

*Claygate
Village Hall Association*

Registered Charity No., 305007

Claygate Village Hall Association

Hall Operations Manual

March 2024

Produced by: Claygate Village Hall Management Committee
Registered Charity Number: 305007

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Version History

Version	Status	Date	Changes Made
1.0	Draft	June 2018	
1.3	Draft	January 2019	Amendment to section re authorisation levels as agreed at Trustee meeting in Oct '18
1.4	Draft	March 2019	For review at March Trustees Meeting
2.0	Approved	April 2019	Approved by Trustees
2.3	Revision	January 2020	Updated Trustee details and added 2020 Budgets
2.4	Revision	March 2020	Added new Chair & Vice Chair & removed Brian B's name from the version on the website
2.5	Revision	September 2020	Minor updates resulting from change in Representative Trustees & updating of Figures and Statistics
2.6	Revision	November 2020	Updated Trustee List included new statement on Minor projects approved at Nov meeting
2.7	Published awaiting approval	January 2021	Updated Trustee List
2.8	For MC Review	March 2021	Inclusion of financial data in Annex so it can be updated without formal approval
2.9	For approval	March 2021	Incorporating amendments from MC for approval by Trustees at March meeting
3.0	Final	March 2021	Approved at 24/3/21 meeting incorporating change to review period of Officers allowances
3.1	Draft	March 2022	Submitted to meeting of 29/3/22 for approval of new section on policy updates & other improvements
3.2	Final	March 2022	Small amendments from Trustee meeting of 29/3/22
3.3	Draft	October 2022	Include financials for 2020 & 21
3.4	Draft	March 2024	Renamed from Plan to Operations Manual. Financial details removed (As agreed in Mar 23)
3.5	Draft	March 2024	After review by Sally

Introduction

What is the Claygate Village Hall Operations Manual?

This document was originally a plan produced by the Claygate Village Hall Management Committee to set out its processes for the management of Claygate Village Hall and strategy for the future. It was agreed later that it was no longer a plan but more an Operations Manual stating how the operational team meet the policies agreed by the Trustees.

Why was this document produced?

The purpose of this document is:

- To provide a basis for the Trustees to review the objectives and management of the Village Hall annually.
- To enable information to be shared with all parties who have an interest in the Village Hall including the people of Claygate, the Parish Council and the Charities Commission.
- To involve people and groups within the community with the plans for the future.
- To make the most of the facilities provided by the Village Hall.
- To form the basis for bids for grants.
- To make the management more transparent by recording the processes under which it operates.
- To encourage involvement from local people.

Who is involved in maintaining this document?

The initial draft of this document was produced by members of the Claygate Village Hall Management Committee in 2018. It is approved by Trustees and shared with stakeholders via the website.

How is this document reviewed & updated?

The plan is reviewed every 2 years at the Village Hall Annual General Meeting (AGM) to ensure that it reflects the current policies and views of the Management Committee, Trustees and local people.

This document will also be reviewed in response to major internal or external changes such as national policy changes or an unexpected event.

How will this document be shared with the village?

This document will be shared with the local community by making it accessible via the Village Hall website for potential hirers and interested parties to find it.

Background

What is the history of the hall?

The Claygate Village Hall Association (CVHA) was formed in October 1949 with the aim of providing a venue for Claygate Dramatic Society and 20 other village organisations, societies and clubs to meet. At the time there were halls where community groups could meet, but these were not adequate for the wide range of activities which included children's clinics, indoor sports, dances, whist drives, wedding receptions, jumble sales, exhibitions, drama shows, parties, concerts, dinners, auctions, sales of work, meetings etc.

The CVHA bought the main plot of land from the British Legion for £650 in 1949. The Church Commissioners and War Office added to the site giving enough space for a hall and car park. Funds were raised and donated over the next 9 years with the foundation stone being laid finally on 13th December 1958 and the hall opening in June 1959.

(Information taken from Matthew Peebles Claygate Book)

Who is responsible for the hall?

