
Tel: **01926 414144**

Safeguarding Adults Team  
Adult Helpdesk (Customer Service Contact Centre)  
Tel: **01926 412080**

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## 4 HEALTH & SAFETY POLICY

(Brian Parsons)

### Policy Objectives

The Norton Lindsey Village Hall and Playing Fields CIO Health and Safety policy is designed to promote and encourage the highest standards of health and safety for those who use the Village Hall facilities. It is the responsibility of the Trustees under the Health and Safety at Work Act 1974 and its associated Codes of Practice to ensure the health and safety of committee members, volunteers and hirers while engaging in Hall activities. To this end, the NLVH makes efforts to identify any areas of risk and take steps to eliminate them by providing safe operating equipment and methods of working; by training; by co-operating with Hall users and assisting them in meeting their responsibilities for health and safety and legal obligations.

The arrangements outlined in this policy and the various other safety provisions made by the Trustees cannot in themselves prevent accidents or ensure safe and healthy working conditions. This can only be achieved through the adoption of safe methods of work and good practice by every individual. The Trustees will take all reasonable steps to identify and reduce hazards to a minimum and it is the duty of all employees, hirers and visitors to take care of themselves and others who may be affected by their activities and to co-operate with the Trustees in keeping the premises safe and healthy, including the grounds.

The NLVH Trustees will appoint a Health and Safety Officer to champion our health and safety arrangements and our implementation of this policy. The Health and Safety Officer will monitor the health and safety policy as it operates and, when necessary, meetings with the NLVH Committee will be held to assess how effectively or otherwise the policy is operating.

The Bookings Secretary or volunteers who open the hall are responsible for making all hirers aware of the Health & Safety Policy for the hall and the fire evacuation procedures.

Signed: Brian Parsons  
(On behalf of the Trustees)

Position: Health and Safety Lead

Date: April 2024



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## 4 HEALTH & SAFETY POLICY

(Brian Parsons)

### Organisation of Health and Safety

The NLVH Trustees have overall responsibility for health and safety at the Norton Lindsey Village Hall, CV35 8JL.

The person delegated by the Trustees to have day-to-day responsibility for the implementation of this policy is:

Name: Brian Parsons

Telephone No: 07714 521415

### Policy Implementation

#### Accident Reporting, Investigation and Recording

All accidents occurring within the NLVH premises shall be reported to the Health and Safety Officer and they shall be recorded in the Accident Register. The NLVH will investigate all accidents. The Health and Safety Officer will have principal responsibility for such investigations.

- Hygiene is a basic part of health and safety and washing and toilet facilities will be provided and maintained. We ask that you report any problems to the Health & Safety Officer.
- Hygiene is especially important if you prepare or provide food or drink for consumption by the public and you must be sure that you satisfy the relevant regulations. Advice is available from the Food Standards Agency (see link below)

#### First Aid

A First Aid box can be found in the bar area in the main hall. The Health & Safety Officer is responsible for ensuring that the First Aid box contents are maintained. Any first aid administered to an individual must be recorded in the First Aid Treatment Book which is held with the first aid box. Currently the First Aid box is managed by AC First Aid – 01926 490077

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## 4 HEALTH & SAFETY POLICY

(Brian Parsons)

### Fire

Copies of the building's fire warning and evacuation procedures are displayed around the building. Users should acquaint themselves with all exits (normal and emergency) and these must be kept clear (internal and external) at all times such as not to impede emergency evacuation. All fire doors are marked as such and under no circumstances are to be wedged open. For any major events the hirer must check that all exits are unobstructed – this includes checking that emergency exits are unlocked and functional as intended.

Fire drills are not regularly practiced. Fire equipment in the Village Hall is fully maintained by the NLVH Trustees. Monthly Lighting checks and weekly fire alarm checks are undertaken.

If you see a fire, however small, you should immediately activate the fire alarm and evacuate the building. Provided you are able to do so without endangering yourself you should close the door of the room in which the fire is burning in order to delay its progress through the building. Fire extinguishers are provided at all exits to assist in clearing a path for emergency exit. The meeting point is the grass area beyond the fenced off play area. Wherever feasible and safe to do so, doors and windows should be closed to reduce the spread of the fire. The Fire Service should then be called on 999.

### Use of Equipment

The NLVH carries out regular testing and maintenance of all the equipment and machinery within its premises. Any equipment brought onto the premises for use by outside groups should also have been tested: if in doubt, please contact the Health and Safety Officer.

Please ensure that you report any faulty equipment or furniture to the Health & Safety Officer or the Bookings Manager immediately. Contact details can be found below.

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## 4 HEALTH & SAFETY POLICY

(Brian Parsons)

### Use of the Kitchen

Any hirer intending to provide catering (beyond cold or hot drinks and cold proprietary packaged biscuits/cakes) should, as necessary, consult the Warwick District Council Food Safety Team on 01926 456713 or email [foodsafety@warwickdc.gov.uk](mailto:foodsafety@warwickdc.gov.uk) and follow their guidance before proceeding. Please also take note of our basic Health & Safety in Food Handling Guidelines.

