



# Moor Imagination Collective Handbook

*Moor Imagination Collective CIC (14004882)  
Registered address: 49 Jordan Street, Buckfastleigh, TQ11 0AX*

# About Moor Imagination Collective

Moor Imagination Collective (MIC) is a Community Interest Company (CIC) established in March 2022.

The catalyst for our incorporation was the opportunity to facilitate the purchase of Buckfastleigh Methodist Church for the community, and to oversee its renovation and operations as a Community Hub.

We have a vision for a space which encourages a shared culture: nurturing community, championing creativity, and inspiring imagination. We believe that imagination is a powerful force for creating change, and want to challenge perceptions of what a Community Hub can offer - empowering local people from all ages and backgrounds to shape a better future.

## Vision

*We plan to articulate our vision in collaboration with the local community during phase one of the project.*

## Mission

Nurturing a resilient and regenerative community in Buckfastleigh.

## Aims

- To co-create a supportive, inclusive and values-led space
- To cultivate connection, champion creativity and inspire imagination
- To curate a diverse programme of education, arts and wellness activities

# Relational Agreements

When working for Moor Imagination Collective we agree to do our best to align ourselves with the following ways of being and relating to help us create healthy collaborative culture:

**Accountability:** We do what we say we are going to do and communicate clearly when we are no longer able to.

**Appreciation:** We find ways to cultivate appreciation and gratitude and express this regularly.

**Awareness:** We find ways to increase our self-awareness in relationship to our: needs, impact on others, relationships with power, and the unconscious conditioning that influences our ways of being and relating.

**Agency:** We act on our increasing self-awareness and compassion around power, privilege, and the cycles of conflict we can get trapped in to more and more:

- Exercise our own agency alongside empathy and compassion
- Say 'no' when we need to
- Voice objections as and when they arise
- Offer and receive feedback as early as we're able to, even when it feels uncomfortable
- Name conflict when we feel/see it, whether we are directly involved or not
- Honour the diversity of our experience by expressing our appreciation, gratitude, joy, celebrations, achievements, hopes, longings and positivity as well as our fears, frustrations, anger, sadness, vulnerability, despair and grief

**Communication:** We find ways to communicate with respect, care and compassion for ourselves and each other, including: listening at least as much as we speak, speaking one at a time without interrupting, supporting all voices to be heard, owning our judgements, seeking agreement around and holding confidentiality as appropriate, speaking from our needs and hearts.

**Feedback:** We take action to learn how to offer and receive feedback in healthy ways, even and especially when it feels uncomfortable, and to respect any agreed processes around this.

**Conflict Resilience:** We make the effort to find ways of becoming more conflict resilient, and to respect any agreed processes around this.

**Regenerative practice:** We do what we can to support regenerative working practices through striving to be adequately resourced (both physically and emotionally) within our collaborations, including: cultivating balance in our lives and learning how to avoid burnout, finding ways of balancing our own needs with that of the group, saying 'no' when we need to.

# Our governance model

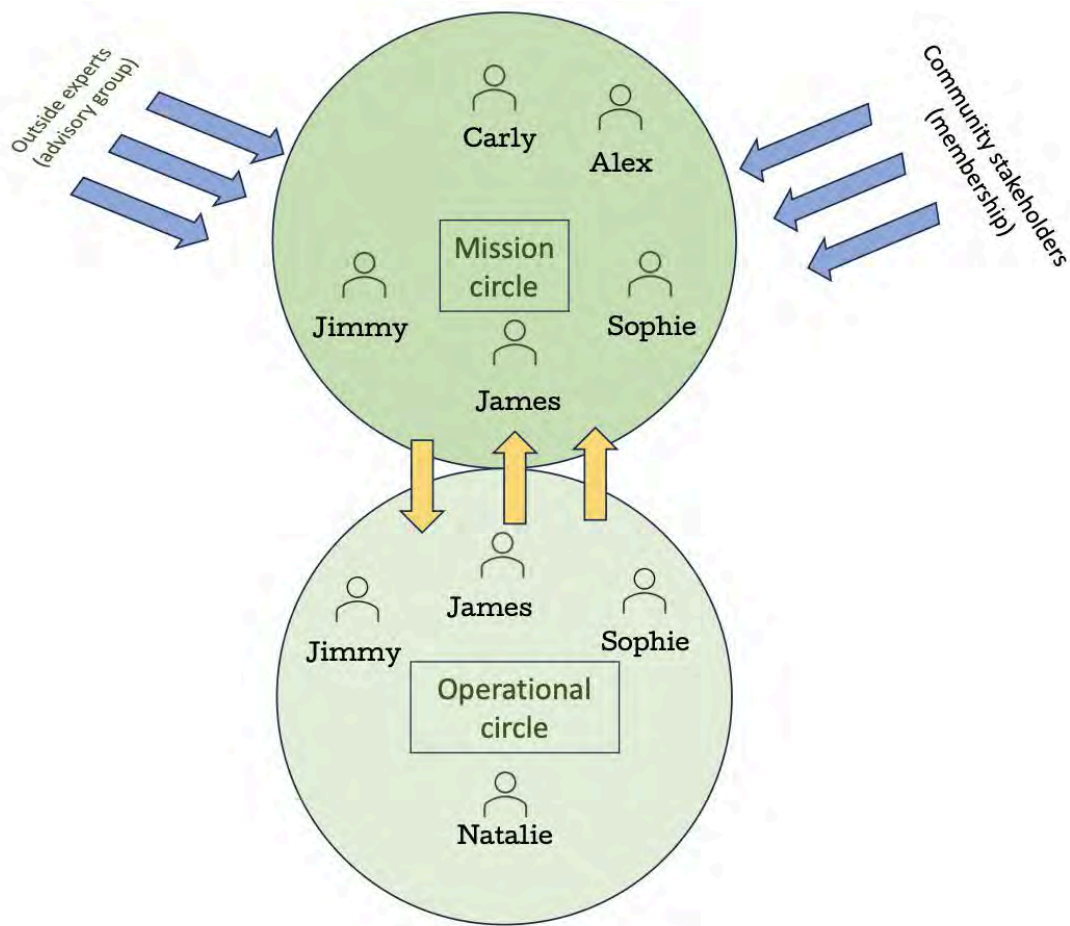
P MIC circle structure DRAFT.pptx

Our organisational structure is evolving using a system of circles, with clarity around roles and domains of responsibility key to enabling everyone to play an active part in our work. The Mission Circle and Operational Circle are the teams with the broadest scope, and as we grow work will be devolved to a number of departmental circles.

We are developing a system of leadership inspired by Sociocracy and Holacracy as well as Frederic Laloux's concept of [Teal organisations](#), and will embed these practices further as our organisation grows. Our goal is to live the future we want to see tomorrow, today - and our business practices are a key element of that.

More information on this circle structure can be found here:

<https://www.sociocracyforall.org/organizational-circle-structure-in-sociocracy/>



# Membership DRAFT

*\*Suggested membership model inspired by Bristol Bike Project\**

Our members are principally our staff and volunteers. Volunteers and staff become members in order to become more involved in the running and the direction of Moor Imagination Collective. Anyone who is employed by Moor imagination Collective or who volunteers regularly (after initially volunteering 10 times) can apply to become a Member.

Benefits of membership:

- Active participation in the direction of the Moor Imagination Collective.
- Invitation to, and equal voting rights, at General Meetings, to elect members of the Mission Circle, to bring and discuss ideas and to vote on proposals related to Moor Imagination Collective's direction.
- Eligible to run for a place on the Mission Circle.
- Training and education in sociocratic methods. Eg. governance, facilitation, consent-based decision making.

Responsibilities of members

- To be aware of and uphold our vision, mission and aims.
- To understand and adhere to our Relational Agreements and Safer Space commitment.
- To be an advocate for the project and its mission.
- Volunteer members are expected to volunteer a minimum of two sessions a month.
- Members are expected to attend the AGM. If members can't attend, they are expected to send apologies and a proxy.\*
- Members will be asked once every 12 months to opt back into membership.

