



Member Handbook

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1. Document Purpose

This handbook provides information for members of the Whyteleaf Community Hub (WCH) Charity – which includes Trustees – on how WCH is governed and operates. Members must follow the policies set out in this document when carrying out their duties for WCH.

2. References

The following documents are referenced within this handbook.

- WCHP001 Charity Constitution
- Charity Handbook



3. WCHP014 Code of Conduct

The Whyteleaf Community Hub (WCH) Code of Conduct policy outlines our expectations regarding the behaviour of members towards other individuals including other members, volunteers, beneficiaries of WCH, and members of the public. It is expected that all members comply with this code of conduct.

We promote freedom of expression and open communication. But we expect all members to follow our code of conduct. They should avoid offending, participating in serious disputes, and disrupting the charity and its services. We also expect them to foster a well-organized, respectful and collaborative environment.

3.1. Compliance with law

All individuals must protect WCH's legality. They should comply with all environmental, safety and fair dealing laws. We expect members to be ethical and responsible when dealing with our charity finances, services, partnerships, and public image.

3.2. Respect

All individuals should respect their colleagues and other individuals connected with the charity. We won't allow any kind of discriminatory behaviour, harassment or victimization.

3.3. Protection of Charity Property

All individuals should treat WCH's property, whether material or intangible, with respect and care. Individuals:

- Shouldn't misuse charity equipment or use it frivolously.
- Should respect all kinds of incorporeal property. This includes trademarks, copyright and other property (information, reports etc.). individuals should use them only to complete their charitable duties should protect charity facilities and other material property from damage and vandalism, whenever possible.

3.4. Professionalism

All individuals must show integrity and professionalism when carrying out WCH activities or representing the charity:

3.4.1. Dress Code

Whilst there is no specified dress code, it is expected that individuals dress appropriately for their duties and consider others and whether their dress may cause offence or discomfort.



3.4.2. Corruption

We expect individuals to have read and abide by the Bribery & Corruption Policy.

3.4.3. Job duties and authority

All individuals should fulfil their duties with integrity and respect toward trustees, volunteers, members and the community.

Leaders in the charity – including those undertaking supervisory roles - mustn't abuse their authority. We expect them to delegate duties to their teams taking into account their competences and workload.

We expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

3.4.4. Absenteeism and tardiness

We rely on trustees, members and volunteers to complete our charitable purpose. Individuals should understand their commitments and when they are required to carry out activities. We expect individuals to be punctual and if they are unable to carry out a particular activity provide a suitable level of notice.

3.4.5. Conflict of interest

We expect individuals to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their duties or that puts the charity at risk. For further information, please view the Conflict of Interest Policy.

3.4.6. Collaboration

Individuals should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

3.4.7. Communication

All individuals must be open to communication with trustees, members, volunteers and members of the public.

3.4.8. Charitable Purpose

We expect individuals to support the charity's purpose and not abuse its services for theirs or others benefit. This can refer to being discriminatory towards beneficiaries (both positive and negative), misrepresenting potential and existing beneficiaries, and using the charity for their own gains.

3.4.9. Policies

All individuals should read and follow the charity's policies. If they have any questions, they should ask the Charity Secretary or another trustee.



3.5. Non-Conformance

The trustees may take action against individual who repeatedly or intentionally fails to follow our code of conduct. Actions will vary depending on the violation but will include:

- Exclusion from specific charity activities.
- Removal from the charity as a volunteer.

We may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.



4. WCHP002 Conflict of Interest Policy

Members have a legal obligation to act in the best interests of the Whyteleafe Community Hub (WCH) and - in accordance with the charity's constitution - avoid situations where there may be a potential conflict of interest. All those involved in running the WCH – including, but not exclusively, committee members, staff and volunteers - have similar obligations and this policy also applies to them.

Conflicts of interests may arise where an individual's personal or family interests and / or loyalties conflict with those of WCH. Such conflicts may create problems that:

- inhibit free discussion;
- result in decisions or actions that are not in the interests of WCH; or
- risk the impression that WCH has acted improperly.

