



BASINGSTOKE MAKERSPACE

Policies & Procedures v0.3



Introduction

This document contains the collected procedures and policies endorsed by Basingstoke MakerSpace Limited that apply to members. The document includes the following parts:

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Information about us

- The makerspace is owned and operated by "Basingstoke Makerspace", a limited company, registered in England, under company number 10742431.
- Registered address: 8 St John's Piece, Oakley, Basingstoke, RG23 7JQ
- Main trading address: Maritime House, 65, New Rd, Basingstoke RG21 7PW.
- Email: admin@basingstokemakerspace.org.uk
- Emergency Contact: 07799 625476

Changes to this Notice

We may change these policies from time to time. These changes may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Every effort will be made to ensure members are made aware of proposed changes and have sufficient time to contribute to their discussion. Changes will need to be approved at a committee meeting (and acceptance of a new version noted in the minutes).

Approved changes will be announced to members during at least one Open Evening where an updated version of this document will be made freely available. Any approved changes will also be immediately available on our internal website. You will be deemed to have accepted the terms of the Policy on your first use of the MakerSpace following these notifications.

Approval

This is version 1.0 of the policies and it was approved by the director's meeting held on:	
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New Asset Procedure

Before leaving items in the MakerSpace a member must accept responsibility. The member that is responsible must be aware of:

- The ownership of the asset, is this a donation or a loan to the MakerSpace?
- Who donated or loaned this asset?
- Does this item work?
- Are there any hazards associated with this item?
- A proposed short description and descriptive name
- Are there any digital files associated with the asset, are these already on the shared file system?
- Does this asset need any training to use it?

The preference is that new assets are placed in the space in front of the store room door (past the woodworking area, by the side emergency exit).

New Asset
Member:
Date:
Do Not Use

The member's name and date should be written on the New Asset Label

When a new asset is deposited in the MakerSpace it must have a "New Asset" label attached. The name of the responsible member and the date must be filled in. Blank New Asset labels can be found on the notice board.

Once the asset has been deposited in the MakerSpace the store manager must be notified by email at assets@basingstokemakerspace.org.uk, (John Hall as of 2023). They will need to understand the ownership and hazards in order to register the asset and identify a suitable location.

New assets should not be used until the store manager has registered it and the New Asset Label has been removed.



Asset Removal Procedure

In order to reduce the number of assets in the Makerspace that are of little practical value a formal process for removing unwanted assets has been defined. This is intended to keep track of assets as they are disposed of, making it easier to free up space for more valuable items.

Unwanted assets are to be identified, documented and disposed of. The steps to take are:

- Identify an asset that is a candidate for removal, by looking at the asset register and looking around the Makerspace
- Get 3 MakerSpace Directors to confirm that the asset should be removed
- Write the asset identity and current date on an “asset removal” sticker, stick this on to the asset
- Send an email to assets@basingstokemakerspace.org.uk stating the asset ID, the date and the names of the directors that approved removal
- Identify a member that can remove the asset to a suitable recycling centre or disposal site
- The member that disposed of the asset should send a confirmation email to assets@basingstokemakerspace.org.uk stating where it was disposed of

The asset removal sticker is red:



Assets that are to be removed are identified with a red sticker

A set of these stickers is available on the noticeboard. If you find an asset with one of these stickers on you should assume it is no longer of value to the MakerSpace. If you feel that an asset with this sticker could be of personal use you should feel free to remove it (if you do so you must email assets@basingstokemakerspace.org.uk to notify the store manager so that records can be updated).



Asset Loan Procedure

If you want to borrow an item you must first identify its "asset number ". Check on the asset list and on the listing above to make sure the asset is both loanable and is not currently being borrowed (the asset will have a white background if it is available).

If you want the loan to be longer than two weeks get the agreement of two directors before proceeding.

Email loans@basingstokemakerspace.org.uk with the following information:

- the asset number
- the proposed loan duration
- the identity of the member borrowing the item
- and, if you want it for more than two weeks, the names of two directors who have approved the extension

You will get a response arranging a time to pick up the item and formally record the loan

The date of the loan, the due end date, the asset id and the member name will be recorded in the duplicate book (which you will sign). This will also give you a receipt. The loan officer will set the status of the loan in the above list

When you are ready to return the item you should email loans@basingstokemakerspace.org.uk to organise a time

The copy of the loan in the duplicate book will be countersigned when the asset has been returned and the status will be changed here

Overdue Asset Procedure

If an item is overdue you will receive an email asking you to return it. If you fail to return it steps will be taken.

