

# **Kingswinford Community Centre Policy Booklet**

**Committed to fostering a safe, welcoming, and inclusive environment for all.**

Charity number: 522686

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# **1. Data Protection Policy and Procedures**

## **Purpose:**

To ensure that personal information is stored safely.

## **Policy:**

- Data on employees, suppliers, and clients must be stored securely.

## **Procedures:**

1. Retain data for up to seven years or longer under special circumstances.
2. Secure all data, regardless of location or format.
3. Keep virus protection up-to-date and keep passwords secret and strong to prevent unauthorized access.
4. Notify those affected and chair immediately if there is a security breach.

# **2. Health and Safety Policy and Procedures**

## **Purpose:**

To ensure staff and visitors can safely use the building and its surroundings.

## **Policy:**

- Provide a safe environment for staff, visitors, and clients.

## **Procedures:**

1. Regularly inspect the building for potential hazards.
2. Report health and safety issues to the Administrator immediately or call chair.
3. Ensure fire alarms, extinguishers, and notices are regularly inspected.
4. Use digital door entry to prevent unauthorized access.
5. Use high-level bolts on storeroom doors to protect children.
6. Ensure everyone is aware of evacuation procedures and emergency exits.
7. Provide designated parking spaces and access ramps for disabled clients.
8. Record accidents on an Accident book with Administrator or in the kitchen out of hours.
9. Maintain and restock the First Aid Kit in the kitchen and office.
10. Ensure cleaning products comply with COSHH regulations.
11. PAT testing of electrical items are down to the hirer

### **3. Bullying and Harassment Policy and Procedures**

**Purpose:**

To ensure a respectful environment free from bullying and harassment.

**Policy:**

- Bullying and harassment will not be tolerated.
- All individuals are entitled to respect regardless of background, beliefs, or identity.

**Procedures:**

1. Report incidents to group leaders/hirer and if it needs to go higher to the Administrator, or the Chairman.
2. Investigate complaints confidentially within ten working days.
3. Address incidents appropriately, including mediation or disciplinary action.

### **4. Complaints Handling Policy and Procedures**

**Purpose:**

To provide a clear and fair process for managing complaints.

**Policy:**

- Treat all complaints seriously, respectfully, and impartially.

**Procedures:**

1. Submit complaints in writing via email to the Administrator or Chairman.
2. Acknowledge receipt within five working days.
3. Investigate thoroughly and respond within 15 working days.
4. Escalate unresolved complaints to the trustees.
5. Treat whistleblowing regarding criminal or malicious activity seriously and impartially. Reporting to administrator or any trustees.

## **5. Conflicting Interests Policy and Procedures**

### **Purpose:**

To identify and manage conflicts of interest transparently.

### **Policy:**

- Disclose all conflicts of interest.
- Trustees must not benefit personally unless authorized.

### **Procedures:**

1. Maintain a conflict of interest register/booklet.
2. Exclude conflicted individuals from decision-making.

## **6. Financial Reserves Policy and Procedures**

### **Purpose:**

To ensure financial stability and readiness for unforeseen circumstances.

### **Policy:**

- Maintain reserves equal to 12 months of operational expenses.

### **Procedures:**

1. Regularly review reserve levels.
2. Report reserve status in annual accounts.
3. Obtain trustee approval for reserve usage in Lloyds 95 days, and deposit account.

## **7. Internal Charity Financial Controls Policy and Procedures**

### **Purpose:**

To safeguard assets and prevent misuse of funds.

### **Policy:**

- Adhere to principles of transparency, accountability, and segregation of duties.

### **Procedures:**

1. Use dual authorization for expenditures above £500.
2. Maintain detailed financial records and perform monthly reconciliations.
3. Audit accounts annually with an external auditor.

## **8. Internal Risk Management Policy and Procedures**

### **Purpose:**

To identify, assess, and mitigate risks.

### **Policy:**

- Integrate risk management into operations and strategic planning.

### **Procedures:**

1. Conduct annual risk assessments.
2. Maintain a risk register and update quarterly.

## **9. Investing Charity Funds Policy and Procedures**

### **Purpose:**

To manage investments responsibly and ethically.

### **Policy:**

- Align investments with the charity's mission and ensure appropriate returns.

### **Procedures:**

1. Obtain trustee approval for investment decisions.
2. Monitor and report on investment performance annually.

## **10. Paying Staff Policy and Procedures**

### **Purpose:**

To ensure fair and transparent staff remuneration.

### **Policy:**

- Pay staff at least the minimum wage.

### **Procedures:**

1. Conduct annual salary reviews.
2. Pay staff monthly via direct deposit.
3. Ensure compliance with tax and employment laws.

## **11. Safeguarding Policy and Procedures**

### **Purpose:**

To protect vulnerable individuals using the Centre's services.

### **Policy:**

- Prioritize safeguarding and promptly address concerns.

### **Procedures:**

1. Discuss concerns with staff and/or group leaders.
2. Maintain detailed, secure records of safeguarding issues reported to KCC staff.
3. Ensure group hirers working with children and vulnerable adults are DBS checked if left alone with children, by completing an internal risk assessment form.(PLI & DBS check).

## **12. Serious Incident Reporting Policy and Procedures**

### **Purpose:**

To ensure compliance with regulatory bodies in reporting significant incidents.

### **Policy:**

- Report all serious incidents to the Charity Commission.

### **Procedures:**

1. Identify reportable incidents (e.g., fraud, data breaches).
2. Notify trustees within 24 hours.
3. Submit a report to the Charity Commission within 14 days.

## **13. Social Media Policy and Procedures**

### **Purpose:**

To manage the Centre's online presence responsibly.

### **Policy:**

- Use social media to promote the Centre positively and ethically.

### **Procedures:**

1. Appoint an administrator for official accounts (the Chairman).
2. Monitor posts for compliance with guidelines.
3. Respond to inquiries within a few business days.
4. Remove harmful content immediately.

## **14. Trustee Conflicts of Interest Policy and Procedures**

### **Purpose:**

To ensure trustees act in the charity's best interest.

### **Policy:**

- Trustees must declare conflicts before discussions or decisions.

### **Procedures:**

1. Record conflicts in meeting minutes.
2. Trustees with conflicts must abstain from voting.
3. Review conflicts annually.

## **15. Trustee Expenses Policy and Procedures**

### **Purpose:**

To reimburse trustees fairly for legitimate expenses.

### **Policy:**

- Trustees may claim reasonable expenses incurred in their role.

### **Procedures:**

1. Submit expense claims with receipts within 30 days.
2. Approve claims by a designated officer.
3. Review expense policies annually.

## 16. Financial Management and Accounting Policies and Procedures

### **Purpose:**

To provide detailed guidelines for managing financial resources.

### **Policy:**

Financial management ensures sufficient cash flow, budgeting, and safeguarding assets.

### **Procedures:**

1. Set financial objectives and plan funds.
2. Maintain accurate financial records.
3. Audit accounts annually and resolve discrepancies promptly.
4. Monitor income and expenditure monthly.
5. Treasure to provide quarterly financial updates during trustee meetings.

**To be reviewed by trustees every five years.**

**Next review 2030**

### **Change Record:**

Date of change	Changed By	Comments
11/02/25	Chairman	Approved by committee