



**Grange and District U3A
Group Coordinator/Leader Handbook
Version 1.0, March 2020**

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Summary

This Group Coordinator/Leader handbook has been created to bring together in a single document the current best practice for running a group and guidance on ensuring a group is run in accordance with the law (e.g. General Data Protection Regulations (GDPR), Copyright, etc.).

It is important to note that this handbook is a living reference book which will be updated if new best practice emerges or the law changes.

Following a brief **Introduction**, the topics covered are:

Resources available from the Third Age Trust to help a Coordinator/Leader run their group.

Record keeping under GDPR is a primer on how to ensure compliance with the law as a Coordinator/Leader will almost certainly need to keep some records – who's in your group, how you can contact them, what meetings/events you've planned or held. (Financial record keeping is addressed in the Finance section.)

Finance describes what a Coordinator/Leader has to do in regard of group finances and the recording required in respect of a group's income and expenditure. (Where a group meets in a member's home and a small charge is made to cover the cost of refreshments no records need be kept but the Treasurer should be informed of this fact.)

Safety guidance describes how to safeguard the health and safety of members participating in group events. The level of risk will differ depending the activities undertaken and this is addressed in this section.

Venues seeks to ensure that groups meeting in third party premises neither expose the Grange U3A to third party liability nor contravene any of the other relevant policies of Grange U3A (including but not limited to Finance, Safety, Copyright, etc.).

Full groups seeks to ensure that a consistent approach is applied to defining the maximum number of members that can be accommodated by a group and the course of action to be followed by a group Coordinator/Leader should the maximum number be reached.

Group closure describes what needs to be done in relation to any assets held by a group if it is to be wound up.

Copyright guidelines are provided to ensure the use by any group of different categories of copyrighted material occurs in accordance with the law.

Safeguarding describes how Grange U3A and groups under its umbrella should follow the TAT policy of providing equality of opportunity to all members and potential members, regardless of social standing, language, ethnicity, gender, orientation and educational background.

Complaints and disciplinary procedure describes what should be done should a group member/members has/have a problem with, or grievance over, something which has occurred within the group.

It is recognised that not every section of the handbook will apply to every group (for example a small group which meets in a member's home may not have need of the Venues section, and the complaints and disciplinary procedures section will, hopefully not be needed) but a Coordinator/Leader should now have access to guidance as to what to do if they are uncertain about aspects of running their group.

Introduction

Welcome to your role as a Group Coordinator/Leader whether as leader of a new group or taking over an established one.

Groups start in a number of ways such as:

- you have had an idea for a new group and have gone on to be the coordinator when the group has been formed because of some specialist knowledge.
- a shared interest for a group has been shown without any obvious leader and you have taken the role following an initial meeting

Coordinators are essential for the survival of our Interest Groups and the documents in this folder are to help you with this task.

Clearly there is some administration to be done but support is at hand for all aspects of your role through the Group Liaison Officer. You are part of a team and not on your own.

This handbook is designed to provide information a Group Coordinator needs to run a successful group.

For new groups in Grange and District U3A a setup meeting is usually arranged for interested parties by the Group Liaison Officer with any unable to attend this kept informed of the outcome

At this meeting the Liaison Officer will help with topics such as.

- When and frequency of meetings
- Venues
- Nature of group: discussion outings formal learning etc
- Likely costs- venue, equipment, resources
- Leadership
- Clarify expectations of potential members
- Ensure all members of the group are members of Grange U3A

Author. Joanna Lindley

Version 1

Date adopted: 17/1/20

Resources available from the Third Age Trust

The Third Age Trust seeks to support the U3As in all their activities coordinated by their Standing Committee for Education (SCE). It has created several support groups around the country to offer advice on Starting and Running groups covering almost any subject

The Resource Centre is based at the Trust HQ in London and may be contacted via:

- e-Mail: national.office@u3a.org.uk
- Tel. 020 8466 6139

Resources available from the Third Age Trust

- Subject Advice: Special Advisors subject based
- Loans Service: A large collection of CDs and DVDs which are free of charge apart from cost of return postage. Items can be booked up to 9 months ahead.

