

## Agenda for Committee Meeting at 4.00 p.m. on Wednesday 12<sup>th</sup> July 2023

### St Paul's Church

No	Description	Lead	Pages
<b>Standing Items</b>			
1.	Apologies for absence	Chair	
2.	(i) Approval of Minutes of 14 <sup>th</sup> June meeting and matters arising (ii) Review of Action Log as of 9th July	Chair	2 – 5 6 – 7
3.	Monthly Updates from Third Age Trust and Committee Members	Chair	8 - 11
<b>Non-Standing Items for Discussion</b>			
4.	Midsummer's Eve Celebration: Report and Points for Future Events	Chair/Comms Coordinator	12 - 13
5.	30 <sup>th</sup> June 2023/24 Fees Meeting: Minutes & Points for Next Year	Secretary	14 - 20
6.	Membership Renewal: 1) Final Forms 2) TAM for new members 3) Membership Cards 4) Timetable & Actions list	Members Coordinator/Treasurer	21 - 22
7.	Future Publicity Events	Communications Coordinator/Chair	23
8.	New Members Meeting for Late September	Chair/Secretary	24 – 25
9.	Trustee Role Profiles and Responsibilities	Secretary	26 – 32
10.	Update of Safeguarding Policy and Guidance	Chair	33 – 40
11.	Draft Agendas for next two meetings	Chair	41
12.	AOB	Chair	
Next Meeting: Wednesday 9 <sup>th</sup> August St Paul's Room 6			

## Draft Minutes of the Committee Meeting held 14<sup>th</sup> June at 4pm

### Saint Paul's Northgate

**Attending:** Chair (Jim McGough), Secretary (Margaret Lloyd); Treasurer (Graham Friday), Communications Coordinator (Sue Parker), Members Coordinator (Jacqui Mercer), and Access Coordinator (Janet Newson).

### Standing Items

#### Agenda Item 1: Apologies for absence

Peter Beckley (Groups Coordinator) who was on holiday

#### Agenda Item 2(i): Minutes of the 10<sup>th</sup> May meeting

On the second action for Agenda Item 4 which reads "Treasurer & Groups Coordinator to arrange the first meeting of the O&A Phase 2 Working Group" the Treasurer pointed out that the Committee had not yet decided who would be leading this Working Group. The Secretary agreed to amend this to "Committee to decide who should lead the O&A Phase 2 Working Group".

With this exception the minutes were approved.

#### Agenda Item 2(ii): Review of Action Log at June 11<sup>th</sup> and Matters Arising

The following decisions were taken with respect to actions from 10<sup>th</sup> May meeting:

##### 2 (iii) u3a Printer wi-fi connection not working

It was agreed that it was not worth spending any more time trying to remedy this problem any and, given the imminence of membership renewal, a replacement should be purchased as soon as possible.

The printer could still be used as a photocopier and possibly as a printer when printing files from a memory stick so it should be retained, but for membership renewal purposes a printer with a working wi-fi connection is essential.

**Action:** Treasurer and Members' Coordinator to purchase a new printer.

##### 4 (iv) Role Profile for Assistant Groups Coordinator (Out & About Groups)

The committee approved this role subject to the 1<sup>st</sup> item including the word "templates" so that it reads "Establish and maintain a database and template of information on past trips and outings".

**Action:** Treasurer and Groups Coordinator to consider who might be approached to take on this role.

#### 4. O&A Phase 2 Working Group

The Access Coordinator agreed to lead this working group.

**Action:** Access Coordinator to organise a meeting for this group.

#### 7. Copyright & Licences and Secretary's Proposed on Reading Out Poems on Facebook

The committee approved the Secretary's proposal.

**Action:** Secretary to advise the member concerned to avoid reading out more than a few copyright poems from any single collection/anthology in any one year.

#### 10. Group Development Working Group

The Chair stated that the Groups Coordinator should be a member of this group and that he himself would now, given the failure of the relevant article in the June newsletter to attract any volunteers, approach those current and past Group Leaders he thought could make valuable contributions.

