



Brookvale
Community Association

Brookvale Community Association

Handbook V7

(Introduction and Induction)



Brookvale Village Hall, Lower Brook Street Basingstoke, Hants., RG21 7RP

Brookvale Community Association (BCA) registered CIO 1174719

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0. Welcome

- This handbook provides a means of reference for existing persons and an induction for new starters.
- Our handbook describes who we are and what we do.
- Within you can find our story, Health & Safety, together with a summary of policies that govern our operations.
- We manage and run a two storey Village Hall community building for community use, containing meeting and events spaces, with a free car park, all adjacent to the town centre of Basingstoke, with easy access on foot/cycle to both the rail, bus stations and town centre.
- Our community garden at the East Side of our building provides green space, and encourages relaxation and mental wellbeing.
- New residents are always welcome to say “hello” and join in.
- Unpaid volunteers and paid worker-contractors together contribute to our charity non-profit operation. Any surplus funds after paying overheads are used for improving our community building, land and conditions for residents.
- Volunteers may commence as “helpers” and progress to “responsible” (maybe paid/professional) roles according to capacity and ability.
- Brookvale Community Association (BCA) encourages “new starters” to become the “go-to” person developing their own interest/abilities and skills within our teams of volunteers.
- The BCA established Management Committee run the Brookvale Community Association who represent, protect, educate and entertain Residents in the Brookvale & King’s Furlong Ward: info@brookvale.org.uk

1. Introduction

This is the summary of important BCA practices and actions to be taken by both unpaid and paid persons (no employees) to accompany the Policy Pack (& Processes). Our full policy, process pack and forms are at: <https://brookvale.org.uk/public/documents/Policies-Procedures/BCA-Policies-&-Procedures-Manual-d0-4.pdf>

A printed copy of this handbook is made available for reference in Reception - If in any doubt, please ask.

Obligation: Upon receipt of this handbook, as part of your induction, you are deemed to have read and abide by all the responsibilities within, this scope includes all unpaid volunteers (keeping hiring rates low) and paid persons (trades, compliance, certification and consultancy) with/without Agreements/Contracts.

1.1 Involvement

We request everyone to follow our policies, processes and forms and encourage both unpaid and paid persons to work consistently together in “best practice”. Mandatory constraints and entitlements are detailed within individual agreements/contracts. All BCA persons are to be kept informed of any statutory changes and business needs which affect our policies and this handbook. Policies do change over time in line with Government legislation, regulations/guidance, and Basingstoke Voluntary Action (BVA) best practice within the “Third Sector”. If in doubt, refer to our detailed policies pack or the source legislation at: www.gov.uk

A big thankyou to all the individuals and organisations who contributed to this handbook, this latest version being based on the Directory of Social Change handbook templates/source material shared via BVA, the Gloucester Regional Charities Coalition templates, volunteers Cathy and Fran, for our policies identified during research/trainings and/or funder bids and “Custom & Practice”. Thankyou also to Marian & Linda, Jimmy & Kishor, for their checking and their feedback.

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To manage the number of BCA policies, our handbook provides a “How-To” approach to sign-post unpaid volunteers and paid worker-contractors.

Please feedback your suggestions, omissions, corrections and updates to:

malcolm@brookvale.org.uk

2. Story

- The Brookvale Community Association (BCA) was set up in 1973 by local residents eager to protect the area, after a large part of the ward (all of Brook Street, most of May Street and the east end of Lower Brook Street) was torn down by eager town centre developers. The first meeting was held at the King George V Playing Fields on Deep Lane, with most of the concerned community attending. The Association was successful in saving the historic conservation area of beautiful Victorian homes. We originally launched Neighbourcare and ran our own local lottery.
- In May 1983, after years of fundraising and the provision of grants from Basingstoke & Deane Borough Council, Hampshire County Council and the Arts Council, Brookvale Village Hall was completed as a central focal and meeting point for the community ever since. A much-needed extension was added in 1987 with money raised entirely by the residents of Brookvale. A large part of the building was destroyed in a fire in December 1999 and pushed the Association to crisis with residents again rallying round to make the rebuild happen. There was a major rebuilding project from 2012 to double the space. Council Section 106 money funded the new build extension in 2017 and a replica Thornycroft clock was community fund raised and then inaugurated in September 2025.
- The BCA held regular meetings from April 1975 and celebrated our 50th year of serving our community in May 2025. Our Association was converted from an Unincorporated Association to a registered Charitable Incorporated Organisation in September 2017. The BCA established Management Committee continue to run the Community Association to inform, represent, protect, educate and entertain Residents in the Ward of Brookvale and King's Furlong.
- In addition to activities and talks held directly by the BCA, we provide rooms in our building to unfunded residents groups free of charge, with paying hirers including private family parties, activity and movement event providers, education and training providers. The revenue from room bookings goes directly back into funding BCA's events and building running costs, overheads and delivering Community Benefits below.

