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**SOMER VALLEY FM (06596390)**

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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. It is a social enterprise that improves life opportunities, mental health and employability through inclusive skills-based learning. We work with children, young people and adults so they can thrive to fulfil their potential and aspirations. The health, safety and wellbeing of everyone involved with the work of the radio station is of paramount importance.

This manual details the governance and structure of Somer Valley FM and sets out a clear and coherent set of procedures and policies. This will help ensure:

- Compliance with the law and regulation
- A framework is in place to carry out the objects of the CIO
- Transparency and accountability
- Limiting risk.

This manual was last updated on 7<sup>th</sup> February 2021

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**CONTENTS**

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**Contents:**

1. Structure
  2. Work environment
  3. Operational risk
  4. Policies
    - 4.1. Diversity & Inclusion Policy
    - 4.2. Child protection policy
    - 4.3. DBS policy
    - 4.4. GDPR policy
    - 4.5. Privacy policy
    - 4.6. Health & Safety
  5. Complaints Procedure
  6. Code of conduct
- 
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## 1. STRUCTURE

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### Constitution

Somer Valley FM Community Radio Limited (Company No: 06596390)  
Registered Office: The Island House, Midsomer Norton, BA3 2DZ, is a private company limited by guarantee.

The company's broadcasting premises and offices are:-

- Address: Somer Valley FM, St Chad's Avenue, Midsomer Norton, Somerset, BA3 2HG
- Telephone: 01761 411 755
- Email: [studio@somervalleyfm.co.uk](mailto:studio@somervalleyfm.co.uk)
- Web: [www.somervalleyf.co.uk](http://www.somervalleyf.co.uk)

### Structure & Management

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

The Board comprises: -

- Yvonne Bignall
- Dom Chambers
- Pete Helmore
- Bev Iles
- Graeme King
- Chris Watt

Additional operational responsibilities are undertaken by: -

- Dom Chambers: Director (Chair)  
Finance Officer  
Complaints Officer  
Health & Safety executive  
Child Protection Co-ordinator  
Data Protection Controller
- Richard Burgess: Station Manager:  
Volunteers Co-ordinator  
Sales & Funding Manager
- Maggie Harding: Trainer and Deputy Child Protection Co-ordinator
- Peter Helmore: Technical, equipment and systems officer
- The Volunteer Board, which reports to the Board of Directors and represents volunteers with management.

### Meetings

The Board of directors meets on a quarterly basis in each year and 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

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## 2. WORK ENVIRONMENT

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### 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

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 CEO, who will approve any action required to remove or control risks.

As part of their induction process new volunteers and trainees are made aware by the CEO/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 by St Chad's Well

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. CCTV systems operate inside and outside the premises.

The company's office hours are 9am to 6pm, weekdays. It tries to ensure a reception presence during these hours. It is the right of anyone working at Somer Valley FM not to admit a person or persons unknown. Exterior doors are secured after office hours and if no one is working downstairs.

Visitors must be accompanied by staff or regular volunteer when on the premises.

## **Smoking, Alcohol & Drugs**

### Smoking Policy

In accordance with the law, and in the interests of health & safety, the CIO operates a strict no smoking policy throughout its premises. Smokers may use the rear garden where a disposal unit is provided. In the light of the 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 the CIO is to forbid the consumption of alcohol on the company's premises unless authorised by the CEO. Anyone 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.

### 3. OPERATIONAL RISK

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

The Somer Valley FM works collaboratively and in the same premises as Somer Valley FM.

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 Somer Valley FM's broadcasting licence. These are called operational risks.

The following directives must be followed by any trainees, volunteers and staff of the CIO in line with risk management procedures for Somer Valley FM personnel:-

- All equipment is owned by Somer Valley FM. It is the duty of all personnel operating the equipment to report any damage or malfunction to the Technical & Equipment officer.
- Anyone working with the CIO can only broadcast on Somer Valley FM if authorised to do so by the station manager.
- No software may be downloaded or installed on Station PC's, and no new material may be uploaded onto the Audiowall unless expressly authorised to do so. Unauthorised alteration of equipment settings is forbidden.
- Anyone using the training facilities should be aware that they are also used by a licensed radio station. Always be mindful to use appropriate language as microphones may be life near you.
- Maintaining the high reputation of Somer Valley FM and the CIO is in the best interests of everyone. All personnel, whether employees or volunteers, must do all that they can to avoid bringing the reputation of both organisations into disrepute,
- All personnel must remember that Somer Valley FM Community Radio Limited is the owner of all intellectual property rights associated with the Station which includes all broadcast or in-house productions.
- All personnel, whether employees or volunteers 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 or the CIO.