Tracking the loan

The "loans officer" looks after the duplicate book, changes the status on Ephesus and handles the loans@basingstokemakerspace.org.uk email correspondence.



New tool proposal procedure

If you want the MakerSpace to consider purchasing a new tool here's how to make a proposal to the directors.

Things to consider before making the application

- What are the costs incurred?
- What can be made with the tool?
- Is there space for it?
- Why the Makerspace will benefit from it?
- What event(s) can be created around the tool?
- Will there need to be training? Can you teach or train others on this tool?
- Does anyone need to fix it for maintenance?

Once these things have been taken into account discuss this with a director, and if they are willing to sponsor it send an email with all the details. This will then be added to the monthly meeting (8pm on the first Thursday of each month).

The email addresses of all the directors can be found at the back of the Member's Sign-in Book.

What are the costs incurred?

What is the price of buying the tool itself? Make sure to note delivery and set up charges where applicable. Include where you intend to buy the tool in your proposal as well, if you can.

Also, consider and include the price for parts needed for potential repairs.

Include the price for other expenses for an event to showcase the new tool for example, for example, the materials needed to showcase and for members to get started.

What can be made with the tool?

Find some examples of what the tool can be used to make. Include what you intend to use it for, as well as further examples even if they don't appeal to you, they may appeal to others.

Pictures are also great here. Pinterest is a great place to find inspiration.

Is there space for it?

All that is needed here are the dimensions and intended location within the Makerspace.

Some tools may require additional considerations, such as ventilation.

Why the Makerspace will benefit from it?

Will it bring in new members? Can you make an exciting event from it? Do other members seem keen to get involved?



What event(s) can be created around the tool?

Events are a large part of the makerspace community, they bring in new members, involve the local community and are entertaining for our existing members.

Normally, new tools do feature in an event not long after their introduction. If the tool is completely new to you, mention this so you can have longer to get to grips before you showcase it to others.

Events are very flexible; this is an opportunity to showcase what the tool can do and to demonstrate your creativity. Past events have included: live demonstrations, instructional breakdowns and showing off crafts already made.

If you are stuck for ideas, just ask some of the other members.

Will there need to be training?

Training can be a big barrier to members using our amazing tools. You will need to consider:

- How easily can it be learnt or taught?
- Do you already have experience?
- Are there examples on YouTube?
- Are you the only one able to train others? How will you change this?

If there are dangers or risks involved with use, please let us know. Training is not always compulsory with tools but some require this for health and safety reasons.

Does anyone need to fix it for maintenance?

Tools break. Some tools are heavily used by our community and, therefore, require semi-frequent tweaks or repairs. Would you be able to complete these repairs competently? If not, check if any other members can undertake this responsibility. You may need to consider repair costs for parts or professionals.

How to progress with your proposal:

Email our directors your proposal and request for it to be added to the next committee agenda.

Our committee meetings are held every first Thursday of the month. They are held digitally, and you can get on the contacts list for these meetings by asking the directors. They are open to all members.

At the meeting, there will be other items on the agenda; when your proposal comes up, be prepared to discuss your proposal and answer any potential questions. At this point, the directors and all other members of the committee can discuss the pros and cons of your proposal. If you get a majority vote from the directors, we will approve your new tool equipment.

We will then ask you to purchase the equipment; make sure to keep all invoices and receipts so that we can reimburse you via cheque.



Additional Note:

Please note that as of March 2024, we are expecting to relocate the Makerspace, and this will incur many costs. As such, we are less likely to approve new expensive equipment. Please don't let this discourage you from making a proposal; it may be put on the back burner until this relocation has taken place. If you have more questions about the relocation, feel free to join our property meetings.



Grievance policy

The Makerspace is an inclusive organisation where all members are obliged to ensure that other members, visitors and guests are all made welcome and are not made uncomfortable.

This policy offers a process whereby any grievances affecting members, visitors or guests can be addressed and resolved. This policy serves to safeguard members, visitors and guests from being subject to situations where they are unable to resolve their own grievances.

Examples of unacceptable behaviour include (but are not limited to):

- Bullying
- Derogatory treatment of an individual based upon race, gender, sexuality, belief or appearance.
- Excluding individuals from activities.
- Abuse (mental or physical).
- Contravention of the Rules.

Grievance Process for Juniors, Visitors and Guests

During Open Evening or other public events, a visitor should draw the attention of a director, or member to any grievance as soon as possible. When an issue is raised that cannot be immediately resolved the member should escalate it to a director.