3. Aims of Brookvale Community Association

The BCA aims, objectives and mission are included in our Constitution as follows:

- To promote the benefit of the inhabitants of Brookvale and the neighbourhood (hereinafter called 'the area of benefit') without distinction of sex or of political, religious, or other opinions by associating the local authorities, voluntary organisations and inhabitants in a common effort to advance education and to provide facilities in the interests of social welfare for recreation and leisure time occupation, with the object of improving the conditions of life for the said inhabitants.
- To establish or to secure the establishment of a Community Centre (hereinafter called the 'Centre') and to maintain or to co-operate with any local statutory authority in the maintenance and management of such a Centre for activities promoted by the Association and its constituent bodies in furtherance of the above objects.
- To promote such other charitable purposes as may from time to time be determined.
- The Association shall be non-party in politics and non-sectarian in religion. The area of benefit shall be Brookvale and the neighbourhood together defined within Basingstoke & King's Furlong.

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3.1 Our Charity Trustees have six essential duties:

- 1) You must be eligible to be a Trustee and not restricted nor legally barred
- 2) Comply with the law and our Constitution governing document
- 3) Act in our charity's best interests
- 4) Manage our charity's resources responsibly
- 5) Act with reasonable care & skill
- 6) Ensure our charity is accountable.

3.2 The Charity Trustees must adhere to the Charity Commission's seven principles of decision making:

- act within their powers
- act in good faith and only in the interest of the charity
- make sure they are fully informed
- take account of all relevant factors
- ignore any irrelevant factors
- manage conflicts of interest
- make decisions that are within the range of decisions that a reasonable trustee body could make.

3.3 Our Charity has five compliances:

- **Legal Framework**
Charitable Incorporated Organisations must comply with the Charities Act 2011 and related regulations, which outline their organisational and financial reporting requirements
- **Record Keeping Duties**
Organisations are required to maintain various records, including financial accounts, minutes of meetings, and records of donations and expenditures. These records must be kept for a specified period and be available for inspection
- **Annual Returns**
Charitable Incorporated Organisations must submit annual returns to the Charity Commission, to provide essential financial and operational information about the organisation
- **Governance and Accountability**
Good governance practices are crucial, and trustees are responsible for ensuring that the organisation is well-run and that proper records are maintained
- **Compliance with Standards**
Charities must adhere to accounting standards and prepare financial statements that demonstrate accountability and transparency.

3.4 Volunteers & Contractors

- For the BCA to run activities, manage a community building, hold events and support residents, needs many unpaid volunteer roles alongside professional roles, contractors and "functions" shown on our website.
- Ideally, this is performed by a Management Committee of at least ten members:
 - Minimum committee: Treasurer, Secretary and Chair.
 - Members participate in teams involved in:
Governance, Compliance, Events, Building Maintenance & Community Gardening, Health & Safety
 - Committee members carry-out organising roles and community delivery.
 - New committee members are always welcome:
To be involved and join committee you would be proposed, seconded and voted in.
- Volunteers include: - Chair, Treasurer, Secretary – Building Manager, Safety Officer, Newsletter Editor, Newsletter Delivery Agents, Website Curator, Researcher, Archivist, Event Host, and Volunteer Helpers.
- Contractors include: - Building Consultant, Booking Agent, Reception (OOH), Cleaner, Caretaker, Marketing, and Web Design.

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3.5 Risk

We need to be careful of observing our “Operators/Building Licence” and Constitutional Objectives, and the risk of being sued in a now less forgiving age; so we must encourage all to observe “best practice” and reduce risk by supporting our Governance as follows:

- Promote Resident engagement
 - Always follow Trustee Code of Conduct and “Communicate (share what’s happening), Consult (listen to others), Collaborate (work together), Consensus (gain agreement), and Co-Operate (support delivery)” for each decision based upon our Monthly Meeting Agenda/Reports and Meeting Minutes.
 - Support the management of our Community Building, together with our marketing and publicity in all coms.
 - Ensure all coms are written down and retained for at least 6 years to create a continuous record of “needs” and “outcomes”.
 - Always be open to positively assist colleagues, “being part of the solution not part of the problem”, without resorting to “unilateral action” or “adversarial arguing”.
 - Event Host to provide an available up-to-date Event Schedule and all to contribute towards each event “planning and wash-up” activity.
 - Event Host to make their Event Risk Assessment available before the event.
 - BCA & our Providers to share their Building & User Risk Assessments
 - Use these 5 steps to Risk Assessment:
 - Identify hazards
 - Assess the risks
 - Control the risks
 - Record your findings
 - Review the controls
- <https://www.hse.gov.uk/simple-health-safety/risk/steps-needed-to-manage-risk.htm>
- Endeavour to keep all coms to one page or less!
 - “Helpers” will always be encouraged by their designated BCA contact to progress to more responsible Roles as part of their ongoing development.
 - Care must be taken to avoid “assuming an engagement as this can result in lack of accountability and then unlimited liability to BCA.
 - Unpaid volunteers may offer or be asked in writing to assist with an event activity or an administrative function.
 - Roles must be clearly described to avoid a Tribunal designating a Volunteer as a Worker or Employee, incurring consequential liabilities and costs to BCA.
 - Our **Risk Register** is reviewed annually at our Trustees only annual meeting.

4. Health & Safety

Health & Safety is very important, no matter where you are, whether you are unpaid or paid.

Health & Safety is all about preventing yourself and others from being harmed and by taking the right precautions to help ensure that you are working in a safe environment.

See Section 4 for policy. During your induction you will be provided with Health & Safety Information (fire safety and accident procedures). Other key common risk areas are:

4.1 Slips, Trips and Falls

Slipping and tripping are the most common causes of injuries. You need to be aware of floors which are wet and slippery, and temporary work such as maintenance/alterations and hazards such as trailing cables. Unmarked or uncovered dangers need to be entered in the Accident Book (reporting) and Day Book (mitigation) and notified to any BCA committee member immediately.

4.2 Hazardous Substances

People can be exposed to many hazardous substances. These can include chemicals that people make or work with directly and also dust, fumes and bacteria. Any hazards should

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be discussed during your induction and if you have any concerns, you should contact any BCA committee member immediately.

4.3 Noise

High levels of noise can result in hearing loss. This can apply where it is necessary to shout to be heard at a normal speaking distance. If you feel that a noisy working environment (machinery/disco) is causing your ears to ring, and that you would benefit from ear protectors, you must speak to any BCA committee member.

4.4 Work Equipment and Machinery

Work equipment covers an enormous range including process machinery, machine tools, office machines, computers, lifting equipment, hand tools, ladders and pressure washers. If using /working includes using such equipment, training and protective measures will be arranged. If you do not feel confident, or have any concerns please consult any BCA committee member.

4.5 Manual Handling

Manual handling is transporting or supporting loads by hand or full body force. Many people hurt their back, arms, hands or feet. One bad lift can cause injury and cumulative damage can build up over time – even with lighter loads.

There are some important points to ensure that a good handling technique is adopted that can be reviewed. Please refer to the Manual Handling Guide and discuss with any committee member before proceeding.

4.6 Food Preparation

Anyone preparing food must have completed their basic food hygiene training and certification/supervision to follow the principles of safe food preparation; handling, including cleanliness, storage, temperature, contamination and cooking. Those who are not preparing food, should use gloves/tools to avoid physical contact with food.

The kitchen is subject to food hygiene inspections and must be left clean after use:

<https://ratings.food.gov.uk/>

4.7 COSHH (Control of Substances Hazardous to Health)

This is a HSE (Health & Safety Executive) mandatory requirement regarding all substances stored on-site, to be listed within a register of Product Data Sheets which determine toxicity and recovery. Each new product must be assessed and non-conforming products disposed of.

4.8 Accidents

- All accidents must be entered into the Accidents Book form (Reception):
<https://www.hse.gov.uk/>
- For on-site minor First Aid, local notification/intervention by a First Aider or Ambulance/Doctor may suffice
(First Aid boxes are located at Reception and within the Kitchen)
- For hospitalisation including impairment/death (Industrial Diseases), the **RIDDOR (Reporting of Industrial Diseases)** section of the Accidents Book form must be completed and reported by a “responsible person”:
<https://www.hse.gov.uk/riddor/when-do-i-report.htm>
- Notify the Industrial Contact Centre (ICC) is available 9 to 5 on: 0845 300 9923
riddor@natbrit.com

4.9 Reporting

- Any serious accident must be reported onwards (see 4.8 above)
- All activity issues must be entered into the Accidents Book (Reception)
- All lost property must be entered into the Lost Property Book (Reception)
- Holidays must be entered using the form (Kitchen Drawer)
- Fire Alarm Tests must be carried out weekly using the test form (Kitchen Drawer)
- H&S Inspection Annual Checklist & Brookvale Village Hall Annual Risk Assessment (BVH) (RA) kept in the H&S Box