\*We acknowledge that people's circumstances vary and we want to be flexible and inclusive - if you're worried about meeting this expectation please be in touch.

Becoming a member

- Membership is opt-in (offered to volunteers rather than automatic) and is self-regulating, meaning that volunteers are entrusted to decide if they meet the criteria for membership.
- Anyone wishing to become a member must fill out the online form which includes the name of two existing members willing to sponsor them.
- Anyone wishing to become a member must sign up to Moor imagination Collective's Relational Agreements and Safer Space commitment
- Membership applications are approved in a two step process:
  - A relevant staff member will check the applicant meets the minimum set criteria and expectations. Applicants will be invited for a new member induction before final approval.

- A list of new members will be brought periodically to the Mission Circle for approval.

#### Ending membership

- Anyone can resign membership at any time. Members can request removal if they are no longer active by e-mailing: moorimaginationcollective@gmail.com
- In the rare case that a member's behaviour or conduct is problematic a Coordinator or the Mission Circle might need to follow our Harmful Behaviour policy.
- There is an annual opt-in for all members where they re-commit to membership. If a member doesn't opt in they will be contacted to see if they want to be removed from the membership list. If a reasonable effort has been made to make contact with the member and no response is received they will be removed from the list.
- Membership can be easily reinstated if that person re-engages.

#### Members meetings

- Standing items for General Meetings are minutes from previous meetings and matters arising. Additional standing items for the AGM are annual accounts, elections for retiring directors, Mission Circle and Operational Circle annual reports.
- Members can raise additional issues for discussion at a GM or AGM which will be allocated time and slots depending first on urgency and level of interest, and then on a first come first served basis. If members are raising items for discussion, they should be prepared to lead those discussions at the meeting or delegate to an appropriate person. Where an idea or issue cannot be resolved at the GM, a Helping Circle or individual lead should be delegated as appropriate.
- Any member can put themselves forward to facilitate a meeting and facilitators will be appointed at the start of each GM.
- Minutes are sent to the membership and made publicly available via this online handbook.

## Mission Circle

The Mission Circle is made up of our CIC directors who are legally responsible for the company and have oversight of all areas of its work.

### Aims

- Holding MIC true to its mission: 'Nurturing a resilient and regenerative community in Buckfastleigh'
- Ensuring the organisational aims are in line with the mission

### Domain

- MICs mission and organisational aims
- Strategic decision making

**Alexandra Brown** is an artist, freelance creative and public arts practitioner with a background in marketing and event organisation. As an artist her practical work investigates the nexus point between eastern philosophy and quantum sciences, illustrating a fundamental interconnectedness of everything: a reality that is constantly moving, flowing and changing. Alexandra has a passion for making connection and transformation. Hailing originally from London, she worked as a professional musician, DJ and organiser of both irregular and regular events including the weekly "Sunday All Stars" at 93 Feet East Brick Lane. Since moving to Devon in 2008 Alex has co-run Acoustic Haven, Totnes for 2 years and was also Front of House Manager at the Exeter Phoenix Arts Centre.

**Carly Hobson** is an experienced charity professional with a demonstrated history of grant writing, research, volunteer management and community work. She worked as a community insight advisor for Devon Community Foundation from 2021-2023, researching, supporting and mapping community groups across Devon. Carly has recently started a new position as trusts and foundations manager at Together for Short Lives. She brings valued insight to the team around how to secure grant funding, and a wealth of knowledge about our local community.

**Sophie Lovett** is a writer, educationalist and changemaker. She taught in secondary schools in London and Plymouth between 2004 and 2012, holding a variety of leadership positions at both middle and senior level. She went on to serve as a school governor in Brixham from 2013-2017. During this time she was elected as a town councillor and became closely involved in local community development work. This included being a director of Shoalstone Pool, overseeing its conversion from a limited company to a CIC and securing essential grant funding. She served as a trustee for Theatre Alibi from 2017-2023, and has been a facilitator for Mothers Who Make since 2019, holding space for creatives with caring responsibilities in Exeter and Torbay. Sophie is currently co-chair of Phoenix Education Trust, a director and facilitator at Maverick Learning Community, and interim chair of Buckfastleigh Community Development Trust. As a co-founder

of MIC, Sophie's responsibilities include funding research and bid writing, marketing and social media, and community engagement.

**James Lucas** co-founded The Bristol Bike Project – an award winning cooperatively run social enterprise – in 2008, and was involved there in various capacities for 10 years. During that time, he was also a founding member of a community letterpress workshop. Both enterprises continue to flourish. Since moving to Devon he has helped to set up Totnes Bike Hub and has volunteered at the Bungalow Youth Project in Buckfastleigh, where he is now employed as the coordinator of the weekly Boys' Night. As a co-founder of MIC, James is also closely involved in community engagement. He holds responsibility for engaging with our professional advisors as well as seeking out similar projects both locally and further afield to build a supportive network.

**James Perrott** is an experienced social enterprise coach, consultant and finance manager. He cut his teeth in operations management, moved into management consultancy and for the last decade has been working with social enterprises, charities and small businesses in and around the South West. James was instrumental in The Bristol Bike Project and Bristol Wood Recycling Project finding and securing ownership of their own premises through a combination of crowdfunding, community bonds, and large capital grant applications. James holds the overview of our financial strategy, as well as having responsibility for business planning and bringing an outside eye to our operations. James has been a director for MIC since July 2022.



# Operational Circle

The Operational Circle is made up of core paid staff with clear responsibilities for day to day operations.

## Aims

- Carrying out MICs aims
- Supporting department circles

## Domain

- Setting and overseeing the budget
- Practical day to day decision making

**James Lucas** will focus on managing the capital works, working with contractors and professionals. His professional experience in general building and his various networks associated with this trade will help him undertake this role thoroughly and effectively. He will also continue to engage with the community of Buckfastleigh and beyond and apply many of the skills that he developed as a co-founder, director and community programmes coordinator at The Bristol Bike Project over the ten years that he was involved there.

**Sophie Lovett** will continue her work on community engagement, business development, marketing/communications and securing further funding. Her professional experience in leadership in education included training in and application of project management skills, something which she has developed further in the last decade of voluntary leadership in the community.

**James Perrott** will oversee our financial strategy and business planning. He will be responsible for budgeting, financial reporting, liaising with our accountants to produce the annual accounts, VAT returns, overseeing payroll, etc. He will also ensure that we have adequate policies in place to prevent fraud.

**Natalie Maddrell** will be focusing on the leadership of the community food offer. In the first instance there will be a focus on growing the cafe to the extent to which it can generate a profit and become self-sustaining. Their role will also include overseeing the community kitchen, the community fridge and larder, and coordinating community meals. The operational aspects of these strands will lean heavily on support from volunteers in Phase One, after which we are hopeful we will be in a position to recruit further paid team members.

# Decision-making in practice DRAFT

There are broadly two types of decisions we will need to make at Moor Imagination Collective, and understanding which type of decision we are making will inform the process we use.

- Operational decisions apply once. They typically get decided alone, or by seeking advice from the people who will be impacted by the decision. (Operations are the tasks that we do)
- Policy decisions set a general rule which can be referred to when making future operational decisions. They get decided by the circle with the responsibility for decision making in the relevant domain.

## **Operational decisions are made by someone who**

- Has responsibility for the decision-making area within the domain of their role
- Initiated an idea
- Discovered a problem
- Saw an opportunity

Sometimes an operational decision will fall clearly within the domain of responsibility for a particular person, and that person will have the authority to make a decision alone. If the decision will impact on others, people are expected to follow the advice principle.

## **Advice Principle**

The advice principle means anyone can make a decision within their domain after seeking advice from 1) everyone who will be meaningfully affected, and 2) people with expertise in the matter.

Advice received must be taken into consideration. The point is not to create a watered-down compromise that accommodates everybody's wishes. It is about accessing collective wisdom in pursuit of a sound decision. With all the advice and perspectives the decision maker has received, they choose what they believe to be the best course of action.