The cooker, dishwasher, warming drawers are normally kept switched off – arrangements for their operation are made via the Bookings Manager who will give appropriate guidance in their use.

Care must be taken when preparing and using boiling water and when handling hot utensils or appliances. The oven/hob should be supervised at all times when in use. It remains hot well after being turned off.

Users must remove all food at the end of their booking. Food waste must not be left.

Rubbish created such as by parties should be removed by the hirer.

A handwash facility is provided opposite the kitchen door. The kitchen and utensils should be left in a hygienic state – usable by the next booking. Cleaning facilities are provided – generally stored in the cupboard. If the kitchen has been left in an unhygienic state by a previous booking it must be reported to the Bookings Secretary.

The Hall does not arrange cleaning between each booking and the Trustees cannot be held responsible for the condition of the kitchen from the previous booking.

### Hazardous Substances

Ensure that you bring you own disinfectants and detergents. Under Health and Safety

Regulations the Trustees are not permitted to leave these products in unsecured areas. The Kitchen includes a commercial dishwasher with chemical dosing bottles beneath, no children should be allowed in the kitchen.

There are some cleaning materials in the cleaner's room, under no circumstances should chemical cleaning products be used by hirers.

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## 4 HEALTH & SAFETY POLICY

(Brian Parsons)

No activities are allowed which involve danger to the public. No obvious fire hazards are allowed on the premises. No unauthorised heating appliances are to be used. No hazardous substances (as regulated by COSHH) are to be used or stored in the hall. No highly flammable substances shall be brought into or used in any part of the premises.

No internal decorations of a combustible nature (e.g. polystyrene, cotton etc) shall be undertaken or erected without the permission of the Health & Safety Officer.

### **Safe System of Work**

All areas of the Village Hall must be kept in a clean state. Dirt and refuse must not be allowed to accumulate. All floor space within the Village Hall premises must be kept free from obstruction, trailing cables and leads and any substance likely to cause persons to trip or slip.

### **Smoking**

Smoking is not permitted in any area of the Village Hall.

### **Contractors and Casual Labour**

All sub-contractors and casual labour should contact the Health & Safety Officer before undertaking any work onsite. The Contractor is responsible to ensure that their staff familiarise themselves with the Sub-Contractor Guidelines. In addition, they should also familiarise themselves with the policy covering the Use of Personal Electrical Appliances and familiarise themselves with the fire safety procedures and location of fire exits. These can be obtained from the Health & Safety Officer whose details can be found at the end of this document.

### **Training**

Health and Safety meetings will be called when necessary, by the Health and Safety Officer to assess the need for training of Trustees and Volunteers in Health and Safety.

### **Insurance**

The Insurance policy covering the Norton Lindsey Village Hall & Playing Field covers Employer's Liability and Public Liability insurance cover. This is provided by Allied Westminster Insurance Services Ltd– in the first instance the contact is: Telephone No: 01937 845245 Policy No: 100723922BDN

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## 4 HEALTH & SAFETY POLICY

(Brian Parsons)

### **General**

The NLVH Trustees will review this policy annually and update, modify or amend it as considered necessary to ensure the health, safety and welfare of volunteers and hirers.

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## 5 Financial Controls Policy

### Financial Records and Accounts

Financial records must be kept so that:

- The organisation meets its legal and other statutory obligations, such as Charities Act;
- His Majesty's Revenue & Customs and common law;
- The trustees have proper financial control of the organisation.
- The organisation meets the contractual obligations and requirements of funders.
- Line item analysis of income and expenditure

Accounts must be drawn up at the end of each financial year within 6 months of the financial year end and presented to the next Annual General Meeting.

Prior to the start of each financial year, the trustees will approve a budgeted income and expenditure account for the following year.

A report comparing actual income and expenditure with the budget should be presented to the trustees every three months or whenever meetings take place.

The AGM will appoint an appropriately independent examiner to examine the accounts before presentation to the next AGM.

### Banking

The CIO will bank with Lloyds TSB Bank Warwick Branch and accounts will be held in the name of the CIO.

The following accounts will be maintained:

- Treasurer's Account
- Playground Account
- No2. Account (being the transactions for the 100 Club)
- Reserve accounts (being the deposit account for cash reserves)

The bank mandate (list of people who can sign cheques on the organisations behalf) will always be approved and minuted by the trustees as will any changes to it.

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## 5 Financial Controls Policy

The CIO will not use any other bank or financial institution or use overdraft facilities or loan without of the agreement of the trustees.

### **Income**

All monies and payments received by bank transfers will be recorded promptly in the cash analysis book and banked without delay.

The CIO will maintain files of documentation to back this up.

### **Expenditure**

#### Online Bank Payments

Faster payments / BACS Payments will be made by the treasurer on receipt of invoices/receipts.

In most cases payments will be made by bank transfers (online banking).

All payments will be recorded on the Accounts and Income and Expenditure sheets.