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- Electric Test must be carried out every 5 years and the certificate kept in the H&S Box and displayed on the vestibule wall
- Gas Test must be carried out annually and the certificate kept in the H&S Box and displayed on the vestibule wall
- Ladder Inspections must be carried out annually with the checklist kept in the H&S Box
- Periodic Inspection Checklist using the inspection form (Kitchen Drawer) includes Fire Alarm Control Panel & Call Point periodic tests
- Lighting Checklist form (Kitchen Drawer)
- Emergency Lighting Test form kept in the H&S Box
- Let In let Out (LILO) checklist kept in the (Kitchen Drawer)
- Annual Strategic Risk Register kept in the H&S Box

5. Summary of Brookvale Community Association Practices

Below is the **summary** of your policy **practice** actions, complying with our **policies** updated in-line with legislative changes. For the detailed policies, see our attached **Policy Pack** (and forms) at our website:

<https://brookvale.org.uk/public/documents/Policies-Procedures/BCA-Policies-&-Procedures-Manual-d0-4.pdf>

5.0 Recruitment:

Wherever possible the BCA hope to accommodate unpaid volunteers to keep our costs lower for both users and customers, providing opportunities for “giving something back” and improving their employment prospects.

We always need people for the traditional committee roles and operational activities, avoiding creating employees for whom we do not have their support/legal structure.

During recruiting the BCA reserves the right to engage the most capable applicants. To ensure everyone is included, multiple applicants maybe considered and engaged or when necessary offered an alternative role/task.

Each person’s initial 3 month trial period is expected to confirm a successful outcome or a “walk away” with “no fault” on either side.

5.1 Safeguarding:

Safeguarding Policy has detailed procedures for safeguarding children and vulnerable adults in our Policy Pack at our website.

It is the BCA basic policy that no committee member is left alone with a child or a vulnerable adult:

- BCA’s Safeguarding lead is the Chair of Trustees who may refer the issue onward:
Call HCC Children’s Services: 0300 555 1384 (or Police 999)
Call HCC Adult Services: 0300 555 1386 (or Police 999)
- BCA will ensure that all hirers, third parties, contracted staff and volunteers are aware of our **Safeguarding Policy and Procedures** through ensuring all volunteers have access to the policy, and when relevant training about the policy key themes.
- **Convictions:** due to the nature of the work, the Rehabilitation of Offenders Act 1974 (Exemption Order) allows for spent convictions to be disclosed.
- **Disclosure and Barring Service (DBS) checks:**
 - Basic DBS on-line self check is suitable for all Non Regulated roles (no contact) with vulnerable people.
 - All persons who work one to one daily (regulated contact) with Vulnerable People must agree to undertake an **Enhanced DBS**. Those with a history of sexual, violent or recent alcohol or drug dependency related offences are unlikely to be eligible for the scheme nor suitable for working with vulnerable people.

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5.2 Data Protection

BCA is not registered with the Data Protection Registrar as no confidential information is sharable. Names and addresses may be recorded under “legitimate interest”. Records will not be disclosed to a third party without the staff members or volunteers consent unless under a Court or other legal obligation, or where it relates to abuse of a minor or vulnerable adult. Our policy on the secure handling, retention and use of Disclosures and Disclosure Information adheres to the Criminal Records Bureau Code of Practice, which means that it is held secure and disposed of after six months in accordance with the **BCA Data Protection Policy** in the Policy Pack. Business working data including text/numbers/graphics may only be shared between devices whilst contributing to the data, all of which should afterwards be deleted and only maintained by the owner/originator. Public data shown on the website is timebound to the event(s) as a public record:

Information Commissioner's Office (ICO) Complaint: 0303 123 1113

5.3 Equality and Diversity

This **Statement of Intent** sets out the BCA's commitment to combat all forms of direct and indirect discrimination. Where discrimination exists, it directly opposes our primary function, which is to make volunteering as widely accessible as possible.

BCA recognise that everyone has a contribution to make to our society, and a right to equal treatment.

BCA aim to ensure that no staff member, volunteer or organisation/individual to whom we provide services will be discriminated against by us, on the grounds of:

- age
- class
- employment status or trade union membership
- physical or sensory disability or mental ill health,
- HIV status
- political or religious belief
- race, colour, nationality, ethnic or national origin
- sex, marital status or caring responsibilities
- sexual orientation
- unrelated criminal convictions
- other areas of social exclusion.

BCA aim to ensure that all persons in organisations that use the services of BCA are not discriminated against which BCA will take positive action to counter.

BCA is committed to ensuring that our policies and practices relating to all aspects of volunteering, management, staffing, service delivery and development are accessible to, and reflect the needs of, groups and individuals within the Borough of Basingstoke & Deane. BCA therefore positively welcomes and actively seeks the involvement and participation of all the community.