Advice is simply advice. No colleague, whatever their importance, can tell a decision-maker what to decide. Usually, the decision-maker is the person who first noticed the issue, or the person most affected by it.

In practice, this process proves remarkably effective. It allows anybody to seize the initiative. Power is no longer a zero-sum game. Everyone is powerful via the advice process, and responsible for their decisions.

### **Steps in the advice process**

1. Someone notices a problem or opportunity and takes the initiative, or alerts someone better placed to do so.
2. Prior to a proposal, the decision-maker may seek input to sound out perspectives before proposing action.
3. The initiator makes a proposal and seeks advice from those affected or those with expertise.
4. Taking this advice into account, the decision-maker decides on an action and informs those who have given advice.

Because the advice process involves taking advice from those affected by a decision, it naturally follows that the bigger the decision, the wider the net needs to be cast. For minor decisions, there may be no need to seek advice. For larger decisions, it may be important to refer the decision to the relevant circle where the decision will be made by consent.

### **Policy decisions are made by consent.**

Every circle member needs to give their consent to the proposal, and objections are welcome to help us to make the best decision we can in that moment. We make those decisions together so those directly involved can check whether a policy decision is good enough.

### **Steps in Consent-based decision making**

1. Present the proposal and ask for clarifying questions: everyone gets the chance to ask the questions they need to better understand the proposal.
2. Quick reactions round: everyone gets the chance to briefly give their opinion on a proposal, including suggesting quick amendments.
3. Consent decision making round

More information on the consent decision making process can be found here:

<https://www.sociocracyforall.org/consent-decision-making/>

# Our policies and procedures

The policies and procedures in this handbook apply to all members, volunteers, project-users and staff of Moor Imagination Collective and is aimed at helping us:

- To reduce and manage risk in our organisation
- To comply with legislation
- To operate effectively and smoothly
- To keep improving our organisation in line with our mission, aims and values
- To work to best practice building a culture of equity, diversity and inclusion
- To look after our community members, volunteers and staff

These policies and procedures have been reviewed and agreed upon by the Mission Circle. There is an opportunity for members to review our policies on an annual basis at the AGM.

## Safer Space Commitment TO DO

<https://reinventingorganizationswiki.com/en/theory/safe-space/>

*To be co-created with the community, informed by relational agreements.*

# Safeguarding

## **Safeguarding Children and Adults at Risk Policy for Moor Imagination Collective**

This policy applies to all staff, volunteers, and anyone working with, or on behalf of, Moor Imagination Collective.

### **Principles**

Moor Imagination Collective is committed to the safeguarding of all children, young people and adults at risk with whom it has contact.

Everyone involved in the care of children, young people and adults at risk has a responsibility for the protection of those individuals from harm. It is also essential that we honour the trust of those who allow us to care for their children, young people and adults at risk.

There is a duty placed on public agencies under the Human Rights Act (1998) to intervene to protect the rights of citizens. Also the Children Act (1989) makes it clear that the welfare of the child is paramount and that everyone involved in the care of children has a responsibility to protect those children from harm.

In order to protect everyone from potential and actual abuse it is necessary for all staff and volunteers to have an understanding of the issues involved and that appropriate procedures are in place that are shared and understood by all concerned.

Moor Imagination Collective's safeguarding policy arises from the following principles:

- The welfare of the child or young person is paramount;
- Everyone, regardless of age, gender, disability or ethnic origin has a right to be protected from all forms of harm, abuse, neglect and exploitation;
- It is not our responsibility as members of Moor Imagination Collective to decide whether or not abuse is occurring, but it is our responsibility to act on any concerns and do something about it.

### **Objectives**

The key objectives of this policy are to:

- Explain the responsibilities Moor Imagination Collective and its staff, volunteers, service providers and directors have in respect of safeguarding children and adults at risk.
- Provide staff, volunteers, service providers and directors with an overview of child and adult safeguarding.
- Provide a clear procedure that will be implemented where a child or adult at risk safeguarding issue arises.

## Definitions

A child is a child before their birth (i.e. during pregnancy) and until their 18th birthday.

An adult at risk is any adult who needs community care services because of mental or other disability, age or illness and who are, or may be, unable to take care of themselves against harm or exploitation.

## Identifying abuse and what to do if abuse is suspected

The term 'abuse' is used to describe various ways that someone can be harmed or mistreated.

Abuse can happen anywhere and at any time, but research indicates that the perpetrators of abuse are likely to be known and trusted by the child or young person. For adults at risk evidence suggests that the perpetrators of abuse are often professional carers or other adults at risk.

Abuse and neglect are forms of maltreatment of any person. Somebody may abuse or neglect a person by inflicting harm, or by failing to act to prevent harm. Participants may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger e.g. via the internet. They may be abused by an adult or adults, a child or children. Victims of abuse frequently suffer more than one category of abuse.

The main forms of abuse encountered by adults at risk are:

- Physical Abuse
- Emotional/Psychological Abuse
- Financial/material Abuse
- Sexual Abuse
- Neglect and acts of omission
- Discrimination
- Institutional/Organisational
- Domestic Violence, including honour-based violence
- Modern slavery
- Self-neglect Detailed

The main forms of abuse encountered by children and young people are:

- Neglect
- Physical Abuse
- Sexual Abuse
- Emotional Abuse

## What to do if abuse is suspected

If any member of Moor Imagination Collective suspects abuse is taking place they should immediately inform the Designated Safeguarding Lead who will decide whether or not to take the matter further. A log of the concern must be kept.

The Designated Safeguarding Lead would discuss concerns with parents or caregivers at the earliest opportunity (unless we believe this puts the child at risk of harm) and keep a record of this discussion.

If after this discussion we remain concerned, we will seek support from the Multi-Agency Safeguarding Hub (MASH) via their online form or by calling 0345 155 1071.

More details on that support here:

<https://www.dcfp.org.uk/training-and-resources/making-a-mash-contact/>

If an allegation is made against us or by any person living, working, or looking after children alongside us, we will follow the Child Protection Procedures, contacting MASH if a child appears to have been harmed or is at risk of significant harm.

Additionally we will contact the Devon Local Authority Designated Officer (LADO), details of which can be found here:

<https://www.devon.gov.uk/support-schools-settings/safeguarding/guidance-policy-and-tools-2/safeguarding-one-minute-guides/no-41-lado/>

If it is felt that further investigation is required in order to keep an adult at risk safe then the matter must be referred to Adult Social Care. Details of that referral process can be found here:

<https://www.devon.gov.uk/adult-social-care/safeguarding/>

The General Data Protection Regulation is not a barrier to information sharing where doing so is necessary to safeguard children or an adult at risk.

If there are any concerns about the immediate safety of a child or an adult at risk then the police must be contacted on 999 without delay.

## **The Use of Mobile Phones and Cameras**

We are aware that phone cameras, and photographs in general, can be used inappropriately and we will supervise or veto, if necessary, the use of any mobile phone or camera on the Moor Imagination Collective site.

We will seek permission from parents to take photographs of their children's experience, and make it clear how we take and share those photographs.

## **Staff, directors & volunteers**

Moor Imagination Collective recruits staff and directors safely because they have been vetted by gathering: references, employment history, record of qualification and/or because we have had prior personal knowledge of the person.

All staff and directors are checked against the Disclosure and Barring Service (DBS) to



determine whether they have any criminal convictions that may make them unsuitable to work with children or adults at risk. Only people with suitable DBS disclosures will be employed by Moor Imagination Collective.

Occasional volunteers will be asked to produce a valid DBS check if they have one. If they do not, they will be accompanied at all times when in the presence of children or adults at risk, and restricted in the types of activities they may support.

Regular volunteers will be expected to have a valid DBS check.

Moor Imagination Collective maintains an up to date knowledge of safeguarding issues and understands the procedure to be followed in the event of any concern being raised. Staff will be supported to discuss any issues concerning a child's well-being.

### **Visitors & service providers**

Service providers working with children or adults at risk will be required to show evidence of an up to date DBS disclosure.

As Moor Imagination Collective operates a public facility, there will be visitors with access to the site whose backgrounds we are not aware of. All staff and volunteers will be trained to be vigilant to any behaviours which may present safeguarding concerns, and will report these to the Designated Safeguarding Lead.

### **Disclosures, Recording & Reporting**

Appropriate steps will be taken where concerns arise regarding the safety of children or adults at risk and incidents or concerns will be reported to the Designated Safeguarding Lead.

We will ensure that disclosures are responded to sensitively and appropriately, in line with current best practice. This means adults will:

- Take seriously any concerns raised by adults or children;
- Take positive steps to ensure the protection of children who are the subject of any concerns;
- Support children, staff or other adults who raise concerns or who are the subject of concerns;
- Act appropriately and effectively in instigating or co-operating with any subsequent process of investigation;
- Listen to and take seriously the views and wishes of children and young people;
- Work in partnership with parents/carers and/or other professionals to ensure the protection of children.

Disclosures may happen directly or indirectly, and will be recorded on the same day by the adult who witnessed the disclosure. It must include the date and time of the disclosure, the child's name, and the witness's signature to state that the document is a true and accurate reflection of the disclosure.

- A direct disclosure means that a child has told a witness in person about an incident of

abuse. An indirect disclosure may occur when a child is overheard talking or seen, through role play or re-enactment, acting in a way that suggests they may be the victim of abuse.

- Children must not be questioned about disclosures, and adults should respond sympathetically, never in disbelief or shock. Adults should never promise to keep secrets – it is best to tell the child that you will tell ‘only the people you think that will be able to make sure you are safe’.

## **Record keeping**

Any records kept in relation to safeguarding concerns for a child or adult at risk must be kept securely and confidentially in an agreed place. Records must be factual, accurate and clearly written or typed, with a legible date, time and signature.

## **Additional notes**

All staff, directors and volunteers of Moor Imagination Collective will receive a copy of this policy and undergo appropriate training as part of their induction to the organisation.

Additional support and guidance from Devon County Council can be found here:

<https://www.devon.gov.uk/support-schools-settings/safeguarding/guidance-policy-and-tools-2/safeguarding-one-minute-guides/>

## **Designated Safeguarding Leads**

James Lucas - Adults at Risk

Sophie Lovett - Children and Young People

## **Responsibility**

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: November 2023

Review Date: November 2024

## Safer Recruitment

# Safer Recruitment Policy for Moor Imagination Collective

This policy applies to all staff, volunteers, and anyone working with, or on behalf of, Moor Imagination Collective.

## Commitments

Moor imagination Collective is committed to:

- safeguarding and protecting all children and young people by implementing robust safer recruitment practices
- identifying and rejecting applicants who are unsuitable to work with children and young people
- responding to concerns about the suitability of applicants during the recruitment process
- responding to concerns about the suitability of employees and volunteers once they have begun their role
- ensuring all new staff and volunteers participate in an induction which includes child protection

## Procedures

Our recruitment procedures support these commitments in the following ways:

- Staff and directors are vetted by gathering: references, employment history, record of qualification and/or because we have had prior personal knowledge of the person.
- All staff and directors are checked against the Disclosure and Barring Service (DBS) to determine whether they have any criminal convictions that may make them unsuitable to work with children or adults at risk. Only people with suitable DBS disclosures will be employed by Moor Imagination Collective.
- Occasional volunteers will be asked to produce a valid DBS check if they have one. If they do not, they will be accompanied at all times when in the presence of children or adults at risk, and restricted in the types of activities they may support.
- Regular volunteers will be expected to have a valid DBS check

## Responsibility

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

## Health and Safety

### **Health and Safety Policy for Moor Imagination Collective**

This policy applies to all staff, volunteers, and anyone working with, or on behalf of, Moor Imagination Collective.

#### **The purpose of this policy:**

- To keep volunteers, staff, and the wider community safe by:
  - Providing appropriate safety and protection so that people can fully participate in Moor Imagination Collective's activities
  - Ensuring that the health, well-being and safety of each individual is always of paramount concern
  - Ensuring that procedures and guidelines are kept up to date by regularly reviewing them.

#### **To achieve our Health and Safety policy purpose, we are committed to the following duties:**


- Meet the responsibilities placed on the organisation by Health and Safety Commission guidance and Acts of Parliament (see below)
- Undertake regular, recorded risk assessments of the premises and all activities undertaken by Moor imagination Collective on or off site
- Create a safe environment by putting health and safety measures in place as identified by risk assessment
- Ensure that all staff and volunteers are given the appropriate level of training to keep themselves safe by regularly assessing individual ability dependant on age, maturity and development
- Ensure that all staff, volunteers and service providers are aware of, understand and follow this health and safety policy
- Ensure that normal operating procedures and emergency operating procedures are in place and known by all staff, volunteers and, where appropriate, the wider community
- Provide access to telephone, and make reasonable provision to first aid facilities,

and if possible have a qualified first aider on site at all times

- Report any injuries or accidents sustained during any activity or whilst on the Moor Imagination Centre premises.
- Where Moor Imagination Collective provides services for children, young people, and/or adults at risk ensure that Safeguarding Policy and procedures are in place and fully implemented
- Ensure that the implementation of the policy is reviewed regularly and monitored for effectiveness.

**Risk assessment guidance can be found here:**

<https://www.hse.gov.uk/simple-health-safety/risk/index.htm>

 Risk Assessment Template.docx

**All service providers working with Moor Imagination Collective have a duty to:**

- Take reasonable care for their own health and safety and that of others who may be affected by what they do or don't do
- Cooperate with Moor Imagination Collective on health and safety issues
- Correctly use all equipment provided by Moor Imagination Collective and seek help or training if necessary
- Not interfere with, or misuse, anything provided for the health, safety or welfare of the people in our community

## **Responsibility**

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

## Food Hygiene TO DO

*To be created with Community Food Co-ordinator*

## **Electrical Safety Policy for Moor Imagination Collective**

The policy applies to all volunteers, staff and anyone working with, or on behalf of, Moor Imagination Collective.

### **The purpose of this policy:**

To support Moor Imagination Collective's Health and Safety Policy and Risk Assessments where there may be particular electrical hazards associated with the organisation's activities.

This will be done by:

- Regular inspection of electrical equipment (marking with test date)
- Maintaining a record of inspection and arranging for withdrawal/repair/replacement of items assessed as unsuitable for use
- Immediate inspection of any permanent new equipment introduced to the Moor Imagination Centre or brought in for temporary use
- Making sure electrical hazards are identified during risk assessment
- Ensuring that guidelines are kept up to date by regularly reviewing them.

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025



## **Fire Safety Policy for Moor Imagination Collective**

The policy applies to all volunteers, staff and anyone working with, or on behalf of, Moor Imagination Collective.

### **Policy aims**

To support Moor Imagination Collective's general Health and Safety Policy and Risk Assessments, paying particular attention to the prevention of fires and what to do if one breaks out.

This will be done by:

- Carrying out a regular fire risk assessment and keeping it up to date.
- Having adequate and appropriate fire safety measures (including training) in place to minimise the risk of injury or loss of life in the event of a fire
- Conducting training with key staff and volunteers on use of extinguishers and evacuation procedures.
- Working together with the local Fire and Rescue Authorities and making use of the support and advice they offer.

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

## Equity, Diversity and Inclusion

# Equity, Diversity and Inclusion Policy for Moor Imagination Collective

### Principles

Equity, diversity and inclusion are integral to Moor Imagination Collective's mission, aims, values and how we work. We challenge hierarchical and oppressive structures in society, institutions and groups, including in our own organisation. In addition to this we are committed to noticing where people are using power in their interactions with others and how this is connected with the privilege or systemic advantage afforded us by our intersecting identities.

At Moor Imagination Collective, we realise that the success of our work relies upon collaborating with the whole community in Buckfastleigh and we are committed to being open and inclusive. We celebrate difference across all areas of our work and endeavour for all who interact with our organisation to be treated fairly, openly, honestly, and with dignity.

Moor Imagination Collective aims to provide an inclusive, non-judgemental, vibrant and empowering environment for staff, volunteers, community members and customers alike, from all walks of life. We ensure wherever possible that our services are accessible and responsive to all existing and potential community members and customers, and that our policy positions take account of their diversity.

We recognise that identity is plural and dynamic, changing in context and time, and seek to not reduce people to fixed identities. We also acknowledge the importance of equity and that sometimes people need to be treated differently in order to be included.

At Moor Imagination Collective, we strive to have a diverse staff and volunteer team to meet the diverse needs of our visitors.

### Scope

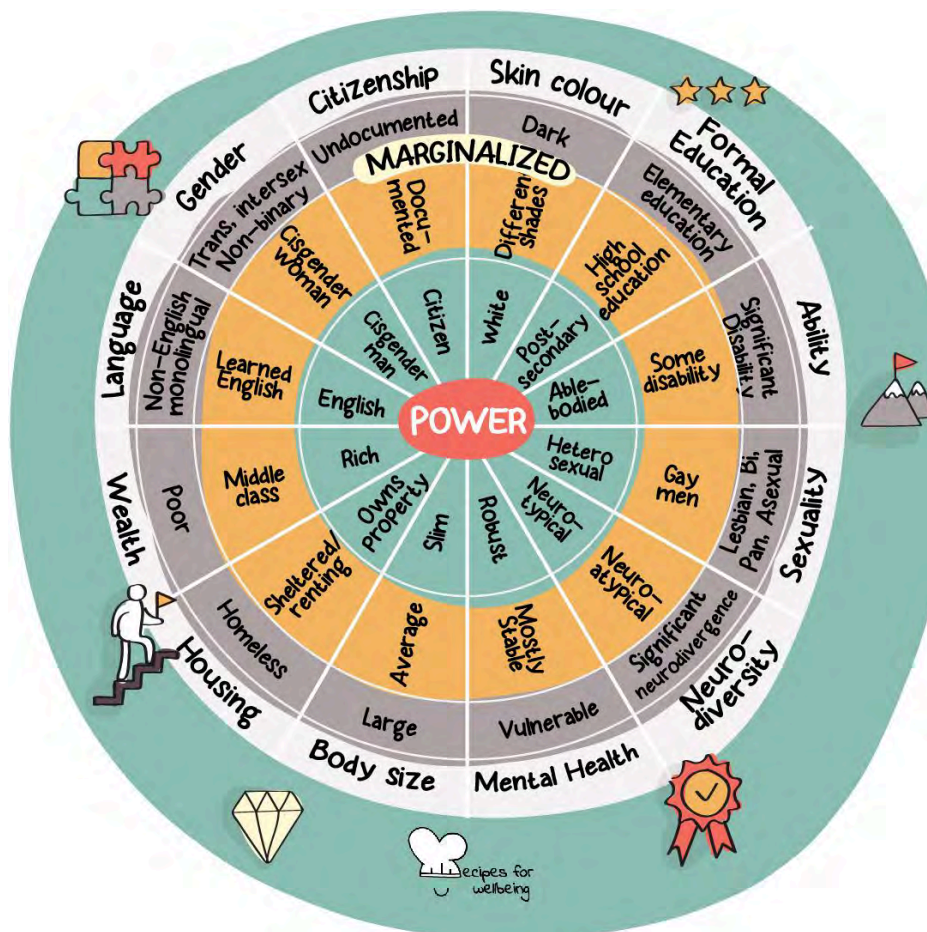
This policy covers all of the operations of Moor Imagination Collective and the organisations and individuals we collaborate with. It is informed by, but not limited to, our legal responsibilities around discriminatory language and behaviour.

This policy is designed to ensure that all current and prospective community members, customers, staff, workers, volunteers, contractors and other stakeholders are offered equal opportunities at all times regardless of the following protected characteristics:

1. Age
2. Disability (including neurodiversity)
3. Gender reassignment
4. Marital status or civil partnership
5. Pregnancy/maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

We seek to ensure that no one suffers, either directly or indirectly, as a result of unlawful discrimination. This extends beyond the individual's own characteristics, to cover discrimination by association and by perception.

We also recognise that the law does not go far enough in creating the culture we strive for, and will continue to seek out opportunities to develop our literacy around power, identity and systemic advantage/privilege and how this relates to equity, diversity and inclusion.



## **Organisational approaches to Equity, Diversity and Inclusion**

### ***Decision Making***

We promote inclusivity and equity in our sociocratic decision making processes. We use induction and ongoing training and events to ensure accessible and active participation. This includes facilitation training to ensure everyone is heard and included in meetings.

### ***Policies***

Volunteer, member and staff policies are formulated and applied fairly and equally without unlawful discrimination. Opportunities for training, development and employment are made available on a fair and equal basis.

### ***Employment & Pay***

We are a living wage employer, have a flat pay structure and review pay annually. We strive for best practice when formulating leave and holiday policies to support the wellbeing of our staff. In doing so we seek to identify and remove barriers to fulfilling employment for all.

### ***Recruitment and Selection***

Recruitment and selection practices are free from unlawful discriminatory criteria and we encourage volunteering from a range of backgrounds, in particular from our local community.

### ***Training and support***

All volunteers, members and staff are given guidance and support, through induction and other training, as to their responsibility and role in promoting equity of opportunity and diversity.

### ***Accessibility***

Moor Imagination Collective will make reasonable adjustments to remove barriers for disabled volunteers, staff, customers and community members. We are also committed to removing other barriers to access, particularly financial barriers.

### ***Bullying and harassment***

Unlawful discrimination, bullying or harassment will not be tolerated. Bullying is defined as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the complainant. Bullying should be distinguished from healthy debate/discussion and from legitimate feedback and requests.

Harassment is defined as unwanted conduct related to a protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Volunteers, members and staff are encouraged to raise any concerns with their nominated support contact and/or a member of the Mission Circle.

## **When things go wrong**

We recognise that we are striving to create conditions for equity, diversity and inclusion in an imperfect society, and that everyone is at a different stage of their understanding. There is room for mistakes, learning and growth for us all, and at the same time we have a responsibility for keeping all members of our community safe.

Complaints of unfavourable treatment by community members, customers, volunteers or employees are taken seriously. Anyone who feels that they have been treated in a way which is contrary to this policy should raise the issue as soon as possible with a member of the Mission Circle. Any complaints raised under this policy will be fully investigated under the Harmful Behaviour policy.

No one will be treated less favourably for raising in good faith that they feel they have been treated in a way that is contrary to this policy but any malicious and unfounded accusations will be investigated under the Harmful Behaviour policy.

## **Responsibility**

Everyone working with or representing Moor Imagination Collective has a responsibility to treat others with dignity and respect, in line with this policy and legal requirements. Service providers and centre staff have a crucial role to play in promoting equity and diversity.

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the Mission Circle.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

# Navigating Conflict

## Navigating Conflict Policy for Moor Imagination Collective

This policy applies to all staff, volunteers, and anyone working with, or on behalf of, Moor Imagination Collective.

### Principles

At Moor Imagination Collective, we see conflict as a natural part of human interaction and, when safely supported, believe it can be healthy and creative. Conflict handled with grace and tenderness can create possibility and learning for all involved.

The following principles underpin our approach to conflict:

- It's impossible to change other people. We can only change ourselves.
- We take ownership for our thoughts, beliefs, words, and actions.
- We don't spread rumours.
- We don't talk behind someone's back.
- We resolve disagreements one-on-one wherever possible, seeking support from others if we need it.
- We don't blame problems on others. When we feel like blaming, we take it as an invitation to reflect on how we might be part of the problem (and the solution).
- We focus on strengths more than weaknesses, on opportunities more than problems.

### Creating a supportive culture

Relationships between people in the Moor Imagination Collective community are underpinned by our [Relational Agreements](#), through which we are creating a culture which encourages wholeness and mutual care.

As part of our commitment to these agreements, we are developing processes which will make conflict visible before it has a chance to escalate and enable us all to support each other.

These processes include our approach to facilitation of circle meetings, inspired by sociocracy. Meetings will begin with a check in for each circle member, and the use of rounds will enable all voices to be heard.

Our decision making processes also ensure that everyone has a say in decisions that might have an impact on them, and are encouraged to ask questions and raise concerns.

Regular [tension shifting](#) meetings create the opportunity for people to address tensions as and when they arise, seeking to deal with them before they have a chance to start causing problems.

## **Conflict transformation process**

If you are experiencing conflict with another member of the MIC team, the first step is to sit down with that person and talk through your experience.

You may find this guide helpful to support you in that conversation:

[☰ XRTC Tools Dialogue Conversation Guide](#)

If you can't find a solution agreeable to both, you can ask a colleague you both trust to act as a mediator. The mediator doesn't impose a decision. They are there to support you both in coming to your own solution.

If mediation fails, the situation will be referred to the People Circle, who will discuss possible ways forward, including accessing external support if appropriate.

## **Developing our approach to transforming conflict**

We recognise that we are in a learning stage as an organisation in developing our approaches to transforming conflict, and welcome feedback, questions and ideas from anyone in our community that might help us develop our practice in this area.

## **Responsibility**

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

# Recruitment and Employment TO DO

<https://www.sociocracyforall.org/roles-jobs-pay/>

*In development.*

*To include:*

- *Recruitment processes*
- *Principles of employment*
- *Pay*
- *Role allocation*
- *Absence/sickness/holiday*

We still need to get clarity around these details and make sure they align with our employment contract - draft in development.

We also need to decide where ultimate responsibility for HR processes lies... Do we create a specific 'People Circle', or does this sit within the existing Mission Circle or Operational Circle..?



## Harmful Behaviour (Staff)

### **Harmful Behaviour Policy (Staff) for Moor Imagination Collective**

#### **Principles**

Wherever possible we aim to build a culture of trust and mutual respect at Moor Imagination Collective. We build opportunities for feedback into our working practices, see conflict as an opportunity for learning and growth and adapt our practice wherever possible to ensure that everyone working with us can thrive.

It is important, however, that we hold space for the possibility that there will be times when behaviour crosses a line, causing harm to individuals or the organisation as a whole. This policy sets out the processes we will follow in the case of poor performance or misconduct, ensuring that we are able to continue to carry out our mission and aims.

In cases of minor misconduct or unacceptable performance or behaviour, we will endeavour to resolve issues informally where possible. However, if informal action does not bring about an improvement, or the misconduct or unsatisfactory performance is considered to be too serious to be classed as minor, formal disciplinary action will be taken.

It is the role of all employees to ensure they are aware of general and specific rules, standards and procedures covering work and conduct. Employees must familiarise themselves with these standards and procedures and ensure that they follow them.

#### **Practices**

- No disciplinary action will be taken against an employee until the case has been promptly and fully investigated. When starting an investigation into an allegation of misconduct or poor performance there shall be no assumption that disciplinary action will automatically follow.
- Employees will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct, when the penalty will be dismissal without notice and without payment in lieu of notice.
- At every stage in the procedure the employee will be advised of the nature of the complaint and given access to all relevant evidence.

- Cases will be heard by a Disciplinary Panel, usually consisting of two Directors and one staff member. Appeals will be heard by the Mission Circle.
- Employees will be given the opportunity to state their case before any decision is made.
- At all stages the employee will have the right to be accompanied by a trade union representative or a fellow employee
- Disciplinary proceedings, witness statements and records relating to disciplinary proceedings must be kept confidential.
- The organisation may implement the procedure at any of the stages set out below depending on the seriousness of the misconduct or poor performance in question.
- Where the organisation is investigating serious misconduct the employee may be suspended from work on full pay. Such suspension will be for as short a period as possible, to allow an investigation to be conducted. Suspension in such circumstances will not be regarded as an indication of presumed guilt.

### **Formal disciplinary procedure**

If informal action fails to achieve the required improvement in performance or behaviour then this procedure will be followed. The procedure applies to all employees once their probationary period is completed.

#### **Invitation to a disciplinary meeting**

Following an investigation the employee should, without unavoidable delay, be informed in writing, detailing the allegation, the possible consequences and inviting them to a disciplinary meeting.

- The written request should be accompanied by copies of all documentation and supporting evidence to be presented at the meeting to provide the employee with reasonable opportunity to consider their response to that information.
- If possible, the meeting shall be held within 5 days of the date of the written request.
- The written request should state that the employee has the right to be accompanied by a trade union representative or work colleague at the meeting.
- The Disciplinary Panel will consider whether any reasonable adjustments are required for disabled employees, such as allowing a support worker or sign language interpreter to attend the meeting.

#### **Disciplinary meeting**

No disciplinary action will be taken until the meeting has taken place. If an employee fails to attend a disciplinary meeting, the Disciplinary Panel should try and re-arrange the meeting at least one more time. If the employee continues to be absent but has a good reason such as sickness, it would be good practice to be more flexible about rearranging the meeting more than once, if possible, or an offer could be made to hold the meeting at a place or time more convenient to them, or allow them to provide their response in writing or via their representative.

- Where possible a note taker, who must be uninvolved in the case will take down a record of the meeting.
- The Disciplinary Panel should open the meeting with an explanation of its purpose and will read aloud the allegations.

- If there are any witnesses, they should not be present throughout the meeting. They should be called in, one by one, to give evidence and asked to leave once they have done so.
- The Disciplinary Panel will then ask the employee if they wish to take the opportunity to respond to the allegations or concerns, or if there are any mitigating circumstances to be taken into account.
- The Disciplinary Panel may question the employee and any witness called.
- The Disciplinary Panel will summarise the main points of the discussion and ask the employee if they have anything further to say.

The Disciplinary Panel will then consider the details heard in private.

- They must decide whether the case against the employee has been established on the balance of probabilities, (i.e.) whether the misconduct is confirmed or the employee's performance is found to be unsatisfactory.
- They should consider any special mitigating circumstances the employee's previous disciplinary or performance record, how the organisation has dealt with similar cases in the past and whether the proposed action is reasonable in view of all the circumstances.

The Disciplinary Panel shall give the employee written confirmation of the decision, normally within five working days of the meeting. This will include notifying the employee of their right of appeal and the procedure to be followed.

### **Disciplinary Action**

Following a decision to take action at a disciplinary meeting, one of the sanctions set out below maybe applied:

#### ***Stage 1 (misconduct)– Written Warning***

If conduct does not meet acceptable standards, the employee will normally be given a written warning by the Mission Circle. They will then be advised of the reason for the warning – that it is the first stage of the disciplinary procedure – and of their right to appeal. The written warning will detail:

- the complaint
- the change in behaviour required
- the timescale for achieving this improvement, and dates for review.

A copy of this written warning will be kept in the employee's personal file, but will be disregarded for disciplinary purposes after 1 year.

#### ***Stage 1 (performance)– Improvement Note***

If performance does not meet the acceptable standards the employee will normally be given an improvement note by the Mission Circle. The employee will be advised of the reason for the note and of their right of appeal. The written warning will detail:

- the complaint
- the change in performance required
- the timescale for achieving this improvement, and dates for review

A copy of this note detailing will be kept in the employee's personal file but will be considered spent after 1 year – subject to achieving and sustaining satisfactory performance.

### ***Stage 2– Final Written Warning***

If performance is still unsatisfactory or if a further misconduct occurs, or if the misconduct is sufficiently serious to warrant only one written warning but insufficiently serious to justify dismissal (in effect both first and final written warnings), the employee will be given a final written warning.

- This will give details of the complaint, the improvement required, the set time scale for improvement and dates for review.
- It will warn that dismissal may result if there is no satisfactory improvement and will advise of the right of appeal.
- A copy of this final written warning will be kept on file but will be disregarded for disciplinary purposes after 1 year (in exceptional cases this duration maybe longer) subject to achieving and sustaining satisfactory conduct or performance.

### ***Stage 3– Dismissal***

If conduct or performance is still unsatisfactory and the employee fails to reach the prescribed standards, or if the offence constitutes gross misconduct, dismissal will normally result. The employee will be provided as soon as reasonably practicable with written reasons for dismissal, the date on which their employment will terminate and be advised of the right of appeal. Dismissal as a staff member will lead to dismissal as a member.

### **Appeal**

An employee may appeal against the decision of the Disciplinary Panel by informing the Mission Circle. The employee must do so in writing within five working days of receiving written notification of the disciplinary action, stating the reason for the appeal. Any documents submitted in support of the appeal must be attached.

An appeal meeting should be held without unavoidable delay. The Mission Circle should investigate the application and advise the employee of the decision in writing. The decision of the Mission Circle is final.

### **Confidentiality**

All parties involved will be asked to maintain confidentiality.

### **Definitions**

### **Poor Performance**

Examples of poor performance include but are not limited to:

- consistent failure to perform work to a reasonable and acceptable standard;
- evidence of negligence or inadequate attention to the requirements of the job.

### **Misconduct**

Examples of misconduct include but are not limited to:

- acting in way which contravenes MIC policies and agreements
- misuse of MIC facilities
- poor timekeeping
- unauthorised absences;

### **Gross misconduct**

Examples of gross misconduct include but are not limited to:

- theft or fraud
- harassment or victimisation
- physical violence or bullying
- deliberate and serious damage to property
- serious misuse of an organisation's property or name
- deliberately accessing internet sites containing pornographic, offensive or obscene material
- unlawful discrimination or harassment
- bringing the organisation into serious disrepute
- serious incapability at work brought on by alcohol or illegal drugs
- causing loss, damage or injury through serious negligence
- a serious breach of health and safety rules.

### **Responsibility**

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

# Volunteering

## Volunteer Policy for Moor Imagination Collective

### Introduction

Moor Imagination Collective's mission is to nurture a resilient and regenerative community in Buckfastleigh. We aim to:

- co-create a supportive, inclusive and values-led space
- cultivate connection, champion creativity and inspire imagination
- curate a diverse programme of education, arts and wellness activities.

Volunteers make a vital contribution to our work, bringing added value to our organisation and those who use our services. Volunteer involvement in our organisation does not replace or devalue the role of paid staff.

Within Moor Imagination Collective, volunteers are involved in:

- Mission Circle (CIC Directors)
- Maintenance and renovation
- Marketing and administration
- Events and front of house

Moor Imagination Collective aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities;
- the organisation will comply with the Data Protection Act in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff;
- volunteers will be provided with regular opportunities to share ideas/concerns with a named contact;
- all existing and future policies will be checked as to how they affect volunteers.

### The Purpose of this Policy

By adopting this policy, Moor Imagination Collective aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;

- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers.

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid staff. This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

## **Recruitment and Selection**

Moor Imagination Collective will adhere to its Equity, Diversity and Inclusion policy when recruiting and selecting volunteers.

All potential volunteers will be asked to complete a volunteer's application/registration form.

Written task descriptions will outline time, commitment, necessary skills and actual duties. Where there is specific training required this will be highlighted as part of the recruitment process. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process.

Volunteers may be asked to provide a reference if they are not previously known to the MIC team: this will be at MIC's discretion.

Where individuals cannot be placed, we will endeavour to refer them to another organisation who can support them to find a volunteering opportunity.

## **Support and Supervision**

Once placed, we will expect volunteers to comply with existing policies and procedures. All volunteers are covered under Moor Imagination Collective's Public Liability Insurance.

All volunteers will have an induction to their volunteering which will involve an overview of the relevant policies and procedures. Following induction, volunteers will be encouraged to keep a portfolio of their experiences and growth during their time at MIC, and will be supported in this by a named member of the MIC team.

Volunteers will be able to reach out to their named contact for support, and will also be invited to regular gatherings where they can connect with others in the collective.

Volunteers will be able to claim reasonable expenses for their volunteering in line with the Expenses Policy. Volunteers should discuss any planned expenditure prior to incurring this expenses to ensure that it will be covered by the organisation.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their named contact to ensure that we can arrange alternative cover. If volunteers require a longer break from their volunteering, they should discuss this with their named contact. Moor Imagination Collective will endeavour to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with Moor Imagination Collective. Opportunities for Learning and Development will be shared in volunteer gatherings and in targeted conversations where relevant.

### **Problem Solving**

Where a concern is highlighted – either by a volunteer or about a volunteer, this will be dealt with using MIC's Navigating Conflict Policy and/or our Harmful Behaviour Policy.

### **Responsibility**

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with Mission Circle member Carly Hobson. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: January 2024

Review date: January 2025



## Harmful Behaviour (Volunteers)

### **Harmful Behaviour Policy (Volunteers) for Moor Imagination Collective**

#### **Principles**

Wherever possible we aim to build a culture of trust and mutual respect at Moor Imagination Collective. We build opportunities for feedback into our working practices, see conflict as an opportunity for learning and growth and adapt our practice wherever possible to ensure that everyone working with us can thrive.

It is important, however, that we hold space for the possibility that there will be times when behaviour crosses a line, causing harm to individuals or the organisation as a whole and jeopardising our ability to carry out our mission and aims.

Moor Imagination Collective is dependent on the goodwill and time given by its volunteers. However, if a volunteers' behaviour or conduct is problematic, then the Volunteer Coordinator or the Mission Circle might need to follow this disciplinary procedure.

#### **Practices**

- MIC will endeavour to resolve issues informally wherever possible.
- At every stage in the procedure, the volunteer will be advised of the nature of the complaint and given access to all relevant evidence.
- Volunteers will be given the opportunity to state their case before any decision is made.
- At all stages the volunteer will have the right to be accompanied by a fellow volunteer, member or employee of the project.
- Disciplinary proceedings, witness statements and records relating to disciplinary proceedings must be kept confidential and only shared with relevant and necessary parties.
- MIC may implement the procedure at any of the stages set out below depending on the seriousness of the misconduct in question.
- Where the organisation is investigating serious misconduct, the volunteer may be temporarily suspended from volunteering, until the investigation is complete. Suspension in such circumstances will not be regarded as an indication of presumed guilt.

#### **Procedure**

### ***Minor misconduct***

In cases of minor misconduct or unacceptable behaviour, MIC will endeavour to resolve issues informally wherever possible. If a volunteer is behaving in a way that is problematic then the Volunteer Coordinator will talk to them confidentially about the issue.

When talking to the volunteer the Coordinator will detail what the problem is, what improvement is required, and a timescale for achieving this improvement. A record of the conversation should be kept.

If informal action does not bring about an improvement, or the misconduct or unsatisfactory performance is considered to be too serious to be classed as minor, a more formal disciplinary process will be taken. This procedure applies to all volunteers.

### ***Investigation***

Where the case of misconduct or behaviour is of a serious nature, or if there have been a number of minor cases or complaints, the Mission Circle will be informed and complaints investigated.

- During the investigation, and until it is complete, the volunteer may be temporarily suspended from volunteering. Suspension in such circumstances will not be regarded as an indication of presumed guilt.
- The volunteer may need to be interviewed as part of the investigation, and prior to a disciplinary meeting.

The volunteer will be advised of the investigation and will be informed in writing, detailing the allegation, the possible consequences, and inviting them to a disciplinary meeting.

- If possible, the meeting shall be held within 5 days of the date of the written request.
- The written request should state that the volunteer has the right to be accompanied to the meeting.
- The Volunteer Coordinator will consider whether any reasonable adjustments are required for disabled volunteers, such as allowing a support worker or sign language interpreter to attend the meeting.