Useful contacts

- www.futurelearning.com
- www.bbc.co.uk/learning. Which covers:
 - Art Design
 - Sport and fitness
 - Languages

North west Regional Study days- exploring aspects of a topic in depth

TAT residential Summer School

Information from TAT and advertised in Third Age Matters

Author: Joanna Lindley

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Record keeping under GDPR

Introduction

As a group leader, you will almost certainly need to keep some records – who's in your group, how you can contact them, what meetings/events you've planned or held, and in many cases how much money you've collected and what bills you've paid. This document deals only with non-financial information – finance is dealt with in a separate section.

We recommend that you use the Third Age Trust's Beacon system for keeping your group's records, as this ensures that they will always be consistent with those in the central membership database. For further information and guidance on setting up your group on Beacon, please contact our Beacon Administrator or Groups Liaison Officer. However, you can keep your own records (either on paper or on your own computer) if Beacon doesn't meet your group's needs.

In either case, you **must** ensure that any computer you use has adequate protection against viruses and other malware. You must also follow the regulations governing the storage and use of personal data¹ set out in Grange & District U3A's Data Protection Policy. This is available on our website, or on request from the Membership Secretary. The regulations basically boil down to three straightforward principles:

1. Data should only ever be stored and processed for an agreed purpose.
2. Data must be kept secure, and not held for longer than necessary.
3. Data must be accurate and kept up to date.

Anyone uncertain about how the regulations apply to them should consult the Chairman for guidance.

If you use Beacon

The Membership Secretary keeps full records for all members on the Third Age Trust's Beacon database. All you need to do is to tell the system which members belong to your group. You can then access members' contact details and send them emails through the system. You can also add a description of your group and information about planned events, though this is optional. The Membership Secretary will make sure that members' records are accurate and up to date. Your main responsibility is to make sure that your members' details are kept secure. For example, never divulge your Beacon password to anyone else, and never access Beacon from a publicly-available computer.

If you keep your own records

Exactly how you keep your records is up to you. If you have a small group, you might just wish to keep members' contact details on a piece of paper. With larger groups, keeping records on a home computer may make more sense. Either way, you have full responsibility for keeping members' personal data secure and up to date. This means protecting all computer files with passwords (and not sharing these passwords with anyone else), and keeping any paper records under lock and key when not in use. It also means that you have to check periodically (at least once a year) that all your records are up to date.

Please note that the only personal data you are allowed to store (unless your members have given you explicit consent in writing for storing additional types of data) are name, postal address, email address and telephone number. Under no circumstances are you allowed to store sensitive personal data such as bank details or a member's religion or ethnic origin.

¹ Defined as data relating to an identifiable individual, such as email address or telephone number.

Please also note that you are not allowed to use any external computer or cloud storage to hold members' personal data unless the committee has checked out the external provider and agreed that it complies with current data protection legislation.

Specific procedures for data handling under GDPR

Keeping within the GDPR is much easier if we have standard procedures to follow. The list below should cover most situations. Fortunately, most of these are likely to be rare events:

1. **Handling changes in members' details:**

All requests for amending members' personal details should go through the Membership Secretary. If you receive such a request, you should pass it on to the Membership Secretary without delay, making changes to any records you keep yourself at the same time. The Membership Secretary will then make the necessary changes to central records, informing the requester that the changes have been made.

2. **Passing members' data to third parties (e.g. for visits).**

If members' personal data need to be passed on to a third party (for example to organize a visit), their explicit permission must be obtained in advance. The only exception to this is where the U3A is legally compelled to do so. Data collected in order to allow a visit to take place must be deleted as soon as the visit is over.

3. **Transfer of group membership lists (not applicable if you use Beacon)**

When the leadership of a group changes, the retiring group leader is expected to pass any membership records they hold to the new group leader in the most mutually convenient format, whether on paper or computerized. The retiring group leader must **not** keep any copies of members' data after the handover. All hard copies should be destroyed and digital copies securely deleted. As a matter of courtesy, the Groups Liaison Officer and Membership Secretary should be informed of the change.

4. **Handling subject access requests – requests from members to see all data we hold on them – or requests for deletion of members' details from our records:**

These are statutory requirements that we have to honour, though they occur very rarely. Any such requests received from members of your group should be passed to the Membership Secretary. If you use Beacon, your responsibilities end there. If you keep your own records, you must provide the requester with all the information you hold on them, and comply with any requests to delete those data. Finally, you need to tell the Membership Secretary what you've done.

5. **Handling reports of data breaches.**

Data breaches may take a number of forms, including theft of equipment holding members' data, unauthorized access to data, loss or destruction of data, or spreading viruses or other forms of malware to members' computers. If you hold members' data yourself, you must report any suspected data breach (theft, hacking or virus attack) to the Chairman **as soon as possible**. (We have to report the breach to the Third Age Trust within 24 hours). The Chairman will then investigate the scale of the breach, and ensure that appropriate action is taken.

Author: John Eakins

Version no: 1

Date of adoption: 15/11/19

Date of last revision: 19/10/19

Finance

Each group is responsible for its own running expenses and keeping records of accounts. Income (members' weekly or monthly payments) and expenditure (payments system. for speakers, materials and room hire) can be recorded in a notebook, on a computer spread sheet or in the Beacon membership database. A list of attendees should be kept for each meeting as well as all receipts for outgoing payments.

From time to time, in order to comply with the requirements of the Third Age Trust and the Charity Commission, the Executive Committee will need to see the Group's accounts. The Treasurer will contact you when your turn comes around.

A further requirement of the Charity Commission is that each U3A should submit its income and outgoing figures each year. Owing to a longstanding misunderstanding between the Third Age Trust and the Charity Commission, previously we have only submitted the figures for the Community account, leaving out all figures relating to social and Group activities. It now seems that we must submit our total figures.

It is straightforward for the Treasurer to include the figures for the social activities but, unfortunately, we do need to ask Group Leaders to let the Treasurer have their Group's income and outgoings figures by the end of February each year. Where a Group meets in a private house and only asks members to contribute towards refreshments, then there is no need to report these figures, although the Group Leader should inform the Treasurer that they do not keep accounts.

A Group's operating surplus – the amount left over at the end of each month after the payment of room hire etc. – should, ideally, not exceed £50. Any larger sums collected to fund future projects or just surplus to current requirements should be passed to the Treasurer to be held, ring fenced, on behalf of the Group, in the Grange & District U3A Holding Account. If, for any reason, a Group feels the need to hold surplus cash in excess of the £50 limit, this should be discussed with the Treasurer. It will then be raised at the next Committee Meeting. Under no circumstances should members place U3A funds into their personal bank account. No Group is allowed to hold a bank account in the name of the Group.

All claims for expenses should be accompanied by receipts as proof of purchase.

Legally only Trustees (members of the Executive Committee) of Grange & District U3A are entitled to enter into contracts with suppliers. This predominantly affects room hire and if the Treasurer is expected to make each and every venue booking then we will need to appoint a second Treasurer. We believe the way round this is for the Treasurer to issue a contract to each venue used by our Groups, authorising that venue to accept bookings from the representatives of nominated Groups. This means that Group Leaders need to notify the Treasurer of the details of the venues that Group uses. If a Group changes its allegiance to another venue, they must notify the Treasurer accordingly. Under this system, Groups will make their own bookings with the venue and pay their own room hire costs directly to the venue.

If a Group's activity involves coach hire, hotel expenses etc. and individual members are not paying a third party directly, the finances should be handled by the Treasurer, especially where deposits are needed. The payment of a deposit by the Treasurer can be deemed to constitute a contract.

All requests to the Treasurer for cheques or on line payments to be made to cover Group costs, such as coach hire etc. must be made in writing or by e-mail. Verbal requests are not acceptable.

Author: Sheila Handley

Version no: 1

Date of Adoption: 15/11/19

Safety guidance

Introduction

It is the duty of every organisation to take care of the health and safety of its members. Common sense plays an important part in the reduction of risk but the committee feels that it would be useful to have written guidance.

The level and type of risk varies with the nature of activities and, as appropriate, Group Leaders are required to issue detailed safety guidelines for their groups. This is likely to be of specific relevance to those groups involved in physical, outdoor and other related activities.

This guidance is intended to apply to all U3A activities taking place in members' homes, hired premises or in the outdoors. All members who co-ordinate and/or lead activities should be familiar with this general guidance and all participants should be familiar with the section "Guidance for all members of groups below.. 'Group Leaders' are the people with overall responsibility for organising a group. 'Leaders' are the people responsible for overseeing a particular event on the day.

Guidance applying to all group meetings

- a. To be alert to the risks associated with the activities of their groups and to have taken appropriate measures to address these. In the case of indoor meetings these may be simple things such as tripping hazards.
- b. To ensure that venues are suitable for the group activity and are accessible for less able participants.
- c. To ensure that at each event there is a means of summoning emergency assistance.
- d. To ensure that a basic first aid kit (plasters, bandages, sterile wipes) is available at each group event.
- e. To be aware of which members are in attendance at any event. Whilst this is most important in outdoor activities it matters at indoor events if an emergency arises.
- f. In the event of an incident, to complete and submit an incident and accident report to the Secretary of Grange and District U3A within 7 days. The Leader should also ensure that the details of the incident are recorded in the accident/incident book of the venue concerned.

Additional guidance to leaders relating to meetings in hired accommodation

- a. To ensure familiarity with the emergency evacuation procedures for the venue.

Additional guidance for leaders relating to outdoor activities

- b. To familiarise themselves with routes and hazards associated with each event.
- c. To issue guidance about each event to group members to enable members to decide if they wish to participate and to ensure that they have the correct equipment. Leaders are to brief all participants on routes, weather, safety considerations prior to departure on the day.
- d. Leaders have absolute discretion to decide whether a member has the correct equipment and capability to undertake the activity. Factors such as (where appropriate) the weather, fitness of participants, equipment carried by participants are to be taken in account by the Leader on the day in deciding if the activity proceeds or not.
- e. Leaders should appoint a 'back marker' where appropriate and keep an informal tally of members during the outing. A formal headcount should be taken as soon as possible at the

end of the activity prior to leaving for home. The leader's mobile phone number should be issued to all participants in case of separation. The Group should consider purchasing a walkie-talkie system for use in areas of poor mobile signal.

Guidance for all members of groups

- a. All members of interest groups should understand that they are ultimately responsible for their own safety and equipment and must determine their fitness to undertake an activity.
- b. Group members are responsible for informing the leader of health problems which may affect, or be affected by, the activity and are responsible for bringing and keeping their own medication.
- c. Group members are responsible for familiarising themselves with the details of each event including routes and for ensuring that they have the equipment, clothing and food appropriate to the day.
- d. By signing up to the group, participants are agreeing to abide by the safety guidelines of the group and to accept the reasonable decisions of the Leader.

Members, especially on outdoor activities, should carry their next of kin contact details in case of emergency. It is not the Leader's responsibility to keep this information. The current membership card has space for this information on the reverse side.

Author: Roger Handley

Version: 2

Date of adoption: 15.11.19

Date of last revision: 11.11.19

Safety Protocols for All Outdoor Activities during Yellow/Amber Weather Warnings.

These protocols should be followed by all group/activity leaders involved in outdoor activities.

- If an AMBER weather warning for wind/rain is issued for the locality of the planned outdoor activity, the activity should be cancelled/postponed, even if it appears to be a gloriously fine day.
- If a YELLOW weather warning is issued for wind/rain for the locality of the planned outdoor activity, the warning should be passed to those members who have signed up for the activity, but the decision to postpone/cancel is left to the activity leader. Factors influencing this decision may include the terrain to be covered, overhanging trees on a proposed route, expecting to be near the edge of a crag or cliff and the potential need to cross a watercourse in full spate.
- If an AMBER weather warning is issued for excessive heat for the locality of a planned outdoor activity, the activity should be postponed/cancelled, despite the possibility of cooler air near the coast or on higher ground. THIS IS IN LINE WITH BOTH GOVERNMENT AND MOUNTAIN RESCUE SERVICE ADVICE.
- If a YELLOW warning for excessive heat is issued for the locality of a planned outdoor activity, the warning should be passed on to those members who have signed up for the activity, but the decision to postpone/cancel is left to the group/activity leader.
- All members participating in U3A activities are reminded that they are responsible for their own safety and wellbeing at all times.

- In potentially wet and/or windy conditions, thought must be given to appropriate clothing and footwear. In dry but windy weather sunscreen may be needed.
- In hot, sunny conditions members need to consider appropriate clothing, including the wearing of sun hats (if not wearing a cycle helmet) and sun cream. It is important to remember that sun cream only lasts about two hours and may need reapplying at intervals. Particular areas to consider include the nose, neck and the tips of the ears.
- Those taking part in all outdoor activities, regardless of the weather, need to carry enough water to keep themselves hydrated for the whole length of the activity. It is also advisable to carry a snack which can quickly raise low blood sugar levels. This can happen to anyone, not just those with diabetes.

Authors: Andrew Musgrave and Tricia Thomas

Version 1

Date of Adoption 21.07. 26

Venues

Scope of the policy

This policy relates to the use of third-party venues by Interest Groups operating under the auspices of Grange & District U3A (Grange U3A).

Why this policy exists

This policy exists to ensure that groups meeting in third party premises neither expose the Grange U3A to third party liability nor contravene any of the other relevant policies of Grange U3A (including but not limited to Finance, Safety, Copyright, etc.).

Deciding upon a venue

The nature of a group will determine the type of venue best suited to the group's requirements:

A group which functions best with a small number of participants may be suited to convene in a member's home (in which case this policy does not apply).

A group which provides a sporting activity will need specialised facilities and equipment.

A group which involves lecture style presentations followed by discussions and/or question and answer sessions will require adequate seating and audio/visual facilities.

The Group Leader (GL) should identify the most suitable venue for the group in question. The GL should take into consideration factors such as the location of the venue (availability of parking and public transport links), its accessibility and cost.

Booking a venue.

Legally only a Trustee (members of the Grange U3A Executive Committee) can enter into contracts with suppliers (in practice this duty falls upon the Honorary Treasurer of the Grange U3A). Grange U3A has in place contracts with a number of venues used by groups. Thus, when a GL decides upon a venue for the group's meetings, they should contact the Treasurer to see whether a contract already exists and, if so, secure the Treasurer's authority to make bookings at that venue. Where there is no contract in place it is the role of the Treasurer to agree a contract with the venue and the GL should not make any commitment on behalf of the Grange U3A until that contract is in place.

Fees and accounting.

GLs should consult the Finance section of this handbook for the Grange U3A policy on fees and accounting practices for group meetings.

Using a venue.

GLs should ensure that all group members participating in a meeting/activity are aware of any planned fire alarms and, if an alarm should sound unexpectedly the evacuation procedures for the venue.

In the event of an accident/incident during a group meeting the GL (or another participant on behalf of the GL) should ascertain whether the venue has an accident/incident book and, if so, ensure that this is completed in accordance with the venue's policy. (A Grange U3A accident/incident report form should be completed regardless of whether the venue has its own reporting mechanism.)

As a courtesy to the venue at the conclusion of a meeting the venue should be left in the state in which it was found (as long as this does not contravene Health and Safety regulations).

Author: Ged Jones

Version 1

Date of adoption: 15/11/19

Full groups

Scope of the policy

This policy relates to all Interest Groups operating under the auspices of Grange & District U3A (Grange U3A) and covers what Group Leaders should do in the event of an Interest Group reaching its maximum number of members.

Why this policy exists

This policy exists to ensure that a consistent approach is applied to defining the maximum number of members that can be accommodated by a group and the course of action to be followed by a group leader should the maximum number be reached.

The application of a consistent and well-defined approach will prevent any suspicion that a group is arbitrarily unwilling to take new members.

Defining the capacity of a group

It is recognised that the capacity of each group will be unique and depend on what the group is set up to do, the venue in which the group meets and safety considerations. The application of these objective criteria will allow a group leader to define the maximum number of members which can be accommodated by the group. The applicable criteria and the maximum number of members should then be notified to the Group Liaison Officer (GLO) in order to ensure the information transfers from a group leader to any successor.

Actions to be taken when a group reaches its capacity.

When a group reaches the objectively defined maximum number the group leader should consider the following options:

- Move the group to an alternative, larger venue. When considering this course of action, a group leader must contact the Grange U3A Treasurer as it is the Treasurer who has responsibility for contracts with venues. If the group wishes to move to a venue with which the Grange U3A already holds a contract the group leader should seek approval from the Treasurer to make bookings with the venue. If a group leader wishes to use a new venue then they must not enter negotiations directly until a course of action has been agreed with the Treasurer.
- Open a waiting list on a first-come, first-served basis. Information held in regard of the waiting list should be used in accordance with the Grange U3A Data Protection Policy which may be found on the Grange U3A website. The existence of the waiting list and its contents should be made available to the GLO.
- Start a second group addressing the same subject matter. Should a second group be formed it is covered by this policy
- Suggest the member contacts neighbouring U3As to see whether they have a group with vacancies and are willing to take them. This may require the member to become an Associate member of the neighbouring U3A. The GLO will be able to provide advice and guidance if required.
- If none of these options is practicable and a Grange U3A member is unable to join the group of their choice they should be addressed with courtesy and the reasons for the decision explained to avoid any feeling of arbitrary exclusion.

Author: Ged Jones

Version 1

Date of adoption: 13/12/19

Group closure

Many of our long-standing Interest Groups have had the same Leader since their inception, whilst others have changed their leadership over the years. No matter, the Group is more than its Leader; it is an integral part of Grange and District U3A.

In the interest of existing and future members everything should be done to keep a Group going. Should a Group find difficulty in replacing a retiring Leader or be suffering a declining membership, it is very important that the matter be discussed with the Interest Groups Liaison Officer, who will make every effort to find a way for the Group to continue. A group should not be closed without a discussion with the Interest Groups Liaison Officer.

It should be remembered that all Interest Groups are formed and run under the umbrella of Grange and District U3A. The Group benefits from the support available from U3A in the form of insurance, financial backing, subject resources, legal and technical advice and the Beacon Membership System. The growing membership of Grange and District U3A provides a platform for the Group's activities and the Newsletter, Digital Diary and Website provide a shop window to allow the Group to promote itself.

Assets held by the Group, either cash, items purchased with funds raised by the Group, grants from the Committee or donation from any source, are the property of Grange and District U3A. If circumstances should arise in which there is no possibility of the Group continuing to function, then these assets will be held by Grange and District U3A against the occasion when the Group is re-formed.

Should a group unavoidably close, a final set of accounts and any cash assets held by a group will be transferred to and held by the Treasurer of Grange and District U3A, along with any ring fenced monies, and for a period of three months will be available to cover legitimate expenses incurred by the Group prior to its cessation of function. After this period, the funds will be absorbed into the Community Account for the general good of Grange and District U3A. Should a way of reviving the Group be found, then, if the need arises, a start-up loan or grant will be available from the Committee.

Author: Roger Handley

Version no: 4

Date of adoption: 15.11.19

Date of last revision: 28/10/19

Copyright guidelines

The law on copyright is complex and often misunderstood. But as a registered charity, it is important that all U3A activities stay within the law. Interest group leaders need to be aware of the copyright implications of their group's activities, and to make every effort to ensure that everything they do is legal. The advice below, based on two Third Age Trust advice sheets, U3A – Copyright and U3A – Licences, should cover most situations that are likely to arise. Please read them carefully and draw group members' attention to them as appropriate.

Key messages from these advice sheets:

- Copying of limited extracts from books, journals or magazines is permitted under the terms of the licence our U3A currently holds from the CLA (Copyright Licensing Agency). "Limited extracts" normally means up to 5%, one chapter or one article, whichever is greater.
- Photocopying of maps, charts or newspapers is not permitted under this licence, and requires a separate licence. However, maps can be downloaded free of charge from the Ordnance Survey's Open Data site (<https://www.ordnancesurvey.co.uk/opendata/viewer/>) provided you respect their terms and conditions.
- Photocopying of sheet music is never permitted under any circumstances.
- Playing of recorded music is permitted under the Third Age Trust's licence.
- Public performance of downloaded sheet music may need permission from the download site. Check their terms and conditions before planning any performance.
- Showing of films or videos is permitted, provided (a) they've been licensed by one of the two main licensing authorities (Filmbank and MPLC), and (b) you don't charge for admission (you can charge for subscriptions) or advertise them to non-members. Our U3A holds a Filmbank licence, and the Third Age Trust has an MPLC licence.
- Copying or sharing PDF or other files of downloaded sheet music may be permitted. It all depends on the download site's terms and conditions. Check with them.
- Downloading of images from the web is not permitted unless the copyright holder has given express permission, or the images are copyright-free or published under a Creative Commons (CC) Licence. (CC is a non-profit organisation that enables the sharing and use of creativity and knowledge. CC licences do not replace copyright but allow sharing for non-commercial use). Under no circumstance should images be uploaded to the U3A or any other website unless you are certain that you are not violating copyright regulations.

Author: John Eakins

Version no: 2

Date of adoption: 15/11/19

Revision Date 5/10/19

Links to source documents:

U3A – Copyright: <https://www.u3a.org.uk/advice/committee-responsibilities/345-copyright>

U3A – Licences: <https://www.u3a.org.uk/advice/committee-responsibilities/207-licences?showall=1>

Safeguarding

Grange and District U3A follows the Third Age Trust governing body policy of providing equality of opportunity to all members and potential members, regardless of social standing, language, ethnicity, gender, orientation and educational background. As part of this policy we have zero tolerance for types of behaviour such as the following

- Bullying or attempts at humiliation
- Inappropriate or unwanted physical contact
- Making disparaging comments about a member's race, religious beliefs or sexual orientation
- Directing sexually explicit comments at an individual

If anyone behaves in this way at a U3A activity, we expect the organizer (the Group Leader in most circumstances) to make it plain to the perpetrator that such behaviour is unacceptable. If no apology is forthcoming, the victim should be reminded of their right to complain under our grievance procedures. In the unlikely event that the perpetrator is the organizer him- or herself, other members of the group should inform the Committee.