The aim of this policy is to protect both the organisation and the individuals involved from any appearance of impropriety.

4.1. Declaration of Interests

All members must:

- Declare their interests in connection with their role in WCH using the WCH Declaration of Interest form.
- If an individual is not sure what to declare, or whether / when your declaration needs to be updated, they must discuss this with the charity secretary for confidential guidance.
- Any gifts or hospitality offered and / or received to trustees and committee members over the value of £20 must be declared.
- A register of interests is maintained by the charity secretary listing any declarations and the nature of those including interests and gifts. The register is updated as required and reviewed annually. The register will be accessible by trustees only.

4.2. What to do if you face a conflict of interest

If you believe you have a real or perceived conflict of interest you should:

- declare the interest at the earliest opportunity
- withdraw from discussions and decisions relating to the conflict.

If a conflict of interest arises:

- This will be recorded in the register of interests
- Any documents relating to the item presenting a conflict will be redacted from the person facing the conflict. That person will still receive sufficient information about the activities of



the charity without disclosing sensitive information that could place the individual in an untenable position.

4.3. Conflict arising from Benefiting from Services

If you are a user of WCHs services, or benefit indirectly from a service – for example, are the carer of someone who uses WCHs services - you should:

- Not be involved in decisions that directly affect the service that you, or that you indirectly benefit from.
- You should declare your interest at the earliest opportunity and withdraw from any subsequent discussion, unless expressly invited to remain in order to provide information.
 - In this case you may not participate in, or influence, the decision or any vote on the matter. You will not be counted in the quorum for that part of the meeting and must withdraw from the meeting during any vote on the conflicted item.
- There are situations where you may participate in discussions from which you could indirectly benefit - for example where the benefits are universal to all users, or where your benefit is minimal. This action will be agreed by the chair and minuted accordingly.
- If you fail to declare an interest that is known to the charity secretary and/or the chair of the board, the charity secretary or chair will declare that interest.

4.4. Decisions where a trustee or committee member has an interest

In the event of the board having to decide upon a question in which a trustee or committee member has an interest:

- All decisions will be made by vote, with a simple majority required.
- A quorum must be attained for the discussion and decision; interested parties will not be counted when deciding whether the meeting is quorate. Interested board members may not vote on matters affecting their own interests
- All decisions under a conflict of interest will be recorded by the charity secretary and reported in the minutes of the meeting. The report will record:
 - the nature and extent of the conflict;
 - an outline of the discussion; and
 - the actions taken to manage the conflict.
- Where a trustee benefits from the decision, this will be reported in the annual report and accounts in accordance with the current Charities SORP.
- All payments or benefits in kind to trustees will be reported in the charity's accounts and annual report, with amounts for each trustee listed for the year in question.



- Where a member or committee members is connected to a party involved in the supply of a service or product to the charity, this information will be fully disclosed in the annual report and accounts.
- Independent external moderation will be used where conflicts cannot be resolved through the usual procedures.

4.5. Managing contracts

If you have a conflict of interest, you must not be involved in managing or monitoring a contract in which you have an interest. Monitoring arrangements for such contracts will include provisions for an independent challenge of bills and invoices, and termination of the contract if the relationship is unsatisfactory.



5. WCHP007 Communications Policy

When communicating with people outside of the Charity certain information must be included to comply with Charity regulations and to inform people of your role within the Charity and how they can communicate with you. This policy defines what information must be included and provides guidance on completing documents.

5.1. Communications Required Information

All communications from the Charity must include the following information:

- Name of Charity – Whyteleaf Community Hub
- Charity Address - Whyteleaf Community Hub, 29 Whyteleaf Hill, Whyteleaf, Surrey CR3 0AG
- Registered Location and Number - Registered Charity England and Wales No. 1200355
- Contact Information - Telephone: 07397 078424 | Web: <https://www.whyteleafhub.org>

In addition to the above, all communications must include:

- Information on the sender including contact information and Charity Role.
- Contact Information.

