



A HALL FOR ALL

## Scarth Hall, Staindrop

Charitable Incorporated Organisation

1176610

# Volunteer Handbook

**Release 1.0**

**31/7/2018**

**Scarth Hall online**

[www.scarthhall.co.uk](http://www.scarthhall.co.uk)

[facebook.com/scarth.hall.staindrop](https://facebook.com/scarth.hall.staindrop)

[twitter.com/scarth\\_hall](https://twitter.com/scarth_hall)



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### **We'd love to know what you think!**

We welcome feedback on this Handbook, and on any aspect of the Scarth Hall volunteer programme. Just email [scarthhallvolunteers@gmail.com](mailto:scarthhallvolunteers@gmail.com) or contact any of the Trustees.

## About Scarth Hall

Scarth Hall, also known as Scarth Memorial Hall, was built in 1875 in memory of Thomas Freshfield Scarth, land agent to the Dukes of Cleveland of Raby Castle.

An upstairs room was added to the Hall to commemorate the Staindrop men who died in the First World War and their names are listed on the memorial in Staindrop parish church. A new plaque will be unveiled at the Hall for the 100<sup>th</sup> anniversary of the World War.



During the Second World War, the hall was used to provide NAAFI (Navy, Army and Air Force Institutes) facilities to soldiers stationed in Staindrop. In the late 1940s/1950s, there was a cinema in the main hall, and the upstairs was used as a reading room with newspapers and books.

Following a major programme of improvement and refurbishment (March 2016-September 2016) funded by the Big Lottery, there is once again a cinema in Scarth Hall, as well as an IT suite and a range of modern, accessible facilities.

Over 20 regular classes and activities take place at the Hall, and Scarth Hall volunteers help to organise and run a wide range of events at the Hall including music concerts, theatre, comedy nights, family fun nights, health programmes, and film nights. We're also a popular venue to hire for parties, receptions, meetings, rehearsals and social events.

Scarth Hall is a Charitable Incorporated Organisation (CIO), charity number 1176610.

## Scarth Hall personnel

### Trustees

Chairperson – Morris Race (07881 248478)  
Vice Chairperson – Ed Chicken (07841 674937)  
Secretary – Michael Wylie (01833 660802)  
Treasurer – Stephen Dodds

Hylene Bowman  
Teresa Driscoll  
Ian Royston  
Susan Stamp  
Sheila Wylie

### Appointed members

St Mary's Parish, Staindrop: Reverend Ken Steventon  
Staindrop Parish Council: Ed Chicken

### Ex-officio member

Lord Barnard (Raby Castle)

### Staff

Trudie Race – Caretaker (part-time)

### Scarth Hall personnel with designated roles (to be updated)

Les Blair – Bar Manager  
Teresa Driscoll – volunteer programme

## Scarth Hall Constitution

Scarth Hall became a CIO in March 2018 and is governed by a new Constitution. Please contact Mike Wylie if you'd like a copy of this.

### Mission and aims

#### Our mission

To improve the health and wellbeing of everyone by providing the best community facility in the Staindrop area.

#### Aims

Scarth Hall aims to be a community venue that:

- is accessible and welcoming to everyone.
- is clean, safe and well-maintained.
- encourages the whole community to get involved and shape the future of the Hall.
- provides a variety of affordable, appealing spaces and facilities for all types of event.
- hosts a range of social, leisure, health and well-being activities and events to benefit and involve the whole community.

The Trustees of Scarth Hall will:

- work to the highest standards in all aspects of managing of Scarth Hall.
- listen to the needs and views of everyone that uses the Hall.
- ensure that Scarth Hall recognises and rewards the invaluable contribution of the volunteers who support this community venue.
- use income from hires and events to ensure that the hall, its facilities and equipment are improved and maintained to a high standard in the long-term.
- engage and consult with the community to find out what people want from the Hall so that everyone gets maximum benefit and enjoyment from it.
- promote the Hall and the activities and events taking place to ensure that everyone has the opportunity to enjoy what Scarth Hall offers.

#### A HALL FOR ALL

The 'a hall for all' strapline which is often used with the Scarth Hall logo was inspired by the original Scarth Hall Trust Deed.

## Governance: Scarth Hall Trustees

### Board meetings

The Board of Trustees is the strategic decision-making body of Scarth Hall CIO and meets 12 times a year. This is currently on a Thursday evening every 4 weeks: (2018: 9 August, 6 September, 4 October, 1 November, 29 December)

Decisions are made jointly by the Board of Trustees although some decisions may be delegated to a Task Group or sub-group, subject to financial approvals where appropriate. Trustees work to the Scarth Hall Constitution and to the policies and guidance in the Trustee Handbook.