**Action:** Chair to report progress on forming this Working Group, and then on outcome of meetings held.

### **Agenda Item 3: Monthly Updates from the Third Age Trust and Committee Members**

Points made were, by report and paragraph:

Chair 4 (ii)	If the Friary does change the barrier code then the Committee will need to consider how this can be kept more secure than the existing one has been;
Secretary 3.	The Committee agreed that, in the light of the poor attendance at the May 30 <sup>th</sup> coffee morning, we should not arrange any coffee mornings for 2024 until after we assess attendance at the one planned for October 30 <sup>th</sup> , 2023.
Treasurer	<p>The Treasurer explained, given the withdrawal of the supplier's support for Quickbooks from 30<sup>th</sup> June and the cost of around £30 per month for similar software packages, he had suggested to Ann Sole when he recently met with her that she investigate the possibility of using Beacon to produce group membership invoices. She has agreed to do this and her deadline for completion is the end of July.</p> <p>Other system improvements the Treasurer was considering are:</p> <ul style="list-style-type: none"><li>(i) Collecting membership fees using PayPal and/or card readers</li><li>(ii) Using Beacon to produce and e-mail Membership cards.</li></ul> <p>As the current membership fee collection system worked well he did not see (i) as a priority. On (ii) the ability to do this is expected to be incorporated into the next Beacon upgrade.</p> <p>The Members' Coordinator confirmed that she would be meeting with Ann on Sunday 18<sup>th</sup> June to learn all she needed to know on the forthcoming renewal process.</p> <p>The Treasurer stated that he had ordered some branded Crawley u3a noticeboards boards and banners which could be fixed to buildings and other objects for use at events, and showed the designs.</p>
Communications Coordinator	<p>Thursday 31<sup>st</sup> August was agreed as the date for the next County Mall publicity drive, subject to County Mall's approval.</p> <p><b>Action:</b> Comms Co-ordinator to check this date with County Mall.</p>
Groups Coordinator	When asked about interest in his proposed new fitness groups the Treasurer responded that there had been a lot of interest in the afternoon group so he was now looking at potential locations for this. Little interest had been shown for the evening group so he was not progressing this with any priority.

### **Non-Standing Items for Discussion**

#### **Agenda Item 4: Budget Monitoring for the 8 months Sept 2022 – April 2023**

The Treasurer explained that since producing this report the projected financial position for one of the indoor groups had worsened considerable. He would talk to the Group Leaders to check whether the information he had received on group fee income was correct.

**Action:** Treasurer to establish the true financial position and report back to the Committee

The committee approved the content of the report and the projected outturn for the year.

### **Agenda Item 5: 2023/24 Budget and Fees**

The Committee approved the proposed fees. It was agreed that the three 2023/24 budget and fee reports approved by Committee (the one on assumptions approved on April 12<sup>th</sup>, the one on the basic fees and budget approved on May 10<sup>th</sup>, and this one) would be sent out to members in advance, together with the 2022/23 budget monitoring report approved under Agenda Item 4 above since this showed the latest position for the current year.

As the meeting to approve the fees takes place on June 30<sup>th</sup>, in just over two weeks' time, and we have committed to providing the paperwork at least a week in advance, it was agreed that the Treasurer and Secretary would need to work quickly to produce the consolidated four reports to form the supporting documentation and a covering letter which would include the agenda. These would be sent out via Beacon to the vast majority of members who are on e-mail but those members not on e-mail would need to receive them physically, either via the post or hand delivery, which would take more time to process.

### **Agenda Item 6: Update of Beacon Access Privileges and progress on GDPR compliance**

The Committee supported the following:

1. The Secretary taking over from Anne Thorn as Assistant Database Administrator
2. The format and content of the table showing the Mapping of the trustee and Committee Support roles to the Beacon Roles
3. The creation and maintenance of the logs recording Committee decisions on changes to the holders of Beacon roles and changes to the Beacon Roles themselves.