The Treasurer has the authority of the Trustees to pay previously authorised supplier invoices of up to £500 (ie. regular recurring invoices such as Water Plus or Cleaning company invoices). The exception to this will be a pre-approval of:

- refunds of £100 deposits to hall users (who will not be normal suppliers to the CIO);
- payments of the 100 Club prizes where the CIO may not have paid the beneficiary before.

Any payments in excess of £500, or previously unauthorised suppliers will require email authorisations to the Treasurer from at least 2 Trustees.

#### Cheques

- Payments by cheques will require 2 cheque signatories in all cases. Any payments over £500 will need approval of a minimum of 2 Trustees. The Treasurer will be responsible for holding the cheque books (including unused and partly used cheque books). Blank cheques will NEVER be signed.
- A cheque must not be signed by the person to whom it is payable (or payable to their relative).

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## 5 Financial Controls Policy

### Other

- All payments out of the CIO's bank accounts will be evidenced by an original invoice.
- That original invoice will be retained by the CIO and filed.
- Petty cash will not be maintained.
- The CIO does not accept liability for any financial commitment unless properly authorised. Any orders placed or undertakings given which are likely to cost the CIO in excess of £300 must be authorised and minuted by the trustees.
- In exceptional circumstances such undertakings can be made with the Chairperson's approval who will then provide full details to the next meeting of the trustees.
- All fundraising and grant applications undertaken on behalf of the organisation will be done in the name of the CIO with the prior approval of the trustees or in urgent situations the approval of the CIO who will provide full details to the next trustee's meeting.
- The CIO will adhere to good practice in relation to its finances at all times, e.g. when relevant it will set up and maintain a fixed asset register stating the date of purchase, cost, serial numbers and normal location of assets.
- Additionally, the CIO will maintain a property record of items of significant value, with an appropriate record of their use.



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## 6 Grievance and Complaints Policy

Norton Lindsey Village Hall and Playing Fields Committee is committed to maintaining its strong partnership with members of the local community and the users of the Village Hall.

We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims.

If any user of the Village Hall or member of the local community is unhappy about the standard of service provided, the quality of the facilities within the Hall, the safety of users, the handling of a particular situation or issue, or any other matter, The Committee would wish to work to rectify this.

The Committee is committed to equal opportunities and we take complaints about discrimination very seriously.

The adoption of a clear complaints procedure will help the Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Make sure that the Committee knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved quickly and that relationships remain healthy, so all our customers benefit.
- Gather information which helps us to improve what we do.

### **Complaints, Confidentiality & Responsibility**

#### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Village Hall.

The Committee expects it will hear about a complaint within three months of any incident.

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## 6 Grievance and Complaints Policy

### Where Complaints Come From

Complaints may come from members of the public or persons and organisations using the hall, local residents or suppliers or their representative, with your permission.

A complaint can be received verbally, face to face or by phone (in which case we will keep a note of your complaint), by email or by letter.

### Confidentiality Assured

All complaints will be handled sensitively and confidentially, telling only those whom need to know and follow any relevant data protection requirements.

The Trustees will not discriminate in any way in their dealings with handling complaints.

- Whoever you speak to regarding your complaint, they will be respectful, calm and listen or understand your complaint.
- We will take notes to record the facts so we can deal with your complaint and provide you with a unique reference number.
- We may seek clarification on some details in order to help you more effectively.
- Once we have listened to your complaint we will repeat this back to you to ensure we have understood this correctly.
- We will also ask what a successful resolution will look like from your point of view.

### Responsibility

Overall Responsibility for this policy and its implementation lies with the Committee.

The Committee aims to acknowledge complaints within five working days and give a full response to complainants within two weeks.

If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response.

The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

### Procedure for Handling Complaints

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## 6 Grievance and Complaints Policy

What to do if something goes wrong:

### Step 1 – Informal

Informal complaints should be raised with the Chairperson, Treasurer or Secretary.

The relevant contact details can be found on the noticeboard inside the Hall.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint. If we can't address your concerns right away:

### Step 2 – Formal

Sometimes, even prompt action can't put right something you might be dissatisfied about. In these circumstances, please put your concerns in writing to the Chairman making clear all the associated facts with your complaint, including for example:-

- all the facts related to the complaint
- your name, address, telephone number and email address so we might contact you in the way that suits you best
- please help us to understand your relationship with the Hall, eg hall user, hirer, local resident etc

Once we have received your complaint and all the related details, we will first acknowledge your complaint within five working days or sooner.

We will take steps to speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward.

Where we have to gather information which may take a little time, we will do so and respond to you not later than four weeks after receiving your complaint.

If your complaint is complex, we will agree a timescale with you that may be longer than this, sharing the steps required so everyone understands why this is necessary.

It is important that in any correspondence that you quote the reference provided.

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## 6 Grievance and Complaints Policy

In responding to your complaint, we will share with you what action we have taken, the conclusions we have reached from any investigation and any action resulting from your complaint.

### **CONTACT DETAILS:**

Brian Parsons	Health & Safety Officer	07714 521415
Catharine Lloyd	Bookings	07498 822330
Tim Landreth	Safeguarding	07775 882936