



# **Governance at Friends of Chernobyl Children Medway (FOCC Medway)**

**Last Reviewed: 30 March 2020**

This document contains the principles and policies by which Friends of Chernobyl Children Medway is governed in order to fulfil its charitable objects. This document is based on the Constitution of Friends of Chernobyl Children UK (FOCC GB) and Friends of Chernobyl Children Medway (FOCC Medway) and does not override any of the obligations of the charity.

Chapter 1 reiterates the objects and beneficiaries of the charity

Chapter 2 provides an overview of the principles in use.

Chapters 3 – 8 covers how trustees manage the charity.

The appendices contain the supporting policies through which the principles are delivered.



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## 1. Objects & Beneficiaries

### Objects:

The objects of FOCC Medway as established with the Charity Commission are:

TO RELIEVE CHILDREN FROM BELARUS AND UKRAINE REGIONS IN RUSSIA BY THE PROVISION OF CARE AND WELFARE IN THE UNITED KINGDOM FOR CHILDREN IN CONDITIONS OF NEED, HARDSHIP OR DISTRESS, THE RELIEF OF SICKNESS, THE RELIEF OF POVERTY AND THE SUPPLY AND TRANSPORT OF HUMANITARIAN AID FOR THOSE IN CHARITABLE NEED.

### Beneficiaries:

The beneficiaries of FOCC Medway as established with the Charity Commission are:

THE CHARITY BRINGS OVER A GROUP OF CHILDREN FROM BELARUS FOR A PERIOD OF 4 WEEKS EACH YEAR FOR RESPITE AND RECUPERATIVE CARE WITH DESIGNATED HOST FAMILIES IN THE MEDWAY AREA OF KENT. THE CHARITY FULLY FUNDS ALL COSTS WITH THE CHILDREN'S VISIT, HOST FAMILIES COVER LIVING EXPENSES WHILST THE CHILDREN ARE HERE. IDEALLY A GROUP WILL COME FOR A PERIOD OF 5 YEARS FROM THE AGE OF 7 - 12.

### How FOCC Medway is Governed

FOCC Medway is a member organisation that is open to anyone:

- Willing to give their services/talents to further the objects.
- Is 18+ years old
- Each has 1 vote

There is an Executive Committee that controls and manages the affairs of the charity. This committee consists of all the Trustees and other people as agreed by the trustees, with specific responsibilities. However, only trustee votes count in relation to setting and changing the governance of the charity.



## 2. Governance Principles

FOCC Medway adheres to six principles as defined in the Good Governance Code for the Voluntary and Community Sector. It is the role of the trustees and Executive Committee that the following principles are upheld.

### Principle 1: Roles & Responsibilities

All trustees and Executive Committee members of FOCC Medway understand their role and responsibilities collectively and individually in relation to:

- their legal duties
- their stewardship of assets
- the provisions of the governing document
- the external environment
- the total structure of the charity

and in terms of:

- setting, supporting and safeguarding the vision, values and reputation of the charity
- overseeing the work of the charity
- managing and supporting members, where applicable.

The following activities and materials have been developed to support the principle of allowing the trustees and Executive Committee to *“provide good governance and leadership by understanding their role”*.

### Trustee/Executive Committee Member Code of Conduct

This provides trustees and Executive Committee members with

- their legal responsibilities as trustees and the authority they have
- specific roles and responsibilities
- how they are expected to act and work together
- the way decisions are made
- how conflict of interests are identified and managed

It also contains an agreement, where each trustee/Executive Committee member confirms for their term office their responsibilities to FOCC Medway and ensuring that it is run in accordance with its governance document and, where applicable, UK law. A copy of this code and agreement is provided in section 7.

### Specific Roles and Responsibilities

Trustee/Executive Committee officer specific responsibilities are defined in section 3, 4 and 5 of this document with any member/volunteer roles outlined in appendix V.

### Trustee/Executive Committee Member Induction course

This is an induction program for new trustees/executives as outlined in Section 3.4 and 4.2.



## Principle 2: Delivering Purpose

The trustees / Executive Committee will endeavour to ensure that FOCC Medway delivers its stated purposes or aims by:

- ensuring organisational purposes remain relevant and valid
- commenting on and agreeing a long-term strategy as outlined by the Executive Committee
- agreeing operational plans and budgets
- monitoring progress and spending against plan and budget
- evaluating results, assessing outcomes and impact

The following activities and materials have been developed to support the principle of allowing the trustees to *"provide good governance and leadership by ensuring delivery of organisational purpose"*.

### Vision and 12 month operational plan

This document is typically produced/updated each year. It contains a long-term vision statement of where the charity is heading, an overview of planned activities and how they support the stated objectives and assigned budgets for the coming year. This plan is discussed by the Executive Committee before the start of a new calendar year where it is approved by the Trustees before being enacted.

### Annual Report

This is prepared by the Secretary and Group Coordinator and approved by the Trustees. The latest version of this report is made available to the public via the Charity Commission and from the FOCC website.

### Post Visit Reports

This is produced by the group manager following the annual visit by the children, as laid out in Section 3 of the 'Coordinators and Trustee Handbook' supplied by the FOCC Governing body.

### Trustee/Executive Committee Meetings

These are held quarterly, dates of which are set annually at the start of the year, with extra-ordinary meetings being called as required. Details on how meetings are conducted are documented in the FOCC Medway Constitution and in section 8 of this document.

## Principle 3: Policies & Procedures

The Trustees have a range of appropriate policies and procedures, knowledge, attitudes and behaviours to enable both individuals and the Executive Committee to work effectively. These include:

- finding and recruiting new trustees and Executive Committee members to meet the charity's changing needs in relation to skills, experience and diversity
- providing suitable induction for new Trustee/Executive members
- providing all Executive Committee members with opportunities for training and development according to their needs
- periodically reviewing their performance both as individuals and as a team.

The following activities and materials have been developed to support the principle of allowing the trustees and Executive Committee to *"provide good governance and leadership by working effectively both as individuals and as a team"*.



### **Trustee/Executive Committee Recruitment and Vetting Procedures**

This document outlines the qualifications and all requirements in the governing document concerning who/how many may be appointed as both Trustees and Executive Committee members, how recruitment is conducted, the terms of office and manner of appointment.

These procedures can be found in section 3.4 of this document.

### **Trustee Code of Conduct**

See Principle 1 and section 7 of this document.

### **Conduct of Trustee/Executive Committee Meetings**

See Principle 2 and section 8 of this document

## **Principle 4: Legal & Regulatory Requirements**

As the accountable body, the trustees/Executive Committee will ensure that:

- the charity understands and complies with all legal and regulatory requirements that apply to it
- the charity continues to have good internal financial and management controls
- it regularly identifies and reviews the major risks to which the charity is exposed and has systems to manage those risks
- delegation to committees, members and volunteers (as applicable) works effectively and the use of delegated authority is properly supervised.

The following activities and materials have been developed to support the principle of allowing the trustees and Executive Committee to *"provide good governance and leadership by exercising effective control"*.

### **Formal Regulatory reviews**

Nominated trustees, with the support of relevant teams (committees) will conduct regular reviews of appropriate policies, procedures and reporting mechanisms so that the charity understands and complies with all legal and regulatory requirements that apply to the charity.

### **Financial Review and Audit Policy**

This document outlines the systems of financial controls, internal controls, performance reporting, policies and procedures. The Treasurer will periodically review their effectiveness and relevance to the activities the charity undertakes and the risks it faces. This policy can be found in Appendix II of this document.

### **Volunteer Policy**

This policy defines how suitable members/volunteers are found, interviewed and selected, along with the code of conduct, disciplinary and grievance procedures. It also includes the responsibilities of specific roles and the systems used for monitoring and reporting back to managers. A copy of this policy can be found in Section 5 of this document.

### **Safeguarding and Risk Assessment policy**

This policy provides guidance on how FOCC Medway deals with children in all of its activities. Along with training, it gives other volunteers information on how to recognise and respond to indicators of possible abuse or neglect of a child, and how these are promptly reported to the appropriate authorities.



This document also sets out the trustees' appetite for risk and how it will manage and limit the impact of identified risks. It includes a Register of all major risks the charity faces. This Register is reviewed at least once in a year by the trustees. A copy of this policy can be found in Appendix I of this document.

### Sub-committee Terms of Reference

From time to time, sub-committees/advisory panels will be set up whose role is to investigate and make recommendations on different aspects of the charity. In some cases, they may be given the authority to implement decisions agreed by the Executive Committee.