**Action:** Secretary to action the outstanding GDPR compliance actions

### **Agenda Item 7: Appointment of External Examiner**

The appointment of George Stringer as External Examiner with respect from 2022/23 onwards was approved.

### **Agenda Item 8: Changes to Membership Forms for 2023/24**

The Committee made the following decisions:

- (i) To include the proposed section asking members to agree to the terms and conditions of membership on both the new members and members renewal forms, with the exception of the final bullet point "Be aware that they [the member] should have the appropriate ability to take part in any activity of their chosen group" which is the only clause not included on the Third Age Trust sample membership form. There will be no clause concerning a member's capability.
- (ii) To include the proposed question "how did you hear about Crawley u3a?" on the new member's form.
- (iii) Not to include any question on what skills the prospective member could offer the u3a (this might discourage applicants and could be asked once they had become members) or statement on expecting members to "give back" in some way.
- (iv) To insert the note on how the committee will communicate members via e-mail as much as possible, to keep costs down, into both forms.
- (v) The proposed 2023/24 updated version of the Privacy Statement was approved.

The updated Gift Aid advice paper was approved and it was agreed that this would be placed on the web and sent out to new members on the reverse side of the Gift Aid declaration form.

It was pointed out that any reference to internet sites would need to be formatted in the <https://www> format rather than being in the form of hyperlinks.

**Action:** Members Coordinator to incorporate all these changes into the membership forms to be presented to the Committee in July.

#### **Agenda Item 9: Draft Agendas for the July and August meetings**

It was agreed that priority must be given to Membership Renewal at the July meeting. We also needed to start to plan the 8<sup>th</sup> September Open Day arrangements. The reports from the Access Coordinator from the actions on “Changes to Committee after the 2023 November AGM” on page 2 above would need to be included. Some of the other agenda items listed for July and August may need to be deferred to ensure sufficient time is devoted to the priority items.

#### **Agenda Item 10: Any Other Business**

The Access Coordinator suggested that we needed a policy on Honorary Membership. It was agreed this would be added to the list of potential agenda items for future meetings.

*The meeting finished at 17:59*

## Agenda Item 2 (ii): Action Log as at 9<sup>th</sup> July 2023

Includes all actions arising from the minutes which are not completed by the time the papers for the subsequent meeting are sent out.

Actions will be removed once they are completed or superseded by an action from a subsequent meeting.

Comments *in italics* in the right-hand column indicate that the action is not yet fully completed and will be carried forward to the subsequent Action Log.

Comments in green indicate that the Committee needs to make a decision.

Meeting	Agenda Reference	Action	Progress/Comments
26 <sup>th</sup> April	11. Contents of crates handed over by Janet Boniface	Sort and log the historic items and old u3a papers held by Janet Boniface	<i>Work in progress and material going back to 2008/09 sorted. Yielding some useful info. Also seeking missing newsletters issued between 2009 and 2017.</i>
15 <sup>th</sup> Dec	18. Microsoft Licences	Secretary to investigate whether Crawley u3a would be eligible for a non-profit Microsoft licence, and if not what the costs of a corporate group membership would be.	<i>Have started setting up the Licences – intend to continue very shortly</i>
12 <sup>th</sup> April	8. Trustee ownership of Crawley u3a policies and documents	Members' and Comms coordinator to determine how the information included in the Members Handbook might be provided to new members more efficiently.	<i>To be done before start of 2023/24 membership year</i>
10 <sup>th</sup> May	4. O&A Phase 1 WG report	(i) Groups Coord & Treasurer to organise a meeting for members of O&A 5 (and ex-members of O&A 2 still not in another group) to find GL(s) from within their number.	<i>Yet to be arranged</i>
		(ii) Existing O&A groups to review membership to see if they have capacity to offer spare places to O&A 5 then O&A 2 members	<i>To be carried out in September</i>
		(iii) Groups Coord & Treasurer to launch a new O&A Group, 8, with revised operating guidelines including automatic periodical rotation of GL and every member organising events	<i>Will probably be launched at the 8<sup>th</sup> Sept Open Day – to be brought up at the Open Day sub-com meeting on 14<sup>th</sup> July.</i>
	4. O&A Phase 2	Access Coordinator to organise 1 <sup>st</sup> meeting of Working Group for Phase 2 (WG to include Seasonal Outing coordinator and reps from the Walking,	<i>Access Coordinator to arrange a meeting with Groups Coord &amp; Treasurer to gain a</i>

		Ambling, Theatre and Gardening groups).	<i>better understanding of the Phase 1 discussions.</i>
	9. Access Location Guide	Access Coordinator to add the remaining photos and also, for each venue, to state whether there is access to wi-fi or not (and how to obtain the password). Then Comms coordinator to set up on the website.	<i>Guide almost complete. Access Coordinator to disseminate to Committee Members once complete for final approval.</i>
	10. Group Resilience and Development WG	Chair to approach any GLs he believes would make a valuable contribution to this.	<i>See Chair's Monthly Report for progress</i>
<b>14<sup>th</sup> June</b>	2(ii): 2(iii) Printer	Treasurer & Members Coordinator to purchase new printer	
	2(ii): 4(iv)	Treasurer & Groups' Coordinator to consider who might take on the Assistant Groups Coordinator (O&A) role	The role profile has been circulated to the O&A leaders and asked them if they know anyone who might be interested, no response to date.
	3. Comms Coordinator	Comms Coordinator to check with County Mall that we can do a publicity drive there on Thursday 31 <sup>st</sup> August	<i>Awaiting outcome of decision on Agenda Item 7</i>
		Comms Coordinator to produce a list of actions which need to be carried out prior to monthly meetings, coffee mornings, and other events.	
	6. Outstanding Beacon Access Privileges and GDPR actions	General Management Items 4 & 6: Secretary to establish processes to ensure and demonstrate compliance	<i>In progress</i>
		Amend Beacon Roles as approved and communicate to all Beacon users once done so	<i>In progress</i>

## Agenda Item 3: Monthly Updates from the Third Age Trust and Committee Members

### Action for the Committee: To note

#### Third Age Trust: National Level

##### 1. TAT AGM 2023

Two ordinary resolutions were proposed by u3as by the 30<sup>th</sup> May deadline. Any amendments to these will be required by 28 July, and must be proposed and seconded by different u3as.

These resolutions and their supporting statements are on <https://www.u3a.org.uk/events/agm-2023>

Nominations for the South East Regional Trustee closed on 9<sup>th</sup> June 2023. Only one nomination was received: Susie Berry. So there will be no voting required.

##### 2. TAT Board Meeting 15<sup>th</sup> June

These can be found on <https://www.u3a.org.uk/trust-and-trustee-updates>

The most recent addition is the Summary Report Board Meeting 15th June 2023. Interesting items included:

- A report on the **Pilot u3a Council Meeting** on the 14<sup>th</sup> June;
- **Festival 2024**. Following support at the u3a Council the previous day, Board members approved a proposal to plan and deliver a u3a Festival in mid-July 2024 at York University. The concept of a programme of u3a activities, music, tours and tournaments spanning a three-day, mid-week period was warmly received, and every effort will be made for the organisation to be by u3a members with u3a members delivering all activities. York University had been chosen for its excellent and compact indoor and outdoor facilities as well as being convenient for rail and road connections.
- The approval of a Health and Safety policy template for u3as to adapt.

##### 3. 13<sup>th</sup> June Network Link Summer meeting on Beacon and SiteWorks via Zoom

I attended this. There were > 120 from all over the UK. No official minutes have yet been received.

The Beacon component was disappointing, focussing mainly on the advantages for a u3a of using the system. It did not help that some of this session coincided with the usual Tuesday morning Beacon unavailability so it could not be used for demonstration purposes. Features of this section were:

- There were a lot of questions on how the cost to u3as was calculated (it is £1 per member recorded in Beacon at the end of 31<sup>st</sup> March).
- Some u3as seemed unaware of the advantages for GDPR purposes of using Beacon as a communication mechanism.
- The necessity of having more than one person per u3a able to act as administrator was emphasised - the helpdesk regularly receives desperate pleas for help from u3as whose single administrator has suddenly become ill / died / walked out.

The SiteWorks section was more interesting with the Chairman of the SiteWorks Steering Group, Alan Russell from Worcester u3a, telling us how having a team of 60 highly qualified volunteers meant that a lot of time was spent on discussing the hierarchy organisational structure of the team. He did demonstrate the new web-site prototype.

##### 4. SiteWorks Update

- (i) I have taken up the suggestion of the SiteWorks team to download WordPress onto my PC (it is free) and to import the u3a demonstration site to get an idea of what it will look like.
- (ii) The name of our domain site name will be [crawley.u3asite.uk](https://crawley.u3asite.uk). Once migrated anybody using the current website address will be automatically directed to this new address.



- (iii) There is a 24 minute video on <https://siteworks.u3a.org.uk/u3a-siteworks-training/u3a-siteworks-user-guide/> explains what a SiteWorks WordPress site looks like and demonstrating how to edit it. They also have some draft documentation available <https://siteworks.u3a.org.uk/pioneer-updated-documentation/> but they emphasise that this is very much WIP and improved versions should be available once the regular migration starts.
- (iv) Judging from the 13<sup>th</sup> June u3a Network Link meeting I attended (see above) it seems likely that the “Pioneer” stage (the first 28 sites to migrate) will be continuing for a few months yet. I would be keen for Crawley to migrate sooner rather than later (perhaps in early 2024, avoiding the start of the membership year) since I think SiteWorks will be quicker to update and allow a much more flexible use of photos than does SiteBuilder. I will of course but will of course obtain Committee approval before indicating any preferences on timing (we may not have any choice).

## **5. TAT Conversation with Communications and Policy Team Wednesday July 12<sup>th</sup> 14:00 – 15:00pm**

Secretary has booked a place.

### **Third Age Trust: Regional Level**

The next WSN meeting takes place on Friday 18<sup>th</sup> August at 10:00am by zoom.

#### **Chair (Jim McGough)**

1. One disappointing feature of my month was my inability to gain access to the zoom 26<sup>th</sup> June Conversation with Sam Mauger, Chief Executive Officer of the TAT. I received the joining instructions 2 hours after the meeting commenced! While I anticipate receiving a transcript of the event soon, our communication channels with the Trust remain fruitful and constant, as can be seen below.
2. While I continue to take forward my work on Group resilience and development, I am now more seized by the complexity of the task, which I see as being a continual one and suited in time to the core activity of a dedicated trustee role. Having defined the central ‘learning’ groups I have now circulated my views to the Group Leaders and invited some responses. I am also due shortly to meet 2 members with educational backgrounds to harness their experience in handling some of the key theoretical issues (and pitfalls!).

I see the need also to institute some research of the practices of other u3a’s and gain some help from TAT specialists. I will provide a further update in due course.

#### **Secretary (Margaret Lloyd)**

In addition to my usual secretarial duties I have been:

- Preparing for, and minuting, the 30<sup>th</sup> June Meeting on the proposed 2023/24 Fees;
- Composing the report on the 2023/24 Fees meeting, included under Agenda Item 5
- Putting together, and amending for comments from other Committee Members, the “Things to Think About for 8<sup>th</sup> September Open Day” guidance for the Open Day sub-committee
- Working on Agenda Item 8 “Shortened Role Profiles and Trustee Tasks” material
- I adapted the Communication Coordinators report on the Celebration event (see Agenda Item 4) to a form suitable for submission to send to Susie Berry, this being a condition of our application for u3a support of £147.60 for this grant. I sent it to Susie Berry on 4<sup>th</sup> July but have not yet received a response (she may have to obtain approval from the TAT office).

#### **Treasurer (Graham Friday)**

1. **Banking** – Second complaint has been resolved; it took them 7 months from the date a former Treasurer was taken off the mandate to close his records on their system. The closure automatically generated the email that he received. We received another £50 in compensation.

