



Hallmark Assessor Report

Framwellgate Moor Youth and Community Association

3rd March 2021

HALLMARK



a quality
standard scheme
for village halls

Hallmark 1 achieved

HALLMARK



a quality
standard scheme
for village halls

Hallmark 2 achieved

HALLMARK



a quality
standard scheme
for village halls

Hallmark 3 achieved

Hallmark Visitors Report

Name of Organisation: Framwellgate Moor Youth and Community Association

Date: 3rd March 2021

Assessors: Isla Ballard
Durham Community Action

Committee Members Present: Peter Sykes - Trustee

Overall View of the Centre

Framwellgate Moor Community Centre is a historic building that was originally built as a school, and dates back to 1878. The building is part of Durham County Council's Community Buildings Asset Transfer programme and is now operated by Framwellgate Moor Youth and Community Association on a thirty-year full repairing and insuring lease. The Association became a CIO in 2013. The association last completed the Hallmark assessment in 2015.

Due to the Coronavirus pandemic, the Hallmark assessment process was adjusted so that the evidence could be viewed virtually, in this case in the form of photographs and documents, and the interview with the trustees took place using Zoom.

Hallmark 1 - Charity administration and management

Committee

There are eight trustees at FMYCC and meetings are held bi-monthly. At the moment meetings are held virtually which is permitted in the associations governing document. These meetings have been well attended using Zoom with only one meeting being called inquorate in 2020 which was then rescheduled. The committee invite user groups to the AGM via email and through word of mouth. The essential trustee is sent to new trustees when they join and there is also a link to this document on the associations website for potential new trustees to view prior to taking up their position.

AGM

Due to the coronavirus pandemic and following Charity Commission guidance, the trustees postponed the AGM due to be held in March 2020 until December of that year. This AGM was held via Zoom as permitted in their constitution and user groups and members of the public were invited to attend. They trustees kept in contact with the Charity Commission regarding the postponed meetings and detailed these decisions in the management meeting minutes. The annual report was viewed during the assessment and was in accordance with charity law for income level. The trustees are planning for the 2021 AGM to take place in March as usual via Zoom

Accounts

The accounts are well presented, easy to understand and signed by the chair and the treasurer, they have also been independently verified as appropriate for the association's income level. The accounts were approved by the trustees at a meeting prior to the AGM. There are five signatories on the bank account who are unrelated and unconnected. The

accounts show that the committee are managing the finances well and there is a clear finance policy in place.

Hiring

A comprehensive hire agreement is in place which is based on the ACRE model document. This has been recently updated to include COVID secure guidelines for user groups. A list of the regular users who keep keys was seen and there is a centre manager in place who looks after other bookings and welcomes users to the centre. The centre manager also keeps a detailed log of the payments which are usually made by direct debits. The booking diary is kept electronically using google calendar and before the pandemic was available online and in the centre in the form of paper copies.

Insurance

Evidence of relevant insurance policies were seen, including images of employers liability which is on display in the building and was seen for this assessment via photographic evidence sent by the trustees.

Notices

The trustees sent images of the relevant notices which showed they are clearly displayed throughout the centre

Maintenance

Photographic evidence showed that the centre is well maintained with decoration, doors and windows in good condition throughout the centre. The inside of the building is kept clean and tidy with storage cupboards neatly arranged and furniture stored away when not in use. The outside of the building is similarly kept to a high standard.

Hallmark 2 - Health, safety, security, licences

Health and Safety

There is a detailed Health and Safety policy in place which is reviewed annually. A comprehensive risk assessment of the building has been undertaken and this too is regularly reviewed. A Health and Safety Committee meet regularly consisting of trustees and the centre manager, there are well kept minutes of all meetings of this committee which include discussions around covid regulations. One trustee leads on health and safety however all trustees are reminded of their responsibilities in the meeting minutes.

Photographic evidence shows that the HSE Health and Safety poster is on display on the notice board. A dedicated notice board for food safety is on display in the kitchen and photographic evidence was sent of the food hygiene certificate and inspection report (rated 5 Very Good).

The First Aid kits are located in all halls, kitchens and the main office and are well signposted and accessible; it is the responsibility of the Centre Manager to check all first aid boxes weekly . Records of accidents and reported items of concern are recorded in the Building Maintenance and Compliance file.

A fire risk assessment has been undertaken and procedures are in place in the event of a fire which was updated in January 2021. Fire Drills are held regularly and future drills are noted in the Health and Safety Committee Meeting minutes. Fire extinguishers are checked annually, stored correctly and photographic evidence was provided of the current certificates of inspection. The 'Running Man' sign is present on emergency exits. There is

a procedure in place for checking emergency lighting and doors are working. All emergency exits are clear and there is a plan of the premises displayed on a dedicated notice board showing fire exits and equipment.

When the centre reopened in summer 2020 after the easing of the first lockdown, a full COVID risk assessment was completed and a member of staff was hired as a COVID-19 Coordinator.

Maintenance and Security

A Building Maintenance report is compiled regularly by the Building Compliance Manager (trustee) and is a standing item on the trustee meeting agendas. The location of services – electric, water and gas are indicated on a floorplan on the Buildings Information Noticeboard. Durham County Council carried out an access audit on the building and a copy of the report was seen.

There is a procedure in place for hirers to report damaged or broken equipment and information is displayed on the Health and Safety Noticeboards and the Centre Manager is responsible for taking any necessary action. An updated inventory of equipment is kept. An end of session checklist are included in the hire document and can be seen on noticeboards in the photographic evidence sent. All accessible WCs and Male & Female WCs have name plates and designated signage for baby change units, locked stores are named and signposted. Main hall areas have no permanent signage.

