



Rowheath Pavilion Community Group Policies



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Introduction

Trinity Christian Centre is an independent charity established by Pavilion Christian Community specifically to engage in projects that benefit the community. The Pavilion is operated on a not for profit basis. In other words, the activities of the Pavilion, rental from community groups, sports groups and commercial users, together with income from functions, the café and the bar all contribute towards the running costs. Any small surpluses are ploughed straight back into the community itself.

What goes on around the building?

Our church meets here every Sunday morning at 10.30am all are welcome.

The Café opening hours are as follows:

Spring/Summer: Monday to Saturday 9am to 4:30pm, Sunday 12-3pm.

Autumn/Winter: Monday to Saturday 9am to 5:30pm, Sunday 12-3pm.

The Bar opening hours are as follows:

Spring/Summer: Monday to Friday 3.30pm to 11pm, Saturday 12pm to 11pm, Sunday 12pm to 8pm.

Spring/Summer: Monday to Friday 5pm to 11pm, Saturday 12pm to 11pm, Sunday 12pm to 8pm.

We have community groups that meet at Rowheath Pavilion between 9am & 11pm Monday to Thursday. The Terrace room is hired out for private functions on Friday, Saturday and Sunday afternoon.

Who's who at Pavilion Christian Community and Rowheath

Elders of PCC

Mat Wilson Minister

Pavilion Christian Community appointed a charity whose board of Trustees ensure the smooth, operational running of Rowheath Pavilion according to their Charitable Objectives.

Trustees of TCC

Mark Isgrove acting CEO

Isen Merrill
Associate Minister

Gen Isgrove
Church Administrator

Lynn Braden
Kids Intern

Eunice Smith
Youth Intern

Sarah Bennett
Operations and HR Manager

Sam Clifton
Wedding and Events Manager

Simon Densham
Pioneer Church Worker for Bar Management and Sports

Gary Bennett
Café Manager

Sarah Poole
Cleaning and Maintenance Co-ordinator

Cleaners

Caretaker

Receptionist

Weekend Administrator

Weekend Sports Warden

Bar Supervisors

Bar Staff

Café Supervisors

Café Staff

Our Core Values

Community – we fulfil this by getting the community involved in bigger world issues by using Fairtrade, being fair with each other, welcoming everyone, providing activities for the community, going beyond the call of duty.

Service – we fulfil this by being well presented, creating a warm and welcoming environment and atmosphere and treating everybody equally.

Respect – we do this by making sure the building is used appropriately, treating everyone equally, using excellent manners and smiling.

Integrity – we do this by showing good work ethic, being flexible with people and keeping in mind all other values.

Compassion – we do this by giving to the needy, getting involved in world issues, equality, showing compassion for other members of staff and volunteers and putting service over profit.

Trust – we trust in each other every day, trusting that everyone is doing their part to fulfil the charitable objectives.

Justice – we do this by sharing the workload, treating others the way we would want to be treated and treating everyone fairly. We also do this by using Fairtrade products in the café and recycling everywhere in the building.

Health and Safety Policy Statement

Health, safety and welfare at work are matters of vital importance to us.

We shall:


- Carry out suitable and sufficient assessments of the risks to the health and safety of employees to which they are exposed at work, and to persons not in our employment in so far as they may be affected by the work activities.
- Initiate and operate healthy and safe working practices by planning, organising, controlling, monitoring and periodically reviewing, working areas, processes and practices in order to improve standards of health, safety and welfare.
- Train employees to work efficiently and safely with an understanding both nature of known hazards and the reasons for preventive and protective measures.
- Investigate any accidents, incidents, dangerous occurrences and near misses and decide what measures should be implemented to mitigate their effects.
- Provide adequate arrangements for communication and consultation between management, employees and volunteers on health and safety matters; and
- Provide the resources necessary to implement this policy.

Not all responsibility for health and safety rests with management. Each stakeholder has a duty to co-operate with their in carrying out the statutory duties and must:

- Take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare; and
- Report immediately any injury or ill health episode sustained at work and any practice or situation regarded as unsafe.