In both of these cases there will be clear written terms of reference and the delegated authority that has been given, which will enable those appointed to discharge their duty effectively. It will also include how the group is regularly reviewed and how terms of reference are updated.

Copies of any sub-committee Terms of Reference can be found in the members on-line access area.

### Expenses Policy

The charity does not employ anyone and so the only financial transactions involving members are in relation to the payment of expenses. The policy in relation to these is shown in Appendix II of this document.

## Principle 5: Reputation

The Trustees/Executive Committee will:

- safeguard and promote the charity's reputation
- act according to high ethical standards
- identify, understand and manage conflicts of interest and loyalty
- maintain independence of decision making
- deliver impact that best meets the needs of beneficiaries.

The following activities and materials have been developed to support the principle of allowing the Trustees and Executive Committee to *"provide good governance and leadership by behaving with integrity"*.

### Executive Committee Meetings

See Principle 2 and section 8 of this document.

### Trustee Responsibilities

See Principle 1 and section 3 of this document.

### Financial Review and Audit Policy

See Principle 4 and Appendix II of this document.

### Data Protection Policy

The Data Protection Act controls how personal information is used by FOCC Medway. The FOCC Medway Data Protection policy can be found in Appendix IV of this document.

## Principle 6: Accountability

The Trustees and Executive Committee will lead the charity in being open and accountable, both internally and externally. This includes:

- open communications, informing people about the charity and its work



- appropriate consultation on significant changes to the charity's services or policies
- listening and responding to the views of supporters, funders, beneficiaries, service users and others with an interest in the charity's work
- handling complaints constructively, impartially and effectively
- considering the charity's responsibilities to the wider community, e.g. its environmental impact.

The following activities and materials have been developed to support the principle of allowing the Trustees and Executive Committee to *"provide good governance and leadership by being open and accountable"*.

#### **Financial Review and Audit Policy**

See Principle 4 and Appendix II of this document

#### **Formal Regulatory reviews**

See Principle 4 of this document

#### **Executive Committee Meetings**

See Principle 2 and section 8 of this document

#### **Member and Volunteer Policy**

See Principle 4 and Section 5 of this document

#### **Data Protection Policy**

See Principle 5 and Appendix IV of this document.

#### **Public Accountability Policy**

The Public Accountability policy gives people the opportunity to hold the charity to account. It does this by providing information on how FOCC Medway activities are communicated to the general public, how grievances can be raised, the way they will be dealt with, and how decisions will be taken arising from them. This policy can be found in Appendix III of this document.

## 3. Trustee Roles and Responsibilities

### 3.1 Legal responsibilities

The legal responsibilities of a trustee are outlined in the Charity Commission publication *The Essential Trustee*, which all trustees are obliged to read. In general, these responsibilities require trustees, both individually and as a group, to:

- Accept ultimate responsibility for the way the FOCC Medway is directed and run in meeting its purposes for the public benefit
- Remain alert to those matters that cannot be delegated to the Executive Committee or others
- Act at all times in the best interests of FOCC Medway and its beneficiaries
- Ensure the solvency and financial strength of the charity
- Safeguard FOCC Medway assets and ensure they are used only in furtherance of its purposes
- Take a considered, proportionate and balanced approach to risk management as outlined in the FOCC Medway Safeguarding and Risk policy
- Act responsibly in their decision making and leadership of FOCC Medway
- Recognise and respect that all trustees are equally responsible in law for the Executive Committee decisions
- Not act on behalf of the Executive Committee without authority
- Comply with all relevant legislation and regulation applicable to FOCC Medway and the activities it undertakes and making appropriate public statements to confirm that this is the case.
- Ensure that all trustees/executive committee members are properly appointed and are not disqualified from so acting
- Review all aspects of FOCC Medway's work and functioning, from a strategic view, to ensure its overall effectiveness
- To actively contribute towards improving the governance of the charity, participating in induction and training and sharing ideas for improvement with the Executive Committee.
- Gain feedback from beneficiaries and other stakeholders so that their contributions can be considered appropriately and meaningfully when making decisions that affect them
- Act prudently to protect the reputation, assets and property of the charity
- Recommend the appointment of a Group Coordinator to FOCC GB
- Agree and monitor budgets set by the Executive Committee
- Deal with grievances as appropriate when raised through the agreed grievance procedures.

### 3.2 Other Trustee Responsibilities

- Responsible for liaison with the Charity Commission and keeping up to date with charity law
- To keep under review all legislative, regulatory and governance developments that might affect decision making or the charity's operations.
- Overseeing and reviewing FOCC MEDWAY's Risk Register
- Overseeing and reviewing FOCC MEDWAY's Data Protection policy
- Ensuring terms, conditions and grievance procedures for volunteers are kept up to date and communicated.
- Overseeing and reviewing FOCC MEDWAY's Safeguarding and Risk policy



### 3.3 Trustee Recruitment

#### Eligibility for trusteeship

In accordance with the Constitution of FOCC MEDWAY:

- a. Every charity trustee must be a natural person aged 18 years and older.
- b. No one is entitled to act as a charity trustee until he or she has expressly acknowledged, their acceptance of the office of charity trustee.

#### Number of charity trustees

- a. There must be at least nine charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the trustees to appoint a new trustee.
- b. There is no maximum number of charity trustees that may be appointed to the charity
- c. No immediate family (e.g. husband, wife, civil partnership) can have more than 1 person in the role of trustee

#### Term of office

Every trustee is appointed for a term of one year by a resolution passed by the members at the AGM. Any person retiring as a charity trustee is eligible for reappointment.

#### Identifying new trustees

Potential new trustees will be identified by the following process:

- a. The trustees agree what skills, experience and knowledge are needed for the effective administration of FOCC MEDWAY. This will be written down in the form of a short role description and person specification.
- b. The trustees will first look to existing members of the charity and if no one suitable is identified, a notice will be published regarding the vacancy.
- c. A short-list of potential candidates will be made, and interviews take place against the agreed criteria. Interviews will be carried out by a small panel of trustees, and each candidate is asked similar questions to ensure a fair and objective approach. Notes will be kept of each interview.
- d. The Trustees will then select their preferred candidate(s) who will be invited to join the trustees, subject to references, if required. Unsuccessful candidates will be notified and thanked for their interest.

### 3.4 Trustee vetting procedure

The Chairperson or other appointed trustee will:

- a. Check that the candidates have not been disqualified from acting as trustees and are asked to confirm in writing that this is the case.
- b. Ask candidates to consider and declare any existing or potential conflicts of interest.
- c. To seek the appropriate checks from the Disclosure and Barring Service.
- d. Confirm that candidates are:
  - fully supportive of the objects as they apply to the beneficiaries
  - willing to contribute time and effort to the governance of FOCC MEDWAY

#### Trustee Appointment procedure

- a. The trustees check the charity's governing document to ensure that new trustees are appointed in a proper and legal way.



- b. The Chairperson writes to the prospective trustees, setting out their duties and the charity's expectations of them; they will be asked to sign and return a copy of the letter.
- c. An information pack about the charity is sent to new trustees
- d. New trustees will attend a formal induction course that covers the responsibilities of the charity, key people involved in the charity, and an overview of how the charity is governed. After attending this course, new trustees are required to sign the Trustee Agreement
- e. The new trustees attend their trustee meeting and are duly welcomed. All relevant parties, such as the Charity Commission and members, are notified of the new appointments.

### **3.5 Termination of trustees**

A trustee of FOCC MEDWAY ceases to hold office if he or she:

- a. retires by notifying the Chairperson in writing (but only if enough charity trustees will remain in office when the notice of resignation takes effect to form a quorum for meetings);
- b. dies;
- c. in the written opinion, given to the Chairperson, of a registered medical practitioner treating that person, has become physically or mentally incapable of acting as a charity trustee and may remain so for more than three months;
- d. is disqualified from acting as a charity trustee by virtue of sections 178-180 of the Charities Act 2011 (or any statutory re-enactment or modification of that provision).