Claygate Village Hall Association became a registered charity (Number 305007) under a Charity Commission Scheme dated 21st February 1997 which superseded the original Declaration of Trust dated 20th July 1959. An electronic copy of the Scheme is provided to Trustees and Officers and is available on request. The CVHA Board of Trustees is responsible for the hall and elects a Chair and Vice Chair who head up the Management Committee which is responsible for the day to day running of the hall.

What is the purpose of the hall?

The Scheme states that the land and building shall be held in trust:

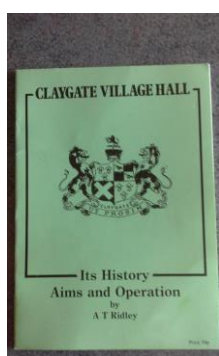
“For the use of the inhabitants of the Parish of Claygate and the neighbouring area without distinction of political, religious or other opinions, including use for meetings, lectures and classes, and for other forms of recreation and leisure-time occupation, with the object of improving the conditions of life for the said inhabitants”.

Shortly after the opening of the Hall, it was agreed that the Hall could be hired to local groups and organisations, so as to assist with its funding, provided that this did not conflict with its availability for its members. Over time this use has become dominant in terms both of funding and time. Whilst this leaves little scope for accepting further bookings, most of these hirers depend on serving residents of Claygate who are therefore Hall members entitled to use of the Hall.

Where can I find out more?

During its lifetime the CVHA has published two booklets pictured below.

The first is a gold covered paperback published in 1953 and there are still a few copies about. The second is shorter summary and was published in around 1986. In addition, there are 2 pages in Malcolm Peebles' Claygate Book devoted to our Village Hall.



Trustees of the Village Hall

How are Trustees appointed?

Trustees are appointed annually at the AGM. The Board of Trustees is governed by rules laid down in the Charity Commission Scheme dated 12th October 2021. It was originally provided in hard copy but is now available in electronic format.

Below is a summary taken from Final Scheme v3.0 dated 12 October 2021.

It states that the Board will contain up to 11 Trustees, 7 being elected, 4 nominated as representatives by organisations using the hall, with up to 3 being co-opted during the year.

Elected Trustees

Up to seven members elected at the AGM (aka Community Trustees)

[**Note:** the original number of 3 quoted in the Scheme was increased to 6 by a resolution put forward and approved at the AGM held on 27th May 2010 and recorded in the minutes. The number was increased to 7 at a Trustee meeting held on 12 October 2021]]

Representative Trustees

The following organisations are currently represented:

One member nominated by Claygate Village Women's Institute

One member nominated by Claygate Dramatic Society

One member nominated by Claygate Flower & Village Show Association

One member nominated by Claygate Gardening Society

[**Note:** the organisations listed in the Scheme change from time to time, this list reflects the current composition and will be amended as necessary by agreement at the AGM.]

Co-opted Trustees

Up to three members co-opted onto the Board by existing members.

[**Note:** the Scheme states that each appointment of a Co-opted Trustee shall be made at a meeting of the Board to take effect from the date of the meeting.]

What are the responsibilities of the Board of Trustees?

The Trustees are responsible collectively for:

- Ensuring that the Village Hall is run in accordance with the Scheme and the requirements of the Charities Commission.
- Ensuring that the Village Hall is run in compliance with all relevant laws and regulations.
- The decisions taken and minuted at their meetings.
- Setting up an executive Management Committee.
- Consulting the local community about plans for the Village Hall.

The Trustees are required by the Scheme to hold an AGM in May/June each year at which the annual accounts are presented, and performance for the last year is reviewed and future plans outlined. The AGM is open to the members of the public who live in the Parish of Claygate.

A list of Trustees, their roles and date of joining are provided as an Annex to this document.

What policies do we have?

The CVHA publishes a number of policies which it is the responsibility of the Trustees to maintain, and ensure are implemented. Each policy is designed to address a specific issue as in the table below and is reviewed regularly and updated for any changes.