Due to the coronavirus pandemic, a visit to the centre was not possible however the trustees provided thorough photographic evidence showing that the general hall equipment and items are available and are accessible, clean, safe and in good condition. The photographic evidence also showed the kitchen is maintained well with good working surfaces, clean impervious floor covering and good decoration. The evidence also shows hot water signs and separate hand washing basin with soap. The photographs sent also show that the toilets are kept in good condition.

Hallmark 3 – Community/social awareness, forward planning and development

Accessible Facilities

Contact details for booking the centre are clear - these are available on the outside noticeboard at the centre as well as on the internal noticeboard in the foyer as seen in photographic evidence. There are also details of the centre's website address available for more information. The booking calendar is available on google calendar and a weekly programme is available as hard and electronic copies which are available in the halls, office, website and Facebook page when the centre is open. A copy of the weekly programme pre-pandemic was shown as part of the assessment.

With regards to access, regular users of the centre are issued with keys and a list of key holders is held. For one-off bookings the centre is open and closed on demand and users are shown around the centre.

Consideration has been made for people with disabilities. There are accessible parking places and ramps into the building. There is an accessible toilet that can be used by people in wheelchairs;

There are dedicated baby changing facilities in the centre which is an addition to the building since the last Hallmark assessment and there is a foyer/kitchen café for each hall where buggies and walking aids can be left.

Hirers and User Groups

Information is provided to all user groups when hiring the hall. There is regular communication between the centre and the user groups via emails, the news section of the website and social media. The centre have also obtained funding to install digital signage screens. A meeting agenda was seen which shows that reports from user groups is a regular item discussed at trustee meetings.

Due to the pandemic, there has not been the opportunity to promote the hall but the centre have clear information on their website encouraging new users and showcasing facilities. Over the past three years, numerous new groups have become established at the centre including Arabic Class, Durham Deafened Support, Little Movers and Spanish Class.

The annual report is made available to the community at the AGM and is available in the centre and on the website as are trustee meeting minutes. AGM's are advertised on social media and the website and during the pandemic, these are taking place on Zoom. Emails are sent to the user groups inviting them to attend the AGM.

Community

The sample calendar of events shows a diversity of events taking place at the hall during normal times and the hiring policy is clear that bookings would only be rejected if it was deemed undesirable to the aims and objectives of the association.

There are good working relations with other organisations in the area including the Methodist Church, St Aidens Nursing Home, Newton Hall Community Centre, Durham County Council, Durham Community Action, the Parish Council, Area Action Partnership, user groups and also with funders including the Sir John Preistman Charity and The National Lottery Community Foundation. There is clear information on the website highlighting working relationships with other organisations in the area.

There is clear evidence that prior to the pandemic, the trustees were monitoring the utilisation of the centre and promoting the facilities to fill empty space. Social events such as Christmas lunches did take place before the lockdown in March 2020.

There is an Internet connection at the centre, and it was recommended that the trustees considered establishing guidelines and policy on internet use.

Committee

There is a strong committee running the centre with a good mix of men and women aged between 40 and 70. There is a vast range of skills amongst committee members including expertise in maintenance, technical skills and finance. There are currently no under 18s involved in the committee.

New committee members are actively sought through requests on their website, Facebook and emails to user groups. Meetings are scheduled for the convenience of trustees and

are currently taking place via Zoom. When face to face meetings were taking place lifts were offered.

Committee members are encouraged to attend training when suitable courses become available There isn't a policy but the organisation does pay trustee expenses.

The whole committee take an active part in the running of the centre with a wide range of skills being utilised.

Environment

An energy efficiency audit has been undertaken which made recommendations the trustees have followed up on including installing thermostats in each hall, LED lighting, solar panels, movement sensor lighting, installation of suspended ceilings/wall insulation, double glazed windows and auto ventilated windows. Hirers are advised as to how they can save energy and recycle in the centre and recycle bins are provided for all users.

Building Management

There is a comprehensive maintenance programme in place and a subcommittee that meet regularly. Building maintenance is also an agenda item at trustee meetings.

The assessors viewed evidence of policies in place for:

- Finances including Reserves
- Equal Opportunities
- Hiring
- Health and Safety/Hygiene
- Environment and Energy Efficiency
- Children and Vulnerable Users

Although there is not a fundraising policy, there is a fundraising sub-committee who prioritise what funding is needed and bring that back to trustee meetings.

The policies are all reviewed regularly as seen by evidence provided by the trustees.

Forward Planning

The last community/users survey were conducted more than five years ago and it was recommended that a survey is conducted post covid to gather information about how user groups and the communities needs have changed due to the pandemic.

There is a fundraising subcommittee who meet regularly and the association continue to work hard to source funding, including applying for suitable grants to keep the association running while the building is shut.

Conclusion

We continue to be very impressed with Framwellgate Moor Youth and Community Association; we appreciate all the hard work and dedication of the committee continue to make Framwellgate Moor Youth and Community Centre a well-used community facility.

From our assessment we have two minor recommendation:

- Adopting an internet use policy for users at the centre
- Undertaking a community consultation in order to understand the changing needs of the community post pandemic

We are therefore delighted to award Framwellgate Moor Youth and Community Association the Hallmark Level 1,2 and 3 accreditation and would like to commend all committee members for their on-going commitment and enthusiasm towards the Hallmark process. We fully appreciate the work that the committee put into this assessment and we wish you all the best for the future and look forward to continuing to work with you.