This Equal Opportunities policy states the positive action that BCA will take to help remove discrimination. The policy affects all aspects of BCA's procedures and operations and all of the persons whose activities are for, or with the BCA:

www.equalityhumanrights.com

5.4 Insurance

- BCA provides relevant insurance cover for all BCA members under Employers Liability and Public Liability policy sections. Also Trustee Indemnity and CIO Limited Liability.
- Unpaid persons using their own car for volunteering purposes should inform their insurance company in writing and ask for this to be added to their cover. (This does not involve any additional premium as no fee is paid to unpaid persons).
- Paid persons using their cars for BCA business purpose should ensure that they have the appropriate level of motor insurance for their activities. Any additional charge incurred will be the responsibility of the paid persons, not of the BCA.

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- The BA has Employer Liability Insurance (ELI) & Public Liability Insurance (PLI). Event Stallholder/Providers should have their own (ELI) & (PLI). They may have BCA insurance cover if signed up BCA members and provide a satisfactory Risk Assessment to the Event Host.

5.5 Visitors

- For insurance, BCA expects that all hirers, third parties, Event Hosts and volunteers are aware of and have completed their H&S Policies, User Risk Assessments & Fire Drill/Evacuation.
- Hirers are responsible for all their own attendees at all times.
- BCA will ensure that advice, information and training are offered about Health & Safety issues in relation to the person's role.
- BCA will give persons clear guidance about their roles and responsibilities.
- Issues must be entered into the Day Book for information/action required.
- See Section 4 for processes.

5.5.1 Building Access

- Our car park is free (23 spaces + 3 mobility impaired users) next to our building.
- Individuals (not attendees) plus Contractors and Event Hosts to sign the Visitor Book.
- Keep everyone safe by challenging anyone found wandering around the building (without an identification badge) contacting colleagues/police to assist with ensuring any unauthorised person leaves the building.
- Don't leave the main door externally unlocked when you are alone in the building and all hirers should lock the door externally once all their attendees are within the building.
- Never travel in the lift on your own with no other person present in the building – wherever possible use the stairs, to call the lift, heaviest items up-to 400Kg maximum (45 inch maximum mobility scooter length) any of which must not obstruct the "moving wall".
- When travelling in the lift, ensure you keep the Up/Down button pressed until the lift arrives at the destination floor. Should you become stuck within the lift, notices are posted on the lift doors giving a callout request contact number.
- BCA Building Manager organises building annual/periodic risk assessments, together with functional checks, inspections, testing and repairs.
- All persons are expected to leave the hall "as found" and suitable for the next hirer.
- Keyholders sign the property form listing the gate, door and shutters keys.
- Regular Hirers have their own set of keys (Door/Gate/Cupboard signed for on a Property Form).
- Ad-hoc hirers are Let-In, Let-Out (LILO) by volunteer key holders who can confirm deposit return for satisfactory condition, tidiness, cleanliness & readiness for next hirer.

5.5.2 Incident Management

- Our building maybe used by the Council during an area-wide incident, including severe weather, armed conflicts, energy insecurity, cyber threats, prolonged power outages, water supply issues, and communication blackouts.
- Be "security proactive" and report any suspicious activity immediately to the authorities: <https://www.gov.uk/government/publications/prevent-duty-guidance/glossary-of-terms>
- Should an attack occur, remember "Run, Hide, Tell": <https://www.protectuk.police.uk/resources/262>
- For "Suspicious Items":
Confirm (hidden/obvious/typical), Clear (the area) Communicate (999) Control (access)
- For a building emergency with risk to life, contact "999"
- For a building emergency with no risk to life, contact "101"/use the BCA Emergency Contact list at the back of the Day Book in Reception.
- Currently, we fall outside the "Martyns Law" building capacity "lowest tier" limit.

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5.6 Expenses

BCA covers “reasonable” pre-agreed expenses on a claim form with receipts to the Chair for signing for onward processing by the Treasurer. These general expenses include travel fares incurred and items purchased necessary in the activities of the BCA.

It is your responsibility to get yourself from home to the BCA and return. Any qualifying expenditure must be pre-agreed by the BCA.