At all other times any person that is not a member may only visit the space when accompanied by a member:

- The accompanying Member is responsible for the Junior/Visitor/Guest at all times.
- The visitor is encouraged to engage their accompanying Member to resolve any grievance
- If the issue cannot be quickly addressed the accompanying Member is obliged to bring it to the attention of a director

Grievance Process for Members

All grievances escalated to a Member or Director must be treated in absolute confidence unless the disclosure of identifying specifics (e.g. individual's name, time/date) is both authorised by the affected parties and required to resolve the issue.

Where the grievance is escalated to a meeting (EGM, QGM, AGM) the affected individuals should be anonymised for all discussion and any resulting documentation (e.g. meeting minutes), even if all parties present at those meetings are aware of the identity of the individuals.

Where a grievance is caused by a single individual the victim of that grievance should first consider approaching the individual to resolve the issue. If this is impractical, makes the victim uncomfortable or causes an escalation then the grievance process below should be followed.



Emergencies

For urgent issues where the grievance is ongoing and cannot be resolved immediately (e.g. by the affected parties leaving the space) a directors should be immediately engaged (e.g. by phone or other immediate contact method, see page 2). Directors will take such action as necessary to resolve the immediate issue, this may include immediate exclusion from the MakerSpace and/or temporary suspension of memberships pending the resolution of the grievance. Any action taken will be discussed at the next quorate director's meeting where it will be either endorsed or overturned.

Non-emergencies

Where the grievance can be resolved by a Member while complying with the Articles of Association, Rules and without negatively affecting any other individual that Member is encouraged to resolve that grievance. After taking the remedial action the Member should notify other Members using the email distribution list taking care to anonymise the victim of the grievance.

If the grievance cannot be resolved in this manner the Member should contact the Directors. The Directors will attempt to:

- Resolve the grievance as quickly as possible.
- Initiate an Emergency General Meeting, if appropriate.
- Initiate any procedure, policy and rule changes as necessary to avoid further incidents.
- Ensure that any aggravating parties or individuals understand the consequences of their actions.
- Enforce the Rules, if necessary suspending or excluding aggravating individuals from the MakerSpace



Privacy policy

We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our members and will only collect and use personal data in ways that are described here, and in a way that is consistent with the Makerspace rules and your rights under the law.

This policy covers all uses of personal data including all social media, websites, wikis and the use of cameras in the makerspace. Our sites may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact Us to find out more or to ask any questions using the details in Part 15.
- The right to access the personal data we hold about you. Part 13 will tell you how to do this.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 15 to find out more.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 15 to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability. This means that, if you have provided personal data to us directly, We are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.



Rights relating to automated decision-making and profiling.

We do not use your personal data in this way. For more information about our use of your personal data or exercising your rights as outlined above, please contact us. If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

What Personal Data Do You Collect?

We may potentially collect some or all of the following personal data: Name; Date of birth; Gender; Address; Email address; Telephone number; Business name; Job title; Profession; Emergency contact and phone number. Payment information; Information about your preferences and interests; IP address; Web browser type and version; Operating system; A list of URLs starting with a referring site, your activity on our site, and the site you exit to; Information regarding the use of the makerspace: Training records Entry and exit times from the makerspace; Security camera images; Lists of loaned and donated equipment

How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your Account.
- Providing and managing your access to the makerspace;
- Personalising and tailoring your experience within the makerspace;
- Supplying products and services to you.
- Ensuring a safe environment in the makerspace.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email.
- Analysing your use of our web site and gathering feedback to continually improve our social media user experience
- Providing a membership display with names and photos.

You can opt out of this when you join or at any subsequent time. With your permission and/or where permitted by law, we may also use your personal data for marketing purposes. You will not be sent any unlawful marketing or spam.

We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

Third Parties whose content appears on our Site may use third-party Cookies, as detailed below. Please note that we do not control the activities of such third parties, nor the data that they collect and use themselves, and we advise you to check the privacy policies of any such third parties.



How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. We retain your account information until you tell us you want your account deleted unless the information is required to comply with our legal obligations.

How and Where Do You Store or Transfer My Personal Data?

We may store information you provide to us on makerspace accounts provided by internet companies such as Google, Kahoots, Microsoft, WordPress, GitHub etc. We will only use password protected accounts.

Do You Share My Personal Data?

We will only contract third parties to supply services to you on our behalf. These may include payment processing, delivery, and marketing. An example of such an external third party is "Go Cardless" that we use to manage your subscriptions.