## 4. Executive Committee

### 4.1 Roles and responsibilities

In accordance with the Constitution of FOCC MEDWAY, the day-to day running of the charity is devolved to members of the Executive Committee. Unless otherwise determined by the charity in general meeting, the Executive Committee shall consist of:

- CHAIRPERSON – to provide leadership and direction to the board of Trustees and Executive Committee
- SECRETARY - duties include the administration of the charity, to be responsible for all official correspondence, convening meetings and preparing and keeping minutes of all meetings.
- TREASURER - duties include administering all incoming and outgoing monies, to keep accurate and up to date accounts which, must be available for inspection at all Executive Committee meetings, to present a balance sheet and to arrange for the accounts to be officially audited at the end of the financial year.
- GROUP COORDINATOR – appointing Host families, managing the visit of children, and liaising with FOCC GB
- HEAD OF FUNDRAISING - To raise awareness and seek sponsorship from individuals and organisations.

In addition to the above, a number of sub-committees have been agreed that include Membership Manager, Safeguarding Officer and Marketing Manager. A full role description of these is given in Appendix V Role Specifications

A quorum of the Executive Committee shall be one third of the members of the Executive Committee or three members of the Executive Committee whichever is the greater.

### 4.2 Appointment to the Executive Committee

- a. The Chairperson, Secretary, Treasurer, Head of Fundraising, and the head of any sub-committees shall each be elected at the Annual General Meeting of the Charity and shall hold office until the following General Meeting.
- b. The Executive Committee may from time to time appoint a member of the charity as a member of the Executive Committee to fill a casual vacancy. Any member so appointed shall retain office only until the end of the next General Meeting after his or her appointment at which he or she may stand for election in his or her own rights.
- c. The Executive Committee shall be entitled to co-opt members onto a sub-committee at any time.

### 4.3 Delegation of Powers

The Executive Committee may at any time delegate any of its powers to Committees and may make regulations for their proceedings. Any such committee shall report all acts and proceedings to the Executive Committee as soon as possible and shall incur expenditure only with a budget approved by the Executive Committee or with prior approval of that Committee.



## 5. Member Roles and Responsibilities

### 5.1 Membership Structure

- FOCC Medway categorises members as:
  - i. **Active Members** i.e. those who are actively involved in hosting the children, as well as helpers who assist during the children's programme of activities, trustees and executive committee members.
  - ii. **Members** i.e. those who are not active as defined above but because of their past such as being a host family, helper, past trustee and executive committee member, want to remain involved in the work of the charity and, therefore, may once again become an Active Member in the future i.e. private visits to host families.
- We also have **Supporters** who may sometimes volunteer, provide financial assistance as well as organisations who provide goods and services – these are **not** members and therefore do not have a vote.
- Members will be contacted annually and asked to confirm that they wish to remain a member.
- All Members must have a current DBS certificate, while Active Members will have an enhanced DBS certificate.

### 5.2 Membership Eligibility

- Membership of the charity shall be open to anyone willing to give their services and talents in any way so as to further the objects. Membership is open to any person over the age of 18 years and each member shall have one vote.
- The Executive Committee shall have the right for good and sufficient reason:
  - a. To reject an application for membership; and
  - b. not less than three quarters of the members of the Executive Committee present at a meeting so resolve to suspend or terminate any individual membership on the grounds of action prejudicial to the interests of the charity.
- Members of the charity may be required to pay an annual subscription or such an amount and, on such date, as may be determined from time to time by the Executive Committee.
- No paid employee of the charity whether in full or part time employment of the Charity shall be eligible for membership of the Executive Committee.

### 5.3 Recruitment of Members

- a. Members are essential to the successful operation of the charity as they form the volunteers who carry out the purposes of the charity, or who have been volunteers in the past and continue to be interested in the objects of the charity.
- b. Membership eligibility and requirements are detailed in the membership pack
- c. Recruitment naturally happens on a continual basis; however, members will receive information to explain the ethos, vision and values that underpin the activities of the charity. This may be in the form of a formal induction or informal meeting with the Group Co-ordinator.
- d. Applications to become a member can be on either the official membership application form or through the online system. The information requested is about their background, their interest in the charity, how they would like to be involved and that they are willing to undergo a DBS check, if required.
- e. Completed application forms are vetted by the Membership Manager who will apply for references, if required, using the information provided.



- f. DBS checks, where required, will be carried out to ensure the candidate is appropriate for membership.
- g. Following confirmation of acceptability, new members will be asked to sign the membership agreement and are welcomed into the charity. They will also be given a copy of this governance document.
- h. Membership details are held on Mailchimp, which is GDPR compliant, and from which any electronic communications are conducted.

#### **5.4 Members' Rights and Responsibilities**

- a. Members are able to influence the direction of the charity through the election of the trustees and members of the Executive Committee at the AGM. Each member will have one vote.
- b. Members can only call an Extraordinary General Meeting (EGM) via the agreement of a quorum of the Executive Committee or Trustees.
- c. Members are responsible for ensuring that their DBS remains 'active' (where required) if they wish to remain a member.
- d. Members are required to contact the Membership Manager if they wish to resign or if their contact details have changed.

#### **5.5 Termination of Membership**

Membership will continue until they:

- a. Give notice of their resignation to the Membership Manager
- b. Have not responded to requests from the Membership Manager or Group Coordinator for a period of 15 months or more
- c. Whose situation has changed, and they are no longer considered by the Executive Committee as being appropriate to the charity

## **6. Group Coordinator Responsibilities**

The Group Coordinator is appointed by FOCC GB following a recommendation of the Executive Committee. Their role and responsibilities are described in detail in the 'Trustee and Coordinator Handbook' issued by FOCC GB. In the summary they are responsible for the administration and smooth running of the group. They are to attend Executive Committee meetings and liaise with the Chief Executive of FOCC GB as necessary to ensure that the aims and objectives of the charity are fulfilled.

All Communications with FOCC GB are to be through the Group Coordinator.

Group Coordinator responsibilities are to provide support and supervise proper control over the following areas of activity:

- a. Fund-raising and supplies
- b. Group support of FOCC GB fund-raising
- c. Submit quarterly reports to Executive Committee Meetings
- d. Administration. Record of Members
- e. Indemnity insurance
- f. Approval of all publicity material
- g. Public relations
- h. Acknowledgement of all monies, goods and services
- i. Appointment of host families and helpers



- j. Visits and implementation of the programme.

## 7. Membership Code of conduct

The following code of conduct defines how members, trustees and members of the Executive Committee are expected to act and work together:

### 7.1 General:

- a. To act within the governing document of FOCC Medway and the law and abide by the policies and procedures of the charity. This includes having a knowledge of the contents of the governing document and relevant policies and procedures.
- b. To support the objects of FOCC Medway and championing it, using any skills or knowledge the trustee/member has to further the mission and seeking expert advice where appropriate.
- c. To be an active member, making their skills, experience and knowledge available to FOCC Medway and seeking to do what additional work can be done outside of committee meetings, including sitting on sub-committees.
- d. To respect organisational, trustee and individual confidentiality, while never using confidentiality as an excuse not to disclose matters that should be transparent and open.
- e. To develop and maintain a sound and up-to-date knowledge of FOCC Medway and its environment. This will include an understanding of how FOCC Medway operates, the social, political and economic environment in which it operates and the nature and extent of its work.
- f. To use FOCC Medway resources responsibly, and when claiming expenses to do so in line with FOCC Medway procedures.
- g. To seek to be accountable for their actions as a trustee/executive/member of FOCC Medway and to submit themselves to whatever scrutiny is appropriate.
- h. To accept responsibility to ensure that FOCC Medway is well run and raising issues and questions in an appropriate and sensitive way to ensure that this is the case.

### 7.2 Managing self-interests:

- a. To not gain materially or financially from the involvement with FOCC Medway unless specifically authorised to do so.
- b. To act in the best interests of FOCC Medway as a whole, and not as a representative of any group – considering what is best for FOCC MEDWAY and its present and future beneficiaries and avoiding bringing FOCC MEDWAY into disrepute.
- c. Unless authorised, to not put themselves in a position where personal interests conflict with their duty to act in the interests of the charity. Where there is a conflict of interest, to ensure that this is managed effectively in line with FOCC MEDWAY'S conflict policy.
- d. Any failure to declare a conflict of interest may be considered to be a breach of this code.

### 7.3 Meetings:

- a. To attend all appropriate meetings and other appointments at FOCC MEDWAY or give apologies. If a trustee/executive member cannot regularly attend their meetings to consider whether there are other ways they can engage with FOCC MEDWAY.
- b. To be fully prepared for all meetings and work for the charity. This will include reading papers, querying anything they do not understand, thinking through issues before meetings and completing any tasks assigned in the agreed time.
- c. To actively engage in discussion, debate and voting in meetings; contributing in a considered and constructive way, listening carefully, challenging sensitively and avoiding conflict.