- What cannot be claimed:
 - BCA does not pay home to office travelling expenses
 - Electrical equipment - computers, computer accessories
 - Stationery and computer consumables
 - Subscriptions (please note that personal subscriptions to professional bodies cannot be reclaimed)
 - Payments to individuals for services rendered (this includes payment by voucher or any other reward or incentive - there may be tax implications in making such payments)
 - Items with a direct cash exchange value, i.e. foreign currency, traveller's cheques etc.
 - Any punitive interest, fines or compensation charges incurred by an individual.
 - The cost of meals or hospitality is not claimable
- What can be claimed:
 - Travel **must** be approved in advance of the BCA business journey and the purpose of travel should be clearly stated on the claim. The cost of the **standard class rail/bus fare** (evidenced by a ticket or receipt) can be reimbursed by the BCA.
 - The reimbursement of car expenses will be limited to the mileage undertaken for business purposes in excess of the home to BCA mileage, at the mileage allowance rate prevailing at the time the journey was made.

5.7 Induction and Training

- a) The BCA:-
 - Provide this handbook for an introduction/induction for each person to carry out their role;
 - Source ongoing training sessions on specific issues relating to each role;
 - Respond to any training needs identified by persons and the BCA.
 - Assign your BCA reporting contact.
- b) The BCA recognise the need for and importance of ongoing monitoring and support, and if requested, can consider/provide one to one support.
- c) All persons are expected to:
 - Attend induction and ongoing training sessions;
 - Request training needs at Management Committee (internal/external providers);
 - Attend induction and ongoing training sessions;
 - Have read and abide by all the BCA Policies, Procedures, Guidances and Forms.
 - Keep their own training record and update the Training Register to show mandatory/elective trainings and certifications gained.

5.8 Grievance

The BCA recognises that persons may wish to seek redress for grievances relating to their activities; any grievance will be quickly and effectively examined. Our policy is to encourage free communication between persons and their individual BCA reporting contact to ensure that problems can be resolved quickly to the satisfaction of all concerned. A mutually agreed resolution can be found either by raising the issue with the Chair of the BCA, then if escalated further, raising the issue collectively with the Management Committee to be determined by vote. If still unresolved, the Chair to convene an independent panel to resolve addressing the grievance, and if necessary referring to the Institute of Chartered Arbitrators.

5.9 Dignity at Work

The BCA are committed to our **Dignity at Work Policy** which includes the responsibilities detailed within our Policy Pack.

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5.10 Code of Conduct

Failure to abide by the code of conduct may result in a disciplinary conversation with the Chair and an unpaid person may-be asked to leave or a paid person maybe sanctioned/dismissed:

- **Core values**

All persons are expected to do their best for the BCA organisation, protecting its reputation, acting in accordance with all policies, procedures and rules, and respecting others.

- **Attendance** - All persons are expected to be on time and advise us of planned absence (e.g. doctor's appointments) and advise your BCA Association reporting contact if unable to attend for any reason.

- **Smoking** – Smoking and drugs are not allowed in Brookvale Village Hall or in any building occupied for BCA purposes.

- **Personal appearance** – the standard of dress must be neat, appropriate to the circumstances and reflect well on BCA and our customers.

- **Standards of personal performance** –

- Good relationships with colleagues, service users and partners are expected.
- Expected quality of work as discussed in the individual's agreement/contract.

- **Relationships with clients/ users of the service**

When working with potentially vulnerable people the code of conduct e.g. friendships out of work, taking family members to meetings with clients, lending money, looking after property etc. is contained in the BCA Safeguarding Policy in the Policy Pack.

- **Keeping the organisation informed** - of changes in personal circumstances (e.g. address, bank account, driving licence penalties if driving is required for the role).

- **Conduct outside the organisation** - maintaining the reputation of the organisation e.g. on external/customer facing tasks, BCA events/outings, social media, etc.

- **Confidentiality**

Key information must be kept confidential (organisational practices/workings, personal information about work colleagues and information about service users).

- **Disclosure** - BCA have a confidentiality policy and seek permission from service users for their user records of personal data under the explicit understanding that this data be kept confidential between BCA and the service users, except where it relates to abuse of a minor or vulnerable adult. Key information must be kept confidential (organisational practices/workings, personal information about work colleagues and information about service users) and not sold to any third party).

- **Private interests** - BCA interests must be kept first, and any potential conflict must be declared to the Committee.

- **Other employment** - when engaged on a full-time hours contract, it is not permitted to undertake other paid activities without the written permission of the BCA.

- **Property** – All persons must keep their personal property/valuables with them at all times and ensure nothing is left unattended. Any allocated BCA property must be kept safe and returned when you leave - Loss may lead to disciplinary conversation.

Funded/created/donated physical & Intellectual Property (IP) remains BCA property in perpetuity. You may bring and take away your own property for your duties and tasks.