### ***Disciplinary meeting***

No disciplinary action will be taken until the meeting has taken place. The meeting will involve the volunteer, the Director who has led the investigation, and a Disciplinary Panel (usually consisting of two Directors and the Volunteer Coordinator).

- The Director who has led the investigation should open the meeting with an explanation of its purpose and will read aloud the allegations.
- The Disciplinary Panel will then ask the volunteer if they wish to take the opportunity to respond to the allegations or concerns, or if there are any mitigating circumstances to be taken into account.
- The Disciplinary Panel will summarise the main points of the discussion and ask the volunteer if they have anything further to say.

The Disciplinary Panel may then need to hold further interviews, as part of the investigation. Once any further investigation is complete, the Disciplinary Panel will then consider the details heard in private. The Disciplinary Panel shall give the volunteer written confirmation of the decision, normally within 5 working days of the meeting. This will include notifying the volunteer of their right of appeal and the procedure to be followed.

### ***Disciplinary Action***

Following a decision to take action at a disciplinary meeting, one of the sanctions set out below may be applied:

#### ***Misconduct***

Misconduct may be one incident when a volunteer's behaviour or conduct is of a serious nature, or if there are several incidents of minor misconduct. Misconduct will normally result in a written warning by the Mission Circle. The written warning will detail:

- the complaint
- the change in behaviour required
- the timescale for achieving this improvement, and dates for review
- the right to appeal

A copy of this written warning will be kept, but will be disregarded for disciplinary purposes after 1 year.

#### ***Gross misconduct and Dismissal***

If a volunteer's behaviour or conduct remains unsatisfactory, fails to reach the prescribed standards, or if the offence constitutes gross misconduct, the volunteer will be dismissed from their voluntary role and barred from volunteering at MIC. The volunteer will be provided with written reasons for the decision, and be advised of the right of appeal. Dismissal as a volunteer will lead to automatic dismissal from the membership.

#### ***Appeal***

A volunteer may appeal against the decision of the Disciplinary Panel, by informing the Mission Circle. The volunteer must do so in writing within five working days of receiving written notification of the disciplinary action, stating the reason for the appeal. Any documents submitted in support of the appeal must be attached.

An appeal meeting should be held without unavoidable delay. Volunteers have the right to be accompanied to the meeting.

The Mission Circle should investigate the application and advise the volunteer of the decision in writing. The decision of the Mission Circle is final.

#### ***Following a ban***

If a volunteer is temporarily banned from MIC, they will be required to meet with the Volunteer Coordinator once their ban has concluded, if they wish to return to volunteering.

## **Confidentiality**

All parties involved will be asked to maintain confidentiality.

## **Definitions**

### ***Misconduct***

Examples of misconduct include but are not limited to:

- acting in way which contravenes our policies and agreements
- repeated failure to carry out an agreed role
- repeated use of language that others have said they find offensive
- repeated minor damage to property

### ***Gross misconduct***

Examples of gross misconduct include but are not limited to:

- theft or fraud
- intimidation, harassment, bullying or victimisation
- physical violence
- deliberate and serious misuse or damage to property
- causing loss, damage or injury through serious negligence
- serious incapability brought on by alcohol or illegal drugs
- deliberately accessing internet sites containing pornographic, offensive or obscene material
- falsification of expense returns
- serious failure to follow instructions
- bringing the organisation into serious disrepute

## **Responsibility**

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

## Complaints

### **Complaints Policy for Moor Imagination Collective**

Complaints can be made verbally, either in person or by telephone, or in writing by email.

Moor Imagination Collective keeps a Complaints Record, which covers the previous three years.

We encourage everyone who uses the space to give us feedback about their experience on a regular basis and talk to us about anything which concerns them. We aim to be open, honest and straightforward so that we can resolve problems before they escalate.

If any concern or complaint is raised, we will discuss this with the person who has made the complaint and try to resolve the matter. If the concern is about our practice, we will investigate and feedback our conclusions. We will log the details of the concern, the date it was raised, and the outcome of our investigation. We will notify the person who made the complaint of the outcome of our investigation within 28 days. The details of the concern and the outcomes of our investigation will be recorded in our Complaints Record.

Members can ask to see our Complaints Record. We will maintain privacy and confidentiality by providing a summary of the Complaints Record, which gives the date and nature of the complaints in the previous three years without names or personal information.

#### **Responsibility**

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025

# Data Protection

## **Data Protection Policy for Moor Imagination Collective**

### **Principles**

Moor Imagination Collective recognises the need to comply with the various laws regulating the processing of personal data. It is our desire that staff and volunteers recognise the risks involved when dealing with such information and fully understand the steps that must be taken in order to minimise such risks. It is Moor Imagination Collective's policy to educate and inform staff and volunteers about the dangers of inappropriate and illegal use of the personal data they may have access to.

### **Procedures for processing personal data**

- If for any reason registration of the information is withdrawn you must stop using the particular data immediately.
- You must ensure that your appropriate records are maintained and safe and are only used to perform your particular job
- You must ensure that all personal data is used, held and disclosed only for the registered purpose: you should not use any of the systems outside of this criteria
- Information must be collected and processed in a prudent and lawful manner and should be kept up to date and accurate at all times
- The information should only be retained for the period necessary, and for the purpose for which it is held

If you have any concerns or questions regarding the processing or use of personal data you should speak to your support contact as soon as possible. If in any doubt you should cease to process the information.

If you are required to use electronic equipment such as a computer or data-holding device it is your responsibility to ensure that reasonable measures are taken to ensure the security of information contained within them. Such measures include keeping equipment in a lockable location when not in use and/or using password protection for files containing information covered by data protection legislation.

A breach of the data protection regulations or failure to adhere to Moor Imagination Collective's policies could have serious repercussions for Moor Imagination Collective and for yourself, if

you are found responsible. If you are aware of any breach of Data Protection you must bring it to the attention of your support contact immediately.

If you have access to or are responsible for collecting personal information that relates to any of Moor Imagination Collective's clients or employees, the above guidelines should be strictly adhered to.

## **Staff and volunteer data**

As a member of staff or volunteer, you need to be aware that Moor Imagination Collective will hold details pertinent to your employment on file as part of its personnel records. This may include sensitive information. This information may be processed for administrative or legal purposes or as required by your continued employment. This may include passing certain employment related data to third parties such as government authorities, suppliers or contractor organisations supplying services which require the use or creation of employee data. Your data may also be used in emergency situations, to protect the legal interests and other rights of Moor Imagination Collective or in other situations where you have consented to the disclosure of such information.

The following are examples of information which may be retained by Moor Imagination Collective as part of its personnel records. The list is not exclusive or exhaustive:-

- References obtained during recruitment
- Details of terms of employment
- Payroll, tax and National Insurance information
- Performance information
- Details of roles and responsibilities
- Health records
- Absence records, including holiday records and self-certification forms
- details of any disciplinary investigations and proceedings
- Training records
- Contact names and addresses

It should also be noted that Moor Imagination Collective might hold the following information about you, for which disclosure will be made only when strictly necessary for the purposes set out below:-

- Your health, for the purposes of compliance with our health and safety and our occupational health obligations
- For the purposes of personnel management and administration, for example, to consider how your health affects your ability to do your job and, if you are disabled, whether you require any reasonable adjustment to be made to assist you at work
- The administration of insurance, pension, sick pay and other related benefits in force from time to time

- In connection with unspent convictions to enable us to assess your suitability in employment for relevant roles

Moor Imagination Collective will endeavour to update personnel files on a regular basis. It is your responsibility to ensure that any changes in personal details are communicated in writing to Moor Imagination Collective immediately, or as soon after the change as is practicable; and to inform your next of kin (or whoever you give as an emergency contact) that their details may be held on a personnel file.

## **Responsibility**

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Mission Circle. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

This policy has been agreed by the members of the Mission Circle and will be reviewed on an annual basis.

Date: February 2024

Review Date: February 2025