Each policy forms the basis for procedures which ensure the policy is met.

Policy	Purpose	Schedule
CVHA Health & Safety Policy*	To ensure the hall is a safe place to work and use	Review in October every year
CVHA Safeguarding Policy	To ensure that all those involved in running and using the hall are protected from abuse	Review in October every year
CVHA Complaints Policy & Procedure	To ensure that issues can be raised and addressed and describe how	Review in October every 2 years
CVHA Hiring Policy	To ensure that hirers are charged consistently and fairly	Review in March every year
CVHA Conflict of Interest Policy	To protect the decision-making process of the association	Review in October every 2 years
CVHA CCTV Policy	To ensure that closed-circuit television cameras are used properly and lawfully	Review in March every year
CVHA Records Management Policy	To ensure that all paper and electronic information is created, stored and deleted appropriately	Review in March every 3 years
CVHA Reserves Policy	To ensure funds are retained for current and future costs including possible business disruption and maintenance & replacement projects	Review in March every year
<i>CVHA Data Protection Policy</i>	<i>To ensure personal data is adequately protected</i>	<i>Still in draft</i>
Other Documentation		
Claygate Village Hall Fire Risk Assessment	To record the Fire Safety Officer's annual review of risks which might lead to a fire	Review in March every year
CVHA Code of Conduct	To lay down expectations for standards of ethics, probity and behaviour	Review in October every 2 years

CVHA Privacy Notice	To set expectations for the treatment of personal data handled by the association	Review in March every 2 years
CVHA Fire Evacuation Procedure	To inform hirers of actions to be taken in the event of a fire	Review in March every year

* These documents contain names and contact details of Trustees and/or Officers which the Secretary will change within 2 weeks of any change

How are Policy Reviews Undertaken?

The process for reviewing and approving policies is as follows

Step 1 The Secretary maintains a list of all documents with a review period and date for next review. Some are reviewed annually and others every 2 years.

Step 2 At the appropriate Trustee Meeting (March or October) the Secretary requests a trustee to review the policy.

Step 3 The appointed reviewer emails the Secretary with any proposed changes within a month of the meeting.

Step 4 The Secretary circulates a copy incrementing the version number by 0.1 with any changes highlighted, by email, to Trustees asking for their approval or comment within 1-2 weeks and stating that silence will be considered to be approval. If there are any further comments or changes the Secretary will consult with the Chair and Vice Chair to consider whether there needs to be an ad-hoc meeting to discuss them or if another cycle of requesting approval will suffice.

Step 5 Once the final version has been agreed the Secretary publishes the document with the version number increased by 1.0

Step 6 It is the responsibility of Trustees on the Management Committee to make sure that any knock-on impact to procedures are discussed and agreed at the next Management Committee meeting.

This process will apply for regular reviews as well as any change triggered by external advisers such as Government, ACRE or the Charity Commission.

What links are there to the village and local groups?

The Board of Trustees includes representatives from local groups and the community as required by the Scheme.

Management Committee

How is the Management Committee formed?

The Management Committee re-forms annually, at the Trustees meeting following the AGM. The Trustees appoint a Chair and Vice Chair who in turn appoint officers as committee roles become vacant.

What are the responsibilities of the Management Committee?

The Management Committee is responsible for:

- Coordinating use of the hall.
- Organising housekeeping, maintenance, repair and improvement of the Village Hall and its grounds.
- Managing the finances of the Village Hall and paying debts incurred in the running of the hall.
- Ensuring that the Village Hall is run in compliance with all relevant laws and regulations.
- Developing and reviewing policies as required.
- Organising the AGM (see individual responsibilities below) and two ordinary general meetings of the Board, annually.
- Holding regular management meetings to ensure the smooth running of the hall.
- Providing minutes of meetings, including reports from Officers, to the Trustees.
- Carrying out Health & Safety inspections to ensure the building and its environs are safe and free from actual and potential hazards to users. To be undertaken 3 times a year, as close to the Trustees' meetings as possible. All Trustees are invited to attend
- Addressing any Subject Access Requests or other issues relating to Data Protection thus obviating the need to formally appoint a Data Protection Officer

What are the roles of those on the committee?