5.2. Letters

A letterhead template is available when sending letters – both physical and digital. This must be used for all communications of this nature.



5.3. Email Signature

When sending emails it is important to communicate who you are, what role you have in the Charity and how to communicate with you. Every person who sends emails on behalf of the Charity must create a signature and include this when sending emails.

The format of the email signature must be as follows.

{Full Name}

{Charity Role}

Whyteleafe Community Hub

{email}@whyteleafehub.org | {Mobile}



5.4. Email Disclaimer

An email disclaimer will be automatically appended to every email sent from the Charity. This disclaimer contains the following information.

This email is confidential and may contain privileged information for the intended recipient. If you are not the intended recipient (or responsible for delivery of the message to such person), any reading, printing, storage, disclosure, copying or any other action taken in respect of this email is prohibited and may be unlawful. Please notify the sender immediately by using the reply function and then permanently delete what you have received. Opinions, conclusions and other information in this message that do not relate to the official business of the Whyteleafe Community Hub shall be understood as neither given nor endorsed by it.

Whyteleafe Community Hub | Registered Charity England and Wales No. 1200355

Registered Office: Whyteleafe Community Hub, 29 Whyteleafe Hill, Whyteleafe, Surrey CR3 0AG

Telephone: 07397 078424 | Web: <https://www.whyteleafehub.org>



6. WCHP010 Privacy Policy

This policy relates to the personal information that Whyteleafe Community Hub (WCH) collects and uses. WCH offers several services that benefit the community or our clients (i.e. users of our services). It is a charity and as such donations are provided by supporters. Trustees and volunteers help to run the charity. We collect information about our clients, supporters, trustees and volunteers to provide our services.

In addition, we may collect information from individuals and organisations interesting in being contacted by the charity.

6.1. How and when we collect personal information

Personal data is any information about you which can be identified or be identifiable. We may collect your personal information from you directly through our activities and services or if you communicate with us.

We may also collect personal information about you from other organisations. For example, a referral agency like a doctor's surgery, occupational health, or from your current or past employer.

6.2. The personal information that we collect

We only collect personal information that we genuinely need. When collecting the information, we will inform the individual of:

- What information we are collecting
- Why we are collecting the information
- What we intend to do with that information

6.3. Sharing personal information

Where required, we will process personal information to comply with our legal obligations. In this respect we may share your personal data to comply with subject access requests; tax legislation; for the prevention and detection of crime; and to assist the police and other competent authorities with investigations including criminal and safeguarding investigations; and other legitimate reasons.

6.4. Your rights

You have the right to:

- Ask us for a copy of your personal information. There are some exemptions, which mean you may not always receive all the information we process.
- Tell us to change or correct your personal information if it is incomplete or inaccurate.
- Ask us to restrict our processing of your personal data or to delete your personal data if there is no compelling reason for us to continue using or holding this information.
- Receive from us the personal information we hold about you which you have provided to us, in a reasonable format specified by you, so that you can send it to another organisation.
- Object, on grounds relating to your specific situation, to any of our processing activities where you feel this has a negative and disproportionate impact on you.



- For all requests please contact us at office@whyteleafhub.org. We will respond to any request within 28 days.

Please note that we may be entitled to refuse requests where exceptions apply; for example, if we have reason to believe that the personal data we hold is accurate or we can show our processing is necessary for a lawful purpose set out in this Privacy Policy.

6.5. How long we keep your personal information

We will hold your personal information only for as long as is necessary. We will not retain your personal information if it is no longer required. In some circumstances, we may legally be required to retain your personal information, for example for finance, employment, or audit purposes.

6.6. Making a complaint to the Information Commissioner's Office

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: 0303 123 1113.



7. WCHP018 Inclusion, Equality and Diversity Policy

WCH is committed to encouraging equality, diversity and inclusion among our members and volunteers. We aim to be truly representative of all sections of society, and for everyone to feel respected and able to give their best. In providing our charitable services we are committed against unlawful discrimination of beneficiaries and the public.

