

## Sing Your Heart Out Standing Orders version 1.00

### SYHO Basics

#### Inclusive

- Everyone of 18 and over is welcome
- We will do our best to support anyone with a disability to enable them to join in
- Anyone with an official identity badge will be asked to remove it
- Support workers and carers are expected to join in with the singing
- Anyone requiring support must have a support person with them. We only provide peer support.

#### No Alcohol

SYHO is an alcohol free environment. Alcohol is not served. Workshops can only take place on licensed premises if the bar is locked and no alcohol is available. Alcohol must not be given as a raffle or tombola prize.

#### No Cancellations

Workshops must always take place at the advertised time and place. They cannot be cancelled. If no voice coach turns up, committee members should do their best to lead some singing, otherwise, or at the very least provide a cup of tea/coffee and a friendly chat. If the premises are locked, someone must be outside to re-direct people to somewhere warm and comfortable.

## SYHO Policies

### General aims, and policy on vulnerable adults

Sing Your Heart Out is open, on a drop in basis, to anyone of 18 years and over.

We are primarily here to offer a therapeutic activity to people who have experienced, or are experiencing, mental health issues and people with mild learning difficulties or early stages of dementia.

We also encourage attendance from any one else from the wider community in order to facilitate integration and support their mental well being.

We provide a professional voice coach but we do not provide any healthcare professionals.

If anyone needs one-to-one or group support, we expect them to come with such support. The support may be professional or it could be from an informal carer. We expect such supporters to take responsibility for the person/people in their care.

Anyone coming as a supporter is expected to join in fully with all the activities. We discourage the wearing of official identity badges.

As volunteers, the members of the committee and other helpers have no formal duty of care to anyone who comes, but we accept that we have a moral duty to do the best we can.

If we suspect signs of abuse in anyone, or they tell one of us of any problems they have, we can consider the following options:

- If they have a care coordinator who is known to us, we can tell them about it.
- We can ask them if they would like us to contact adult social services 0344 800 8014 or the police on their behalf.
- We can refer them to an advocacy service, the Wellbeing Service (we should have leaflets from both these organisations) or another relevant organisation.

**These are the standards of behaviour we ask for from all those who come:** (a poster showing these is displayed at every SYHO session)

- That you are accepting of, and supportive of, other people here.
- That your behaviour will be acceptable, that is, that you don't do anything that may distress other vulnerable people here.
- That you will not be under the influence of alcohol or non-prescribed drugs.
- That your behaviour is not threatening to anyone.

We understand that people may not always be well, which may affect the way they behave. In this case they may be asked to leave. In most cases they will be able to return another day.

We will, as a matter of course, assist anyone who may need casual help due to disability or illness.

We will be welcoming, friendly and helpful to anyone who comes and lend a friendly ear to people.

We will do our best to be totally accepting of everyone.

We also encourage anyone who comes along to behave like this with their peers.

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## **SYHO Equal Opportunities Policy**

Sing Your Heart Out (SYHO) is an organisation which aims to treat everyone equally, and with respect and dignity. This is regardless of age, race, beliefs, colour, physical disabilities, sexual orientation, gender identification, mental health, learning disabilities or any other possible reason for exclusion. We see diversity as something positive to be encouraged.

In recruiting paid staff or volunteers, all applicants will be selected according to their abilities and suitability for the tasks in accordance with this .

SYHO will promote this attitude amongst attendees at all SYHO singing workshops.

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## **SYHO Data Protection Policy**

According to the Information Commissioners Office, we do not need to register with them as, according to The Data Protection Act 1998, we are exempt from notification for the following reason.

We only processes data for the purposes of establishing or maintaining membership or support for a body or association (SYHO) not established or conducted for profit, or providing for administering activities for individuals who are either members of the body or association (SYHO) or have regular contact with it.

We only disclose information to a third party with the permission of the subject.

The Data we do store, and how we use it is listed below:-

### **Contact details of members of all committees.**

Stored electronically.

This is used by members of all the committees.

Email addresses and phone numbers may be passed on to professionals from other organisations, with the permission of the committee member.

### **Contact details of attendees of each group.**

Used to contact people by email, phone or letter to inform them of dates of sessions.

Securely stored on paper and electronically by the local committee.

Never shared with anyone else.

### **Signing in sheets**

Stored securely on paper by the local committee.

Information collected is only first name or preferred name of every attendee, their area of

residence and connection (if any) with mental health.  
Data collated & used anonymously for statistics.

### **Filmed interviews with people.**

Specific signed permission is obtained to use this material for one or more of the following purposes:-

In evaluations presented in an academic environment.  
On the SYHO website.  
To be shown to the public as part of a film.