If any of your personal data is required by a third party, we will take steps to ensure that your personal data is handled safely, and securely.

In some limited circumstances, we may be legally required to share certain personal data, which might include your data, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

How Can I Control My Personal Data?

In addition to your rights under the GDPR, set out in Part 5, when you submit personal data, you may be given options to restrict our use of your personal data.

You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

Can I Withhold Information?

We are happy to try minimise the amount of data you need to provide and limit the use of data that we do require, to the degree that we can still take subscriptions and operate the makerspace safely.

How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request". All subject access requests should be made in writing and sent to the email or postal addresses shown on page 2.



There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding. We will respond to your subject access request within 21 days and, in any case, not more than one month of receiving it.

How Do You Use Cookies?

We do not place or access first-party Cookies on your computer or device.

Third-party Cookies are those placed by websites, services, and/or parties other than us. Third-party Cookies are used on our Site which uses analytics services provided by Google Analytics and Emarsys, which also use Cookies. Website analytics refers to a set of tools used to collect and analyse usage statistics, enabling us to better understand how people use our Site. For more details, please refer to our Cookie Policy

How Do I Contact You?

The contact details are listed on page 2 of this document.

Makerspace Information on the Internet

No openly accessible personal information will be placed on the public internet without specific permission of the person involved. General pictures may be taken of the makerspace which may be posted on the internet social media. You have a right to register a preference that any picture involving yourself should not be posted on the internet.

Anybody involved in the makerspace should not tag pictures of other members without obtaining written information.

Video surveillance

In order to provide secure and safe 24 hour access for members, video monitoring of the entrances and the main body of the building are employed. Password protected surveillance images may be accessible over the internet. This allows the makerspace to provide some level of increased safety for members working alone in the building. This does not alter the fact that you are responsible for your own safety if you chose to work alone in the building. It not possible to opt out of video surveillance installed for safety or security purposes.

A second form of potential video surveillance could be members projects that involve cameras. An example would be developing an artificial intelligence project to identify or track objects. Such projects should not attach/record any personal information and a sign must be displayed to warn other members that images are being captured.



COVID 19 policy

The goal of this policy is to ensure that Basingstoke Makerspace remains a safe environment for all members following the COVID 19 outbreak. It is expected that all members will conform with the intent of these policies at all times. However, if there is a conflict between these requirements and the goal of having a safe space please bring this to the attention of a director and err on the side of caution:

- All members must read and accept these policies before entering the Makerspace
- Any constraints imposed by UK law will, of course, take precedence over the policies described here
- During any government endorsed medical emergency you should keep at least 2m away from other members while in the space. If there are so many other members present when you arrive that this is a challenge you should not enter the space until someone else has left
- At this time the Makerspace does not require that members pre-book access or time on particular tools, if issues arise from this approach this position may be reviewed
- During any government endorsed medical emergency members will wear a mask (unless there is a valid reason for not, such as photo shoots). Wearing gloves is optional.
- A new “sign in” book is now available (on the meeting table), all members should register any time that they spend in the space. This will allow contact tracing should it be required
- During any government endorsed medical emergency members should wash their hands upon entering the space and just before leaving the space
- Disinfectant spray and disposable rags are available on the bar, you should wipe down surfaces, handles and other things you touch
- When working in the space avoid setting up your main work area at “choke” points in the space
- If you are feeling unwell, or have had COVID symptoms in the last two weeks please avoid visiting the space
- If any member either tests positive for COVID, or, is notified that they have been in contact with someone who has, they will send an email notification to committee@basingstokemakerspace.org.uk providing details and confirming the dates and times they were in the space
- Any member who was in the space on the same day as a member who subsequently tested positive will be notified by a director via their registered email address. The name of the infected member will not be given
- If you feel that you are particularly at risk and that you require additional safeguards then please contact a director and propose the additional actions you would like to suggest

Each member is responsible for taking the steps necessary to reduce the chance that they will infect others. It is expected that members will behave in a reasonable manner. If you perceive that another member is failing to live up to this standard it is your responsibility to discuss the matter with a director.



Donations policy

This policy is intended to apply when persons are considering donating tools or material (i.e. physical things, not money) to the Makerspace.

Please read this policy before making any donation, and in particular before bringing things in to the space.

