



Somerset Archaeological and Natural History Society

SOCIETY WELFARE POLICY

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1 Introduction

- 1.1 Health and safety in a small group or society like SANHS includes all the ways that we think about the welfare of members, volunteers, participants, and the general public. It is about working together as a group to make sure we have taken all reasonable steps to prevent avoidable accidents and protect people from getting hurt. The aim of this document is to ensure SANHS delivers its objectives with due care for those involved with the Society's activities.
- 1.2 A responsible voluntary sector organisation such as SANHS, recognises its duty of care to staff, members and volunteers. A robust Welfare Policy is part of this process to satisfy the Society's duty of care and provide a formal framework within which to work. SANHS also has a Risk Management Policy and a Safeguarding Policy, which together are the key procedural documents for the health and safety processes in the Society (Appendices 1 to 9). Also attached are the SANHS Volunteer and Complaints Policies (Appendices 10 and 11), and Emergency and Security Policies (Appendices 12 to 13).
- 1.3 The responsibility for ensuring that the policies are being observed and are being effective is through monitoring on a regular basis through the Executive and the Board.
- 1.4 SANHS has three issues to consider under health and safety:
 - (i) the operation and management of the SANHS office;
 - (ii) the Society's outreach activities by way of walks, talks, excursions, excavations, surveys and fieldwork
 - (iii) the safety of visitors to SANHS' properties

2 The Board of Trustees Responsibilities and Reporting

The Board formally and publicly accepts its collective role in providing health and safety leadership for SANHS by adopting a Welfare Policy. Strong leadership is vital in delivering effective health and safety risk control and everyone in the organisation should be committed to improving health and safety performance and understanding the principles in delivering the policy. The Welfare Policy should be a working document, to be reviewed annually, and subject to amendment and improvement.

The Board recognises its role in engaging active participation with its employee and volunteers in improving health and safety. The Board does not have sufficient employees to require a formalised consultation process and this input is best achieved by having regular updates at Executive Group meetings with the Office Manager and occasional consultation with the Chairs of Committees.

The Board will ensure that it is kept informed of and alert to relevant health and safety risk management issues by nominating a trustee responsible for welfare. The trustees will ensure that the Board's Welfare Policy and responsibilities are being properly discharged and will:

- Review the health and safety performance regularly (at least annually) and after any accident has been reported.
- Retain records of risk assessments in the office. Any accidents or mishaps will be reported to the Office Manager and the Chair of SANHS via the Incident Reporting Form (Appendix 3).
- Appoint a Board member who will act as welfare lead, monitor health and safety practices and write the annual review reports.
- Be kept informed immediately of any health and safety failures and outcome of investigations into their causes.

By appointing a welfare lead for the Board, SANHS will have a trustee who can ensure that health and safety is always on the agenda. The Chairman and Hon. Secretary will also have a critical role to play in ensuring risks are properly managed and that the welfare trustee has the full support of the whole Board.

3 Summary of Legal Responsibilities

The main responsibility for ensuring the health and safety of workers and for reducing risks to others affected by work activities (including volunteers, members and members of the public) rests with employers (section 2 and 3 of the Health and Safety at Work Act 1974). The Society will ensure that workers and volunteers are aware of the Welfare Policy. This will be achieved by circulating this Policy and its appendices to the Office Manager and all volunteers, particularly if they start to work within the Somerset Heritage Centre. The Welfare Policy will be posted on the Society's website. Trustees and Committee Chairs will all receive a copy of the Policy.

Employees and volunteers are required to take reasonable care for their own health and safety and that of other people who may be affected by their actions and to co-operate fully with their employer. It is the duty of every volunteer and employee:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- As regards any duty or requirement imposed on SANHS as employer, to co-operate with them so far as is necessary to enable that duty or requirement to be performed or complied with (Section 8, Health and Safety at Work Act, 1974).
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant provisions.

The general duties of the employer, SANHS, are to:

- Assess the work-related risks faced by employees and by people not in their employ.
- Have effective arrangements in place for planning, organising, controlling, monitoring and reviewing preventative and protective measures.
- Appoint one or more competent persons to help in undertaking the measures needed to comply with health and safety law.
- Provide employees comprehensive and relevant information on the risks they face and the preventative and protective measures that control those risks.

Trustees should be aware that where "a body corporate" commits a health and safety offence and the offence is committed with the consent or connivance of, or was attributable to any neglect on the part of, any director, manager, secretary or similar officer of the body corporate, then that person (as well as the body corporate) is liable to be proceeded against and punished (Section 37, Health and Safety at Work Act 1974).

4 Risk Management and Risk Assessments

The management of risk is an integral part of corporate governance for good management, business control and strategic planning and SANHS Board has a standing item of risk management on every agenda. This is detailed in the Risk Management Policy. For work conducted at the Somerset Heritage Centre, whether in the SANHS office or in other parts of the centre, the hazards are fewer than is the case in outreach activities around Somerset.

4.1 Risk Management of SANHS Office

SANHS is hosted in the Somerset Heritage Centre by way of a lease from Somerset County Council. The South West Heritage Trust is the controlling body of the centre and has overall responsibility for all those within its buildings and curtilage whether staff, allied organisations, volunteers or general public. As such all are bound by the SWHT rules for health and safety, security and evacuation (Appendices 12 and 13).

SANHS' Welfare Policy must recognise and sign up to these procedures and regulations as well as ensuring that its employees, members and volunteers comply with its own health and safety requirements. The Somerset Heritage procedures are in Appendices 12 and 13. The SANHS Board is required under Management of Health and Safety Regulations 1999 (risk assessments), to carry out risk assessments of its safe operation of business within the office and discharge its duty of care to staff and volunteers. The trustee responsible for welfare will carry out an assessment of the risks posed in the SANHS office; the risk assessment will be reviewed annually. Volunteers and the Office Manager are informed of the fire and other regulations which operate at the site.

4.2 Risk Management of SANHS Field Work

SANHS risk manages its events and activities through formal event planning and collection of event information. Event Planning (Appendix 1) identifies key tasks and responsibilities which are allocated to named event organising personnel. Detailed event information is collected through the Event Information form (Appendix 2); the Booking & Attendance form (Appendix 4); and the Risk Assessment forms (Appendix 3 A, B and C).

Event Information form

This form is completed by the organising committee and the event leader and includes emergency procedures. Event risk level information is available to participants before booking for an event.

The organising committee may check the form before it is sent to the person producing the Event Programme.