The current committee comprises the following roles:

- Chair
- Vice-Chair
- Treasurer
- Secretary
- Lettings Manager
- Hall Manager

What are the responsibilities of each committee role?

These are presented fully in Role Descriptions which are an Annex to this document. In summary the officers are as follows:

Chair: Chairs all committee meetings and the AGM. Provides overall leadership and guidance to the committee. This is fulfilled by a trustee elected at the first Trustees meeting after the AGM

Vice-Chair: Deputises for the Chair. A trustee elected at the first Trustees meeting after the AGM

Treasurer/Accountant: Responsible for producing the annual accounts, presenting them at the AGM and submitting annual returns to the Charity Commission.

Responsible for all day-to-day financial transactions including paying of bills owed by the hall.

Secretary: Responsible for recording all meetings and sharing information between the Trustees and Officers. Responsible for compiling and sending all general correspondence as and when required.

Lettings Manager: Responsible for maintaining the calendar of hall bookings, handling enquiries from those interested in making bookings and arranging all bookings upon request. Sending out invoices to hirers and recording and passing to the Treasurer, any deposits and booking fees received. **This is assisted by the use of the Hallmaster software package**

Hall Manager: Responsible for maintenance of the hall and keeping the Building Maintenance Plan with contact details for all suppliers.

All officers work together to support all activities relating to the running of the hall.

How frequently does the Management Committee meet?

The committee aims to meet every 5-6 weeks, subject to a minimum frequency of once every three months. Ordinary meetings are held, usually in the Committee Room at the Hall, to review actions, plan, monitor finances, monitor bookings, keep on top of maintenance and health and safety matters.

Ordinary committee meetings are not held in public. All meetings are minuted by the Secretary, circulated for comment within the committee and then circulated to the Trustees.

How do the Management Committee liaise with the Board of Trustees?

In addition to the circulation of draft minutes after every MC meeting, the Chair and Vice-Chair, as Trustees themselves, represent the Board and, with assistance from the Secretary, are responsible for maintaining a sound relationship with them. This is in part achieved by the maintenance of this document.

How are Officers Appointed?

All officers (Lettings Manager, Hall Manager, Secretary & Treasurer) are appointed by the Trustees either as a result of a direct recommendation or of an advertisement as appropriate. If necessary, individuals will be interviewed by the Chair and Vice Chair to determine suitability for the role. Appointments will be ratified at the next Trustees meeting. However, a Trustee may offer to fulfil one of these roles on a voluntary basis.

How are Officers Remunerated?

All officers (Lettings Manager, Hall Manager, Secretary & Treasurer) are offered a remuneration for their service to the Village Hall which they may choose to accept or not.

These honorarium payments are reviewed by the Trustees annually¹ or as and when necessary, for example when there is a need to make a new appointment, and it will be made clear to officers on their appointment that they are expected to register themselves as self-employed in order to pay tax and National Insurance on these payments.

¹ As recorded in minutes of Trustees meeting on 23rd March 2021 under item 17

Hall Users

Who uses the hall?

Claygate Village Hall is one of three halls in Claygate, Holy Trinity Church Hall and the Community Centre being the other two. In 2020 meeting rooms in the Cricket Pavilion on the Rec and in the Hub Youth Club in Elm Road were opened. Of these only the Village Hall has full stage facilities including a fully rigged stage lighting and sound system with a control gallery, storage for scenery flats and changing rooms.

We have two halls available, one large hall with a stage and one small hall as well as a committee room for small meetings.

We have two types of user:

- **Regular:** Approximately 20 plus regular users use the two halls and committee room on a daily, weekly, monthly quarterly and annual basis for classes, meetings, talks and demonstrations. Of these regular users there are a number who use the stage facilities for shows and demonstrations as well as the two halls for training and rehearsals as shown below:

Users include

- Claygate Village Women's Institute
- Gardening Society
- Parish Council
- Village Hall Management Committee
- Montessori Playgroup
- Elmbridge Council for Election Polling Station

Stage Users include

- Claygate Dramatic Society
 - Impact Dance Studio
 - MM DanceCraft
 - Surrey Singing School
 - Elmbridge U3A
- **Ad-hoc users.** People who hire the halls for special events such as family and children's parties.

The halls are available for hire 7 days a week, 52 weeks a year, except for one week, usually in August, when regular maintenance work takes place.

An analysis of hall use in 2016/17, showed roughly a 9:1 ratio between regular and ad-hoc users and 3:1 ratio between non-stage and stage users.

Many ad-hoc users do use the stage in the course of private parties, band practice etc. however the invoices are silent on this point.

A survey undertaken in October 2022 showed that 76% of respondents were in favour of more performing arts demonstrating the importance of maintaining this unique facility for the village.

What links are there to the village and local groups?

The Board of Trustees includes representatives from local groups and the community as required by the Scheme.

Financial Aspects

What are the sources of income for the hall?

All of our income comes from hirers apart from interest on our savings, occasional donations, grants and the odd sale of items.

Income from lettings is usually between £50K and £60K with other sources providing an additional £3-4K on average. Actual figures can be seen in the annual accounts which are available on the Charity Commission website at <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/305007>

What are the main areas of expenditure for the hall?

The Annual Accounts are available on the Charity Commission website and show that the biggest outlay is usually on Maintenance and renewal of essential items.

What are the financial reserves of the hall?

Our goal is to maintain a sufficient level of reserves to cope with major income losses from the loss of major hirers. This is documented in our Reserves Policy.

What key improvements have been made to the hall?

The key improvements which have been implemented in the last twenty years are:

- The installation of automatic doors
- 2003/4 Operation Facelift saw the installation of double glazing
- The building of a single storey rear extension in 2009/10
- In 2011 The foyer was subject to renovation
- During 2016 & 2017 the rigging over the stage which supports the lights was upgraded to meet regulatory requirements
- 2016/17 substantial improvements to the rear outside area for use by the Montessori playschool
- 2017 Installation of Audio Visual Facility for projection of slideshows etc.
- 2018 Lighting improvements
- 2019 Installation of short-throw projector for performances
- 2020 Replacement and Refurbishment of all Toilets
- 2022 Insulation of the roof space and installation of NEST heating controls; installation of a toilet in the small hall & other energy conservation improvements

How do we budget for improvements?

Up until 2015 CVHA had a steady surplus and where large expenditure was needed (such as Operation Facelift) a grant was forthcoming. Since then, capital expenditure has increased but hire fees have only been increased by RPI. During 2016/17 it became clear that future improvements would need to be identified and planned more formally following the appointment of a new Treasurer.

Thus, from January 2018 the Management Committee has adopted a budget process which identifies projects to be targeted in the coming year and demonstrates how they will be funded. This is presented to the Trustees' meeting prior to the end of the preceding year for their approval.

Latest performance against the budget is presented to Trustees at each meeting to enable them to assess the financial health of the charity.

What is the process for expenditure on Repairs & Maintenance

There is a budget for Maintenance and Repairs against which expenditure is monitored. The Hall Manager has the authority to commission repairs up to a value of £2000² per job as part of normal running of the hall. Examples are replacement of broken windows and toilet repairs.

As far as possible replacement or maintenance costing above the threshold figure is pre-empted and budgeted for in advance and treated in the same way as a major enhancement (for example replacement of roof). If an emergency arises and an unexpected major repair is required, it may be necessary to call an emergency Meeting of the Management Committee and Trustees or if time-critical, for the Chairman to seek approval for the expenditure via email or phone.

What is the approval process for Capital Expenditure on improvements?

There is a budget for Improvements against which expenditure is monitored. Any work which is an enhancement rather than maintenance or repair of existing assets is processed as follows.

- a) Anyone wishing to submit a suggestion for improvements does so by contacting any member of the Management Committee (MC) who passes it to the Secretary for inclusion on the agenda of the next MC meeting under standing item 'Review of Wish List'. This will be considered under a Standing Item 'Review of Wish List'.
- b) The MC discusses the item and makes recommendations for either further research, rejection, postponement or implementation the following financial year. If recommended, a member of the MC prepares a business case for the enhancement which may be a single side of A4 or a more substantial document depending on the nature of the work.
- c) The aim is to consider any request within 2 months of notification, if possible.
- d) At the October Trustees' Meeting following examination of performance against budget and review of next year's budget, the Wish List is discussed and improvements agreed and budgeted for. Any improvements classified as Major also require a business case to be submitted.
- e) If there are reasons to seek approval for work which has not been budgeted for, the Management Committee processes it in keeping with authorisation levels detailed below.

What are the Authorisation Levels for Expenditure?

With the exception of low-cost repairs as referred to above, which the Hall Manager can undertake without approval, all other expenditure needs to be authorised.

For **Minor** projects (those costing between £2000 and £5000) the Hall Manager must seek authorisation from the Management Committee. Ideally there will be two quotations for the work, however where the Management committee agrees that a single quotation is reasonable, this requirement may be waived, with reasons recorded in the minutes of the meeting, which are circulated to Trustees to allow them to comment.

For **Major** projects (those costing £5000 or more), the Hall Manager will prepare a written business case which will be put to the Management Committee and to a subsequent Trustees Meeting for approval. The business case will include at least 2 quotes and where

² This threshold was increased from £1000 at the meeting dated 7th April 2016 (Item 4)

possible more with a full specification of the items being purchased and a recommendation where options are available.

Where the difference between the quotations or estimates is more than 20% of the lower quotation or estimate, the need for a third quotation will be considered by the Management Committee. For example, if the quotes are x and y with x being the lowest then if $y - x > 20\%$ of x, a third quotation is required.

The following table shows how this is expected to operate in practice:

Cost	Maintenance & Repairs		Improvements	
	Within the budget	Outside the budget	Within the budget	Outside the budget
<£2000	The Hall Manager has the authority to go ahead with these and will keep the MC informed of progress and costs. Trustees will see details in the minutes of MC meetings	The Hall Manager will seek approval from the MC (which includes 2 Trustees). Trustees will see details in the minutes of MC meetings	This will have been approved and the Hall Manager will therefore have the authority to spend up to the agreed figure	Seek approval from the MC (including 2 Trustees) who will add it to the Wish List and make recommendations to the next Trustees meeting
£2-5000	The Hall Manager will seek approval from the MC either at the next MC meeting or if urgent via email.	The Hall Manager will seek approval from the MC (which includes 2 Trustees as Chair & Vice Chair) will seek approval from at least 3 other Trustees		
£5000+	The Hall Manager will inform the MC either at the next MC meeting or, if urgent, via phone or email. The Chairman will seek authority to go over budget from the Board of Trustees via an emergency meeting or by phone or email. A simple majority of Trustees would be sufficient for approval. In an emergency the Chair (or vice chair) will seek approval for the outlay <u>in writing</u> from at least 3 other Trustees.			

Annex A Trustees and Officers

NAME OF TRUSTEE	REPRESENTING	Date Joined
Mrs. Sally Williams (Chair)	Community	10/2019
Mr. John Bamford (Vice-Chair)	Community	10/2015
Ms. Rosy Treasure (Secretary) ³	Community	10/2020
Mr George Marcall	Community	10/2019
Mr. Brian Howells	Community	03/2013
Mr Clive Thompson	Community	03/2019
Ms. Susanne Tunnicliff	Claygate Flower & Village Show Society	bef 06/2015
Mrs. Juliet Bagnall	Claygate Dramatic Society	09/2022
Mrs. Gillian Hall	Claygate Village Women's Institute	07/2023
Mr Steve Fleming ⁴	Claygate Gardening Society	03/2019
NAME OF OFFICER	ROLE	Date Joined
Mr. Tony Woolhead ⁵	Hall Manager	06/2014
Mrs. Katie Ernest	Lettings Manager	09/2017
Mr. Michael Elliott	Treasurer	03/2017

³ Rosy joined as a voluntary officer in 03/2016

⁴ Steve is also designated as Safeguarding Officer

⁵ Tony is also designated Fire Safety Officer

Annex B Role Descriptions

Chair & Vice Chair's Role Description

The Chair and Vice chair (when deputising) are the members of the Management Committee with responsibility for representing the Trustees in relation to the day to day running of the Hall. They are elected annually at the final Trustees meeting of the year, usually held in October or November.

Chair's Responsibilities are as follows:

- Chairing all meetings of the Management Committee and Trustees including the AGM
- Agreeing the Agenda for Management Committee meetings
- Ensuring the Management Committee meets regularly as necessary
- Ensuring Trustees Meetings are scheduled as necessary
- Ensuring all policies are adhered to
- Ensuring fellow Trustees are informed as necessary
- Reviewing and approving all minutes
- Providing leadership and guidance to the committee
- Dealing with any complaints as necessary

Vice Chair's Responsibilities are as follows:

- Deputising for the Chair as and when required

Secretary to Trustees and Management Committee's Role Description

The Secretary is responsible for arranging and recording meetings of the Management Committee (MC) and Trustees and ensuring that the Trustees are informed sufficiently in order to meet their obligation as charity trustees.

Secretary's Responsibilities are as follows:

In relation to the Management Committee the Secretary will

- attend and minute meetings of the Management Committee (MC). Minutes will be drafted, circulated to the committee for comments, amended as necessary and once agreed circulated in Draft to the Trustees. A paper copy will be presented for signing at the next meeting and will then be filed.
- keep a note of items referred to at Management Committee Meetings and where ratification is needed, add them to the Agenda for the next Trustees' Meeting and likewise ensure that items raised for action or discussion at a Trustees' meeting are addressed in the following MC meeting

In relation to the Trustees the Secretary will:

- arrange, attend and minute meetings of the Trustees in April, June and October or thereabouts, the June meeting being the AGM
- ensure that these meetings enable Trustees to
 - receive up to date reports from the Officers,
 - discuss the financial position of the Charity
 - discuss major proposals put forward by the MC and make a final decision
 - raise items with Officers

- approximately one month before each meeting, offer a draft agenda to the Chair for approval and once agreed, circulate it to Trustees with minutes of the previous meeting.
- ensure minutes are drafted, circulated to the Chair and Vice Chair for comments, amended and once agreed filed for circulation with the Agenda of the next meeting. A paper copy will be presented for signing at the next Trustees' meeting and will then be filed. [If there are no follow-up items a standard Agenda will suffice]
- ensure that new Trustees are given all the information needed to enable them to sign the Declaration of Acceptance and Willingness and the Charity Commissions guidance CC3 - The Essential Trustee
- co-ordinate production of the Annual Review and Accounts liaising with Officers to provide input, to ensure it is available ahead of the AGM.
- ensure policies are reviewed regularly and updated as necessary according to the procedure documented in this document.
- ensure that Trustees are invited to attend Health and Safety Walkabouts before every meeting, record any issues raised and forward them to the Hall Manager and Management Committee

In relation to the Village Hall website

- ensure any updates required are implemented including updating officer's details where they appear.

Treasurer's Role Description

The Treasurer is the member of the Management Committee with responsibility for ensuring that the financial aspects of the Claygate Village Hall Association are kept in order in accordance with its charitable status.

Treasurer's Responsibilities are as follows:

- To maintain the books of accounts for the Village Hall
- To manage and monitor the current account held with the Charities Aid Foundation (CAF)
- To ensure that creditor's accounts are checked & authorised for payments and payments are made in a timely manner.
- To liaise with the Lettings Manager, to bank cheques received from Hirers in a timely manner. To reconcile all payments received from Hirers against invoices raised and notify the Lettings Manager of late payments.
- Produce the Profit & Loss, Balance Sheet, year end Debtors & Creditors.
- To ensure that the reserves of CVHA are kept in accounts guaranteed by the Financial Services Compensation Scheme.
- To monitor the interest received on reserves of the CVHA.
- Prepare the Annual Accounts commentary for Trustees and Financial Review report for the Annual Review and Accounts
- To submit the Trustee's Annual Report to the Charity Commission.
- To prepare financial reports for Management Committee, Trustees Meeting and the AGM.
- To prepare a budget for presentation to the Trustees meeting held in the autumn.
- Arrange the Annual Independent Examination in April.

- Keep abreast of Charity Commission Policy, Publications & Correspondence.
- Arrange the Charity's insurance.

Hall Manager's Role Description

The Hall Manager is the member of the Management Committee with responsibility for maintaining the Claygate Village Hall and recommending and coordinating improvements to the property as required.

Hall Manager's Responsibilities are as follows:

- Maintaining a safe environment with proper lighting, signage, and disability access
- Overseeing security, fire prevention, and other safety systems
- Act as the Hall's Fire Safety Officer
- Maintain the fabric of the Hall ensuring that users are provided with a safe environment
- Ensure provision of proper utilities i.e. Electricity, Gas, Water and Broadband
- Scheduling of both annual servicing and routine building maintenance in conjunction with Lettings Manager
- Routine maintenance arising from Risk Assessments, Defects Log or building inspections
- Contracting professionals for repairs as required and within the agreed budget
- Planning Minor and Major building improvement projects in accordance with agreed procedures as laid out in this document
- Ensuring that all contractors have the relevant experience, provide a copy of their Health & Safety Policy and Public Liability Insurance for CVHA files, without prejudice to small local contractors
- Overseeing contractors and inspecting completed jobs
- Provision and Monitoring of building maintenance budgets
- Provision of Building Maintenance Plan – to include written record of suppliers and contractors
- Checking contractor's invoices and forwarding them to Hall Treasurer
- Scheduling regular janitorial services and maintaining stock of janitorial consumables
- Maintaining stock of crockery and cutlery
- Assisting the Lettings Manager with the provision to Hall users of clear operating instructions for Hall services and equipment
- Resolving complaints, problems, and requests relating to the Hall structure from users
- Assisting with emergency response
- Provision of Hall Managers report to Management Committee meetings, Trustee Meetings and AGM
- Attending where necessary training courses offered by Surrey Community Action and other relevant bodies
- Inspecting the building frequently for signs of damage or wear

Lettings Manager's Role Description

The Hall Lettings Manager is the member of the Management Committee responsible for managing all communications with all existing and potential hirers of the Hall.

Lettings Manager's Responsibilities are as follows:

The Lettings Manager is responsible for

- showing prospective hirers around the Village Hall and attending at the Hall as necessary to deal with queries, feedback etc

- maintaining an electronic bookings diary covering 2 years
- invoicing all hirers.
- informing all hirers of any changes in their hiring arrangements.
- managing internal and external notice boards
- advising the Chair and Vice Chair of any immediate health and safety issues concerning the Village Hall and if applicable making entries in the Defects Book
- making a regular report to the Management Committee and Trustees regarding bookings and other matters. This should highlight any bookings refused and grounds for doing so.
- sending out via post or email Hirer Agreements, Terms & Conditions and all relevant paperwork
- ensuring, where necessary, that all relevant Licensing requirements are in place (eg Temporary Event Notices)
- ensuring the contents of the First Aid box are replenished and in date