- **Computers, email and internet policies that apply:**

- **Online Safety & Security Policy**
- **Data Protection Policy**

Both unpaid and paid persons are welcome to "Bring Your Own Device" and will be responsible for all aspects including keeping maintaining latest equipment/software/repairs/backups/moderated posts/avoiding offensive material/upholding BCA reputation. Paid persons may-be supplied with a BCA device in accordance with their own individual tasks, terms and conditions.

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- **Mobile phones** are not ideal for creating and reviewing detailed documents, newsletters, spreadsheets and graphics without using an externally attached full-sized screen, keyboard and navigation device, to avoid a poor ergonomic experience and repetitive strain injury.
- **Fraud** - It is unacceptable to commit or attempt to commit fraud or theft against the BCA organisation (e.g. expense and sickness claims). This may result in a disciplinary conversation and/or legal action.

5.11 Absence Management

If you cannot attend due to ill-health, you should notify your BCA designated contact of your absence by telephone as soon as possible on the first day of absence and normally before the start of your normal day.

For paid persons upon your return, you should complete a Self-Certification Form for absences up to 7 calendar days. For absences of 8 calendar days or more you must provide a Statement of Fitness for Work (or 'Fit Note') from a doctor.

For unpaid persons you should review with your BCA designated contact.

For paid persons who qualify, you can get Statutory Sick Pay (SSP) if you're too ill to attend and then paid for up to 28 weeks, provided you have been off sick for 4 or more days in a row (including non-working days).

5.12 Maternity/Paternity/Adoption/Domestic Incident Leave

For volunteers the BCA will observe the leave and hold the opportunity open for your return.

Paid persons taking time off for a baby may be eligible for:

- Statutory Maternity Leave
- Statutory Maternity Pay
- Paid time off for antenatal care.
- Paternity/adoption leave: when you take time off because of your partner's new baby, adopting a child or having a baby through a surrogacy arrangement you might be eligible for:-
- Paid Paternity Leave
- Paid Additional Paternity Leave if your child was due or placed for adoption before 5 April 2015
- Parental leave: Shared Parental Leave if your child was due or placed for adoption on or after 5 April 2015.
- You can only get Additional Paternity Leave if your partner returns to paid activities. You may not get both leave and pay.
- Domestic incident leave: - Domestic incident leave is a paid person entitlement to unpaid time off should a domestic emergency arise without the person becoming subject to disciplinary action (as long as no other policies were breached).

5.13 Flexible working requests

Paid persons (not just parents and carers) have the legal right to request flexible working including "Work from home", subject to service delivery constraints, and known as 'making a statutory application'.

Paid persons must have worked for the same employer for at least 26 weeks to be eligible.

The BCA organisation must deal with requests in a 'reasonable manner', examples include:

- assessing the advantages and disadvantages of the application
- holding a meeting to discuss the request with the person
- offering an appeal process

Volunteers may also consider flexible working including "Work from home", subject to service delivery constraints, from their BCA reporting contact.

5.14 Annual Leave & Public Holidays

Unpaid persons are not expected to work during a Public Holiday.

Paid Holiday entitlement is specified in your contract/agreement, and includes Bank Holidays. This may be up to 10 days in any one block except in exceptional circumstances,

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with 4 weeks' notice to the BCA if possible. The BCA encourage requests which take into account the efficient functioning of the organisation.

- **Compassionate Leave** – All persons may have a reasonable amount of time off to deal with an emergency which also may involve a dependant. A dependant could be a spouse, partner, child, grandchild, parent, or someone who depends on you for care. Please inform the BCA as soon as possible how much time you'll need so it can be agreed. For paid persons the BCA may then ask you to take **annual leave** or **parental leave** if you need more time off.
- For volunteers the BCA may have to arrange cover.
- **Jury Service** - Jury Service during working hours is usually compulsory, and an allowance is paid to jurors direct from the government. BCA will continue to pay paid persons who are absent for jury service. The amount paid in their allowance will be deducted against details of what was paid. When released from Jury Service persons can return to their BCA activities.
- **Public Duties** - BCA can consider a person's time off for undertaking duties such as territorial army, JPs, councillors, school governors, employer supported volunteering.
- **Data Protection** - this policy must be observed or may become subject to a disciplinary conversation.
- **Disciplinary** - this is designed to ensure a fair, transparent and systematic approach, compliant with voluntary sector custom and practice and employment legislation; for the BCA to maintain standards of conduct for all persons within the organisation, with a disciplinary conversation.
- **Person support/supervision** - A BCA designated reporting line person shall regularly hold best practice monthly one to one (paid persons) and quarterly (unpaid persons) meetings to discuss workload and issues. All person yearly appraisals to be held to set/monitor objectives, discuss personal performance and training.
- **Retirement** - the BCA will always observe the national retirement age(s). You have the right to request to extend your paid/unpaid activities beyond your retirement date.
- **References & FOI** - BCA will provide basic factual information – role, start and end date, job title and remuneration (if applicable).
- **Gifts** – gifts/money can only be accepted as “donations” to the BCA and must not influence judgements, with the interests of the BCA always being put first.