Health and Safety Induction Checklist

Subject	Discussion Points
Accident reporting	You must report all accidents and near misses, no matter how minor. The accident book is located in the main office downstairs.
Alcohol	Stakeholders must not carry out duties at Rowheath Pavilion whilst under the influence of alcohol.
Communication of Health and Safety	Identify the Health and Safety at Law Poster showing contact telephone numbers of HSE. Any H&S concerns or safety defects should be raised immediately with Rowheath Pavilion staff.
COSHH 	Explain what COSHH symbols looks like and instruct personnel not to use any substance with a COSHH symbol on it unless they have read the instructions on the container, or the safety data sheet. All safety information to be followed, especially the use of Personal Protective Equipment. If they cannot follow the safety instructions, do not use the substance. Ask about Asthma or known Allergies. Explain mandatory health surveillance if appropriate.
Display Screen Equipment (VDU's)	Anyone who is to be a VDU user should be issued with a self-assessment checklist and be instructed to return it to the main office within one week. The Manager is to review it for problems, address what they can and refer outstanding issues.
Electricity at Work	No one is to carry out any electrical work unless they have been deemed to be "competent" by the company. Visually check the plug, lead and casing of equipment before use. Report defective equipment.
First Aid	Identify trained First Aiders and the location of First Aid equipment. Has the Volunteer notified Management / First Aider of any existing medical problems? E.g. Diabetes, Asthma, Epilepsy, Back injury Etc.
Fire	Introduce to Fire Stewards and explain the action in the event of Fire (including alarm and location of assembly point.) Instruct to leave the building immediately and proceed to assembly point in the car park. Stakeholders are not to risk their lives fighting fires.
Work at Height	No one is to work at height unless they use proprietary access equipment, e.g. Library type steps, stepladders etc. Work from ladders is only permissible if the work is of short duration and the fall height is judged not likely to result in significant injury. No one is to work from a stepladder if their thigh is higher than the level of the top step. All work at height is subject to approval by the site manager.
Horseplay	Horseplay, Bullying and Induction ceremonies are strictly prohibited and will be dealt with as serious breaches of company policy. Anyone who feels intimidated or bullied is to report to senior management immediately.
Housekeeping	Individuals are to be made aware that they are entirely responsible for the housekeeping in their own work area. Only the highest standards are to be accepted. Clean up all spills as they occur.
Manual Handling	No one is to lift, lower, push or pull any load that they feel is beyond their personal capability. They are to seek assistance from colleagues and make use of mechanical handling equipment, e.g. trolleys.
Personal Protective Equipment	Identify and issue PPE that is necessary to carry out the job safely. Explain maintenance and replacement procedure. Remind volunteers that use of PPE is mandatory.



Recycling	We attempt to recycle a wide range of waste items. Explain to the individual where the recycling and waste containers are for their work area.
Risk Assessments	Explain why we carry out risk assessments and take them through individual risk assessments and safe working procedures pertinent to their job.
Smoking	Smoking is only permitted outside on the ground floor and far away from the building.
Training	Identify any specific H&S training needs, e.g. first aid, fire marshal, manual handling etc.

Rowheath Pavilion Evacuation Exits and Assembly Points

Conference Room

Assembly Point – Car Park

Exits

Route 1

- Exit through the door by the cupboards.
- Ahead down the corridor and out the door.
- Down the short flight of stairs.
- Go out the 1st door on the right and onto the stairwell.
- Follow the stairs at the bottom turn right.
- Exit through the double doors by the bar.
- Turn left and follow the public foot path to the car park

Route 2

- Exit through the door, leading into ForMission offices.
- Follow the stairs.
- Exit through the door opposite.
- Follow the stairs and exit through the door.
- Turn left and follow path to the car park



Code of Conduct

Communicating with the community

Rowheath Pavilion aims to provide the best possible service and the most welcoming atmosphere to meet the needs of the community. As someone who runs a community group here you are relied upon to assist us with delivering this aim.

Therefore, you are expected to:

- Be polite to members of the public always.
- Maintain exceptionally high standards when serving.
- Ensure that the information you provide to the community is accurate
- Respect information that is given to you in confidence.
- Avoid doing anything that will make the community doubt your motives or your integrity or would bring Rowheath Pavilion into disrepute.
- Make sure you are attentive to members of the community.
- Obtain DBS clearance if working with children or vulnerable adults and provide a copy to the office.

Personal Standards

Your personal standard of general behavior must be high in dealing with members of the community. This would be compromised if you:

- Threaten, fight or assault anyone, persist in verbal or non-verbal behavior which would intimidate or offend anyone.
- Steal, take without authority or deliberately damage things that belong to Rowheath Pavilion or another individual.
- Speak to the community in a manner that would not be deemed acceptable by the management team.

Drugs and alcohol

Community groups must not:

- Conduct activity whilst under the influence of drugs or alcohol.
- Be in possession of, consume, or supply any controlled drug (other than appropriately prescribed medication) at Rowheath Pavilion
- Present an unprofessional image of Rowheath Pavilion or Trinity Christian Centre and/or perform duties to an unsatisfactory standard due to drinking



alcohol during your time on the premises whilst running the group or outside of scheduled activity.

Failure to adhere to the above will result in the permanent cancellation of your booking.