Booking and Attendance form

Participants book events with event organisers. SANHS has taken the measure of issuing meeting arrangements at the time of booking to avoid participants joining on the day. The Booking and Attendance form includes the names and contact details of attendees; on arrival at an event, participants are required to sign in on the form and to add their emergency contact details; a name and a telephone number is required. In the case of a life-threatening situation, the emergency services will be called. *Forms are destroyed after the event to comply with data protection regulations.*

Risk Assessment form

The event leader is required to carry out a risk assessment of the event not earlier than one month before the event. This is to ensure conditions assessed are likely to be similar to those on the day of the event. The risk assessment aims to identify and assess every significant risk to the event, and implement measures to reduce, mitigate or remove the risk in the most effective and efficient manner. The form is completed by the leader and sent to the Office Manager and the trustee responsible for events at least 2 weeks before the event. The reason for this is twofold, firstly, for an independent view of the assessment, and secondly, to allow time for any further assessments to be made if necessary.

Grading of walks

The degree of difficulty of a SANHS walk should be displayed in the programme of events and available to participants before booking.

Attendees with limited mobility may face a range of problems. People who can manage distances on flat, even surfaces, may encounter difficulties with stiles or steps. The impact could vary from a minor inconvenience - something that could be overcome with the help of an escort - to an obstacle that could prevent them from enjoying an outing at all. It will be up to the event organiser to indicate in the programme listing the risk assessment, any potential or actual difficulties which may be present.

4.3 Incident Reporting

The Incident Reporting Form (Appendix 6) must be completed whenever a significant incident occurs which should be brought to the attention of the SANHS Chair who will in turn bring it to the Executive. It will also be reported to the next scheduled Board meeting, where any further action can be agreed, should that prove to be necessary. The Form may be completed by any member of SANHS or non-member who attends a SANHS

occasion or who acts as a volunteer at a SANHS event. The Incident Reporting Form may be used should any matter arise which causes concern under any of the policies in this document.

4.4 Welfare Policy

Included with the Welfare Policy are the SANHS Safeguarding Policy (Appendix 8), the Volunteer Policy (Appendix 10) and the SANHS Complaints Policy (Appendix 11). They will help to provide the safe environment which SANHS aims to deliver to all concerned with the operation of the Society.

SANHS Event Planning

<p>Event Information Form</p> <p>Responsibility – ORGANISING COMMITTEE</p>	<ul style="list-style-type: none"> • Complete all sections of the SANHS Event Booking Form. • Committee chair or representative to sign the form and email it to SANHS office before the programme deadline. • Meeting arrangements will be disclosed to participants when they book through the office.
<p>Event leader</p> <p>Responsibility: ORGANISING COMMITTEE</p>	<ul style="list-style-type: none"> • A SANHS member must be present in a leadership capacity at all events. • Events can be lead jointly with non-SANHS members. • It is the responsibility of the organising committee to choose the SANHS event leader.
<p>Risk Assessment Form</p> <p>Responsibility: EVENT LEADER(S)</p>	<ul style="list-style-type: none"> • Risk assessment to be carried out within one month of the date of the activity. • Completed risk assessments to be emailed to office@sanhs.org and to events@sanhs.org, not later than one week before the event.
<p>Booking and Attendance Form</p> <p>Responsibility: EVENT ORGANISER</p>	<ul style="list-style-type: none"> • Booking and attendance form will be compiled with participants names. • Form will be sent to event leader 2/3 days before the event. • Fees paid before event will be indicated on this form.
<p>Meeting Arrangements</p> <p>Responsibility: OFFICE MANAGER</p>	<ul style="list-style-type: none"> • Office to distribute meeting arrangements and other information to event attendees 2/3 days before event.
<p>Emergency Contact Information</p> <p>Responsibility: EVENT LEADER AT THE EVENT</p>	<ul style="list-style-type: none"> • The Booking and Attendance form includes a column headed Emergency Contact Information; attendees should enter this information when they sign in on arrival at the event. • Event leader(s) to sign in and provide Emergency Contact Information.
<p>Casual Joiners</p> <p>Responsibility: EVENT LEADER AT THE EVENT</p>	<ul style="list-style-type: none"> • Participants who have not booked in advance and turn up on the day are required to sign in and provide emergency contact information on the Booking form on arrival at the event.
<p>Payment/monies</p> <p>Responsibility: EVENT LEADER/OFFICE MANAGER</p>	<ul style="list-style-type: none"> • Please collect donations (£5 recommended) and event charges. • Event fees can be collected in advance of the event and on the day. • After the event, return monies and Booking Form to the SANHS office.
<p>Confidentiality</p> <p>Responsibility: EVERYBODY INVOLVED</p>	<ul style="list-style-type: none"> • The booking and Attendance form contains confidential personal information. The form must be kept in a secure place. • If money is collected on the day, the form should be returned to the office with the monies. • If no money is collected, the form can be securely destroyed by the event leader (i.e. burning/shredding) but not disposed of in the rubbish or recycling.

Appendix 2

SANHS Event Information Form

Complete all sections of the form and email it to office@sanhs.org. To be included in the SANHS of Programme of Events, this needs to be received by mid-January (for summer programme). **Please note - the event leader must be a SANHS member.**

Name of Event	
Date of Event	
Time of Event	
Organising committee	
Name of organising committee chair	
First Leader name and Tel no	
Second leader name and Tel no	
Event description	
Is this event suitable for families?	
Location of Event	
Venue and Meeting Arrangements	
Maximum number of people	
Fee	
Risk Level for Field Activities (Please circle)	1 2 3 4
Print Name	
Sign and Date	

Advice on Writing a Risk Assessment Form

Every **potential** hazard needs to be assessed. This is done by considering the hazard under two categories. The first is the **likelihood** of the risk. This needs to be given a number where the higher the number, the more likely the risk.

The second is the **consequence** or **impact** of the hazard. This is also given a number where the higher the number, the greater the impact of the risk.

Likelihood that a risk will occur:	Consequence (Impact of risk)
1 Very unlikely (almost never)	1 Insignificant (discomfort, slight bruising, self-help recovery)
2 Unlikely (might occur occasionally)	2 Minor (small cut, abrasion, basic first aid need)
3 Fairly likely (could occur but uncommon)	3 Moderate (strain, sprain, incapacitation > 3 days)
4 Likely (infrequently occurs)	4 Major (fracture, hospitalisation >24 hrs, incapacitation >4 weeks)
5 Very likely (regularly occurs)	5 Catastrophic (death)

Multiplying the two gives the risk rating. These numbers are entered into the 2nd column.

There are actions that can be taken to reduce the risk. These actions need to be entered into the 3rd column.

Recalculate your numbers (taking these mitigating actions into consideration) and the risk rating.

If you have any risk ratings over 12, you should rethink your event.