Anyone who wishes to may sit in on Scarth Hall Board meetings. This may be to just observe the meeting or to bring up or present on a particular topic. Only trustees have voting rights. Non-trustees will be asked to leave the room if sensitive or personal information is discussed.

**Meeting minutes:** These are available on the Scarth Hall website Trustees page. From June 2018, Board meeting minutes will be emailed to volunteers as well as Trustees. Any sensitive or personal information is removed from the public minutes.

## Task Groups

Further to an external review, it was decided to pilot the concept of **Task Groups** as a framework for Scarth Hall volunteers, and as a way to share the day-to-day running of Scarth Hall. There are two Task Groups:

### COMMUNITY AND ENGAGEMENT

Outward-facing, deals with engaging with and providing services to customers and community:

- Events
- Hospitality and Catering
- Marketing and Liaison

### HALL ADMINISTRATION

Inward-facing, deals with effective maintenance and running of the Hall, bookings administration:

- Caretaking and maintenance
- Hires, bookings and administrative
- IT & technical

Volunteers, trustees, and staff are very welcome to attend these meetings (though it's fine to be a Scarth Hall volunteer and not attend all/any Task Group meetings).

So far, both Task Groups have met together and topics have focussed mostly on planning and promoting events (Community and Engagement). In time it's hoped to bring more Hall Administration' topics to the Task Groups, with Trustees providing guidance and support as needed.

**Meeting minutes:** These are available on the Scarth Hall website Volunteer page and on the rear noticeboard at the Hall.

## Scarth Hall CIO – organisation

### **Board of Trustees**

**strategic decision-making body for Scarth Hall  
responsible for staff/HR**

meets every month, second Thursday  
- anyone can attend & observe -



### **Task Groups**

**helps with day-to-day running of the Hall  
(currently focuses on Community & Engagement)  
two-way communication with the Board**

meets most weeks, days vary  
- current & potential volunteers, trustees, staff are welcome -

#### **(1) Community & Engagement**

Events  
Marketing and liaison  
Hospitality

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#### **(2) Hall Administration**

Caretaking and maintenance  
Hires and bookings  
IT and Technical

## Volunteer policy

Scarth Hall is a volunteer-led organisation which seeks to:

- provide opportunities which encourage the whole community to be involved with their village hall
- ensure that the events and activities taking place at Scarth Hall meet the needs of our community

**Scarth Hall aims to make sure that you:**

- Feel welcomed as a valued member of the Scarth Hall team
- Have an enjoyable volunteering experience with opportunities for social events
- Have an understanding of Scarth Hall and are aware of the events and activities taking place here
- Know what you're expected to do and where to go for help if needed
- Have access to appropriate training and development
- Know who to talk to if there are any difficulties
- Have safe working conditions and adequate insurance cover
- Are not out of pocket (you may claim out of pocket expenses if you wish to using the Expense Claim Form)

**Scarth Hall asks you to:**

- be reliable, and tell us if you are unavailable or running late
- respect confidentiality whenever you have access to confidential information
- carry out the agreed task/role to the best of your ability
- give us honest feedback and ideas for improvement
- take part in relevant training
- undertake a DBS check if the role requires this
- ask for support if you need it
- treat all members of the Scarth Hall team with the courtesy you would expect to receive
- comply with Scarth Hall policies, procedures and standards
- undertake your work safely and report any concerns immediately

## Volunteer role descriptions

In late 2017 a full assessment of what's needed to run Scarth Hall was carried out and this led to the creation of six 'role descriptions' allocated to the two Task Groups.

The role descriptions (on the following pages) provide a useful overview of the tasks to be done, and will also be used for recruitment purposes. However, in practice it's likely that several volunteers will cover the work of one role, and will take on tasks from a wide range of roles, depending on their interests.

## Community & engagement: Events

As well as regular events (eg monthly Open Mic nights) Scarth Hall arranges a wide range of one-off events including comedy nights, music concerts, theatre performances, cinema nights and Family Fun nights, and workshops. The comedy and theatre events are in partnership with local organisations/promoters. We actively look for new ideas and opportunities that will bring benefit and engage all sections of the community, and fulfil the aims of Scarth Hall.

### Responsibilities:

- Research, arrange and propose (and review proposals for) Scarth Hall events
- Assess the requirement & time commitment for volunteers at each event
- Carry out event debriefing/lessons learned
- Liaise with local and regional performance organisations
- Maintain a supplier contact list (eg for bouncy castles, children's entertainers, caterers)
- Propose films and ideas for Scarth Hall Film Shows & Family nights
- Assist with preparations for events, attend events
- Review requests from artists wishing to perform at Scarth Hall
- Prepare and ensure completion of audience feedback forms at events
- Create and print tickets & liaise with sellers
- Set up online ticket accounts
- Monitor ticket sales, take reservation requests
- Liaise with other volunteers/Task Groups as needed

### Time commitment

This will vary depending on what responsibilities you take on and there is typically a more intensive commitment leading up to and during events. Some tasks could be done from home as long as the volunteer has access to email and internet. The majority of events are held Friday evenings and Saturday daytime/evening.