- d. To participate in collective decision-making, accept a majority decision of the executive/membership and not acting individually unless specifically authorised to do so.

#### **7.4 Relations with others:**

- a. To endeavour to work considerately and respectfully with all those they come into contact with at FOCC MEDWAY. To respect diversity, different roles and boundaries, and avoid giving offence.
- b. To recognise that the roles of trustees, executive committee members and volunteers of FOCC MEDWAY are different, and to seek to understand and respect the difference between these roles.
- c. Where the trustee/executive committee member is also a volunteer with the charity, to maintain the separation of their role as a trustee and as a volunteer.
- d. To seek to support and encourage all those they come into contact with at FOCC MEDWAY. In particular to recognise their responsibility to support the chairperson.
- e. To not make public comments about the charity unless authorised to do so. Any public comments made about FOCC MEDWAY will be considered and in line with organisational policy, whether they are made them as an individual or as a trustee/executive.

#### **7.5 Leaving the Charity or resigning from the Executive Committee/Trustee:**

- a. To understand that substantial breach of any part of this code may result in procedures being put in motion that may result in them being asked to resign from being a member or part of the Executive Committee and/or as a trustee.
- b. Should this happen they will be given the opportunity to be heard. In the event that they are asked to resign from the Executive Committee they will accept the majority decision of the remaining members of the committee in this matter and resign at the earliest opportunity.
- c. If a member of the Executive Committee wishes to cease their involvement during the year, they will inform the chairperson in advance in writing, stating the reasons for leaving.
- d. If a trustee wishes to cease being a trustee of FOCC MEDWAY at any time, they will inform the chairperson in advance in writing, stating the reasons for leaving.
- e. Members can resign at any time without having to provide an explanation.

## **8. Calling and Running of Meetings**

### **8.1 Trustee Meetings**

Any charity trustee may call a meeting of the charity trustees, however, quarterly meetings are scheduled for the year, at the start of each year. The procedures at these meetings will be the same as for the Executive Committee meetings.

### **8.2 Executive Committee Meetings**

These will usually be held with the trustee meetings. The Executive Committee may regulate its meetings as it thinks fit but shall hold at least four meetings a year and not more than five months shall elapse between the date of one meeting and the next.

Before each meeting and in order to make meetings more productive, the Secretary will send a notice to all trustees and persons who may be seconded onto a group sanctioned by the Executive Committee, two weeks in advance of the meeting. This will include the agenda that will include topics on:



- Signing of the previous minutes
- Declaration of any conflicts of interest
- Current progress of activities
- Threats that have arisen that impact the achievement of objectives or non-compliance with UK law
- Opportunities not currently being considered that may better achieve the objects
- Current financial position and forecast to the end of the year

Once they received the agenda, Trustees are given the opportunity to propose additional items as they relate to their role, before the meeting takes place.

Where possible, supporting papers will be circulated prior to the meeting to aid any discussions.

### **8.3 Chairing of Meetings**

The Chairperson shall be entitled to preside at all meetings but if at any meeting the chairperson is not present within five minutes of the appointed time or if present is unwilling to preside the members of the Executive Committee present shall choose one of their number to be Chairperson at the meeting.

The role of the Chair is to direct discussion of the Executive Committee, ensuring that the objectives of the meeting can be met, and that the committee effectively fulfils its responsibility in consideration of the items on the agenda. This involves ensuring that everyone is well briefed about each agenda item and that:-

- decisions are taken, recorded and carried out;
- the charity's policies are applied;
- there is full participation;
- Any conflict of interests is duly noted before discussions start
- the agenda is followed; and
- there are time limits for the meeting as a whole and for agenda items.

### **8.4 Annual General Meeting**

An Annual General Meeting is held each year at such time and place, as the Executive Committee shall determine. Not more than fifteen months shall elapse between the date of one annual general meeting and that of the next. The business of the annual general meeting shall include:-

- a. The election of the Chairperson, Secretary, Treasurer, Heads of Sub-Committees;
- b. The appointment of an auditor;
- c. Consideration of any resolution either
  - (i) proposed by the Executive Committee or
  - (ii) by not less than ten members of the charity provided that the request is received by the Secretary not less than thirty days before the meeting.
- d. No business shall be transacted at any general meeting unless a quorum is present. A quorum is designated as ten members.
- e. Each member present shall have one vote and in the case of equality of Votes the chairperson of the meeting shall be entitled to a second or casting vote.

### **8.5 Extraordinary Meetings**

- a. An Extraordinary general meeting may be convened at any time at the request of The Executive Committee or at the request of not less than one tenth of the members stating the



purpose for the meeting. At least twenty-one day's notice must be given, detailing the state the business to be discussed.

- b. Any notice of a general meeting required to be served on any member of the Charity shall be in writing and shall be served by the Secretary or the Executive Committee on the members either personally or by sending it through the post in pre-paid letter addressed to the members at their last known addresses in the United Kingdom and any letters so sent shall be deemed to have been received in the ordinary course of post.

## 8.6 Procedure at meetings

- a. Decisions taken at meetings should always be in the best interests of FOCC MEDWAY and its beneficiaries. In general, the Chairperson of the meeting will try to ensure that:
  - the decision is within their powers
  - the trustees / executive is acting in good faith
  - the trustees / executive has adequately informed itself and is basing its decision on a range of data and information that provides sound understanding of all relevant factors
  - the trustees / executive is not allowing itself to be swayed by irrelevant factors
  - the decision is within the range of reasonable options open to the trustees / executive and can be justified as such to members and regulators
- c. No decision will be taken at a meeting unless a quorum is present at the time when the decision is taken.
- d. Questions arising at a meeting shall be decided by a majority of those eligible to vote. In the case of an equality of votes, the person who chairs the meeting shall have a second or casting vote.
- e. The secretary or nominated person will keep minutes of all proceedings of the meeting, including:
  - the names of the trustees / executive committee members present at the meeting;
  - the decisions made at the meetings; and
  - where appropriate the reasons for the decisions;
- f. Meetings can also be held by suitable electronic means agreed by the charity trustees in which each participant may communicate with all the other participants. Meetings held in this way must comply with rules for meetings, including chairing and the taking of minutes.

## 8.7 Alternative ways in which decisions can be made

In accordance with the Constitution of FOCC MEDWAY, any decision may be taken either:

- (1) at a meeting of the charity trustees; or
- (2) by resolution in writing or electronic form agreed by all of the charity trustees, which may comprise either a single document or several documents containing the text of the resolution in like form to each of which one or more charity trustees has signified their agreement.

The trustees/Executive Committee may also delegate any of their powers or functions to a sub-committee and if they do, they shall determine the terms and conditions on which the delegation is made. The charity trustees/Executive Committee may at any time alter those terms and conditions or revoke the delegation.

This power is subject to the following requirements:



- (a) a sub-committee may consist of two or more persons, but at least one member of each committee must be a charity trustee or member of the Executive Committee;
- (b) the acts and proceedings of any committee must be brought to the attention of the charity trustees/Executive Committee as a whole as soon as is reasonably practicable; and
- (c) the charity trustees/Executive Committee shall from time to time review the arrangements which they have made for the delegation of their powers.



## Appendix I: Safeguarding and Risk Assessment

Our safeguarding, health and safety policy is defined in the Coordinator and Trustees handbook issued by FOCC GB. Below is the current policy as at 27/May/2018.

### **Policy**

This policy document has been developed in order to safeguard the welfare of the children and young people with whom the Friends of Chernobyl's Children works, as well as to protect Friends of Chernobyl's Children Trustees, Hosts and Volunteers.

Friends of Chernobyl's Children (the Charity) have developed its policy and procedures in line with the following:-

**The Children Act 2004 - Every Child Matters 2003**

**The Children & Young People (Scotland) Act 2014**

**Working Together to Safeguard Children (2015) updated 2017**

**Getting it right for every child (GIRFEC - updated 2017)**

**Home Office Guidance for preventing the abuse of trust 1999.**

**The United Nations (UN) Convention on the Rights of The Child (1989)**

**Human Rights Act 1998.**

The Charity is clear that it is the duty of all those working on behalf of or in conjunction with the Charity, to protect and prevent the children and young people with whom they come into contact from becoming victims of harm. This duty involves more than non-participation in abuse but includes a duty to act where abuse is seen to be or suspected to be taking place.