**Photos and autobiographical information.** These are received directly from the person featured specifically to be added to the SYHO website.

## **SYHO Financial Policies and Procedures**

### Aims

To ensure that the finance available to SYHO is used in the most effective way to ensure the sustainability of the organisation.  
To make best use of resources to support the well being of its members.  
promote the value of workshops throughout the local and wider community of service users , families, carers professionals and the general public.

### Responsibilities

For each group:

It is the responsibility of the Treasurer to draft an initial predictive budget.

It is the responsibility of the Committee to discuss and agree a budget.

It is the responsibility of the Treasurer and the Committee to monitor the budget.

It is the responsibility of the Treasurer and the Committee to monitor that designated monies from awards and grants are allocated to their specific purposes.

It is the responsibility of the Treasurer and the Committee to approve any proposed major purchases.

It is the responsibility of the Treasurer and the Committee to ensure that accounts are approved by an accountant.

It is the responsibility of the Treasurer to prepare an annual financial report for the AGM.

### Budget Setting

The annual budget sets out the predicted income for the financial year and the sources of that income.

It sets out the projected costs of venues, voice coach, expenses and any monies set aside for specific projects; and any designated reserves.

### Timescale

The indicative budget is presented to the committee at the first committee meeting in January/February.

It is revised and agreed at a further full committee meeting.

A note is made in the minutes of initials of the proposer and seconder in agreeing the budget.

### Monitoring

An up to date account of income and expenditure is presented at every committee meeting. An overall summary is presented at the AGM.

The accounts are examined annually by an appropriately qualified person, who will sign them as an accurate record.

### Authorised Signatories

A list of personnel authorised to sign orders, invoices, cheques, etc. or authorise on-line payments, is detailed and agreed by the Committee

The three or four named signatories are recorded in the minutes.

### General Procedures

Major approved purchases can be made by members of the committee on their personal credit cards by agreement of the committee.

In such cases they will be reimbursed by cheque as part of an expenses claim.

Cheques must have 2 designated signatories, of whom neither can be the recipient of the cheque.

Cheques must be written out and signed immediately prior to being given to the recipient.

Invoices are numbered, filed and kept.

Accounts are kept on a spread sheet that totals itself. A bank reconciliation is carried out at least monthly.

Banking will not be carried out online unless there is a secure method requiring two signatories to authorise it.

Quotations should be obtained for significant purchases or expenses e.g. for publicity.

### Incoming Monies (Income)

#### Fees

SYHO may charge a fee for a conference or appearance at an event.

Invoices are presented for fees due to SYHO including reimbursable expenses.

Receipts are given and copies kept.

All fees are directly given to SYHO and costs reimbursed to attendees as agreed.

Travelling expenses may be reimbursed for non-local events.

#### Donations

A receipt is given for any substantial single donation, and for funds raised at specific fund raising events. A copy of this is kept with the accounts. The Secretary should send a letter of thanks for any large donation or for a fundraising event.

A receipt is given, on request, for any donations received at workshops. (These do not form part of our accounts)

Donations at workshops are counted by one person and witnessed and checked by another.

Ideally this is done by committee members but the voice coach or a trusted volunteer may be asked to check and sign a donations sheet.

These two persons then sign the recording sheet showing the total donations to the workshop on each occasion.

This money is banked and the entries on the donations sheet must tally with the paying in book and bank account records.

### Awards and Grants

A grant or an award may be paid by cheque or BACs transfer. Accompanying documentation should be kept with the accounts.

Accounts for designated monies from awards and grants for specific purposes should be monitored.

### Outgoing Monies (Expenditure)

#### Payments

Payments are made by cheque or bank transfer with two signatories.

Blank cheques must never be signed.

There must be an invoice or expense claim form for a payment.

The cheque stub should record the date, payee, invoice number or claim number and amount of cheque.

### Invoices

Invoices should be obtained from the voice coaches, room hire or other legitimate or agreed expense.

These invoices are filed separately e.g. hire of rooms, payments to voice coach.

Other suppliers should also be asked to present an invoice for any payment.

Alterations should not be made to any invoice. If a change is required, then an amended invoice from the claimant is required.

Copies of invoices should be made; one copy should be returned to the payee with the cheque and the other filed with date on which it was paid, and the cheque number recorded on the actual invoice.

### Expense Claims

Except for mileage, expenses are only paid to reimburse money for which receipts are submitted.

Each invoice for an expense claim has a number written on it based on the relevant claimants initials e.g. PH16-1 for the first invoice for that claim; KHM16-4 for the fourth one etc. These numbers are entered in the relevant column on the accounts form and cheque stub.