## Community & engagement: Hospitality and catering

**Bar:** a fully-licensed bar is available for regular events (eg the Tea Dance and Open Mic Night) and for one-off events and hires. The Bar Manager is usually involved with events where a bar (or any alcohol at the Hall) is required.

**Catering:** Scarth Hall has a modern and very well-equipped kitchen. Catering is provided by volunteers to enhance Scarth Hall events – this could be anything from preparing toasties, to providing a themed meal, to catering at the annual Beer & Music Festival. Note that hirers for private functions generally make their own arrangements and may bring in external caterers.

**Front-of-house:** This interesting task area varies from one event to another.

**New projects:** There is also an opportunity to set up a community café at the Hall, depending on volunteer interest.

### Responsibilities:

- assist the Bar Manager if required
- welcome and interact with Hall users in a friendly and professional way
- help with planning, pricing and purchasing food and drink
- ensure that correct procedures and standards are followed
- arrange laundering of tablecloths
- sell and serve food at Scarth Hall events (eg Beer & Music Festival), help to clear away
- front-of-house tasks (eg event announcements; MC for Open Mic Night)
- act as the 'Scarth Hall host' for funeral gatherings, formal occasions
- collect/sell tickets on the door; sell raffle tickets
- gather names for the Scarth Hall mailing list
- Liaise with other volunteers/Task Groups as needed

### Time commitment

This will vary depending on what responsibilities you take on and there is typically a more intensive commitment leading up to and during events. Some tasks could be done from home as long as the volunteer has access to email and internet. The majority of events are held Friday evenings and Saturday daytime/evening.

## Community & engagement: Marketing & liaison

### Responsibilities:

- Build and maintain the Scarth Hall mailing list
- Create a monthly newsletter update to the mailing list and a postal equivalent
- Submit entries for Parish/local magazines
- Create online listings for events
- Maintain the Scarth Hall website
- Maintain/monitor Facebook pages
- Contribute to Twitter feed
- Ensure compliance with Scarth Hall branding
- Liaise with event organisers and user groups regarding marketing requirements
- Design, print and (where needed) laminate posters and flyers (or commission externally)
- Plan poster & flyer distribution
- Distribute/affix posters and flyers (eg local organisations & schools)
- Maintain press contacts and arrange coverage/advertising

### Community engagement

- Research and support local needs for new activities or user groups
- Engage and maintain local – schools, health, community & voluntary groups. businesses
- Undertake user surveys, consultations and collate feedback

### Time commitment

This will vary depending on what responsibilities you take on. Typically a Marketing & Liaison volunteer would have a more intensive commitment when preparing publicity for an event. Some tasks could be done from home if the volunteer has access to email and internet.

## Hall Administration: Caretaking and maintenance

**Staff:** Scarth Hall employs a part-time Caretaker.

Scarth Hall is committed to ensuring that all users of the Scarth Hall have access rooms and facilities that are clean, maintained and secure, with rooms heated as required. The Caretaker and contract cleaners require volunteer support in order to maintain the Hall to the required standard.

### **Responsibilities:**

- Open up and lock up the Hall for one-off hires and regular users
- Open up for tradespeople (eg service companies) and visitors (eg potential hirers)
- Welcome and interact with Hall users in a friendly a professional way
- Set up & put away tables and chairs and equipment before and after events and hires
- Carry out Induction for all hirers using Induction Form & Booking Conditions (this may also be done by a volunteer from the Hires and bookings Task Group)
- Help to ensure that all Hall users are aware of the correct procedures and standards
- Arrange the external cleaning schedule
- Programming the heating system for different users
- Arrange and record maintenance & servicing for kitchen equipment, heating equipment
- Ensure Hall security
- Maintain a list of keyholders
- Check and clean toilet facilities
- Wipe down surfaces
- Mop and Hoover

**See also:** Maintenance Schedule

### **Time commitment**

This will vary depending on what responsibilities you take on and what support the Caretaker needs.

## Hall Administration: Hires and bookings

### Responsibilities:

#### One-off bookings

- Take enquiries by 'phone, email, in person
- Interact with hirers and enquirers in a friendly and professional way
- Prepare and distribute Booking Form
- Ensure that hirers are aware of and have signed up to the Booking Conditions
- Update the online diary and backup diary
- Liaise with the Bar Manager and other Task Groups as needed (eg Hospitality & Catering)
- Carry out an induction (usually done by a volunteer from Caretaking and maintenance)

#### Regular hires/user groups

- Liaise with User Groups including attendance at User Group Forum meetings
- Help with initial induction & refresher induction for regular hirers
- Ensure compliance with and understanding of Booking Conditions
- Ensure groups are aware of available facilities and services and how to use these

#### Time commitment

This will vary depending on what responsibilities you take on.