The Charity will create and maintain a safe environment for children and young people.

The Charity recognises that abuse can be physical, sexual and emotional and may also include on-line abuse, neglect and bullying of the child or young person.

### **Categories of abuse**

Physical abuse is deliberately hurting a child causing injuries such as bruises, broken bones, burns or cuts.

### Emotional abuse

Children who are emotionally abused suffer emotional maltreatment or neglect. It's sometimes called psychological abuse and can cause children serious harm.

### Child sexual exploitation

Child sexual exploitation is a type of sexual abuse in which children are sexually exploited for money, power or status.

### Domestic abuse

Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships.

### Sexual abuse

A child is sexually abused when they are forced or persuaded to take part in sexual activities. This doesn't have to be physical contact, and it can happen online.

### Neglect



Neglect is the ongoing failure to meet a child's basic needs. It's dangerous and children can suffer serious and long-term harm.

Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones.

#### Female genital mutilation (FGM)

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons.

#### Bullying and cyberbullying

Bullying can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.

#### Grooming

Children and young people can be groomed online or in the real world, by a stranger or by someone they know - for example a family member, friend or professional.

### **Safeguarding Officer**

The Charity will nominate one of its Trustees to act as the **National Safeguarding Officer** who will be responsible for Child Safeguarding issues within the Charity.

All "Affiliated Friends of Chernobyl's Children Groups" will identify a named person from within the local group to act as their **Local Child Safeguarding Officer**. The role of the **Local Child Safeguarding Officer** is to ensure the Charity's duty of care towards the child or young person and that its responsibility to promote the best interests of the child is paramount.

The role of the **Local Child Safeguarding Officer** is to be a proactive point of reference for the local group regarding all child protection and safeguarding issues.

The **Local Child Safeguarding Officer** will be available to all those involved locally with the Charity to provide appropriate safeguarding advice and guidance.

The Charity, through its **Local Child Safeguarding Officer**, will ensure this Policy and Procedures document is brought to all individuals' attention prior to the commencement of contact with children.

Appropriate advice and guidelines will be provided by the **Local Child Safeguarding Officer** to all hosts/volunteers working directly with the children or working within the programme/scheme. This will include:

- Friends of Chernobyl's Children Safeguarding Policy.
- Awareness of the Child Safeguarding Procedures
- How to deal with a disclosure of information by the child and young person they work with or suspicion of abuse
- The various definitions of abuse.

### **Health and Safety**

The Health and Safety of all the children, hosts and volunteers involved in the Charity is of paramount importance to the Governing Body. It is the responsibility of the Local Trustees to ensure that regular safety checks and risk assessments are carried out ensuring that all possible risks are minimized.



## Information Technology and Safety

Children and Young People in Belarus are becoming more fluent in the use of information technology. The internet can however pose many risks for children and young people as they can access violent images and pornographic material, sometimes accidentally. Host families must be aware of the risks of computer use and provide appropriate supervision for the young person. It is strongly recommended that young people only have access to the internet within the 'public' areas of the home. FOCC robustly discourages the use of the internet behind closed doors or within the young person's bedroom.

## Procedures

### Recruitment and support of Hosts and Volunteers

When recruiting Host families, the following procedures will be adhered to:

- ❖ All candidates will be interviewed by the Local Coordinator or Trustee in their own home and provided with FOCC forms 1 and 2. The visit will provide an opportunity for potential hosts to talk openly about their experiences and to ensure the children are being placed in a safe, emotionally warm and caring environment.
- ❖ Two personal references will be required for all persons eighteen years or over within the household. References to be provided in writing using the personal reference templates by referees who have first-hand experience of his/her work paid or voluntary with children. Where an applicant has no experience of paid or voluntary work with children 2 references will be sought from a reputable person who can comment on the applicant's character and relationships with others.
- ❖ CONSIDERATION to be given to the local Coordinator contacting the referees by telephone to confirm their reference in the event of an application from a person unknown to the group.
- ❖ Positions involving work with children are exempt from the provisions of the Rehabilitation of Offenders Act 1974. **Therefore, all convictions, however old, must be declared by an applicant.** Information about an applicant's offending history is only required to prevent the abuse of children. It is not to be used for any other purpose and will be treated in the strictest confidence.
- ❖ A **Disclosure Barring Service** check at the enhanced level will be required for all persons eighteen years or over and for regular household visitors and helpers in the group when the children are in the UK
- ❖ Hosting a child is conditional upon the successful completion of enhanced and subscribed DBSs and two personal references. Friends of Chernobyl's Children reserve the right to reject applications to host without explanation.
- ❖ Local Coordinators should be aware that DBSs from other organisations, which have been subscribed on the Update Service may be acceptable to the charity and advice should be sought from their Group Advisor.
- ❖ Volunteering with the Charity is conditional upon the successful completion of all checks. Friends of Chernobyl's Children reserve the right to reject applications to volunteer without explanation.
- ❖ Confirmation of a successful application will come from the local Group Coordinator, who may seek guidance from FOCC GB.



- ❖ Ad hoc volunteers who have not completed the above procedure will at no time be left alone with any of the children; it is the responsibility of the local Coordinator and Child Safeguarding Officer to enforce this ruling.

All Hosts/Volunteers will respect the rights of all the children in respect of Confidentiality, no child or child's family (either in Belarus or England) will be discussed openly, concerns will only be discussed with the Local Coordinator, Local Child Safeguarding Officer & Interpreters.

## **Guidance for Working with Young People for Hosts and Volunteers**

Abuse - Suspicions and allegations

Procedures for a volunteer/host suspecting or witnessing abuse, or having serious concerns:

Contact the Local Child Safeguarding Officer immediately to discuss the issue.

- ❖ The volunteer/host's role is to report and not to investigate, also to contact the emergency services if required (for example if physically injured it is essential that the child's medical needs are met immediately).
- ❖ If the volunteer/host feels unable to talk to the Local Child Safeguarding Officer, they should contact the Local Co-ordinator. Contact details of both the Local Child Safeguarding Officer and the Local Coordinator must be made available prior to the visit.
- ❖ If the volunteer/host feels unable to talk to the above, they should contact the National Child Safeguarding Officer Cecilia Hammond, who can be contacted on 07779 264591 or [focc\\_helpston@msn.com](mailto:focc_helpston@msn.com) or the Chief Executive Olwyn Keogh on 07889 312187 or [olwyn.keogh@btinternet.com](mailto:olwyn.keogh@btinternet.com).
- ❖ Volunteers and hosts must understand that it is a **duty** to report suspicion or concerns as well as certainty.
- ❖ The Local Child Safeguarding Officer will make a full report to the Local Coordinator and the senior interpreter, when a host/volunteer reports suspicions, allegations or a disclosure. As soon as possible, reports to be made in writing. The report will include:
  1. The child's name.
  2. The host family's name and address.
  3. The date and times of the observation or disclosure.
  4. An objective record of the observation or disclosure.
  5. The exact words spoken by the child. If in Russian, the senior interpreter will give a written translation.
  6. The name of the person to whom the concern was reported with date and time.
  7. The names of any other person present at the time
  8. Any emergency action that has been taken (for example the host may need to phone 999 prior to contacting the co-ordinator).
- ❖ The Local Coordinator will then make the report available to the National Child Safeguarding Officer and the Charity Chief Executive **ON THE SAME DAY** as the suspicions/allegations are made. The National Child Safeguarding Officer and the Charity Chief Executive must confirm that a disclosure



or allegation has been made; their duty is then to inform or request advice from Social Services or the Police.

- ❖ Where appropriate the National Child Safeguarding Officer or the Charity Chief Executive will respond to requests for assistance from the local group, which may result in the involvement of the local Social Services department or the police.
- ❖ The Local Child Safeguarding Officer will keep up to date documentation of all reports from a host/volunteer, agree action points with the National Child Safeguarding Officer and Interpreter.
- ❖ The Local Coordinator will keep the host/volunteer and interpreters informed on a need to know basis ensuring confidentiality throughout the process and provide support to the host/volunteer.