These invoices are filed together sequentially.

Expense claim forms have columns by which different types of expenditure can be claimed and should be filled in accordingly.

Expenses are paid for additional long-distance travel at 40p per mile plus 10p per additional passenger. Expenses for public transport should be accompanied by a receipt or ticket. Travel expenses are not paid for attending singing workshops, or local meetings.

Expense claims are checked by two people before being paid. The person claiming can not be one of the checkers or one of the signatories.

Expense claims are usually submitted at committee meetings, so that everyone can see them if they wish.

Unless it is unavoidable cheques paid for expense claim forms should not be signed by the recipient of the monies. If a recipient has to (by force of circumstances) sign their own cheque, this must be at a committee meeting, all present must agree and it is recorded in the minutes.

### Payments to Joint Fund

Payments from individual groups are made to the Joint Fund three times a year on the receipt of an emailed estimate. At the end of the period a receipt is sent showing the actual spend which can then be itemised on the accounts sheet in the correct columns. Any overpayment or underpayment against the estimate is carried over to the next period.

Contributions to the Joint Fund pay for voice coach travelling expenses; annual insurance premiums and other agreed expenses that benefit all groups e.g. printing of songbooks, website costs.

### Payments to another SYHO group

Payments between groups should be evidenced by invoices and receipts or similar written documentation.

### Details of Accounting Records

Overview Accounts spreadsheet details:

The first column on the accounts sheet shows the date at the bank. Income and expenditure are entered as on the dates they appear on the bank statement as deposits, or cheques cashed.

Code, cheque credit or transfer reference as on the bank statement. Or transaction number e.g. from paying in book.

Income entered into correct column i.e. grants, Box Donations, Other.

Expenditure entered in following column with invoice reference, expenses claim number or to whom payable.

Final column i.e. Total; which must reconcile with the bank statement.

### Account Full Details Spreadsheet

This spreadsheet provides more detailed information with regard to income and expenditure; putting income and expenditure under budget headings and should be kept concurrently with the overview spreadsheet

#### Income

Date of transaction

Income from large grants and donations

Income from donations box

Income from fundraising by the group

Income from reimbursements for expenses linked to e.g. conferences.

Income from fees

Enter name of origin of donation , grant etc

#### Expenditure

Voice Coach fees

Venue costs

Voice Coach travel

Volunteer travel

Publicity e.g. posters , fliers , advertisements laminating pouches, display materials and equipment

Admin e.g. paper , ink cartridges , stamps

Refreshments

Expenses invoices are numbered. These invoice numbers are entered in the expenses column on the accounts sheet. The expenses are then detailed on the spreadsheet in the appropriate column

.Expense claims are then filed together.

Other invoices are filed separately. If they have a number, then that number is entered in the "to" column in the accounts. Otherwise the name of the recipient is entered e.g. Phoenix Centre. There is a final column for expense claim numbers , invoice numbers or explanatory notes. All columns on the accounts spreadsheet total themselves. The total column should reconcile with the bank statement.

### End of Year Procedures

At the year end March 31st then a balance sheet should be completed showing previous year and current year income and expenditure, any debtors and creditors carried forward, and any restricted funds.

Ideally an accountant's review of the documentation and balance is carried out before the AGM. Copies of a signed balance sheet should be available at the AGM.

### The SYHO Accounts File or Folder (Hard Copy)

The accounts folder should contain

Bank statements ,

Overview and detailed accounts sheets,

Invoices ,

Receipts

Donations box record

Copies of documentation to cover grants or awards

Paying in slips if made without paying in book

Expense claims and receipts for claims made

Any financial correspondence besides the above eg copies of funding applications and monitoring forms.

### Other Procedures

Cash/bank and cheque books should be kept by the treasurer where they are not easily accessed or on public view.

### Assets

Laptop computer

Video camera & tripod

Display boards & banners

Comb binder

### Insurance

Public liability Insurance is paid annually from the Joint Fund.

### Associated Documents:

Overview accounts spreadsheet

Detailed accounts spreadsheet

Expenses Claim form

Master copy of SYHO notepaper to be used for correspondence , invoice and receipts

## Joint Account Finances

The documentation of this is as follows

- Single spreadsheet recording
    - date at bank, transaction number, sum in or out, what for and month of expenses.
    - Separate spreadsheet showing special funds within the account.
  - Spreadsheet recording the usual travel costs of each single, and combination, of voice coaches to each venue. This is used along with the timetable to estimate each days travel costs.
  - Workbook of Spreadsheets (1 per period) estimating the potential expenditure for a period
  - Workbook of Spreadsheets (1 per period) showing the actual expenditure for a period. This then divided by the number of groups to show the share. The share is then added to the amount carried over from the last period. This information is the basis of the receipts.
  - Receipts for each period for each group. These are sent out in a pdf version as they include an electronic signature.
  - Invoices from Voice coaches
  - Expense claims
  - Invoices from SYHO groups for agreed expenses.
  - Invoices for training etc
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## SYHO Committee meeting procedures

For each group;

Agenda for meetings should be circulated in advance by the Chair or the Secretary

Minutes must be taken which record, as a minimum, all decisions made and all action points assigned.