## Hall Administration: IT & Technical

Scarth Hall has a range of modern, high quality equipment for the benefit of everyone who uses the Hall. This includes:

- IT suite with laptops, tablets and printers and TV/projection screen
- Sound/PA system in the main hall
- TV/projection screen at Hall entrance and in the Bistro
- Cinema screen in main hall

Scarth Hall runs film nights open to the public, and holds an umbrella licence for private film screenings. We are a popular venue for business meetings with a projection screen in the IT suite and free wifi throughout the building. There is a volunteer-led Internet Café and we've hosted beginners' computer courses run by the YMCA.

### Responsibilities:

- Assist with setting up IT & technical equipment
- Show hirers/users how to use equipment correctly
- Research and advise on future purchases and updates to IT and technical equipment
- Keep the inventory up-to-date
- Maintain software licences including anti-virus software
- Ensure the security and safe storage of IT equipment
- Arrange for hirers/users to sign-out any items
- Research screening licences for film nights

### 'Front-of house' and customer liaison

- Project films on cinema nights
- Operate the sound desk and lights for Open Mic nights, concerts and shows
- Liaise with hirers/promoters/artists regarding technical requirements
- Show hirers/users how to use equipment correctly
- Help with the Scarth Hall Internet Café/IT suite

### Time commitment

This will vary depending on what responsibilities you take on, with a more intensive commitment during film nights, open mic nights, concerts, or for a business hire.

# Expense Claim Form



## SCARTH HALL

### EXPENSE CLAIM FORM (TH9)

Scarth Hall will reimburse out-of-pocket expenses incurred whilst volunteering for the Hall.

If a volunteer does not wish to claim, it is still useful for Scarth Hall to have a record of monies spent, so you may wish to record items on this Form and write "NOT CLAIMED" alongside.

<b>YOUR NAME:</b>	<b>DATE SUBMITTED:</b>
<b>YOUR SIGNATURE:</b>	

<b>COUNTERSIGNED BY:</b> (eg Task Group lead):	<b>DATE:</b>
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Item	Name of event, purpose of journey, why item needed. If details are already recorded on an Expenditure Form or Event Form, please attach a copy.	Amount (please attach receipts)
Food and drink for Scarth Hall catering (including fridge supplies)		£
Marketing (eg printing, photocopying, Facebook promotions)		£
Stationery		£
Travel: bus / taxi / train (state journey start & end point below:)		
Car mileage State where from/to	Total miles: Purpose of journey:	Total amount claimed @ 45p per mile: £
Other items:		£
<b>GRAND TOTAL:</b>		£

**Payment direct to your bank account:**

Sort code: \_\_\_ . \_\_\_ . \_\_\_    Account number: \_\_\_\_\_

Tick if you would prefer a cheque:                       if you would prefer cash:

**OFFICE USE:**

Paid on (date) ..... by bank / cheque / cash

# Induction Form



## SCARTH HALL

### VOLUNTEER INDUCTION FORM (VH<sub>1</sub>)

#### WELCOME!

We'd like to wish you a warm welcome to Scarth Hall and to thank you for completing this induction, which will help to ensure that you have a great experience volunteering with us. Please sign to confirm that:

- you have been shown or made aware of all items in bold on this Form
- you know where to find printed copies of relevant documentation
- you have a copy of the Volunteer Handbook
- you know who to contact if you have any questions
- you have been given a volunteer name badge

Print your name:

Your signature:

#### USER HANDBOOK

Contact numbers

Booking Conditions

Hirer Feedback Form

Fire evacuation plan

Generic & emergency evacuation plans

Radiators

Lighting/Electrical

First Aid

Disabled toilets

Rear entrance door

Stairlift

#### ABOUT SCARTH HALL

noticeboards

mailing list

website & social media

regular events and activities

#### KITCHEN:

Tea & coffee

Food preparation and storage

Waste disposal

Dishwasher

Oven and hob

Plate warmer

#### AUDIO-VISUAL

Cinema system

TV Screen (Training Room / Bistro)

Portable Projector

Stage lighting

Sound desk

Induction loop

#### POLICIES, RISK ASSESSMENTS:

Equal opportunities

Complaints policy

Children and vulnerable adults

Other policies as needed

Risk assessments and safety checks

#### TO THE PERSON CARRYING OUT THE INDUCTION:

Please tick to show what you've covered then print your name and the date of the Induction.

Print your name:

Date

Additional notes from this induction: