



The Devonshire Association

Policies

2017

**The Devonshire Association
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Policies

The following policies, subject to annual review, have been approved by the Executive Committee during 2017 and are set out below:-

1. Conflicts of Interest
2. Risk Management
3. Complaints
4. Vulnerable Beneficiaries
5. Pay Policy

The Society's investment policy including our attitude to investment risk is set out briefly in the Trustees Report in the 2016 Financial Accounts. A more detailed description is under development.

The Society is developing a Volunteer Management policy, which will be shared with the DA Forum prior to its formal adoption.

Nick Wells
Hon. Secretary

Conflict of Interest Policy

The policy forms part of the Association's governance arrangements.

The policy explains the Association's approach to conflicts of interest and documents the responsibilities of the Executive Committee (who are also the Trustees). While this policy is subject to annual review by the Executive Committee, conflicts of interest are addressed as they arise.

The Association understands the importance of reporting conflicts of interest as this is an important safeguard to protect the interests of the Association.

The Executive Committee will strive to avoid any conflict of interest between the interests of the Association on the one hand, and personal, professional and business interests on the other. This includes perceived as well as actual conflicts.

The purpose of this policy is to protect the integrity of the Association's decision-making process, to enable members and others to have confidence in our integrity, and to protect the integrity and reputation of Executive Committee members.

The risk of such conflicts arising is currently assessed to be low. The most significant potential conflicts lie in the granting of contracts to third parties such as publishers, printers or venue providers.

Such potential for conflicted interests is managed by:-

Executive Committee members are required to notify a conflict of interest to the Committee should such arise, in advance of or during a meeting, and to stand aside from decisions made on matters where they are conflicted. Typically, Executive Committee members will be asked to leave the room for discussion of the item and the minutes will record who was present for the discussion and decision. With effect from February 2017, in line with good practice, there is a standing agenda item for members to declare any conflicts of interest, at the start of the meeting.

With effect from June 2017, a register collating Executive Committee interests will be compiled drawing on declarations of interests made with such declarations to be held on file by the Registrar. In future, upon election or co-option, each Executive Committee member will make a full, written disclosure of interests, such as relationships, and posts held that could potentially result in a conflict of interest. Such disclosure will be included in the register referred to above.

In addition, decisions committing expenditure above modest limits (£500 pa for individual officers) are required to be taken by the Treasurer and Chairman; while those above £2,500 per item are required to be taken by the Executive Committee as a whole.

When entering into a new financial commitment more than one quote should be obtained, unless the expenditure is under £1,000. For repeat arrangements, we seek to ensure expenditure is broadly at the same cost as previously, as well as broadly in line with the market.

The Policy will be shared with Branches and Sections so that they can develop an approach in line with this policy.

Version 1.0
June 2017

Approved by Executive Committee in May 2017

Risk Management Policy

The policy forms part of the Association's governance arrangements.

The policy explains the Association's approach to organisational risk management and documents the responsibilities of the Executive Committee (who are also the Trustees). While this policy is subject to annual review by the Executive Committee, risks are addressed as they are identified.

The Executive Committee understands the importance of identifying and mitigating risk as unmanaged risk can impact the Association's ability to meet its aims and at its worst lead to closure.

The Executive Committee has responsibility for overseeing organizational risk management and in communicating its approach to risk.

An open approach to mitigating identified risks is adopted by the Committee. Risks are openly discussed and solutions are put forward for evaluation. When presenting significant plans and proposals, such as for events, Executive Committee members are asked to show the total financial commitment on a worst case basis as well as a realistic budget. Typically, 'what if' scenarios are examined. The varied skills and experience of the Executive are brought to bear.

The Association's appetite for risk is low. The Executive Committee determines what types of risk are acceptable and which are not. Major risks have been identified, taking into account the list of risks set out on the Charity Commission website. These risks are monitored.

In 2016, the Executive undertook a risk workshop to develop a list of major risks facing the Society. The Executive then set down mitigation where possible for each top risk. Risks include physical, people, premises, IT, and finances. These risks and their mitigation will be kept under regular, at least annual, review. A further workshop is planned in 2017.

Version 2.0

June 2017

Approved by the Executive Committee in May 2017

Complaints Handling Policy

The policy forms part of the Association's governance arrangements.

The policy explains the Association's approach to handling complaints and documents the responsibilities of the Executive Committee (who are also the Trustees) and the Registrar. This policy is subject to annual review by the Executive Committee.

The Association accepts that from time to time it will receive complaints. With limited resources, including one part-time employee and otherwise reliance on volunteers, the service expected by some members and other contacts may exceed what is possible or reasonable. Genuine mistakes can also be made.

All expressions of dissatisfaction whether written, by phone or in person, will be reported by the Registrar or Executive Committee member to the Hon Secretary. A record should be kept. The Hon Secretary will be responsible for determining the response to complaints. The Hon Secretary should inform the Executive Committee about the complaint and action taken.

Complaints will be responded to politely. A response should be provided immediately where possible and no later than 10 working days after receipt.

Should the response not resolve the complaint, the Hon Secretary will escalate the complaint to the Chairman and a further response will be made.

Should this not resolve the complaint, the Association will respond to say that it has exhausted its procedures and that it has recorded the failure to agree. In some circumstances, it may be appropriate to end the relationship by return of the current year's annual membership subscription.

Version 2.0

June 2017

Approved by Executive Committee in May 2017.

Vulnerable Beneficiaries Policy

The policy forms part of the Association's governance arrangements.

The policy explains the Association's approach to vulnerable beneficiaries and documents the responsibilities of the Executive Committee (who are also the Trustees). This policy is subject to annual review by the Executive Committee.

Vulnerable beneficiaries are defined by the Charity Commission in their Policy Paper on this topic published on the internet, as children and persons under the age of 18 and adults who are in receipt of a regulated activity. Regulated activities are further defined as the provision of healthcare, relevant personal care, and/or social work; assistance with general household matters and/or in the conduct of the adult's own affairs; and /or an adult who is conveyed to, from, or between places, where they receive healthcare, relevant personal care or social work because of their age, illness or disability. It is the responsibility of charity Trustees to safeguard such individuals from maltreatment and to prevent impairment of health.

As membership of the Association is open to the general public, and non-members may attend the Association's events, it is possible that vulnerable beneficiaries could participate in the Association's activities. However, without a screening process, which may be regarded by members and attendees as intrusive and inappropriate, this vulnerability may not always be evident.

In order to mitigate potential problems, the Trustees therefore require the following actions to be taken:

1. Those running meetings or events should as a matter of course pay close attention to the safety of all those attending. Access for disability should always be considered and where possible, provision made.
2. Those aged under 18 attending the Association's activities may only do so in the company of a responsible adult. That adult will be responsible for the safeguarding and welfare of the child or youth.
3. The Registrar will notify the Committee of any members, or those seeking to join, aged under 18, and a relevant responsible adult will be contacted to advise what is necessary in order for their child to attend meetings or events.

The Trustees will monitor application of this policy on a six monthly basis.

Version 1.0

May 2017

Approved by Executive Committee in May 2017

Pay Policy

The policy forms part of the Association's governance arrangements.

The policy explains the Association's approach to paying its one employee. The employee, our Registrar, works part-time.

The Association understands the need to pay its employees at a level which supports their retention and provides appropriate motivation.

The level of base salary is benchmarked by reference to an internet search, for example, of salaries offered under live charity vacancies in the South West.

Base Annual Salary is reviewed each year on the anniversary of the Registrar's commencement of employment, currently September.

The Review will not necessarily lead to an increase in the level of pay. Increases in responsibility and in the cost of living are taken into account when reviewing the level of pay.

Any increase in Base Annual Salary is recommended by the Hon. Secretary, who is the Registrar's line manager, for approval by the Chairman and Treasurer. Details of the revised salary amount should be provided to the Executive Committee.

The current level of pay exceeds the National Minimum Wage.

Where the employee works, by mutual agreement, hours additional to those contracted, pay is at the standard hourly rate.

Pension contributions are made in line with current Government legislative requirements relating to pensions auto-enrolment.

Version 1.0

May 2017

Approved by Executive Committee in May 2017