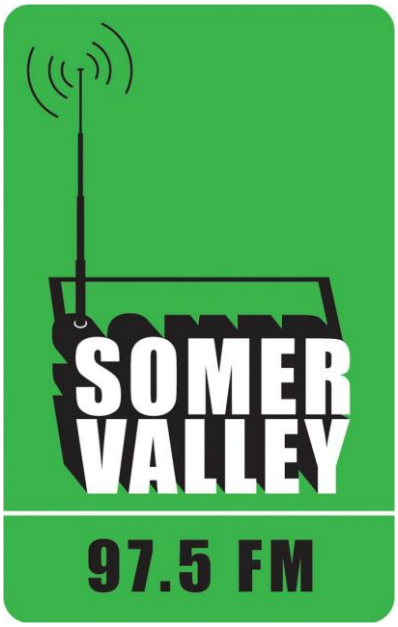

SOMER VALLEY FM

Somer Valley FM aims to provide a radio service that is open to all the communities in and around Midsomer Norton and Radstock, delivering local news, information and entertainment, and developing creativity and talent in broadcasting

POLICY MANUAL

17th June 2011

STRUCTURE

Constitution

Somer Valley FM Community Radio Limited (Company No: 06596390, Registered Office: The Island House, Midsomer Norton, Radstock, Somerset, BA32DZ) is a private company limited by guarantee.

The company's broadcasting premises are:-

- Somer Valley FM, Redfield Road, Midsomer Norton, Radstock BA3 2JD
- Telephone: 01761 411755
- Email:
  Station Manager: manager@somervalleyfm.co.uk
  General: studio@somervalleyfm.co.uk
- Web: www.somervalleyfm.co.uk

Visitor parking is available within the Somervale School Visitors outer car park.

Structure & Management

The company's Board of Directors has ultimate responsibility for every aspect of the running of Somer FM.

The Board comprises:-

- Chris Watt
- Mark Kenny
- Dom Chambers
- Graeme King

- A volunteer member of the Editorial & Content Board is invited to report to Directors Boards (currently Joy Webb).

Additional operational responsibilities are undertaken by:-

- The Editorial and Content Board, which sets policy and reviews complaints, reporting to the Board of Directors

- Dom Chambers: Station Manager:
  Volunteers Co-ordinator
  Complaints Officer
  Sales Manager
  Child Protection Co-ordinator

- Rupert Kirkham: Production Manager:
  Technical & Equipment Officer
  Health & Safety Officer
  Head of Training
  Deputy Child Protection Co-ordinator
  Together with Station Manager – coordinates Social Gain objectives

Core volunteers with additional responsibilities:-

- Maxine Stride (PR & marketing work placement)
- Pete Helmore (technician)
- Luke Barnes (myriad technician + E&C Board)
- Craig Gill (web design & maintenance)
- Joy Webb (youth liaison + E&C Board)
- Simon Payne (technician + E&C Board)

Meetings

The Board of Directors meets on a quarterly basis and in particular in [ ] of each year conducts:-

- A review of the company's financial position
- A review of the company's business strategy
- A review of the company's complaints record
- A review of the outcome of annual risk assessments
- A review of the company's Child Protection Policy
- A review of this policy manual

The Editorial & Content Board meets monthly and/or as required.

An Annual General Meeting considers general business and regulatory affairs.

An Annual Public Meeting considers OFCOM Licence commitments.

WORK ENVIRONMENT

Health & Safety

Overall and final responsibility for health and safety is vested in the Board of Directors.

Day to day implementation of health and safety procedures is the responsibility of the Health & Safety Officer.

First Aid Officers are:

- Dom Chambers
- Rupert Kirkham

First Aid Boxes are located as follows:-

- In the kitchen area

The Health & Safety Officer is responsible for ensuring that they are adequately stocked at all times. Inform the Health & Safety Officer as soon as possible after using anything from the First Aid Box so that replenishments can be ordered.

If you have or become aware of an accident at work, however minor, you must notify the Health & Safety Officer or, if he is not available, the Station Manager.

The Health & Safety Officer or Station Manager, will enter a record of the accident in the Accident Book.

If you have an accident, however minor, you should seek the advice and assistance of a First Aid Officer.

Health & Safety Risks arising from Work Activities

Risk assessments will be undertaken by the Health & Safety Officer at least once a year.

There is specific working legislation covering working conditions for people who work regularly with computer display screens. The legislation covers all aspects of the person's 'work station', equipment, lighting and noise – in addition to the provision of information, training and eye tests. If you are unhappy with any aspect of your work station you should bring this to the attention of the Health & Safety Officer.