Our U3A will make all reasonable efforts to make it possible for vulnerable adults² to attend U3A meetings. If required, honorary membership will be extended to carers not meeting Third Age criteria. We recognize that this places an extra responsibility on everyone organizing U3A activities to ensure the welfare of members considered to be vulnerable adults.

All our members have the right to expect a safe environment when attending U3A meetings. But members who are unable to protect themselves from abuse or harm need special consideration. "Abuse or harm" in this context includes not only the forms of behaviour listed above, but also neglect, such as failure to give proper assistance to those with disabilities.

All allegations or suspicions of abuse or harm to vulnerable members must be taken seriously, and reported to a member of the Committee as soon as possible. The Committee will then appoint one or more of their number to investigate the allegations in more detail, and to decide what action to take.

Members coming into contact with non-members (especially vulnerable adults and children) in the course of U3A-organized activities are expected to show the same respect to them as to fellow-members, and to make all reasonable efforts to protect them from abuse and harm.

For the avoidance of doubt, the above guidelines apply only to suspected abuse or harm occurring at activities organized by our U3A. Cases of suspected abuse outside that context should be reported direct to local authority care services or the police.

Detailed documents explaining our U3A's policies and procedures for handling complaints, discipline and safeguarding are available on our website, or from the Secretary on request.

Author: John Eakins

Version no: 1

Date of adoption: 17/1/20

² defined by the Charity Commission as "those who have needs for care and support, are experiencing or are at risk of abuse or neglect as a result of those care and support needs, and are unable to protect themselves from abuse or neglect. They may have an illness affecting their mental or physical health, have a learning disability, suffer from drug or alcohol problems or be frail".

Complaints and disciplinary procedure

In any Group, problems and grievances may occur from time to time, which may give rise to a complaint. It is important that members know where to turn for help, advice and support, so that, whatever the issue, it can be dealt with quickly, objectively and appropriately. This procedure is set out in the document 'Grange and District U3A Complaints Procedure', which is available on the website or from the secretary and contains guidance for Group Leaders and members as to how they should proceed with a complaint.

It would be hoped that in most cases complaints and disputes within a Group could be handled by the Group Leader having a quiet word with the parties involved. Should this fail, or the Group Leader be personally involved in the complaint, then help should be sought from the Committee. By contacting the Groups Liaison Officer, the Complaints Procedure will be initiated and continue along the path outlined in the Procedure document, with the object of settling the matter amicably.

It is important to document all details of the complaint and to maintain confidentiality at all times.

Depending on the outcome of the Complaints Procedure it may be necessary to adopt the disciplinary measures set out in the document 'Grange and District U3A Disciplinary Procedure', again available on the website or from the Secretary. This document outlines the process which the Committee will initiate should the outcome of an investigation into a complaint be thought to merit some form of sanction. Disciplinary action will be the responsibility of the Committee, Group Leaders do not have the authority to exclude a member from the group permanently without the consent of the Committee but, in the event of a disruptive disagreement between Members in a session, can exclude the member or members from the rest of that session.

Author: Roger Handley

Version no: 2

Date of adoption: 17/1/20

Date of last revision: 07.01.2020

Appendix – Blank forms

APPLICATION FOR MEMBERSHIP

The Membership Fee is £12.00 per person renewable annually in March. Membership beginning after 1 September is £8.00 per person. Associate Membership is also £8.00 p.a. Cheques should be made payable to “**Grange and District U3A**” and forwarded to the Membership Secretary: - Susan Jones, 48 Priory Lane, Grange-over-Sands, LA11 7BJ Tel 015395 35358, email joneslj1952@gmail.com

Please enclose a stamped addressed envelope for the return of your Membership Card.

If you are applying for Associate Membership please provide a Membership Card or receipt from your primary U3A

Title	
Surname	New Member of Grange & District Yes/No
Forename	Associate Member from U3A
Known As	What are your interests?
Address	
Post Code	How did you learn about U3A?
E-mail address:	Telephone number:

AMOUNT PAID

cash/cheque

Cheque No (if appropriate).....

