

Nailsea Shedders Operating Policy NSP002

1 Operating Policy

Nailsea Shedders Operating Policy is to follow the rules and guidance contained in our Constitution. To prevent duplication, only additional detail of our principles of operation not covered in the constitution but which are required for us to meet statutory, legal or local governance (e.g. council grant applications) are covered in this and the below listed suite of documents.

- Internal Financial Controls
- Health and Safety
- Safeguarding
- Risk
- Equality
- General Data Protection Regulation (GDPR) and the Data Protection Act 2018
- Complaints

A Management Team not a Committee

Any member (including Trustees) in NS, either individual or in small teams, can take leadership of one or more Activity or Project. Together with the Trustees, the group of people formed by members taking these roles and projects is called the “Management Team.”

Portfolio - Transparency of what the Management Team are working on.

The current portfolio is shown below.

Roles - Activities linked to the ongoing running of the Charity	Projects - Short/ Medium Term projects to address specific issues or topics
<ul style="list-style-type: none"> ● Workshop Manager ● Membership Secretary ● UKeBox Musical Director ● Jobs Manager ● Publicity / Networking (combined or separate) ● Safety, Health and Risk Management ● Treasurer including understanding the legal requirements of financial reporting and Gift Aid ● Website ● Policies (suggestion at the moment) 	<ul style="list-style-type: none"> ● New / Alternative Venue ● WVC Development ● Friends of Shedders ● Social Value ● Socials within the Charity ● Dropbox vs Google Workspace ● Sharing UKeBox management ● Tuesday ukulele teaching sessions ● Additional “Craft” Session

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Each Leader should

- Organise any meetings/discussions necessary to deliver their role and project recording any actions as is necessary
- Make proposals and plans, providing information on progress / issues to the Management Team either electronically or in the management meeting
- Prepare and/or give an update to the membership either electronically or in the weekly Comms at a frequency that suits the work

Trustees - accountable decision makers

Trustees have an overarching accountability to co-ordinate this portfolio of activities and topics to ensure compliance and alignment with the Charity's Constitution, Policies and Procedures and Goals. To achieve this Trustees will: -

- Maintain a relevant portfolio of projects and activities with a diverse and balanced mix of leaders from the workshop and UKeBox teams.
- Provide timely decisions and guidance to the Leaders
- Organise a monthly meeting where Leaders can make proposals, communicate progress and ask for help. See meeting guidance.
- Maintain the roles of Chairperson and Secretary
- Provide a means (ideally electronic) where leaders can store relevant information for
 - the management of the activity/topic,,
 - sharing with the membership,
 - external communication.

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Summary View

<u>Who</u>	<u>What</u>	<u>Where</u>	<u>When</u>	<u>Why</u>
Trustees	Portfolio Chairperson, Secretary	Trustee Meeting - Offsite private venue	Monthly - Schedule of Activities & Project reviews (See annex 1)	Objective alignment, Compliance and Coordination
Activity Leaders	Activities Workshop, Membership, UKeBox Musical Direction, Jobs, Publicity / Networking, Safety, Health and Risk Management, Treasurer, Website, Policies	At leaders discretion, notionally at WVC Trustee Meeting	At leaders discretion As per Trustee Meeting Agenda	Planning Progressing Communication Report to Trustees
Project Leaders	Projects New / Alternative Venue, WVC Development, Friends of Shedders, Social Value, Socials within the Charity, Dropbox vs Google Workspace, Sharing UKeBox management, Tuesday ukulele teaching sessions, Additional "Craft" Session	At leaders discretion, notionally at WVC Trustee Meeting	At leaders discretion. As per Trustee Meeting Agenda	Planning Progressing Communication Report to Trustees

Trustee Meeting Guidance - focused, topic lead

Guidance

- Trustee meetings should be considered as the “back-stop” with the bulk of communication/decision making happening outside of the meetings either via electronic means or face to face.
- The meetings should be scheduled for the year with an agenda based on a rotation of topics. Each meeting should be constrained to the trustees plus the leaders of the topics on the agenda, with a target of no more than 7 attendees at any one meeting. This agenda can also be adapted so that attendees can discuss all the topics under their leadership or if there are critical issues the trustees need to address.
- Items brought to the meeting by the Leaders should be “meaningful” requiring group participations and/or agreement
- Items can be brought to the meeting via a report/request rather than physical attendance. One of the trustees must be briefed beforehand
- “Quorum” is two trustees
- Minutes of the Trustee Meetings will be made available to all members
- To prevent interruptions, Trustee Meetings **should not** be held during normal working/practice sessions. A suitable semi-private location where refreshments are available would be ideal.