5.15 Lone Working & Volunteering

Precautions for safely working alone within the BCA site or at home, by ensuring doors are locked and regularly informing the BCA about where and when you are working.

5.16 Lettings

Hirers (both ad hoc and regular) are directed to our Website to use the HallMaster online diary to make a booking request for a free slot for one of the various spaces we offer.

Residents groups may have spaces free of charge. Deposits are taken against losses/damage. Limited storage is available for a small fee at hirer's own risk.

Our constitution governs the booking of acceptable community uses available to all residents which excludes retail, political and religious “distinction”, with the association being non-party in politics and non-sectarian in religion.

Non-reservable (pass-through) areas include Reception, Kitchen, Toilets, St Michael's Room & Atrium are not chargeable and can only be treated as exclusive during a paid whole building hire.

Conditions Of Hire include hirer liability for damage/shortage and not leaving the space(s) “as found” (tidy & clean ready for the next hirer).

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5.17 Events

Are identified/agreed by Management Committee:

- BCA Host/Provider arrange the Event Date/Time booking in HallMaster at zero cost and zero deposit. A 3rd party hiring a space for their event pays the hire rate and deposit.
- Full Event Schedule to identify the BCA Host/Provider and the Activities subject to availability with the booking system before the event.
- Ticketing may/maynot be chargeable with the price may/may-not cover in full/in-part the costs, with any subsidy being agreed upfront by the Management Committee.
- The BCA Host/Provider, either direct or 3rd party, carries out their user Activity Risk Assessment which includes Safeguarding. The BCA annually Risk Assesses the complete site, ready for all users.
- Any 3rd party must provide their written agreement including their Ts &Cs with/without their identified costs.
- The Host/Provider are responsible for disclosing to each other their respective insurances (Public Liability & Employer Liability) and Risk Assessments before the event.
- The BCA hold Public Liability, Employer Liability and Trustee Indemnity Insurances which do not cover liability arising from negligence, meaning care must be taken to hold complete documentation and make mitigations before/during/after each event.
- “Signed-up” BCA Members may hold events that must comply with all the above.

5.18 Customer Complaints

- The Chair to resolve locally, or convene independent persons, or refer to arbitration:



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- You are protected by law if you report any of these following complaints that count as whistleblowing:
 - a criminal offence, for example fraud
 - someone's health and safety is in danger
 - risk or actual damage to the environment
 - a miscarriage of justice
 - the organisation is breaking the law, for example does not have the right insurance
 - you believe someone is covering up wrongdoing
 - sexual harassment
- gagging clauses are overridden if they try to prevent you from making a whistleblowing disclosure (sometimes known as a 'protected disclosure')
- Personal grievances are not covered by whistleblowing law, unless your particular case is in the public interest.

5.19 Trustees

Are annually nominated to serve at each AGM and must sign a Charity Commission Declaration that they are a "suitable person".

- Constitutionally, 3 Trustees can convene a meeting and 2 Trustees can make an "operational" decision.
- Only Trustees have voting rights at Management Committee.
- Trustees may "retire" at any time unless their number falls below 3, when the Charity Commission requires they find a replacement or close down the CIO.
- Chair/Management Committee (vote) can remove a Trustee who is not acting in the interests of the Charity.
- Trustees are obliged to hold an Annual Trustee Meeting to address Risk, Strategy and Resourcing
- With Management Committee agreement, Trustees may hold "zero fee hire, zero deposit" activities for public benefit.
- All persons, both unpaid volunteers and paid roles may initially be engaged and report monthly to a BCA **Trustee**/BCA Management Committee member, who will in-turn regularly report monthly activities to BCA Management Committee.

6. Appendices including forms

This handbook and policies should be reviewed at least every three years to ensure effectiveness.

For the laws, regulations and guidances refer to:

www.gov.uk; www.gov.uk/government/organisations/charity-commission

www.gov.uk/browse/business; www.bvaction.org.uk; www.getsafeonline.org

www.basingstoke.gov.uk;

<https://brookvale.org.uk/public/documents/Policies-Procedures/BCA-Policies-&-Procedures-Manual-d0-4.pdf>

Policy Pack, Code of Conduct, Expense Form, KeyHolder Agreement, Manual Handling at Work, Health & Safety Risk Assessment, Chair, Secretary & Committee Member Roles, Event Schedule, Induction Checklist.