## 4. POLICIES

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### 4.1 Diversity & Inclusion Policy

Somer Valley FM is committed to providing an inclusive working environment in which staff and volunteers are able to realise their full potential and to contribute to its business success in a manner in which they feel valued and respected. The CIO is committed to encouraging diversity and welcoming diverse voices, including providing guidance and support for all personnel to ensure an inclusive approach.

In compliance with the Equality Act 2010, relevant equality legislation, and best codes of practice guidance, the company actively seeks to eliminate discrimination with regards to the nine protected characteristics:

- o age
- o disability
- o race (includes colour, nationality and ethnic or national origins)
- o sex
- o religion or belief
- o sexual orientation
- o gender reassignment
- o pregnancy and maternity
- o marriage and civil partnership

Additionally, the company will not discriminate because of:

- o part-time status
- o socio-economic barriers
- o family or caring responsibilities
- o spent convictions
- o past substance addiction

We will not tolerate attitudes and behaviour that amount to discrimination, harassment or bullying on these or any other grounds, including prejudice, ignorance, thoughtlessness and stereotyping.

### 4.2. Child protection policy

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

Dom Chambers is appointed as the nominated Child Protection Co-ordinator and Maggie Harding as the Deputy Child Protection Co-ordinator. Both have undertaken appropriate child protection training.

The details of the policies and procedures are outlined in the Safeguarding and Child Protection Policy. (Please see separate policy which is available on request)

The policy, which was last updated in March 2020, is based on the model of Safeguarding and Child Protection Policy provided by Bath and North East Somerset

Local Safeguarding and Children's Board 2019. It is also coordinated with the policy framework of the Midsomer Norton Schools partnership.

#### **4.3 DBS policy**

Somer Valley FM requires all full-time and part-time staff to undergo an enhanced DBS check. These are carried out through the Midsomer Norton Schools Partnership, a multi academy trust, who own the premises used for broadcasting and training.

Somer Valley FM has a central record of DBS checks.

#### **4.4 GDPR policy**

Somer Valley FM is committed to processing data in accordance with its responsibilities under the General Data Protection Regulation (GDPR).

(Please see separate policy which is available on request)

#### **4.5 Privacy policy**

Somer Valley FM's Privacy Policy applies to information we collect about individuals who interact with our organisation. It explains what personal information we collect and how we use it.

(Please see separate policy which is available on request)

#### **4.6 Health & Safety**

Covered under section 2 Work Environment.

All new beneficiaries, staff and volunteers undergo a Health & Safety induction when they join.

The manager undertakes an annual Risk Assessment in July of each year which is reported to the board of directors.



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## 5. COMPLAINTS PROCEDURE

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Somer Valley FM is committed to providing a high-quality local radio service. 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 executive director, Dom Chambers, or email him on: [domchambers@somervalleyfm.co.uk](mailto:domchambers@somervalleyfm.co.uk)

If you would prefer to address your complaint or concern to another person please address to Graeme King, King Watkins Ltd. The Island House, Midsomer Norton, Radstock BA3 2DZ

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.

Please note that Somer Valley FM also has an internal complaint procedure. This is available from the station manager or located on the notice board in production.

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## 6. CODE OF CONDUCT

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This applies to all staff, volunteers, support workers and visitors Please also the Child Protection policy. A child/young person is defined as a person under the age of 18 (Children's Act 1989).

1. Work safely and responsibly and be aware of the responsibility for your own actions and behaviour. Avoid any conduct which would lead any reasonable person to question their motivation and intentions.
2. It is the responsibility of all adults to safeguard and promote the welfare of children and young people.
3. Avoid physical contact with children.
4. Do not give your personal contact details to children or young people, including mobile telephone number.
5. Avoid linking with children and young people on social media. If you do find yourself in contact with children or young people on social media, then always ensure it is in the context of the CIO's work and projects.
6. Work, and be seen to work, in an open and transparent way.
7. Unless cleared to be engaged in a regulated activity you should not be working alone in the same room as children.
8. Do not use profane or inappropriate language.
9. Dress appropriately i.e. dress in a way such that:
  - It is not likely to be viewed as offensive, revealing, or sexually provocative.
  - Does not distract, cause embarrassment or give rise to misunderstanding.
  - Is absent of any political or otherwise contentious slogans.
  - Is not considered to be discriminatory and is culturally sensitive.
10. Remember your actions, no matter how well intentioned, could be misinterpreted. Be mindful of avoiding placing yourself in vulnerable situations.
11. Observe this code at all times. If you bring a guest onto the premises it is your responsibility to ensure their behaviour falls within this code of conduct.

**For any issue related to this code of conduct or if you have any concerns about the well-being of children and young people please contact the Child Protection Coordinator Dom Chambers on his office line 01761 411222, his mobile 07802457396 or email [domchambers@somervalleytrust.org](mailto:domchambers@somervalleytrust.org)**