- Donations of consumables (e.g. bin bags, washing up liquid, tea, coffee, etc) are always welcome.
- None of this policy applies to project specific items that are going to remain the property of a member and will be removed from the space when the project is completed.
- Please do not just leave things in the space. Before donating or loaning something, please :

There are things we actively don't want. It's hard to produce a comprehensive list, the key is to talk to a director or two first, but the following are unlikely to be accepted:

- Old PC's and peripherals. If it will not run, or is not supported by, a current Linux or Windows, then we probably don't want it.
- Printers. We have all the printers we need.
- VGA only monitors. If it has HDMI or DVI, maybe, but not if it's only VGA.
- Softwood. We don't want it, we don't have enough storage space, and it's easy to get when necessary.
- Broken things. Sometimes broken things are good for components. More often, they're useless because no one will ever fix them. If you think this thing can be easily fixed using our facilities, then maybe. If you take responsibility for disassembling it and filing the components, then maybe. Otherwise, no.
- Darkroom equipment. We have a lot of darkroom equipment. We probably don't want any more, unless it is a specialised tool that we don't have, but check with the darkroom users.

Ensure, by discussion with other members, that there is a realistic chance that it will actually get used for something. That doesn't mean 'will be immediately useful', or 'will be useful to everybody', or even 'will be useful in it's current form', so this is a judgement call, but bear in mind that we don't have space to accumulate obscure junk (particularly stuff that requires floor space or desk space and can't live in storage) on the 'might be useful one day maybe' principle.

If it's a tool, have a plan for accommodating it and making it work - where will it go, where will it get power from, will it require dust or fume control, are there running costs, etc. etc.

If it needs training to use, then provide training material or describe how training can be obtained.

When you do bring the item into the space, please inform at least 2 directors that a new item has been donated/loaned and requires processing. A post to the BaDhack Committee Google Group satisfies this requirement, as do in-person communications.



If a donation is accepted, a director must ensure that it is labelled, and add it to the asset register with a photo, a description, and a location. This is really important, because the asset register is how everyone knows what we've got and where it is. If it is a major tool / item of equipment then it should be given a directory in the shared files.

Donations may be rejected. If it's rejected after you've brought it in to the space, you will be expected to remove it from the space, so please do your best to check it's suitability first.

NB All of the above applies to small stuff as well as big stuff !



Unattended equipment policy

Equipment left running when the makerspace is unoccupied must:

- Have a current PAT test if it runs off mains electricity
- Have the “Unattended Equipment” flag set to True in the Asset list in Kahootz
- Have a current risk assessment

The default status of equipment is that it is not to be left unattended unless specifically stated as such and meeting the above criteria.

Unattended can mean either there is no one at the makerspace at all, or that the person running the equipment leaves the equipment running unattended (brief absence for coffee etc. accepted) or leaves the space completely even though other people are still in the space, and even if any remaining people have had the induction on the specified equipment



Smoking, alcohol and drugs policy

This policy has the following aims:

- To maintain a safe and healthy environment for members and visitors.
- To minimize drug and alcohol related injuries to persons or property.
- To comply with applicable laws and legislation.
- To comply with the requirements of our insurance policies.

To this end the makerspace is a smoking, recreational drug and alcohol free zone. We kindly ask smokers use the external area to the left of the front entrance.

Any member who develops a medical issue that could impact on the ability to safely use machinery or tools must inform the makerspace. (The makerspace joining pack includes a question about any pre-existing medical conditions that could be an issue for safe operation of equipment)



Safeguarding Policy

Safeguarding is the action that is taken to protect the health, well-being and human rights of individuals, which allows people - especially children, young people and vulnerable adults, to live free from abuse, harm and neglect

The members of Basingstoke Makerspace are committed to making our space an inclusive and safe place for both members and visitors, including children, young adults and vulnerable adults.

- Members should not tolerate harassment of individuals or discriminatory behaviour of any form.
- Members must manage their own behaviour and that of their guests, to avoid harassment or discriminatory behaviour.
- Members must moderate their behaviour whilst using Basingstoke Makerspaces online resources to avoid harassment or discriminatory behaviour.

Specifically:

- Do not engage in homophobic, racist, transphobic, ableist, sexist, or otherwise prejudiced behaviour.
- Do not harass people. Stalking, physical contact without consent, or sexual attention is harassment. Dressing or acting in a certain way is not consent.
- Basingstoke Makerspace is a shared space, but every participant's personal space is their own. If you are asked to leave someone alone you must respect this.
- Some visitors and members may not want to be filmed or photographed. Respect their wishes.
- Aggression and elitism are not welcome — nobody should be afraid to ask questions, they should be encouraged to do so.

Members should make themselves aware of legal and community responsibilities relating to the safeguarding of children and vulnerable adults to avoid or manage situations where there is potential for abuse or persons might be accused of such.