A risk rating = Consequence x Likelihood

Consequence (Impact of Risk)	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5

Likelihood that a risk will occur

Risk rating	Action
1-2 Green	No action – no further action but ensure controls are maintained and reviewed.
3-6 Green	Monitor - look to improve at the next review or if significant changes.
8-12 Amber	Action - within a specific time frame (usually within 3 months).
15-16 Red	Urgent Action - take immediate action and stop activity if required, maintain controls.
20-25 Red	Stop Activity - take immediate action to minimise risks.

Risk Assessment Form Part 1

Name of Event	Date	Leader of Event

Please complete all sections of the forms below and email it to office@sanhs.org and events@sanhs.org. It is a useful checklist of what could go wrong and how you could take appropriate measures to reduce the risks.

Potential Hazard	Risk rating (likelihood x impact)	Actions that would reduce the risk	Who would be in charge of this?	Risk rating after these mitigating actions

Appendix 3 (C)

Summary of Actions Required to Reduce the Risks

Person Responsible	What?	When?

Signed..... Date.....

Appendix 4

SANHS BOOKING AND ATTENDANCE FORM

EVENT NAME:

DATE:

COMMITTEE

LEADER OF EVENT:

VENUE:

TIME:

NAME OF PERSON RESPONSIBLE FOR THE FORM, MONEY AND ITS RETURN TO THE OFFICE MANAGER:

	NAME	CONTACT INFO	EVENT FEE RECEIVED	SIGNATURE OF ATTENDEE	EMERGENCY CONTACT DETAILS Name &TEL NO
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					

14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					

Summary of Money from Events

NB: It is easier for the financial recording of events for ALL monies to go through the office.

Receipts on the Day	Amount	Money Paid out on the Day (please specify)	Amount
Cash event fees	£		£
Cash donations	£		£
Cheques on the day	£		£
	£		£
TOTAL RECEIPTS	£	TOTAL EXPENDITURE	£

For Office Manager Only

Expenses paid out		Income received	
Hire of hall	£	PayPal receipts (net of fees)	£
Total speaker costs	£	Cash receipts	£
Travel costs	£	Cheque receipts	£
Expenses	£		
Total expenses paid	£	Total income received	£
		Profit/loss	
Cost centre code		Cost centre code	



Somerset Archaeological & Natural History Society

SANHS INCIDENT REPORTING FORM

Complete the form and send it to office@sanhs.org and chair@sanhs.org

Your name:		Event:		
Your role:				
Telephone:				
Email address:				
Date of incident				
Location of incident				
Which SANHS policy does this incident concern?	Risk Management	Safeguarding	Volunteers	Complaints
Details of the incident or concerns: <i>Include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay.</i>				
Please provide any witness accounts of the incident:				
Please provide names and contact details of any witnesses to the incident:				
Please provide details of action taken to date:				
Has the incident been reported to any external agencies? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If YES please provide further details:				
Any other comments you wish to make				
Your signature				
Date:				
<i>Information supplied on this form will be stored on the Society's membership database and used in accordance with the General Data Protection Regulation (2018). SANHS will never share or sell this information with third parties and a copy of the Data Protection Policy can be obtained from the Society's data processor.</i>				

Adopted by Board 18th November 2017

SANHS CATERING POLICY

At some of SANHS events, refreshments are supplied. These may be

- 1] Supplied free.
- 2] A donation requested.
- 3] A need to book and pay.

Advertising for the book and pay event should also state that the catering is being provided by SANHS members and not a registered commercial catering body.

People with known allergies should be advised to provide their own refreshments as we are unable to guarantee that allergens are not present in the food supplied.

If a commercial company is providing the catering, any details of requests for specific allergen free food must be forwarded to them and a copy retained by the Society. This food must be kept totally separate at the event.

The trustee responsible for welfare will be required to check the SANHS insurance policies provide suitable cover for catering at SANHS events.

SANHS SAFEGUARDING POLICY

SANHS acknowledges it has a duty of care to safeguard and promote the welfare of both adults and children who come into contact with the Society. SANHS is committed to ensuring its policies reflect this responsibility and that we are compliant with government guidance and Charity Commission requirements.

This policy applies to all officers, staff, members, event leaders, volunteers, and anyone acting on behalf of the Somerset Archaeological and Natural History Society (SANHS).

The purpose of this policy is:

- To protect **all** people who come into contact with SANHS. This includes staff, members, children, young people, vulnerable adults, volunteers and people who attend SANHS events. This applies both in person and on-line.
- To provide SANHS Trustees, members, event leaders and volunteers with the overarching principles that guide our approach to safeguarding.
- To foster an open and positive culture to ensure all involved feel able to report concerns, confident that they will be heard and responded to.

Types of Risks and Harm

SANHS has a duty to be aware of the wide range of risks and harm that an individual or the Society could be subjected to. This includes

- sexual harassment, abuse and exploitation
- criminal exploitation
- a charity's culture, which may allow poor behaviour and poor accountability
- people abusing a position of trust they hold within a charity
- bullying or harassment
- health and safety
- commercial exploitation
- cyber abuse
- discrimination on any of the grounds in the Equality Act 2010
- people targeting your charity
- data breaches, including those under General Data Protection Regulations (GDPR)
- negligent treatment
- self-neglect
- physical or emotional abuse
- extremism and radicalisation

Safeguarding Children and Vulnerable Adults

SANHS believes that a child, young person or vulnerable adult should never experience abuse of any kind and accepts the responsibility to take all reasonable steps to protect and safeguard the welfare of all children, young people or vulnerable adults involved in SANHS activities. We are committed to practise in a way that protects them.

Children and young people are encouraged to attend SANHS events, especially field meetings advertised as 'family friendly', but children must always be accompanied by a responsible adult. SANHS members also regularly engage with children and young people when presenting the Society display stand or

acting as volunteers at SANHS events. On all occasions contact should occur in the presence of a parent, teacher or group leader who retains primary responsibility for the welfare of the child or young person.

SANHS will seek to keep children, young people and vulnerable adults safe by:

- Valuing them, listening to and respecting them.
- Adopting a code of conduct for members, event leaders and volunteers.
- Sharing information about child and vulnerable adult protection and good practice with children, parents, carers, and SANHS members.
- Sharing concerns with agencies who need to know, and involving parents, carers, children and vulnerable adults appropriately.

Our Duties

As part of our Safeguarding policy SANHS will:

- ensure all staff, trustees, volunteers and event leaders understand their roles and responsibilities in respect of safeguarding.
- has appropriate policies and procedures in place which are followed by all trustees, volunteers and members
- check that people are suitable to act in their roles
- know how to spot and handle concerns in a full and open manner
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the Nominated Safeguarding Officer
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- ensure robust safeguarding arrangements and procedures are in operation and annually reviewed.
- ensure any changes in legislation and/or government guidance are reflected in this policy.