### **Procedure when a child or young person makes a disclosure**

- ❖ Take the child seriously; this may be the very first time that the child has confided in a safe adult.
- ❖ Reassure the child that they were right to confide.
- ❖ Reassure the child that they are not to blame for the alleged abuse.
- ❖ It is important not to appear shocked or disgusted if a young person reports something to you that you feel uncomfortable with.
- ❖ Reassure the young person that disclosure was the right thing to do.
- ❖ Do be comforting and sympathetic and tell them they are not responsible for what is happening to them
- ❖ Do not promise to keep secret anything that the child may disclose, however reassure the child that only essential people will be advised.
- ❖ Keep any questions to a minimum, and immediately involve the interpreter of the child's choice.
- ❖ Explain to the young person that you will need to share this information with the Local Child Safeguarding Officer who may need to take further action. Explain what the process will be and reassure them that you will keep them informed.
- ❖ The interpreter and/or host must make a full report to the Local Child Safeguarding Officer and Group Coordinator immediately following the disclosure conversation.
- ❖ Notes should be made of the conversation, using the child's words wherever possible. These notes should be made within an hour or two of the disclosure.
- ❖ As soon as possible it must be followed up with a written report, including date and time of the report.
- ❖ Take no further action with the child or discuss further as a formal statement may be required later.
- ❖ Under no circumstance may the disclosure be discussed with anyone other than the Local Coordinator and the local Child Safeguarding Officer.



### **Further Procedures:**

In the event of an allegation being made against a host, the child will be removed from that host household pending an investigation by the Charity. The Charity has a duty of care to protect all children or vulnerable adults within the household or any children or vulnerable adults within the host's employment.

In the incidence of the allegation against a volunteer, the volunteer will be suspended immediately pending an investigation by the Charity. The Charity has a duty of care to protect all children or vulnerable adults within the household or any children or vulnerable adults within the volunteer's employment.

In the incidence of an allegation against the Local Child Safeguarding Officer or Interpreter, the Local Coordinator must be contacted immediately. The Charity has a duty of care to protect all children or vulnerable adults within the household or any children or vulnerable adults within the volunteer's employment.

- ❖ The Governing Body will have no hesitation in removing, and will send back to Belarus, an Interpreter found to be acting in a manner in direct opposition to this document. Consideration will be given to advising the Interpreter Coordinator in the Charity's office in Belarus.
- ❖ The Local Coordinator and Child Safeguarding Officer in conjunction with National Child Safeguarding Officer and Charity Chief Executive will seek advice and assistance from Social Services or the Police as appropriate.

In the event of an observation or disclosure of abuse in Belarus The National Child Protection Officer, in conjunction with the Chief Executive will seek advice and assistance the Local Authority.

- ❖ The Charity Chief Executive will liaise with the Office in Belarus and with the Local Authority in the UK.

This policy must be updated annually.

**27.05.18 Cecilia Hammond.**

### ***Guidelines for hosts and helpers.***

Safeguarding is a way of life which allows both children and hosts to be safe and to feel safe. Whilst accepting that some of our children may have had negative experiences in their lives, it is important that hosts provide an emotionally warm environment.

Much of Safeguarding behaviour is a matter of common sense - it is always important to be sensitive to a child's physical and emotional response to others around them. Some children may not have had positive experiences of the adults who care for them.

Some areas to consider whilst caring for FOCC children are:

#### **Showing affection – allowing it to be on the child's own terms.**

- Kissing goodnight – it is acceptable to give a child a brief goodnight kiss on the cheek, provided the child is happy to receive one.
- Hugging – it is equally acceptable to give a child a hug, or to sit on a sofa in the sitting-room with an arm around a child.
- Sitting on laps – it is **not** acceptable for hosts, particularly male hosts, to allow a child to sit on an adult's lap. Encourage the child to stand beside you and place an arm around them.



#### **In the bathroom or bedroom:**

- How much help does the child need? Most seven year olds are quite capable of bathing themselves and do not require any help beyond running the bath.
- Leaving the door ajar. In the event that a child does need help with hair washing or in the bedroom, leave the door ajar (this way the child doesn't feel trapped and you are protected). Remember that many of the children are not used to having a room of their own, or being on their own with an adult.
- Another adult or older child within hearing distance will help to ensure that everyone feels safe.

#### **The way we dress:**

- Does everyone, including the FOCC child, dress sensitively? Wearing dressing gowns or pyjamas between the bathroom and bedroom is most advisable.
- Walking around in underwear isn't sensible and may be misconstrued.

#### **Travelling by car:**

- Ensure that the appropriate car seat is used for children less than 135cm tall.
- Children should travel in the back seats until they are a minimum of 10 years of age.

#### **Charity Child Safeguarding Policy**

This is the key document for the protection of children under the Charity's care and as such our Child Protection policies will be discussed with you and our safeguarding procedures explained in details. This will be done by the Group Coordinator or the Local Safeguarding Officer. It is a requirement that all our hosts and volunteers receive this training and acknowledge this formally.

#### ***Risk Assessments***

In addition to the above, the following Risk Assessments have been made for the local operation and can be found in the online FOCC Medway Membership area:

- General Risk Assessment
- Hall Risk Assessment



## Appendix II: FINANCE & AUDIT POLICIES AND PROCEDURES

### General

The income and property of the charity shall be applied solely towards the promotion of its objects.

Each year a budget is set for the forthcoming year which covers the period April – March. This budget is agreed by the Executive Committee and voted on at the AGM.

### Banking Arrangements

The charity has a bank account that is maintained in the name of the charity, and which has at least three members of the executive committee as signatories. One of these is either the treasurer or the chairperson.

The bank details are:

Account Name: FOCC Medway  
Account No.: 03487105  
Sort Code: 30-97-12

Gift Aid is claimable on any gifts given, provided the donor has completed the FOCC Medway Gift Aid form. The amount recovered will be paid into the bank account where it will be put towards the objects of the charity.

### Expenditure Controls

Day to day expenditure for the charity is authorised by the group coordinator provided it is within the budget category set by the Executive Committee and that funds are available. The coordinator may delegate expenditure to a team member, but this must be agreed in advance of the expenditure taking place.

Payment for any item as well as expenses can be claimed by completing an expenses form detailing the expenditure, supported by an authentic appropriate receipt or invoice. Expense forms must be signed off by the group coordinator, or by the Treasurer in the case of group coordinator expenditure. These are then given to the Treasurer for payment.

When payment is against an invoice, payment should be made out to the issuer of the invoice. Under no circumstances should blank cheques be issued at any time.

Two signatures are required for any expenditure transaction, which must not include the person who is the recipient of the payment. Should payment be made on-line, then authorisation must be by two people, one of which should not be the recipient.

Trustees need to be aware of the joint responsibility in respect of charity funds which should not be left to the discretion of any individual person alone

### Donations

A donation which has been given to any trustee, group coordinator or member must be acknowledged by receipt and letter to donor with a copy to the treasurer coordinator

All funds of the charity shall be paid into the charity bank as soon as possible upon receipt.



## Record Keeping

- a. The Executive Committee shall ensure that proper accounting records to be kept as are necessary to give a true and fair view of the affairs of the charity and to explain the transactions relating to its assets and liabilities and its income and expenditure.
- b. The treasurer will be responsible for keeping these accurate and up to date
- c. The books of account shall be kept in such place as the Executive Committee think fit and shall be open to the inspection of the members of the Executive Committee.
- d. The accounts shall be reviewed annually. The financial year shall end on 31st March in each year. The Executive Committee shall cause an account of the charity's receipts and payments for the previous financial year to be submitted to the annual general meeting and within the permitted time scale the appropriate returns should be submitted to the Charity Commissioners.

## Audit

Any income over £10,000 per year requires submission of audited accounts to the Charity Commission, amounts less than £10,000 still need to be audited by competent person and presented to the trustees. The order to the auditor should be proposed, seconded and adopted at the groups AGM.



## Appendix III: PUBLIC ACCOUNTABILITY POLICY

### Overview

Being a registered charity means that FOCC Medway is accountable to the general public at large. This policy outlines the way in which we will deal with enquiries and complaints with regards to the way the charity is run and how it is operating to achieve its objects.

### Governance

FOCC Medway has a clear set of objects and beneficiaries and a comprehensive governance document that details the way in which the charity operates and the policies by which it is managed. These documents are 'public' in that anyone can request them by contacting the office or one of the trustees.

### Publicising of activities

There are a number of ways in which the Executive Committee communicates the vision of the charity and the plans for the future. These include:

#### Plan for the coming year

This document is typically produced/updated each year by the group coordinator and agreed by the Executive Committee. It contains the plans for the coming year, the number of host families selected and arrangements with contacts in Belarus. A summary of this is published on the website.

#### Annual Report

This is a review of the past year and is approved at the Executive Committee meeting. It includes a copy of the financial status of the charity. It is circulated to all members via email, published on the charity website and copies can also be sent on request to the Secretary.

#### Social Media Updates

Regular updates are posted on Facebook.

### Responding to requests for information

All requests for information should be directed to the Secretary, where they will be logged and passed onto the appropriate person for response. This can either be sent by post to:

The Secretary  
FOCC Medway  
c/o 24 Millcroft Road  
Cliffe  
Rochester  
Kent ME3 7QN

Or via email to: [Foccmidway15@gmail.com](mailto:Foccmidway15@gmail.com)

All requests will receive a response within 5 working days, or the person requesting the information will be told why their request could not be fulfilled within that time.

Should any information supplied be of a confidential nature, the person receiving the information will be asked not to communicate it to any other party unless authorised.

### Public complaints procedure

The following procedure shall be applied to any complaint made from the public in regard to any of its members, volunteers, or activities for which it is responsible.



### **Making a complaint:**

- i. In the first instance, any complaint should be directed to the group Coordinator
- ii. Should this yield an unsatisfactory result, the aggrieved party may appeal the matter to the Executive Committee. Their decision will be considered final.
- iii. Should an informal discussion bring an unsatisfactory result, the complaint should be made in writing and submitted to the Executive Committee with the label 'Formal Complaint'.
- iv. Following this, you will be asked to attend a meeting with a member of the Executive Committee where the complaint will be fully investigated. You will be noted of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
- v. Should this yield an unsatisfactory result, you may appeal within five working days. You will then be invited to a further meeting with another member of the Executive Committee.
- vi. Following the appeal meeting you will be informed of the final decision.

### **Grievances concerning the Group Coordinator:**

Grievances involving the group coordinator that relate to either breaking the law or the Objects of the Charity, should be brought informally to them, and then in writing if not resolved. Should the grievance still exist then it should be referred to the trustees in writing, who will then investigate and take appropriate action.

### **Challenging a 'final decision':**

Anyone who believes that FOCC Medway has acted unlawfully and whose complaint has not been upheld, can make a formal complaint to the Charity Commission. Details of this procedure can be found on the commissions website at [www.charitycommission.org](http://www.charitycommission.org).



## Appendix IV: DATA PROTECTION POLICY

### Overview

All data held by FOCC Medway is obtained, processed, distributed, used and treated in accordance with best practice principles. Our intention is to abide by the latest law government guidance at all times. The basic principles as derived from the Data Protection Act 1998 are below and seek to ensure that information is:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure
- not transferred outside the UK without adequate protection

Where data is deemed sensitive there is stronger legal protection to avoid discrimination. This covers data such as:

- ethnic background
- political opinions
- religious beliefs
- health
- sexual health
- criminal records

### Responsibilities

The responsibility for Data Protection fall on the Executive Committee to ensure the organisation complies with its legal obligations.

All members and volunteers are required to read, understand and accept any policies and procedures that relate to the personal data they may handle in the course of their work.

Other supporters must agree to us holding their contact information, from which they can 'unsubscribe' at any time.

### Confidentiality

Confidentiality applies to a much wider range of information than Data Protection. Although the subjects overlap they do not automatically cover the same things and may include:

- Information about the FOCC Medway (and its plans or finances, for example)
- Information which is not recorded, either on paper or electronically
- Information held on paper, but in a sufficiently unstructured way that it does not meet the definition of a "relevant filing system" in the Data Protection Act

Such information is expected to be treated with respect and held in confidence by members. Clarity regarding the data that can be shared is obtainable from the Executive Committee, or Trustees on review.

Members of the Executive Committee have access to the membership database covering those who have willingly submitted their information to the charity. The use of this is defined on a "need to know" basis; no one should seek access to information unless it is relevant to their role in the charity.



Members, because of their interaction with the children, will have Disclosure and Barring Service (DBS) checks completed and the full information is only initially available to the membership manager and Coordinator. If Safeguarding principles deems that relevant information is shared further this will happen as appropriate. Upon the completion of the DBS check the check reference and date of check only will be retained in the database for Safeguarding purposes.

Naturally if any significant and relevant allegation or information is received all members have the responsibility to act according to the Safeguarding policy in consultation with the Group Coordinator. These principles overrule normal conditions of confidentiality.

FOCC Medway undertakes to give fair warning to subjects that their data is collected, stored and used. All those who become a member will be made aware of our approach and Essential good practice with regards to Data Protection.

Very occasionally data may be requested by the subject, these requests are to be processed through the Membership manager and, as appropriate, through the Executive Committee before the information held is disclosed.

Data may also be requested by a third party, these requests are processed based on the legitimate request of the party (law enforcement, government agency) and unless legally barred any information is released only on the permission granted by the subject.

## Security

Security is about ensuring that the data confidentiality boundaries are maintained.

We operate two levels of security within FOCC Medway, which have their own expectations and security measures:

- General Information:
  - General information includes the basic database information on members and its use in communicating by email.
  - This information is contained in a secure, password protected, off site database, which operates a dynamic continuous backup with high grade security and operating to the Safe Harbor Privacy Principles relevant to the UK. This is currently with Mailchimp
  - General information must not be stored on any local digital system without a password protection enabled.
  - Devices holding data must have the screen set to lock automatically, with password required for access, within 10 minutes in private or activated manually when in a public situation.
  - This data is not to be left unattended in public.
- Sensitive Information:
  - Sensitive information consists of member information that covers giving, and/or bank accounts, DBS certificates and other related information necessary to ensure host families are suitable.
  - This information is contained in a restricted password protected, off site database, which operates a dynamic continuous backup with highest grade security and operating to the Safe Harbor Privacy Principles relevant to the UK. This is currently held in DropBox and in locked cabinet files.
  - Sensitive information must not be stored on any local digital system unless subject to additional encryption.
  - Devices holding Sensitive data, or automatic links with passwords retained in the devices memory, must have the screen set to lock automatically, with password



required for access, within 5 minutes in private or activated manually when in a public situation.

- This data must in no circumstances be left unattended in public or left on a desk in a private office even if the door is closed and locked, regardless of whether the data is visible from outside the office.

Passwords must meet a minimum standard of 8 digits, including both numbers, letters, including capital and lowercases. Numbers must never be consecutive and any words within passwords must avoid being obviously linked (eg first names of family members, dates of birth, etc).

Members of the Executive Committee are expected to keep all important and valuable files automatically backed up off site to avoid loss in the event of a theft, fire or other incident and to allow the charity to regain function with little downtime.

It is our policy not to give out personal or contact data over the phone/email without prior consent (verbal or written) by the subject. As such the membership manager and the Group coordinator will have use of a FOCC Medway email address and contact phone number and are not required to hand out personal mobile or email details.

Photographs are taken within the life and work of the charity. These images never, without express permission, are used in conjunction with the names or personal details of those included and may breach an individual's personal security.

## Recording and Storage

### Member and Supporter Information

The following information is held by the charity on Mailchimp and used for the purpose of communicating news about the charity and its activities:

- Name
- Address
- Organisation (if applicable)
- email address
- home telephone number
- mobile telephone number
- Role – e.g. Host family, trustee, etc.
- Approval to hold details

Members and Supporters are able to 'unsubscribe' from the above list at any time.

### Host Family Member Information

In addition to the above, the following information is held by the charity for all host family members with their express permission:

- Date of Birth
- References
- Signed FOCC Medway Charity rules
- Host family photos

Additional information held by FOCC Medway / GB DBS Signatory:

- Approval for DBS registration
- DBS disclosure details

When a volunteer resigns from the charity then:



- all details are removed from the database including that held by FOCC Medway DBS Signatory
- paper records are shredded
- Contact numbers removed from the group coordinator's phone

### Data Accuracy

The accuracy of data collected is a key concern for FOCC Medway and as such we take sensible measure to cross check the accuracy of data, especially when it is being transcribed from hand completed forms. In the process of data input any overlapping data may be compared to the information currently held or such information as it in the public domain. If there appears to be a significant discrepancy that cannot be easily explained or resolved, then the person dealing with the data input may contact the individual using the data provided to check its accuracy.

Information that is out of date, unreliable or significantly incomplete can cause difficulties for the charity and as such we filter our database information on a regular basis. Data concerning an individual who is no longer a member, or we have not had contact with for over 12 months will be deemed 'Inactive' and will no longer be contacted by the charity.

Records are not deleted in the traditional sense due to safeguarding requirements covering past members but are instead made 'Inactive'. If someone has been in this state for three years without change then records are eligible for deletion.

Storage of information must be in line with the data security requirements listed above. In short digital data is held in a secure offsite server system operating in line with the Safe Harbor Privacy Principles. Physical data is stored in locked filing cabinets or drawers in the relevant offices which are secured with locks. Archived physical data may be collated into crates and stored in attic spaces or other inaccessible spaces until their destruction date is reached. At this point physical records are destroyed either by high grade cross cut shredder or burned by a member eligible to process that data.

Data archive destruction periods:

- General financial records (gift aid / purchase receipts) – 7 years
- HMRC relevant records covering organizational payments – 10 years
- General contact data for members – 3 years after last known contact
- Attendance of Children from Belarus– Never
- Photos of past members are withdrawn from use ASAP

### Transparency

FOCC Medway is committed to transparency and undertakes to process information for these clear purposes:

- keeping those interested informed of the work of the charity
- ensuring an up-to-date membership list
- effective record keeping in line with Safeguarding principles
- maintaining financial records as required by law to claim Gift Aid

Members of the Executive Committee are made aware of the management of their data through an induction process which draws attention to all of the charity's policies and documentation. Members and other volunteers are informed of the essential principles relevant to their data and their engagement with the data of others through the Volunteers Induction process and associated information.

We do not seek to hide the work of data gathering, processing and usage. All data is completed voluntarily and handed to FOCC Medway willingly, without inducement.



## Consent

Across FOCC Medway we operate a policy of Implied Consent in the following circumstances:

- For relevant processing and use is considered to have been granted when someone willingly completes and hands in a form (digitally or physically) with their details on.
- For the use of photos taken within the activities of the charity. Published materials carry a notice of this and offer an opt out via sending a message to the Membership manager.
- For contact data sharing, when people join the host family team, with the group coordinator.
- For sending relevant update emails, letters or on rare occasion phone calls regarding relevant activities in the life of the charity.
- Wherever it is reasonable for the individual to have understood that we would act within reason with the data provided, if an individual wish to opt out then they must contact the Membership manager.

Where data is needed to be processed beyond these common-sense limits we will seek clear verbal or written permission depending on the scale of the processing and the sensitivity of the data involved.

Where consent has previously been given or implied and then withdrawn, the consent cannot be retrospectively retracted, and the withdrawal will operate from that time forwards.

Contact lists will not be given, shared or sold to third parties and such data collected will remain under the stewardship of FOCC Medway at all times.

## Appendix V: ROLE SPECIFICATIONS

### CHAIRPERSON

- To lead the Executive Committee to enable it to fulfil its purpose by:
  - Being responsible for making sure that each meeting is planned effectively, conducted according to the constitution and that matters are dealt with in an orderly, efficient manner.
  - That any decisions made are clearly assigned and monitored
  - Regularly reviewing the committee's performance and identifying and managing the process for renewal of the committee through recruitment of new trustees/members.
- To ensure the charity is managed effectively by co-ordinating the activities of the Executive Committee to ensure that appropriate policies and procedures are in place and up to date for the effective management of the charity.
- Day to day communication, support and supervision of the Group Coordinator, ensuring that the relationship with the committee retains an appropriate balance of support, scrutiny and challenge.
- To ensure all trustee documents are kept up to date and available in the secure on-line area
- To ensure proposed trustees and members of the executive committee are qualified to do that role
- Providing training for new trustees and members of the Executive Committee

### SECRETARY

- To support the Chairperson in ensuring the smooth functioning of the Executive Committee
- To ensure trustee/executive committee meetings are effectively organised and minuted by:
  - Liaising with the Chairperson and Group Coordinator to plan meetings
  - Receiving agenda items from the executive and members
  - Circulating agendas and reports
  - Taking minutes (unless someone else is nominated at the meeting)
  - Circulating approved minutes
  - Checking that agreed actions are carried out.
- Maintaining effective records and administration by:
  - Keeping up-to-date contact details (i.e. names, addresses and telephone numbers) of the trustees, the Executive Committee and (where relevant) key members of the charity.
  - Filing minutes and reports
  - Compiling lists of names and addresses that are useful to the charity, including those of appropriate officials or officers of voluntary organisations.
  - Keeping a record of the charity's activities
  - Keeping a diary of future activities
- Upholding legal requirements by:
  - Acting as custodian of the charity's governing documents
  - Checking quorum is present at meetings
  - Ensuring appointments are in line with stipulated procedures
  - Ensuring the charity's activities are in line with its objects
  - Ensuring charity and company law requirements are met
  - Sitting on appraisal, recruitment and disciplinary panels, as required.
  - Maintaining the statutory registers including the register of members.



- Ensuring that statutory forms are filed promptly.
- Communication and correspondence by:
  - Responding to all trustee correspondence
  - Filing all trustee correspondence received and copies of replies sent

## TREASURER

- Responsible for reviewing and monitoring FOCC MEDWAY's financial systems and controls as outlined in the Financial Review & Audit Policy
- Ensure that record-keeping and accounts meet the conditions of funders and/or statutory bodies
- Liaise with Executive Committee about financial matters
- Set up appropriate systems and internal controls for book-keeping, payments, lodgements & petty cash
- Ensure everyone handling money keeps proper records and documentation
- Ensure proper records are kept of fixed assets
- Ensure required insurances are in place.
- Advise on the charity's reserves and investment policy.
- Liaising with the Chairperson to ensure that publications such as annual reports and accounts, and their dissemination comply with the charity's governing document and statutory requirements.
- Ensuring that people entitled to do so can inspect company records and accounts.

## GROUP COORDINATOR

Responsible for the support and supervision over the following areas of activity:

- Fund-raising and supplies
- Group support of FOCC GB fund-raising
- Quarterly reports to Executive Committee meetings
- Administration and recording of members
- Indemnity insurance
- Approval of all promotional materials
- Public relations
- Acknowledgement of all monies, goods and services
- Appointment of host families and helpers
- Visits and implementation of the programme

Further details of these activities are given in the Coordinator and Trustees Handbook issued by the FOCC Governing body.

## HEAD OF FUNDRAISING

Responsible for raising awareness and seek sponsorship from individuals and organisations. Activities include:

- Fundraising Events & Ideas. E.g. *Christmas Advent Raffle*
- Acquisition of Prizes for Fundraising Events and Raffles

## MEMBERSHIP MANAGER

Responsible for the administration of members ensuring membership records and contact details are accurate. Responsibilities include:

- To process completed application forms received on both paper and online



- Contact referees by phone and confirm their agreement to give the potential host/helper a reference.
- Prepare and send out reference forms with stamped addressed envelopes.
- On receipt of completed forms, inform Coordinator to allow DBS to proceed.
- To ensure all Members who have a DBS, have read and signed the FOCC GDPR form, DBS permission form and (as applicable) form 11 Charity Rules for Hosts.
- To receive the signed safeguarding forms from the Local Safeguarding Officer, following their home meeting with host families.
- To collate all of the above forms and store securely.
- Liaise with Group Coordinator to maintain a current list of members
- To ensure members are contacted each year so we know their contact details are up to date.
- Highlight non-active members (of 3 years) and ensure past records are dealt with in accordance to the Data Protection Policy

### **SAFEGUARDING OFFICER**

Responsible for managing and reporting concerns about children and adults, and for putting into place procedures to safeguard children where relevant. Responsibilities include:

- Working with others within the FOCC Medway to create a positive, child-centred environment
- Play a lead role in developing and implementing FOCC Medway's approach to safeguarding children and young people
- Manage cases of poor practice and abuse reported, including the records system
- Manage referrals to children's social-care services and the police
- To be the central point of contact for internal and external individuals and agencies
- Represent FOCC Medway at external meetings related to safeguarding
- Coordinate the dissemination of policy, procedures and resources throughout the charity
- Advise on the FOCC Medway's training needs and provide training where appropriate
- Ensure safeguarding standards are met and maintained
- Keep own knowledge and skills up-to-date

### **MARKETING MANAGER**

Responsible for the way in which FOCC Medway is promoted. Responsibilities include:

- Setting standards for the 'look and feel' of leaflets and online promotions
- Production of Leaflets to attract members/host families in conjunction with the Group Coordinator.
- Maintaining the website to ensure it is up to date and past notices have been deleted
- Overseeing social media activity in terms of relevant posts and responding to comments
- Updating the volunteer booklet
- Production of regular press releases
- Publication of the Annual Report