7.1. Aims

- Provide equality, fairness and respect for all our members, volunteers and beneficiaries.
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race (including colour, nationality, and ethnic or national origin)
 - religion or belief
 - sex
 - sexual orientation
- Oppose and avoid all forms of unlawful discrimination. This includes in:
 - Membership
 - Volunteering
 - Offering of services
 - Beneficiaries
 - Our commitments

7.2. WCH Commitment

WCH commits to:

1. Encourage equality, diversity and inclusion whilst carrying out its charitable purpose as they are good practice and make working sense
2. Create an environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all are recognised and valued.



- a. This commitment includes informing and training members and volunteers about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include members conducting themselves to help the organisation provide equal opportunities in volunteering, and prevent bullying, harassment, victimisation and unlawful discrimination.
 - b. All members and volunteers should understand they can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their charitable duties
3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by all sources in the course of the charity's activities.
 - a. Such acts will be dealt with seriously and appropriate action will be taken.
 - b. Further, sexual harassment may amount to a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.
4. Make opportunities for training, development and progress available to all members so their talents and resources can be fully utilised by the charity.
5. Make decisions concerning members and volunteers being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
6. Monitor the make-up of the members, volunteers and beneficiaries regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.
 - a. Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.



8. WCHP019 Whistleblowing Policy

WCH is committed to operating within the law and operate safe & securely. Where individuals believe it is not operating in this way we encourage matters to be brought to the attention of the Trustees. This include disclosure of information that, in the reasonable belief of the whistleblower, is made in the public interest and tends to show:

- A criminal offence has, is or is likely to be committed;
- A person has, is or is likely to fail to comply with any legal obligation;
- A miscarriage of justice has, is, or is likely to occur;
- The health or safety of any individual has, is, or is likely to be endangered;
- The environment has, is, or is likely to be damaged; or
- Information falling within any of the above paragraphs has, or is likely to be deliberately concealed.

8.1. Whistleblowing Complaints

WCH confidentially handles whistleblowing complaints to ensure they are handling appropriately and to maintain the whistleblowers confidentiality.

In the event of a Whistleblowing complaint, the whistleblower must follows these steps:

1. Complaints must be addressed directly to the WCH Chair. If the complaint relates to the Chair, then the Secretary can be contacted.
2. Once received, the complaint will be recorded confidentially and the whistleblower notified (assuming the identify is known) and notified of the process. Timelines must be given for investigating the complaint but not its resolution.
 - a. The Trustees must be notified that a complaint has taken place but no details will be provided until the initial investigation is complete.
3. The Chair – or Secretary – will investigate the complaint and determine whether action is required. Actions will be agreed with the Trustees.
4. The whistleblower will be notified of the outcome of the complaint. If they are not satisfied they are able to appeal to the Chair and Secretary who will repeat the process.



9. WCHO012 Anti-Bribery and Corruption Policy

This policy outlines the Whyteleaf Community Hub (WCH) trustee members, staff, and volunteer's responsibilities to minimise the risk that they are exposed to bribery.

9.1. What is corruption and bribery?

9.1.1. Corruption

Corruption is the abuse of entrusted power or position for private gain.

9.1.2. Bribery

Bribery is offering, promising, giving, requesting, agreeing, receiving or accepting a financial or other advantage intended to coerce someone into acting illegally, unethically or unjustly, or rewarding them for doing so. More detail can be found in the [Bribery Act 2010](#)

An advantage includes:

- money
- gifts
- loans
- fees
- hospitality
- services
- discounts
- the award of a contract
- or anything else of value.