Trustee Responsibilities

Trustees are responsible for ensuring the Society follows Charity Commission guidance and the law. To comply with this, the Society must have:

- appropriate policies and procedures in place, which are followed by all trustees, volunteers and beneficiaries
- checks that people are suitable to act in their roles
- knows how to spot and handle concerns in a full and open manner
- has a clear system of referring or reporting to relevant agencies as soon as concerns are suspected or identified
- sets out risks and how they will be managed in a risk register which is regularly reviewed
- follows statutory guidance, good practice guidance and legislation relevant to their charity
- is quick to respond to concerns and carry out appropriate investigations
- does not ignore harm or downplays failures
- has a balanced trustee board and does not let one trustee dominate its work – trustees should work together
- makes sure protecting people from harm is central to its culture
- has enough resources, including trained staff/volunteers/trustees for safeguarding and protecting people
- conducts periodic reviews of safeguarding policies, procedures and practice.

This policy links to a number SANHS policies and guidance designed to reduce the risk of harm. These include:

- Code of conduct
- Privacy Policy
- Date Retention Policy
- Social Media Policy
- Complaint Policy and Procedure
- Volunteer Policy
- Equality, Diversity and Inclusion.

10 actions trustee boards need to take to ensure good safeguarding governance

Safeguarding should be a key governance priority for all charities



Code of Conduct – adopted November 2020

SANHS members and volunteers are expected to:

- Treat all people, including children and vulnerable adults, with respect.
- Provide a good example of acceptable behaviour.
- Recognise that they may be seen as a role model, and act accordingly.
- Respect everyone’s right to privacy.
- Show understanding when dealing with sensitive issues.
- Use risk assessment for all activities, including those which present hazards that relate to the protection of children, young people and vulnerable adults.
- Take appropriate action to report any incidence of abuse they become aware of to one of the Honorary Officers of the Society. This should be done confidentially and in writing.

SANHS members and volunteers should not:

- Permit abusive behaviour.
- Have inappropriate physical or verbal contact with others.
- Jump to conclusions or make assumptions about others without checking facts.
- Make suggestive or inappropriate remarks or actions.
- Deliberately place themselves or others in a compromising situation.
- Either exaggerate or trivialise issues.
- Let suspicion, disclosure or allegations go unrecorded or unreported.

References

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Nations Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- [Safeguarding Vulnerable Groups Act 2006](#)
- Relevant government guidance on safeguarding children

SANHS VOLUNTEER POLICY

Introduction

SANHS welcomes volunteers and recognises that they are invaluable members of the Society and that they make a significant contribution to the work and objectives of SANHS. This document defines what is meant by volunteering and gives a framework for recruiting and supporting volunteers. SANHS will not discriminate against volunteers on the basis of age, gender, race, disability, marital status, sexual orientation or religion and we will seek to involve volunteers based on commitment and enthusiasm.

What is Volunteering?

Volunteers are individuals who put their experience, knowledge and skills at the disposal of SANHS with the aim of helping us achieve our objectives on a *pro bono* basis. Volunteering also enables the individual to participate and gain experience and skills in activities of interest to them.

Aims of the Volunteer Policy

The aims are to:

- Encourage and enable the involvement of volunteers.
- Provide a set of procedures to ensure good working practices.
- Highlight and acknowledge the value of the contribution made by volunteers.

Recruitment and support

SANHS welcomes volunteers in a range of tasks and we hope to make this engagement satisfying and enjoyable. Initial contact can be made by an individual member to SANHS, through any of the interest groups or at a SANHS event. Our interest groups will be urged to encourage the involvement of volunteers in their work and at their events.

Prospective volunteers will be expected to complete an application form which will be used to discuss the type of work the volunteer would like to undertake and any factors that should be taken in consideration. This will be carried out by the designated Volunteers Coordinator or the person responsible for the work that the volunteer will be involved in. Once enrolled, volunteers will be sent a copy of this policy; volunteers will be asked to acknowledge they have read and understood the policy. Volunteers are covered by insurance while they carry out their agreed duties on the organisation's premises, or on other sites as required by their work.

Induction and mentoring

In addition to regular volunteering, the Society may on occasion need to recruit volunteers for short-term projects. Volunteers in these instances will be given a project briefing and on-site health and safety information. They will be expected to sign a register of attendance and confirm that they have attended the health and safety briefing. Any volunteers who regularly help on such projects will be encouraged to complete the full paperwork at a convenient time.

Volunteers should feel able to make suggestions regarding their role and any aspect of their time spent volunteering within the Society. Should any volunteer have a complaint regarding any aspect of their time within the Society, they should be able to raise their concerns without judgement. SANHS has a complaints policy to deal with such matters.

Confidentiality

Volunteers may occasionally have access to information that is confidential, and SANHS expects volunteers to respect this. The Society also acknowledges that it may possess personal information and details about volunteers for its records, such as next of kin and emergency contact information. This information will be kept confidential by the Society, as per the regulations laid out in current data protection legislation.

Responsibilities of the Volunteer

Volunteers are expected to:

- Abide by the policies and procedures laid out in the Volunteer Policy document and related policies.
- Give some notice if they are unable to continue volunteering.
- Contribute to discussions relating to their role and feel able to express comments or opinions regarding ways in which tasks might be best accomplished.

Responsibilities of the Somerset Archaeology and Natural History Society

The Society is expected to:

- Respect volunteer skills, dignity and individual needs.
- Provide adequate information, training and assistance for volunteers to be able to meet their responsibilities and tasks, including a mentor or management contact.
- Provide a Welcome Pack with relevant policies and procedures.

Valuing our Volunteers

SANHS will ensure that volunteers can meet and discuss their work, share good practice and make suggestions to the Society at an annual meeting which will emphasise our appreciation of the work they do. Such a meeting could take place at a venue to be agreed, be quite informal and could include an outing, to acknowledge our volunteers' contributions to the Society. **The SANHS Annual Report will also include a section highlighting the work of our volunteers.**

COMPLAINT POLICY & PROCEDURE – adopted 30/3/22

1. Introduction

- 1.1. The Trustees of the Society are clear in their duty to provide a transparent, well-publicised, effective, and timely process for making and handling a complaint, and that any internal or external complaints are handled constructively, impartially, and effectively.
- 1.2. This policy defines what constitutes a complaint, establishes the procedure for dealing with complaints and sets out the standards of behaviour required of the Society's Trustees, officers, staff, and members.