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Communications - concise, timely and via the best channel

Internal

We need to recognise that not every member attends each Tuesday or Friday session. Topics that are relevant to both teams should be communicated by e-mail.

Any important and urgent topics should be raised in the next communication session if possible.

Workshop Communications Session - One of the trustees (or a delegate) will run a short (30 mins) communication session on workshop days. This should be used to cover off any urgent topics (as per above) and as an opportunity for the Activity/Role Leaders to share key items with the group as a whole. The Activity/Role Leaders should be prepared and warn the communications leader beforehand. To allow any and all members to make an input, the communication session will conclude with an

“any burning Issues” question. Communication topics should not be a discussion between two members, it has to be relevant to the majority.

UkeBox Communications Session -The nature and time of the UKeBox practise precludes a structured communication session however the Musical Director will remind members that the communication email has been sent out and draw their attention to any relevant topics contained therein.

A summary of the internal comms should be prepared (notionally monthly) and form the basis of the external comms.

External

External communications will fall within the remit of the Publicity Coordinator. We need to consider both physical and electronic means to improve our visibility within the local community. Physical means could include flyers ,cards, posters and also local publications. Electronic comms should focus on how the Website and Facebook are used.

External Comms should use material provided by the various Leaders rather than the Communications Officer having to write it themselves.

2 Additional Policies

2.1 Serious Incident Reporting

The Charity Commission requires charities to report serious incidents. If a serious incident takes place within Nailsea Shedders, it is important that there is prompt, full and frank disclosure to the Commission. If required, we need to report what happened and, importantly, let the Commission know how we are dealing with it, even if we have also reported it to the police, donors or another regulator.

It is Nailsea Shedders policy to invoke the Charity Commission's guidance fully and, as such, Trustees should access this guidance when a potentially serious incident is brought to their attention.

<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

What is a serious incident?

A serious incident is an adverse event, whether actual or alleged, which results in or risks significant:

- harm to Nailsea Shedders beneficiaries, staff, volunteers or others who come into contact with Nailsea Shedders through its work (who are collectively referred to throughout this guidance as people who come into contact with our charity through its work)
- loss of Nailsea Shedders money or assets
- damage to Nailsea Shedders property
- harm to Nailsea Shedders work or reputation

For the purposes of this guidance, “significant” means significant in the context of our charity, taking account of the scale of its operations, finances and/or reputation.

The main categories of reportable incident are:

- protecting people and safeguarding incidents – incidents that have resulted in or risk significant harm to beneficiaries and other people who come into contact with the charity through its work
- financial crimes – fraud, theft, cyber-crime and money laundering
- large donations from an unknown or unverifiable source, or suspicious financial activity using the charity’s funds
- other significant financial loss
- links to terrorism or extremism, including ‘proscribed’ (or banned) organisations, individuals subject to an asset freeze
- other significant incidents, such as – insolvency, forced withdrawal of banking services without an alternative, significant data breaches/losses or incidents involving partners that materially affect the charity

It is the responsibility of the charity trustees to decide whether an incident is significant and should be reported.

Who should report?

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The responsibility for reporting serious incidents to the Charities Commission rests with the charity's trustees. In practice, this may be delegated to someone else within the charity, such as a specific member or a professional adviser. However, all trustees bear ultimate responsibility for ensuring their charity makes a report, and does so in a timely manner.

If we decide not to make a report about something serious that has happened in Nailsea Shedders and the Commission later becomes involved, we will need to be able to explain why we decided not to report it at the time.

Most problems can be resolved by trustees themselves, in some cases with timely advice from professional advisers. Sometimes the Commission needs to use its powers to protect a charity. Taking action quickly will help protect Nailsea Shedders from further harm. Reporting also means the Commission can identify whether other charities might be affected, and can give better advice to all charities to help them protect themselves.

When something serious happens, it is the Charity Commission's role to ensure that trustees comply with their legal duties and that the charity manages the incident responsibly. This means the Commission will be looking for assurance that the charity has taken steps to limit the immediate impact of the incident and, where possible, prevent it from happening again.

When to report

An actual or alleged incident should be reported promptly. This means as soon as is reasonably possible after it happens, or immediately after Nailsea Shedders Trustees become aware of it.

Whistleblowing – speaking out if members suspect wrongdoing

If members of Nailsea Shedders suspect serious wrongdoing within the organisation, for example criminal offences, malpractice/misconduct or health and safety breaches, this should be raised with Nailsea Shedders Trustees first. If the Trustees fail to deal with the member's concerns appropriately or they continue to suspect serious wrongdoing, this can report this to the Commission – including anonymously if they wish to do so. In reporting Nailsea Shedders concerns to the Commission, all parties may be protected under the Public Interest Disclosure Act 1998. To find out more, read the Commission's [whistleblowing guidance](#).