The findings of the risks assessments will be reported to the Station Manager, who will approve any action required to remove or control risks.

As part of their induction process new volunteers are made aware by the Station Manager/Health & Safety Officer of all potential risks associated with the technical equipment or the premises in general.

Safety of Equipment

Any problems with equipment should be reported to the Technical & Equipment Officer.

Fire

Preparation:

The Health & Safety Officer is responsible for ensuring that an annual fire risk assessment is undertaken and implemented.

Fire extinguishers are maintained and checked annually.

The Health & Safety Officer will test the fire alarms periodically, warning staff in advance. Fire extinguishers and a fire blanket are provided throughout the company's premises, and you must familiarise yourself with their location and methods of operation.

If you discover a Fire:

- Immediately notify reception and/or the Health & Safety Officer
- Attempt to fight the fire if possible without taking personal risks; and
- Evacuate the premises.

On being notified of a fire, the receptionist/Health & Safety Officer will:-

- Sound the alarm; then
- Call the Fire Brigade

Emergency Evacuation Procedure

Upon hearing the alarm or being informed that there is a fire or other need for emergency evacuation, you must:-

- Evacuate the premises by the nearest available route;
- Close all doors and windows as you leave
- Report to the assembly point which is in the front garden at the bottom of the ramp

Do not:-

- Stop to collect personal belongings; or
- Return to the company's premises until advised it is safe to do so by a member of the Fire Brigade or the Health & Safety Officer

Security

The company's premises are protected by an intruder alarm system.

Visitors must be accompanied by a member of staff at all times when on the company's premises

Smoking, Alcohol & Drugs

Smoking Policy

In accordance with the law, and in the interests of health & safety, Somer Valley FM operates a strict no smoking policy throughout its premises.

This applies to personnel and visitors, who should be requested politely not to smoke if they attempt to do so.

Smokers may use the rear garden where a disposal unit is provided. In the light of the close proximity of the premises to Somervale School, smokers must not smoke in the front garden between 8 am and 5pm during term time.

Alcohol Policy

The policy of Somer Valley FM is to forbid the consumption of alcohol on the company's premises unless authorised by the Station Manager.

Any employee/volunteer who is found consuming alcohol on the company's premises without authorisation, or is found to be intoxicated at work, will face disciplinary action.

Drug Policy

The possession, use or distribution of drugs for non medical purposes on the company's premises is strictly forbidden.

If you are prescribed drugs by your Doctor which may affect your ability to perform your work you should discuss this with the Station Manager.

Anti Discrimination, Equality & Diversity Policy

Somer Valley FM is committed to providing a working environment in which employees and volunteers are able to realise their full potential and to contribute to its business success irrespective of their gender, race, disability, sexual orientation, marital status, part-time status, age, religion or belief and to promoting equality and diversity in the work place. Somer Valley FM will not discriminate unfairly on these grounds.

OPERATIONAL RISK

Overview

Like any business, Somer Valley FM is exposed to risk.

Mistakes made in our day to day operations can give rise to prosecutions, claims and complaints, all of which could damage our reputation and financial security and could result in the loss of the company's broadcasting licence. These are called operational risks.

The following directives, **which must be followed**, comprise risk management procedures:-

- At the outset, presenters are given guidance by the Station Manager and/or the Training Co-ordinator, and no presenter will be authorised to broadcast unless and until the Station Manager is satisfied that he/she has sufficient understanding of the technical equipment to be used and of basic broadcasting rules and regulations. Unauthorised alteration of equipment settings is forbidden.

- No software may be downloaded or installed on Station PC's, and no new material may be uploaded onto the Audiowall unless expressly authorised by the Station Manager or the Production Manager

- No programme may be broadcast unless one or more pilot versions of it have been evaluated and approved by the Station Manager.

- All programmes on Somer Valley FM are aired at the discretion of the Station Manager

- Presenters must arrive at Somer Valley FM premises at least 15 minutes before the start of their programme, and ensure that they advise the Station Manager, or Production Manager, as soon as possible of any likely absence in consequence of ill health or other unforeseen event.

- Presenters are responsible for their programmes and for the conduct of their guests and visitors.

- Assume that you are 'live' at all times.

- All presenters must be familiar with the content of the material to be broadcast, and must ensure that the content is free of lyrics or statements which may cause offence, whether by the use of bad language or discriminatory or biased attitude.

- Your attention is drawn to our policy on smoking, alcohol and drugs.

- Without the express consent of the Station Manager there must be no material change in the format of the programme from that approved in a pilot version.

- Any broadcast which is pre-recorded must be introduced as such.

- Presenters must make it clear that if they are unable to accommodate listeners requests during a particular programme, those requests will be carried forward to the next relevant programme.