2. What is a complaint?

- 2.1. A complaint is an expression of dissatisfaction with any action of the Society or person associated with the Society. A complaint may be submitted by any individual or organisation and maybe submitted by letter or e-mail.
- 2.2. The Trustees expect members, staff, and officers of the Society to do their utmost to settle any misunderstandings informally, between themselves wherever possible. It is only when this route has broken down or the matter is too complex or risks bringing the Society into disrepute, that the formal procedure should be invoked.

3. How are formal complaints managed?

- 3.1. A standing working party of three members, one of whom will be a trustee, will be appointed to manage the process of handling all complaints. Any formal complaint will be referred to them immediately on its receipt by the Hon. Secretary or the Chair.
- 3.2. All complaint information will be handled sensitively and shared with only those who need to be involved in resolving the issue.

Complaints against the Society or a committee of the Society

- 3.3. The person submitting the complaint will receive an acknowledgement from the secretary to the working party with a reference number, contact details and summary of how their complaint will be dealt with within 7days of receipt of complaint. Care will be taken to ensure the detail of the complaint is agreed with the complainant.
- 3.4. The Board delegates to the working party their full authority to make thorough enquiries, to require the cooperation of any officer, committee, member of the Society and member of staff and to resolve issues not involving complaints against a specific person.
- 3.5. The working party will report their actions and recommendations to the Board. It is the working party's duty to notify the complainant in writing of the outcome of their investigation of the complaint and to carry out the agreed actions and

Complaints against a specific person

- 3.6. In the case of complaints against a specific person, that person should be informed as soon as possible by the working party of the details of the complaint and should be invited to respond either in person or in writing. The working party may require an interview and the person who has been complained against has the right to ask for an interview and to be accompanied by anyone who they wish to support them.
- 3.7. Both the person complained against, and the Board shall be informed of the working party's findings and recommended actions. The person complained against has a right of appeal to the Board.

- 3.8. Where a complaint relates to allegations against an individual, and where subsequent disciplinary action is being taken, the complainant will be given sufficient information to enable them to understand whether their grievance has been upheld or otherwise. However, subject to circumstances, for confidential reasons information relating to disciplinary details or the reasons for sanctions will not be shared in detail.
- 3.9. It is the working party's duty to notify the complainant in writing of the outcome of their investigation of the complaint. This will be done by recorded delivery. They will do this within 14 days of completing their investigations.

4. Appeals against a decision of the working party

- 4.1. Appeals against the decision of the working party should be made in writing to the Chair of SANHS within 15 days of the complainant being informed of the outcome of the investigation of the complaint by the working party.
- 4.2. The Board will review the findings of the working party and hear the reasons for the appeal. Both the chair of the working party and the complainant have the right to appear in person before the Board. After due consideration the Board will come to a majority decision.
- 4.3. The Board will communicate the results of their deliberation in writing to the complainant and to the working party within 15 working days of receiving the appeal in writing. The Board's decision is final.

5. Standards of behaviour

The Society places the highest importance on meeting and maintaining acceptable levels of behaviour by its officers, staff, and members in every aspect of its operations.

They are expected to act professionally in all their interactions with the public, with fellow members and with colleagues in our partner organisations. They are required to familiarise themselves, work to and uphold the Society's policies, rules, and procedures, as agreed by the Board.

Copies of these policies, rules and terms of reference are available to view and download at www.sanhs.org.uk, or in hard copy from the Society's office at the Somerset Heritage Centre.

In addition, the Society expects its officers, staff, and members to act with consideration and respect for others and without discrimination of any kind. It promotes honest and open debate and the sharing of knowledge and ideas to further research and enrich members' lives.

It endorses the Nolan Principles of Public Life (<https://www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2>) namely: *Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership*

- 5.6. Any breach of the standards expected may result in a complaint being raised and expulsion from membership.

APPENDIX 12 – updated August 2021

FIRE EVACUATION PROCEDURE for SOMERSET HERITAGE CENTRE

This document details the fire evacuation procedure for the premises. Staff should ensure that they are familiar with these procedures and act upon the requirements.

On activation of the FULL alarm you must evacuate the building immediately and follow the Fire Evacuation Procedure.

On activation of the INTERMITTENT PULSED ALARM you DO NOT evacuate the building but you are being made aware there is an incident on the site. The Fire Wardens will react in the affected building and the Incident Control Officer (senior member of staff on site) will also react to the situation. If a FULL evacuation is considered necessary, then you will hear the Fire alarm sounders change to the FULL alarm sounders.

1. ACTION WHEN THE FIRE ALARM SOUNDS

Instructions to all staff

On hearing the fire alarm

- Leave the building at once by the nearest available exit route - if possible close windows and doors in the room before leaving. Escort any visitors with you from the building.
- Lifts must not be used.
- Go immediately to the Assembly Point, which is the pathway and finger post outside Reception close to the pedestrian entrance, and away from the vehicle entrance.
- Keep well away from the building involved in the incident.
- At all times, keep calm, keep quiet, do not attempt to push past others.
- Do not re-enter the building for any reason until the 'all clear' is given.
- Any members of staff seen trying to leave the site in their vehicle whilst the building is being evacuated will be reported to the Senior Officer.

DISABLED PERSONS

If a disabled person is working on site then their line manager needs to ensure a PEEP (Personal Emergency Evacuation Plan) is in place.

A template PEEP is attached. The PEEP needs to be completed by the line manager and the person working at the site.

If a disabled person is a visitor to the site, in an emergency this will need to be brought to the attention of staff that are trained in how to use Evac chairs. The disabled person should be informed that the Evac chair is an option of assisting their escape. The disabled person must be evacuated from the building; they should not be left for the fire brigade to rescue.

There is one Evac chair on site. It is situated at the top of the main stairs in Building 1. Members of staff trained in its use are: - Steve Mambery ext 433, Nicki Woodgate ext. 414.

2. ACTION ON DISCOVERING A FIRE

- Immediately raise the alarm by operating the nearest fire alarm break glass.
- If you're confident which extinguisher to use then attack the fire with the nearest available fire appliance, but do not remain in the building if there is immediate danger to your life.

3. SUMMONING THE FIRE & RESCUE SERVICE

The Heritage Centre fire alarm has an automatic link to Southern Monitoring and they summon the Fire Brigade upon activation of an alarm. They will also ring Walford Security, the key holding company and they will also attend site.

The Incident Control Officer (ICO) will interrogate the Fire alarm panel to ascertain the location of the fire. Upon confirmation of a fire, one of the receptionists will ring the fire brigade, to confirm the fire, before evacuating. Two alarm points are tested in each building once a week.