2.1 Communications and Social Media

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Any Charities social media use is governed by a number of laws. Equally, Nailsea Shedders have a very positive reputation and this is extremely important in what we do . The policy defines how we communicate and use social media positively, and avoid problems.

Social Media Guidelines - The Law

Use of social media is covered by a number of UK laws and social media has no national boundaries, so posts/emails may well be read in other countries. As a very simple guide, you may be breaking the law, if you email/post (or potentially repost) anything that may fall into any of the following categories:

- [Harassment](#) – not leaving someone alone.
- [Menacing behaviour](#) – writing something that may scare someone.
- [Threatening behaviour](#) – making someone believe that you were going to hurt them.
- [Grossly offensive comments](#) – making deeply unpleasant comments about a sensitive issue.
- Libel - a post is potentially libellous, if it is a false statement and may damage someone's reputation.
- Defamation - users may be sued for defamation, if they post an unsubstantiated rumour about someone.
- Data protection – breaching an individual's right to privacy.
- Copyright – posting material without permission that is owned by another person or organisation.

Our Charity Spokespeople

There are specific Trustees or Agents within Nailsea Shedders who can post/email on our behalf, particularly in social media, including our own Website.

Individual members are personally responsible for all online content they publish. If posts/emails they make relate Nailsea Shedders directly, the general public may think they were speaking on our behalf particularly if they use our logo or refer to us by name. Members should make clear that their comments, opinions or social media posts are their own, so these won't be interpreted as the charity's position.

Charity Social Media Guidelines (Do's and Don'ts)

When posting or emailing on behalf on Nailsea Shedders

Do

- Make sure the content reflects our aims and philosophy
- Maintain a courteous, professional and positive manner and respect the right of others to hold opinions that are different to ours. If disagreeing, focus on the issue not the person.
- Be careful not to cause offence. Thinking about how our communication will be received or perceived by others, even if we are responding to what is considered an abusive post/mail.

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- Take into account potential social and/or cultural differences in our audience who may be more sensitive to particular issues or subjects than the wider population. What may appear light hearted and funny, may potentially come across very differently on social media.
- Think first ...send/post after. Re-posting/ forwarding is common. Once something gets out there it stays there for a long time (Tweets now appear in Google search results).
- Ask for a second opinion. If an individual is not sure if and how they should comment on something they should contact the Trustees for advice.
- Be respectful of other organisations and groups we deal with. Portray them in a way they would wish to be, and not cause embarrassment, offence or alarm.
- Be politically neutral.
- Respect copyright, fair use and other laws

Don't

- Breach privacy or security
- Make it easy for criminals by posting information they might use.
- Over use emojis or acronyms (e.g. lol). Be careful not to trivialise the communication.
- Promote by expressing or forwarding/reposting extremist views, sexism, pornography/distressing or otherwise offensive imagery, racial/ethnic or religious discrimination, homophobia or disparaging comments against any minority group, such as the disabled or mentally ill would not be acceptable, under any circumstances, ever.

Social Media Moderation

We act as a platform, both online and off, for our community to share topics and ideas that matter to them and/or Nailsea Shedders and we actively encourage diversity of opinion. We believe that open, honest debate can help to address divisions and just because we don't agree with something, doesn't necessarily mean that we would remove it. For example, critical comments about our work are rare but, whilst we always respond in a balanced and measured way, we do not remove these, even when we do not necessarily agree with these, subject to the guidelines below.

The community has diversity of views, some strongly held. There is nothing wrong in holding strong views, but that does not automatically make alternative views offensive. In general, as long as a post does not break the law, is a genuine contribution to a debate and is not offensive, we would not usually remove it.

Specifically, we will take down any post that falls into the categories below:

- Anything we believe may fall into any of the categories in the section above titled 'The Law'.
- We would remove any post that contained views that we feel the majority of reasonable people would consider to be offensive.
 - The use of 'swear words' would normally also be considered offensive;
 - As would derogatory comments about an individual or organisation.
- Any post that is irrelevant to our goals and aims and the online conversations being held.

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We may also block those posting such material and/or report the issue to the relevant authorities.

The Trustees only have authority to remove posts. Any request to take down a post is to be managed using our complaints procedure. Before a post is taken down it is recommended but not mandatory that a screenshot or otherwise is taken to record the post.