9.2. Unacceptable behaviour

It is unacceptable for an employee (or someone on their behalf) to:

1. give, promise to give, or offer a payment, gift or hospitality with the expectation or hope of gaining a business advantage, or to reward a business advantage already given
2. give or accept a gift or hospitality during any commercial negotiations or tender process if this could be perceived as intended, or likely to influence the outcome
3. accept a payment, gift or hospitality from a third party that the individual knows, or suspect is offered with the expectation that it will provide a business advantage for them or anyone else in return



4. accept hospitality from a third party that is unduly lavish or extravagant under the circumstances
5. offer or accept a gift to or from government officials or representatives, politicians or political parties in breach of this policy
6. threaten or retaliate against another employee who has refused to commit a bribery offence or who has raised concerns under this policy
7. engage in any other activity that might lead to a breach of this policy.

9.3. Gifts, hospitality and expenses

This policy allows reasonable and appropriate hospitality or entertainment given to, or received from third parties for the purposes of:

- establishing or maintaining good business relationships
- improving or maintaining our image or reputation
- marketing or presenting our products and/or services effectively.

The giving and accepting of gifts is allowed in certain circumstances.

1. The gift is not made with the intention of obtaining or keeping business, favours or benefits, or rewarding them.
2. The gift is given in the Trust's name, not in the individual's name.
3. The gift is appropriate in the circumstances, taking account of the reason for the gift, its timing and its value.
4. The gift is given openly rather than secretly.
5. The gift complies with applicable laws.

Promotional gifts of low value such as branded stationery to or from existing customers, suppliers and business partners is usually acceptable.

Reimbursing a third party's expenses or accepting an offer to reimburse our expenses (for example, the costs of attending a business meeting) would not usually amount to bribery. However, a payment in excess of genuine and reasonable business expenses (such as the cost of an extended hotel stay) is not acceptable.

We appreciate that practice varies between countries and regions and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift, hospitality or payment is reasonable and justifiable. The intention behind it should always be considered.

8. Donations

The Trust does not make contributions to political parties. We only make charitable donations that are legal and ethical under local laws and practices. No donation must be offered or made without the prior approval of a Director.





9. Record keeping

The Trust must keep detailed financial records, and we have appropriate internal controls in place to evidence the business reason for making payments to third parties.

Our employees must complete and have authorised the Anti-Bribery Gift Authorisation Form and submit the completed form to HR. They must also submit all expenses claims relating to hospitality, gifts or payments to third parties following our expenses policy and record the reason for expenditure.

All accounts, invoices and other records relating to dealings with third parties – including suppliers and customers – should be completely accurate and transparent. Accounts must not be kept 'off-book' to facilitate or conceal improper payments.

12. Protection

Employees who refuse to accept or offer a bribe, or who raise concerns or report another's wrongdoing, are sometimes worried about possible repercussions. We encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.

We are committed to ensuring that nobody suffers detrimental treatment as a result of refusing to take part in bribery or corruption, or because of reporting their suspicion of an actual or potential offence.

9.4. Whyteleafe Community Hub's Responsibilities

WCH's responsibilities in relation to anti-bribery are:

- To ensure that staff are aware of the policy
- Review the policy regularly
- Training on this policy forms part of the induction process for all employees of the Trust, and training will be provided as necessary.
- Our zero-tolerance approach to bribery and corruption is communicated to all suppliers, contractors and business partners at the outset of our business relationship with them, and as thereafter.

9.5. Staff Responsibilities

Trustee members, staff and volunteer's responsibilities in relation to anti-bribery are:

- Employees must ensure they read, understand and follow this policy.
- Employees must avoid any activity that might lead to or suggest a breach of this policy. The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for the Trust.



- Employees must notify the HR Department and a Director as soon as possible if they believe or suspect that a conflict with this policy has occurred, or may occur in the future.
- Our employees are encouraged to raise concerns about any issue or suspicion of bribery or corruption as early as possible.
- If they are offered a bribe or asked to make one, or if they suspect that any bribery, corruption or other breach of this policy has taken or may take place, they must notify the HR Department and a Director as soon as possible.

9.6. Breaches of this policy

Any employee who breaches this policy could face disciplinary action, which could result in dismissal for misconduct or gross misconduct.

We may end our relationship with other individuals and organisations working on our behalf if they breach this policy.