4. ROLL-CALL

A Receptionist takes the visitor book and the Search Room visitor sheet with them when they exit the building. This is then handed to a Senior Manager to carry out the roll-call for visitors, away from the staff group. Each department should gather in their group and carry out their own roll-call; anyone unaccounted for should be reported to the Incident Control Officer & Fire Brigade.

5. FIRE WARDEN PERSONNEL

The Incident Control Officer is normally the Premises Manager. However, in her absence the most senior member of staff present will adopt this role. It is appreciated that they may need to take FW advice over operational matters.

Building 1 Fire Warden Procedure: -

All Fire Wardens situated on the ground floor to meet at Strong Room Control and confirm who checking each Zone.

All Fire Wardens situated on the first floor to meet at the refuge point and confirm who is checking each zone.

Building 2 Fire Warden Procedure: -

All available fire wardens to check the areas as per the table below.

The Fire Wardens are: -

Building 1	Area likely to cover		Area likely to cover
Graeme Edwards Liz Grant	Zone 1 Sort Room, Strong Room Control, Search Room, Reception, Toilets	Graeme Edwards Liz Grant	Zones 2 & 4 Strong Rooms A, B, C, D & E
Chris Webster	Zone 3 First Floor Offices (inc SANHS), Staff room, Learning Room, Toilets		
Building 2	Area likely to cover		Area likely to cover
Amal Khreisheh	Zone 5 Museum stores, Archive cons, Museum cons, Workshop, Research Room	Peter Collings	Zone 6 Museum Store, Loading Bay, Museum cons
Amal Khreisheh	Zone 7 Design studio, Curatorial office, VCH office Records management, Staff room Toilets	Peter Collings	Zone 8 First floor Digitisation room, Museum Store Learning Store Stairway to Zone 6 GF
Lisa Millar In absence, this role carried out by Senior Manager	Checks fire panel upon activation of alarm. Co- ordinates investigation of alarm activation.	Receive batons from Fire wardens for checked zones.	Liaises with Fire Brigade.

The fire alarms in Buildings 1 and 2 are linked so that activation in one will initiate an 'alert' alarm sound in the other. In the event of the Fire Alarm being activated:

- Fire Wardens (FW) are responsible for checking specific areas of the site to ensure the buildings are clear. Specific individuals know which zones they are most likely to have to check, but in the event, which individuals check which zones will depend on who is available when an alarm sounds.
- There are 8 zones, as described in Appendix A. Each is equipped with a wall-mounted numbered baton, a high visibility tabard, and a head torch.
- Fire Wardens present in the building where the alarm has sounded should begin the evacuation procedure.
- For each zone a FW takes the baton, tabard and head torch, and proceeds to check that area.
- Every room, including toilets, showers and Strong Rooms, must be checked to make certain all personnel have been evacuated.
- The FWs have authority to instruct staff to evacuate work areas.

- The FW duties include checking that all fire doors and windows are closed to prevent the spread of smoke and fire, and if the opportunity arises checking the fire panel to see which zone is activated.
- The first FW to reach the Reporting Point, which is outside the Foyer Building 1, becomes the Fire Warden Reporting Officer (FWRO).
- The FWRO should report to the Incident Control Officer/most senior staff member present (ICO) who will decide whether to evacuate both buildings.
- The ICO is normally the Premises Manager. However in her absence the most senior member of staff present will adopt this role. It is appreciated that they may need to take FW advice over operational matters.
- On the ICO's decision to evacuate both buildings a FW will activate the alarm in the other building by pressing the 'Evacuate' button on the fire panel.
- FWs should ensure that any disabled people are assisted out of the building. The ICO must be informed immediately, through the FWRO, if any person unaccounted for. The ICO will liaise with the Evac Team & inform the Fire Brigade as necessary.
- Fire fighting appliances are provided solely for dealing with minor incidents and to assist the FW to control any threat to the evacuation route.
- The primary duty of staff and FWs is to evacuate the building – do not endanger yourself or others by remaining in the building.
- The buildings must not be re-entered by anyone other than Fire Brigade personnel until the 'All Clear' is sounded.
- All FWs will report to the FWRO once they have completed their evacuation duties, depositing their batons at the Reporting Point; outside main Reception.
- Having received reports that both buildings have been evacuated, the FWRO will report to the ICO at the Reporting Point, outside main Reception.
- It may not be possible to check all areas if insufficient FWs are available. If some of the batons are not returned by the time the Fire Brigade arrive this will be reported to them via the FWRO and the ICO. No one should re-enter buildings to carry out a FW sweep.
- Once the building is evacuated, and as directed by the ICO, the FWs should form a cordon to ensure the staff and visitors remain at the Assembly Point and away from any activities taking place.
- One FW, wearing a high visibility jacket, is to control the vehicle entrance to update the Fire Brigade of the incident. They should ensure the drive gates are fully opened and kept clear for emergency vehicle access. They should also ensure that there is no movement of staff/visitor vehicles anywhere on the site.

6. STAFF ABSENCES

The ICO is normally the Premises Manager. However, in her absence the most senior member of staff present will adopt this role. It is appreciated that they may need to take FW advice over operational matters.

7. FIRE DRILLS

When a drill is carried out the Incident Control Officer (ICO) must ring Southern Monitoring or log in online to first to put the system 'on test' so that the Fire Brigade are not automatically called.

The keys for the Fire alarm panel must be inserted and turned to 'enable'.

The ICO then chooses a call- point to set off; there is a key to do this.

Upon hearing the alarm all staff and visitors must exit the building using the nearest fire exit.

All personnel gather at the assembly point opposite the main entrance (visitors are instructed to the assembly point where necessary).

8. VISITORS AND CONTRACTORS

All visitors and contractors should report to the appropriate member of staff, signing in the visitor book and contractor file upon arrival and they must sign out when they leave the premises.

In the event of a fire evacuation the person hosting the visitor is responsible for escorting them to the fire assembly point.

Contractors, including any contract cleaners working on the premises, should be informed of the fire and emergency procedures that apply including:

Action to be taken on hearing the fire alarm or discovering a fire.

Fire evacuation procedures including means of escape, location of the fire assembly points and name of the person in charge of evacuation procedures.

The location of fire fighting equipment and fire alarm call points in relation to the area of their work.

The risk of fire arising out of the work of any contractor at the premises should be assessed (use of contractor hazard exchange form/checklist) and appropriate precautionary measures put in place. Any hot work activities should be closely monitored using the Hot Permit to Work system.

Persons who organise evening events should be informed or given written instructions about what action to take in the event of discovering a fire or on hearing the fire alarm.

9. CO-ORDINATION WITH OTHER PREMISE OCCUPANTS

The Heritage Centre shares office space with Somerset County Council staff from the Registration Service. SANHS head office is also situated at the Heritage Centre.

These personnel are kept informed via email and meetings of any changes to Emergency arrangements and they are also involved in training and evacuation drills.

10. EVACUATION ROUTES

Evacuation routes will be kept free from obstruction and adequately and clearly marked.

Sufficient notices are displayed at appropriate places; these will indicate the action to be taken on discovering a fire or upon hearing the fire alarm.

11. FIRE ALARM TEST

To carry out the weekly fire alarm tests, two Fire Wardens are required.

- The FW telephones or logs in online to inform Southern Monitoring to put the system into test so that the Fire Brigade are not automatically called.
- The keys for the Fire alarm panel must be inserted and turned to 'enable'.
- The second FW then selects the next fire break point on the list to activate using a key.
- The alarm is then sounded for approx. 10 seconds.
- The FW checks the alarm panel to read the location of the activation.
- To stop the alarm, press 'Silence' & then 'Reset' on the alarm panel.
- The FW's check that the proximity doors have automatically released upon activation of the alarm.
- The test is carried out on 2 points in each building.

The Fire alarms in Building 1 and 2 are linked. Staff also hear when the 2 points in the other building are being tested.

When the call points in one building are tested the alarm sounders will be continuous for tests 1 & 2 but the alarm sounders in the other building for test 1 & 2 will be an intermittent pulse of the alarm.

The reason the alarms have been linked is so that if a fire alarm is triggered in one of the buildings on site, the full alarm will sound ONLY in the affected building. In the unaffected building, you will hear an INTERMITTENT PULSED ALARM, like the alarm sound.

On activation of the FULL alarm you must evacuate the building immediately and follow the Fire Evacuation Procedure.

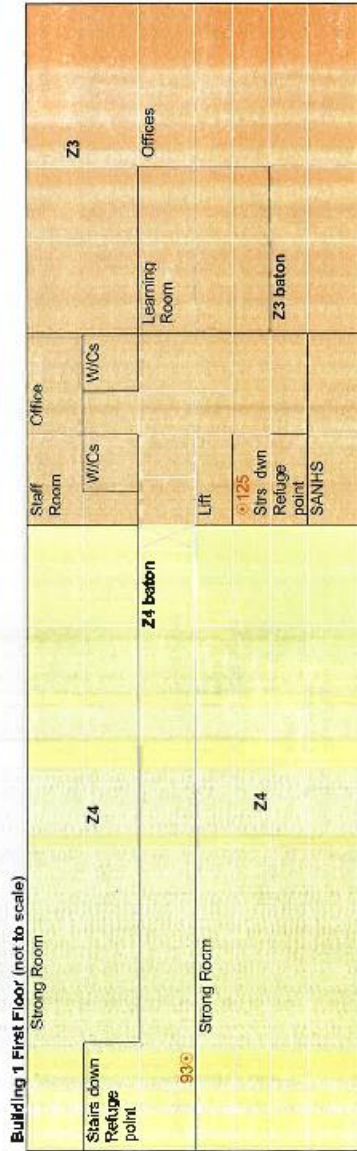
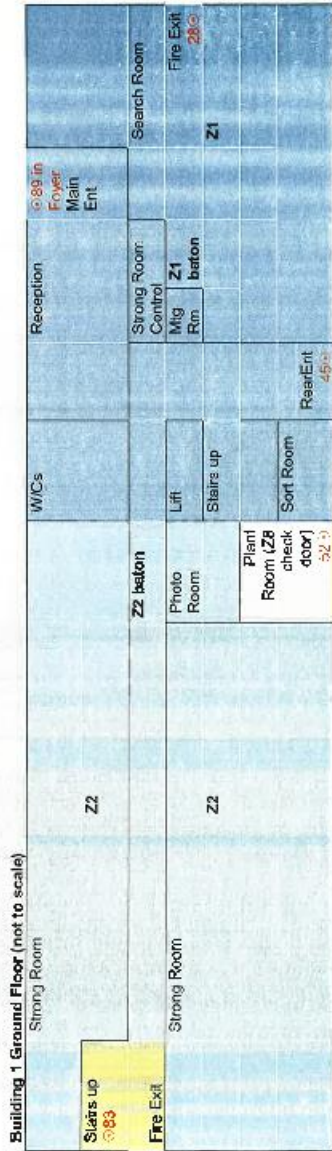
On activation of the INTERMITTENT PULSED ALARM you DO NOT evacuate the building but you are being made aware there is an incident on the site. The Fire Wardens will react in the affected building and the Incident Control Officer (senior member of staff on site) will also react to the situation. If a FULL evacuation is considered necessary, then you will hear the Fire alarm sounders change to the FULL alarm sounders.

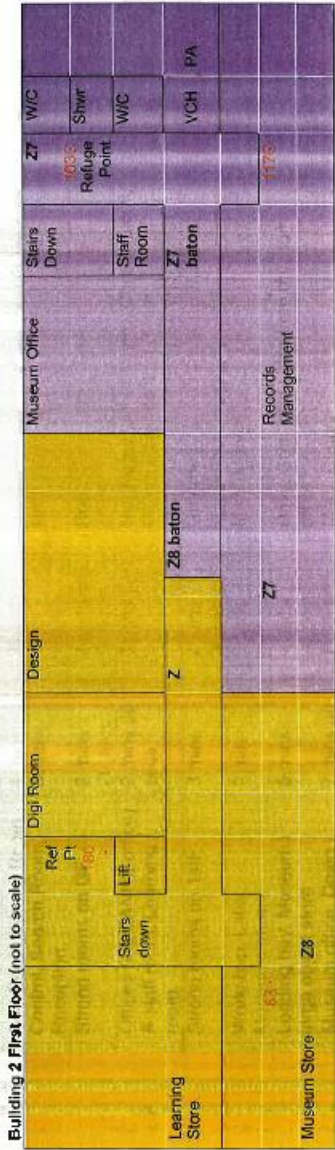
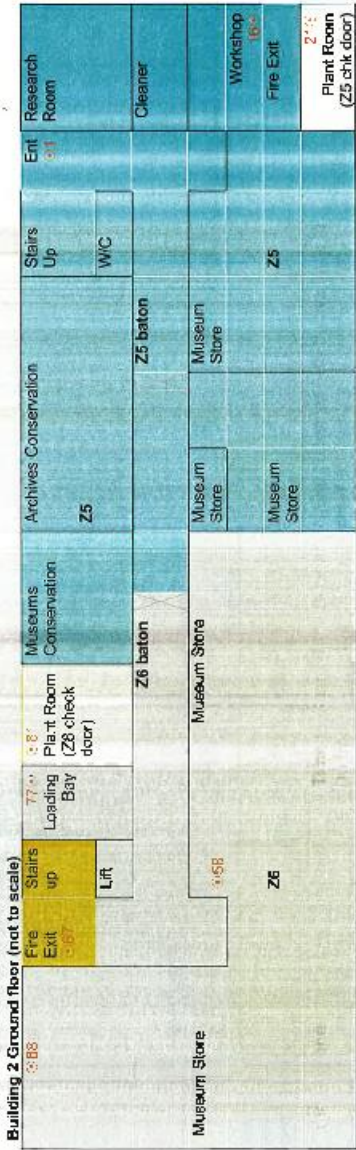
12. FIRE FIGHTING EQUIPMENT

Firefighting equipment will be examined and tested at least once a year by a competent service engineer.

This document should be brought to the attention of staff and any temporary workers at The Somerset Heritage Centre premises.

Appendix A







SWHT PERSONAL EMERGENCY EVACUATION PLAN (PEEP) - TEMPLATE

NAME:		
JOB TITLE		
SERVICE:		
BUSINESS UNIT:		
LOCATION		
BUILDING:		
FLOOR:		
ROOM NO:		
AWARENESS OF PROCEDURES		
I confirm that I am aware of the emergency evacuation procedures:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If NO, please provide details of the provision of this information:		
DESIGNATED ASSISTANCE		
The following have been designated to give assistance when I need to get out of the building in an emergency:		
NAME	LOCATION	CONTACT NO.
PERSON IN CHARGE OF EVACUATING THE BUILDING		

Contact :	
DISCOVERING A FIRE (Procedure, Guidance)	
FIRE DRILLS (Procedure)	
EQUIPMENT PROVIDED	
METHODS OF ASSISTANCE (Transfer procedures, methods of guidance)	

EGRESS PROCEDURE (A step-by-step account beginning from the first alarm)

SAFE ROUTES

Please provide a diagram where possible:

TRAINING NEEDS (Identify the person, the training need, e.g. manual handling; and who is responsible for arranging the training)

HAS A DRY RUN FOR THE EMERGENCY EXIT PLAN BEEN CARRIED OUT?

YES **NO** (If NO, please identify arrangements for a dry run)

REVIEW DATE:

--

OTHER

ACKNOWLEDGEMENT - the individual, Manager and person responsible for emergency evacuation should sign to acknowledge that they have read, understand and agree with this PEEP.

Name	Job Title	Signed	Dated
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Instructions to all staff

If you discover a fire:

- Immediately raise the alarm by operating the nearest fire alarm break glass.
- Attack the fire with the nearest appropriate fire appliance, but do not remain in the building if there is immediate danger to your life.

On hearing the fire alarm

- Leave the building at once by the nearest available exit route - if possible close windows and doors in the room before leaving. Escort any visitors with you from the building.
- Lifts must not be used.
- Go immediately to the Assembly Point, which is the Car Park outside Reception close to the pedestrian entrance, and away from the vehicle entrance.
- Keep well away from the building involved in the incident.
- At all times, keep calm, keep quiet, do not attempt to push past others.
- Do not re-enter the building for any reason until the 'all clear' is sounded.

Further instructions can be found in the SWHT FIRE EVACUATION PROCEDURES dated 5/12/18 and the Somerset Heritage Centre Emergency Arrangements No.04, dated 21/9/18. Copies of both these documents are held in the SANHS office and should be noted by all SANHS personnel and volunteers who are based in the Heritage Centre.

EMERGENCY & SECURITY PROCEDURES AT SOMERSET HERITAGE CENTRE

- ✓ Bomb Threats
- ✓ Suspect Packages
- ✓ Security Procedures in the building

In the event of a bomb threat being received the following action should be taken:

- Listen carefully to the caller and record all details (see https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/552301/Bomb_Threats_Form_5474.pdf) Stay on the line – **do not hang up.**
- **Raise the alarm – inform the most senior member of staff on site & the Premises Manager.**
- Call the Police for their initial advice. Provide the police with as much detail as possible.
- Following their advice a decision will be made whether to evacuate.
- If the site is to evacuate a page over the telephone system will be made from reception under the instruction of the senior manager on site. The wording is:-

'Your attention please; this is a security emergency. Everyone evacuates both buildings immediately. This is not a drill. Go immediately to the assembly point. You will now hear the fire alarm. This is a security emergency.

This verbal announcement should be made twice.

- Then break glass to sound the fire alarm. The alarm will be picked up by the fire brigade and they will automatically attend.
- As you vacate the buildings undertake a visual inspection of your immediate work area for suspicious objects/packages. Report any matters of concern to your Fire Warden or to the Police. If close at hand and practical to do so, please close windows, turn off machinery and take personal belongings as you leave.
- **Do not use the lifts.**
- Staff must leave the buildings by the nearest exit route. Any visitors/public should be escorted from the building.
- Assist disabled staff/public/visitors to exit the building.
- Designated assembly point:
Keep well away from the building, including the staff car park. The recommendation from the Police is that the designated assembly point should be a minimum of 200 metres from the premises. **This area is on the road, past the pedestrian crossing.** Go to the designated assembly point.

At all times:

- keep calm
- keep quiet
- do not rush or push past others
- turn off mobiles
- do not re-enter the building until the all clear is given.

Suspect packages

- When a suspect letter or parcel is reported, notify the Police immediately by dialling 999. Arrange a meeting point.
- On arrival the Police will decide whether it is appropriate to notify a bomb disposal unit and, if so, will make the necessary arrangements.
- Seek the advice of the Police regarding a full evacuation of staff/visitors/public.
- If it is decided to evacuate the staff then the procedures for bomb threats should be implemented.

Security Procedures in the Building

Please obey the following security procedures:

- Challenge all persons in non-public areas of the premises who are not wearing a visitor badge.
- Operate a thorough routine for checking the premises at the end of the working day (carried out by the duty locker up).
- Report to the Police abandoned or suspicious vehicles parked in the immediate vicinity.
- Do not accept bags and belongings for safe custody.
- Report to the Police any suspicious packages / bags that are left around the premises and evacuate and close the premises to the public until Police clearance is given.

Please be vigilant at all times and report anything suspicious to the Police

Contact: Lisa Millar 07939 106547 lisa.millar@swheritage.org.uk

Senior Officer: Dr. Janet Tall 01823 347420 janet.tall@swheritage.org.uk