



Policy Summary Document

Introduction

This document summarises key policies for trustees, hirers, and visitors. It highlights responsibilities and essential information, while the **full policies are available on request**.

Data Protection & Privacy

- The Hall is the **Data Controller** of personal information.
- We collect only necessary personal data (name, contact details, payments).
- Hirers must ensure personal data of their participants is handled appropriately.

Finance Policy

- Money is controlled properly
- Decisions are not arbitrary
- Accountability and transparency

Safeguarding

- Trustees oversee safeguarding and have a **Designated Safeguarding Lead**.
- Hirers running activities for children or vulnerable adults must have their own safeguarding policies and DBS checks where needed.
- Any concerns must be reported immediately to the Safeguarding Lead.

Health & Safety

- Trustees maintain a safe environment, carry out risk assessments, and provide fire safety and first aid facilities.
- Hirers are responsible for:
 - Risk assessments for their activities and appropriate action if required
 - Supervision of participants
 - Reporting hazards or accidents
 - Adhering to all hire contract terms and conditions
- **First aid box located in every room**
- **Fire exits & assembly points:** clearly marked in the Hall, do not obstruct

Wi-Fi Use

- Wi-Fi is provided for responsible use only.
- Illegal, offensive, or inappropriate content must not be accessed.
- The Hall **does not hold a TV licence**; streaming services like BBC iPlayer cannot be used.
- Users access Wi-Fi at their own risk.

Reserves Policy (Trustees Only)

- Free reserves are maintained to cover running costs, emergencies, and legal obligations.
- Level reviewed **annually** or if circumstances change.

Complaints Procedure

- Complaints can be submitted in writing, by email, or verbally to the Hall Committee.
- Acknowledgement within 5 working days; full response within 20 working days.
- Unsatisfied complaints can be escalated to the full Committee or externally (ICO or relevant authority).

Notes for Hirers

- By booking the Hall, you agree to follow all policies and hire contract terms.
- Copies of full policies are on our website, or be requested at any time, contact info@cobhamvillagehall.com