All minutes from the previous meeting must be agreed, signed by the Chair and kept by the Secretary in the Minute Book

Minutes should be checked by the Chair and circulated in a timely manner. The review and acceptance of these minutes must be an agenda item for each meeting.

All action points should be recorded against the name of the person(s) who accepted the action point.

An action point cannot be assigned to a person not present. A request can be sent to them.

The minutes of the last JWG (Joint Working Group) and matters for the next working group should be an agenda item for any meeting.

## The Joint Working Group (JWG)

The JWG Chair shall be an agreed member of one of the committees, if possible this should be an expert by experience.

The Chair will sit for a one year term. No person can serve more than three consecutive terms. The JWG will meet at least three times a year.

It will have representatives from all SYHO groups.

There should be at least two representatives from the committee of each group, preferably officers.

Each committee should send its decision about each item to the JWG.

Decisions should be agreed by all SYHO groups. The chair does not have a casting vote. Undecided matters should be sent back to the individual committees.

### **Responsibilities**

The JWG will make decisions on the following, which will then be implemented by SYHO committees as agreed.

Securing the long term future of SYHO

#### External

- Reviewing SYHO's possible role within any mental health initiatives or projects, whether statutory or voluntary, in Norfolk and the wider community.
- Maintaining our existing relationships with other organisations, and seeking new ones.
- Overseeing joint projects or initiatives with other suitable organisations.
- Initiating and supporting research into singing and mental health.
- Maintaining and spreading the SYHO culture.

#### Internal

- Changes to governance
- Maintaining the constitution and the standing orders, and reviewing them in a timely fashion.
- Creating new policies or procedures as required.
- Reviewing our Mission Statement.
- Implementing and overseeing Quality Assurance.
- Overseeing health and safety matters.
- Agreeing roles and responsibilities for all volunteers.
- Supporting all volunteers who are vulnerable adults (current or ex service users).
- Exploring and initiating training opportunities for volunteers.
- Overseeing the finances of the JWG.
- Reviewing which items fall within the JWG finances.
- Overseeing Joint SYHO events.
- Agreeing corporate styling and media policies.
- Ensure all documents and publicity materials adhere to our agreed styles and branding.
- Overseeing Joint SYHO publicity.
- Overseeing joint SYHO funding bids.
- Ensuring that all SYHO groups are supported by the others to continue and to grow.

### **JWG Meetings**

Agenda for meetings should be circulated in advance by the Chair.

If more than one group are unable to send representatives, the meeting is not quorate.

The minutes should record all decisions made, including who proposed and seconded the motion, and the voting.

All Action Points should be recorded against the name of the person(s) who accepted the action point.

An action point cannot be assigned to a person not present. A request can be sent to them.

Minutes should be checked by the Chair and circulated in a timely manner. The review and acceptance of these minutes must be an agenda item for each meeting.

The minutes must be distributed to the Chair of each SYHO Committee.

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### **SYHO Publicity materials etc**

The main requirement for posters fliers etc to promote SYHO activities (as opposed to fundraising events) is that they should be accessible to those most in need of our therapeutic activities and support.

These people are vulnerable, easily scared and easily overwhelmed. They can have problems with sensory overload, they may have a visual impairment, they may have a low reading age and many of them will be worried by anything that looks too official. This is also important for the website, banners etc

These are the standards we follow:

Green Heart Logo (Colour = R120 G184 B27 or H84 S85 L72)

White, uncluttered background

The same green used, along with black, for any simple graphics

Tahoma (for printed materials)

As few words as possible

No more than two colours of text

Obvious that it is SYHO

Only one single or composite photo on a poster

Funders' logos may be required on posters and the website

QAVS (Queens Award for Voluntary Service) logo may be used

Dates must always include the day of the week

The year must always be included, either with the date, or as part of a heading.

Overall, friendly rather than fussy or overwhelming

Any proposed new designs for publicity materials must have the approval of the JWG.

All materials used in sessions, signing-in sheets, notices etc must conform to the standard template. These designs can only be changed with the agreement of the JWG.