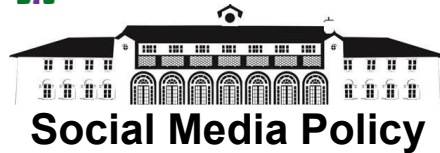
Declaration of Confidentiality

During your time at Rowheath Pavilion you may come across confidential information. This may include information relating to:

- the business or prospective business of Trinity Christian Centre and its customers;
- the finances, strategies and business methods of the Trinity Christian Centre and its customers;
- Trinity Christian Centre customer database;
- the pricing structure used by Trinity Christian Centre, or proposed pricing structures;
- the charging or invoicing arrangements adopted by Trinity Christian Centre, or proposed to be adopted;
- marketing tactics and initiatives used by Trinity Christian Centre, or proposed to be used by the Employer;
- list of suppliers and the arrangements that Trinity Christian Centre has with its suppliers;
- personal information about customers, suppliers or employees of Trinity Christian Centre.

The above is not a complete list and you may have access to other types of information which Trinity Christian Centre also regards as being confidential. The information is extremely valuable to Trinity Christian Centre and disclosure of it outside of the charity is likely to cause serious harm. You must therefore not disclose any information of a confidential nature to any other party, whether to benefit yourself or otherwise, and you must endeavor to prevent anybody else from disclosing such information. These obligations apply both during your time at Rowheath Pavilion and after you have left Rowheath Pavilion. This restriction will not affect your ability to disclose information for which we have given you consent to disclose, information which you are required to disclose by law, or information which has been placed into the public domain by Trinity Christian Centre.

Any breach of this clause will be taken very seriously by Trinity Christian Centre.



This policy is intended to help Trinity Christian Centre stakeholders make appropriate decisions about the use of social media such as blogs, wikis, social networking websites, podcasts, forums, message boards, or comments on web-articles, such as Twitter, Facebook, LinkedIn, Snapchat, Pinterest, WhatsApp, Instagram, Hinge, Secret, Vine, Tumbler, TapTalk, Messenger, OkCupid this is not an exhaustive list.

All stakeholders are expected to comply with this policy at all times to protect the privacy, confidentiality, and interests of our company and our services, employees, partners, customers, and competitors. All stakeholders are responsible for their own compliance with this policy and for ensuring that it is consistently applied. All stakeholders should ensure that they take the time to read and understand it.

Questions regarding the content or application of this policy should be directed to the Operations and HR Manager. Any breach of this policy should be reported to the Operations and HR Manager. Breach of this policy may be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal or cancellation of your hire agreement.

Only the site administrators are permitted to post material on a social media website in our name and on our behalf. Any breach of this restriction will amount to gross misconduct.

We recognise the importance of the internet in shaping public thinking about our company and our services, employees, partners, trustees and customers. We also recognise the importance of our stakeholders joining in and helping shape conversation about the provision offered locally by Rowheath Pavilion and direction through interaction in social media.

You are therefore permitted to interact on approved social media websites about developments at Rowheath Pavilion. If you are in any doubt as to what you can and cannot say using social media, then please contact your Line Manager or Operations and HR Manager.

Before using social media, you must:

- (a) have read and understood this policy; and
- (b) have sought and gained prior written approval to do so from the Operations and HR Manager.



Whenever you are permitted to use social media in accordance with this policy, you must adhere to the following general rules.

Do not upload, post, forward or post a link to any abusive, obscene, discriminatory, harassing, derogatory or defamatory content.

Any member of staff and volunteer who feels that they have been harassed or bullied, or are offended by material posted or uploaded by a colleague onto a social media website should inform the Operations and HR Manager.

Never disclose commercially sensitive, anti-competitive, private or confidential information. If you are unsure whether the information you wish to share falls within one of these categories, you should discuss this with the Operations and HR Manager.

When making use of any social media platform, you must read and comply with its terms of use.

You are personally responsible for content you publish into social media tools – be aware that what you publish will be public for many years.

Don't escalate heated discussions, try to be conciliatory, respectful and quote facts to lower the temperature and correct misrepresentations. Never contribute to a discussion if you are angry or upset, return to it later when you can contribute in a calm and rational manner.

If you feel even slightly uneasy about something you are about to publish, then you shouldn't do it.

Don't discuss colleagues, competitors, trustees, the Christian or wider community, customers or suppliers without their prior approval.

Avoid publishing your contact details where they can be accessed and used widely by people you did not intend to see them, and never publish anyone else's contact details.

Before your first contribution on any social media site, observe the activity on the site for a while before launching in yourself to get a feel for the style of contributions, the nature of the content and any 'unwritten' rules that other contributors might follow.

Activity on social media websites during office hours should complement and/or support your role and should be used in moderation.

If you notice any content posted on social media about us (whether complementary or critical) please report it to the Operations and HR Manager.



Please be mindful of the ethos and values of Rowheath Pavilion in all communications.