Beacon Updated.....

Please turn over – we need you to fill in the back of this form too!

PRIVACY STATEMENT

We have asked you to supply us with personal data so that we can provide you with a range of membership services. We undertake to keep your data secure and not to pass it on to any outside organization except to fulfil our obligations to you as a member. We will use your data only for the following purposes:

- To process your membership subscriptions
- To send you official communications as a member of Grange & District U3A
- To inform you of events organized by Grange & District U3A
- To communicate with you about activities of interest groups you belong to
- To send you general information about local, regional or national activities relevant to U3A members.

I consent to my data being used for membership purposes as detailed above.

Do you wish to be added to the direct mailing list for the Third Age Trust magazines – Third Age Matters and Sources? If so, please tick the box below:

I consent to my data being shared with the company who oversee the distribution of the Trust Magazines.

Please be advised that you can request us at any time not to use your data for any of these purposes by contacting our Membership Secretary Susan Jones (Grange 35358 or jonesslj1952@gmail.com).

Signed:.....Date.....

In order to make the most of your U3A subscriptions, it would help considerably if you could kindly complete the Gift Aid declaration below. This enables us to claim the Gift Aid from tax that you have paid in the current year, at no cost to yourself.

GIFT AID DECLARATION

In order to Gift Aid your donation you must tick the box below: -

☐ I want to Gift Aid my donation of £..... and any donations I make in the future or have made in the past 4 years to Grange and District U3A (Registered Charity No. 1096833).

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed in that tax year it is my responsibility to pay any difference.

Signed:.....
Date:.....

Please notify Grange and District U3A if you want to cancel this declaration, change your name or home address or no longer pay sufficient tax on your income or capital gains.

If you pay Income Tax at the higher or additional rate and want to receive the additional rate tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

ACCIDENT/INCIDENT REPORT FORM

Name of member/address

Name(s)/address(es) of others involved

Date and time of accident/incident

Location:

Nature and circumstances of accident/incident

Witnessed by:

Address

Tel no.

Action taken:

Was any specialised assistance required? If so, please provide details

Was any medical advice sought afterwards? If so, please provide details

Signed:

(Group Leader)

Date:

Tel.no:

RETURN TO SECRETARY OF GRANGE U3A

Safeguarding Adult Disclosure/Suspicion Recording Form – Page 1

Surname:		Forename	
Gender:	Ethnicity:	Date of birth	Marital status
Home Address			
Postcode			
Disclosure/suspicion:			
Date:	Time	Location	
Received by:			
Type of alleged abuse		Location and when	
Description of alleged abuse (Please continue on a separate sheet if necessary)			

Safeguarding Adult Disclosure/Suspicion Recording Form –
Page 2

Committee member informed		
Name	Post	Date and time
National Office Advice and Volunteer Manager informed (if applicable)		
Name	Post:	Date and time
Committee Decision		
No further action. Y/No	Referral on: Y/No	
Date		
Action:		
Date:		
Reason for decision:		
Date record to be destroyed:		
Chairman	Date	Time

Information in this document should only be used for the purposes of implementing and monitoring our U3A's Safeguarding Adults Policy and Procedures
The information must not be copied, transmitted, or in anyway, divulged without permission of our U3A

Guidance for handling disclosure

If someone discloses abuse to you

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying
- Be sympathetic (I am sorry that this has happened to you)
- Be aware Medical Evidence might be needed (physical assault)
- Tell the person
 - Right to tell you
 - You are treating information seriously
 - You are going to inform the appropriate person
 - Steps will be **taken** to protect and support
- Record and report disclosure in line with Procedure

Do not:

- Press for details
- Stop someone freely recalling significant events (They may not tell ever)
- Do not promise to keep secrets or make promises you cannot keep
 - You cannot keep this to yourself
- Contact the alleged abuser
- Be judgmental
- Pass on information other than to those with a legitimate 'need to know'

In your record of the disclosure:

You should aim to

- Note what was actually said using their own words and phrases
- Describe circumstances in which disclosure came about
- Note setting and anyone else present at time of event and/or disclosure
- Separate factual information from your own or others' opinions
- Write in ballpoint or black ink to enable photocopying if required

Be aware that your report could be required later as part of disciplinary proceedings or even legal action