Members organising events and activities must actively investigate any risks with respect to safeguarding. If any specific risks are identified the Basingstoke Makerspace safeguarding team must be involved and an Basingstoke MakerSpace safeguarding team member must agree the control measures.

If feel you are being harassed or witness a breach of this code of conduct, please contact the Basingstoke Makerspace safeguarding team. All reports will be treated in accordance with the confidentially statement below, and will be examined seriously.

Basingstoke Makerspace Safeguarding Team

The team are:

- ????????? - Basingstoke Makerspace Member
- ????????? - Basingstoke Makerspace Member



The team comprises members who have volunteered for this role, and their appointment on behalf of Basingstoke Makerspace will be confirmed at the next quarterly meeting of Basingstoke Makerspace. The team are the first point of contact for all incidents and questions relating to safeguarding at Basingstoke Makerspace. They have direct access to the directors of Basingstoke Makerspace Ltd, external authorities, and trained external professionals. They will also be undertaking training to see how might improve our actions on safeguarding.

Confidentiality

Members, the Basingstoke Makerspace Safeguarding Team, and the officers of Basingstoke Makerspace Ltd, have the responsibility to share relevant information about protection with other professionals, particularly investigative agencies and social services.

- Clear boundaries of confidentiality will be communicated to all.
- All personal information will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.
- If a child or adult confides in a member and requests that the information is kept secret, it is important that the member tells the child or adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.
- Within that context, the child or adult should, however, be assured that the matter will be disclosed only to people who need to know about it.
- Where possible, consent should be obtained from the child or adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the child or adult is the priority.
- Where a disclosure has been made, the MakerSpace Safeguarding Team member should let the adult or child know the position regarding their role and what action they will have to take as a result.
- Staff should assure the adult that they will keep them informed of any action to be taken and why. The adult's or child's involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

Event Considerations

If you're planning a workshop, hack day or other event, you must assess and include a section on safeguarding in your risk assessment. Ensure to include who is the point of contact(s) should an issue arrive and steps for mediation. Please ensure that your guests are read this as well as any other pertinent information. The general policy outlined above can be used in most cases. Please consider the boundaries of activities which are "regulated activities". If in doubt contact the Basingstoke Makerspace safeguarding team.

Risk Assessment

Day to day operational activities at Basingstoke Makerspace do not allow members to have unaccompanied contact with children, young people or vulnerable adults. Children are only allowed in the MakerSpace if accompanied at all times by a parent or guardian. Vulnerable



adults must be accompanied by a qualified carer. Internal and external events are subject to individual risk assessments and may require specific controls to avoid or manage the risks related to children and vulnerable adults. This safeguarding policy and process is in place to support those assessments and controls.

This policy is considered to be proportionate to the risk and give an acceptable risk rating.

Meta - Policy about this policy

The local safeguarding boards are bodies which exists to 'prevent abuse occurring and to stop it when it happens'. If you suspect a potential failure of this safeguarding policy which is not addressed adequately by the safeguarding team, directors of Basingstoke Makerspace Ltd., or other members, the local safeguarding boards can be contacted at <https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/safeguarding> for vulnerable adults, or <https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguarding/children/childprotection> for children.

Context - Vulnerable adults

For the purpose of this document 'adult' means a person aged 18 years or over.

Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. The broad definition of a 'vulnerable adult' referred to in the 1997 Consultation Paper 'Who decides?' issued by the Lord Chancellor's Department, is a person:

“Who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”.

The first priority should always be to ensure the safety and protection of vulnerable adults. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect (see the Public Interest Disclosure Act 1998) and to pass on their concerns to a responsible person/agency.

For purposes of ensuring consistent and widely understood terminology, this policy and procedure will use the phrase 'Vulnerable Adults' to identify those eligible for interventions within the procedures.

Context – Children and young people

For the purpose of this document a child is defined as a person under the age of 18 [The Children's Act 1989].

All children have the right to protection from all forms of abuse including exploitation, neglect, physical and mental abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation.

Context - What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.



Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

- Physical abuse**- including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.
- Sexual abuse**- including rape and sexual assault or sexual acts to which the vulnerable adult or child has not consented, or could not consent or was pressured into consenting. It may include non-contact activities involving children in looking at or be involved in sexual online images and or encouraging children to behave in sexually inappropriate ways.
- Psychological abuse- including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- Financial or material abuse- including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Neglect and acts of omission- including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Discriminatory abuse- including racist, sexist, that based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment.