- The law relating to competitions is complex. Any presenter wishing to introduce a competition to his/her programme must receive the prior approval of the Station Manager.

- Unless with the consent of the Station Manager, presenters must provide a minimum of 14 days notice of an intention to take holidays

- Maintaining the high reputation of Somer Valley FM is in the best interests of everyone

- References to Somer Valley FM, whether verbal or written, must be made responsibly and positively, and all personnel must remember that Somer Valley FM Community Radio Limited is the owner of all intellectual property rights associated with the Station.

- Press releases and all intended approaches to venues (music, theatre etc) for tickets or access to artists for interviews, must be approved in advance by the Station Manager

- All personnel, whether employees or volunteers, must do all that they can to avoid bringing the reputation of Somer Valley FM into disrepute, and must bring to the early attention of the Station Manager any complaints or criticisms that may be expressed by members of the public in connection with Somer Valley FM

Adhering to these directives, will help secure the future of Somer Valley FM for employees, volunteers and, most importantly, the local communities.

I have read and fully understand the Operational Risks section of this Policy Manual

Signed ……

Dated ……..

COMPLAINTS PROCEDURE

Somer Valley FM is committed to providing a high quality deliverance of community radio. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint or a concern, write to us with the details. Address your letter to our Station Manager, Dom Chambers, or email him on: manager@somervalleyfm.co.uk

In the event that your complaint or concern involves the Station Manager, then please address your letter or email to the Board of Directors, Somer Valley FM, clearly marking it for the attention of Graeme King.

Our aim will be to deal with your complaint promptly, fairly and effectively, in accordance with this procedure.

- We will record your complaint in a central register. We will aim to do this within 2 days of receiving your complaint
- We will send you a letter or email acknowledging your complaint. You can expect to receive our letter within 4 days of us receiving your complaint. It may ask you to provide further details, or indeed invite you to a meeting so that we can ensure we fully understand and can react to your concern
- We will then start to investigate your complaint, which will involve considering any documentary material that is relevant, and interviewing any relevant members of personnel.
- We will then write to you to let you know our response to your complaint, and we aim to respond to all complaints within 21 days
- At this point, if you are still not satisfied you can write to us again and we will arrange for a member of the Board of Directors, Graeme King or, if you had written to Mr King in the first place, another member of the Board, to review matters.
- We will let you know the result of the review within a further 7 days.

If at the end of our procedure you are still not satisfied, and your complaint or concerns relate to broadcasting regulation issues then you are entitled to refer your concerns to Ofcom, Riverside House, 2A Southwark Bridge Road, London SE1 9HA, or email to: http://consumers.ofcom.org.uk/tellus/.

17th June 2011

CHILD PROTECTION POLICY

Somer Valley FM believes that the health, safety and wellbeing of all children and young people is of paramount importance.

One of the social gain objectives of Somer Valley FM is:-

> 'the provision (whether by means of programmes included in the service or otherwise) of educational training to individuals not employed by the person providing the service'.

We seek to achieve this objective by:-

(ii) an apprenticeship scheme for young people aged 16 plus that will give training in community radio and ICT skills;

(ii) work placement opportunities:

(iii) opportunities for School students to make real radio programmes.

In consequence of this objective, children and young people will be regular visitors to the Station, whether as individuals or volunteer presenters.

A child/young person is defined as a person under the age of 18 (Childrens Act 1989).

The aim of this policy is to promote good practice, providing children and young people with appropriate safety/protection whilst in the care of Somer Valley FM. Good practice means:-

- Always working in an open environment e.g. avoiding private or unobserved situations and encouraging open communication with no secrets
- Treating all young people/disabled adults equally and with respect and dignity
- Always putting the welfare of each young person first, before winning or achieving goals
- Involving parents/teachers wherever possible and ensuring, unless otherwise expressly authorised by the Station Manager, that children/young persons are at all times under the supervision of responsible adults
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people
- Keeping a written record of any injury that occurs, along with the details of any treatment given
- Acting upon and recording any allegations made by a child

Somer Valley FM has appointed Dom Chambers as its nominated Child Protection Co-ordinator. He has undertaken appropriate child protection training, as has

Rupert Kirkham, who will act as Deputy Child Protection Co-ordinator in the absence of Dom Chambers.

Any suspicion that a child/young person has been subjected to abuse or harm **must** be reported immediately to the Child Protection Co-ordinator who will take such steps as he considers necessary to ensure the safety of the child in question and any other child who may be at risk, and who will refer all suspicions and allegations to professional agencies that are responsible for child protection.

This policy will be reviewed annually.

17th June 2011