2. **Report on the financial situation of one of the indoor groups**
3. **Out and About Working Group.** I have circulated the new O&A support role profile to the O&A leaders and asked them if they know anyone who might be interested, no response to date.

### Communications Coordinator (Sue Parker)

1. The **July Newsletter** was emailed and posted to members on Monday 3<sup>rd</sup> July. The next newsletter will be issued in September.
2. **Midsummer Event on 23<sup>rd</sup> June.** I am relieved to report that this was a success. I am not certain that we broke any records for the number of u3a members attending, but it all went without a hitch. What has given me food for thought was how successful we were in recruiting new members on the day. Just over 20 versus two at the publicity drive. We need to think about future ways of attracting new members as soon as possible. I have written a short note seeking the Committee's views on the best way forward.
3. The first meeting of the **Open Day Sub-Committee** will be held on the morning of Friday 14<sup>th</sup> July. Peter and I will report back after the meeting.
4. Yet to revisit the **Communications Strategy**.
5. Yet to update the flyer and poster as well as design a leaflet to advertise the Open Afternoon. These are my next priorities.

### Groups Coordinator (Peter Beckley)

- 1) Earth Matters is closing July, as Ann has too many other commitments. No one else is willing to take on the role of Group Leader.
- 2) Art Appreciation 2 not functioning due to Group Leader having a fall, breaking her hip and shoulder
- 3) Rosalind Phipps (who deals with second-hand book sales at the Friary monthly meetings for the League of Friends of Crawley Hospital) has had a fall and broken her tibia so out of action for the foreseeable future.
- 4) Pat Gedge to be Group Leader for Art Appreciation 3, following Margaret Daniels resignation w.e.f September 2023.
- 5) First meeting of Open Day subcommittee 14th July. Sue Parker and myself to report back after the meeting.
- 6) Nicola Postle at St Pauls Church has informed us that the building is currently undergoing a major essential rewire and upgrade of their electrical system and that there will be contractors within the building at various times during the day, every day.

From Monday 14th August until Wednesday 16th August inclusive there will be no power throughout the building whilst they replace the main electrical panels. Therefore they are now starting to install new electrical wiring, sockets, switches etc. During this time there may be exposed wires, but these will pose no danger as they will not be live. After the conversion to the new electrics they will then be removing the old electrical components within all the rooms

There may be some additional noise during this lead up time and we apologise for any inconvenience this may cause in advance.

The aim is for the electrical work to be completed by the end of August.

Impact on Crawley u3a:

- Only the Book Group 1 has a meeting affected by this, and they will meet elsewhere.
- There may be additional noise during our Committee meeting of 9<sup>th</sup> August

## Members Coordinator (Jacqui Mercer)

We now have 600 members, compared to 574 reported on June 14<sup>th</sup>. This increase of 26 comprises 20 individual members and 6 joint members. There have been no known deaths or resignations.

## Access Coordinator (Janet Newson)

- 1. Venue/Location Guide** The text is completed, but there's just one or two photos needed to illustrate the entry points of a couple of the venues. I'll embed them in the final version of the document when they are ready. I aim to get those done this week so there is a possibility it may be ready for the Committee Meeting. However, bearing in mind the next meeting is to be concentrated on the Renewal Process, I will have it ready for the August Meeting.
- 2.** Discussion will be required on how the **Venue Guide** is to be used, its availability, layout of any web pages (pictures and associated text). I would like to be involved in this.
- 3. Contact to Access Coordinator** I have had four enquiries referred to me. These have been via another Committee member, directly, or via the website email link. I will be feeding back to on the content and results of those referrals when I complete my full Report (see 3 below).
- 4. Full Report of Access Coordinator Role** I aim to have that completed now for the August meeting.
- 5. Phase 2 Management and Operation of Trips** At the last Committee Meeting I found myself with the task of looking at Phase 2. I have not had the opportunity of putting anything in place. I am seeking to have a meeting with Peter and Graham on this prior to taking anything forward as I would like to be much better acquainted with the previous meeting results.
- 6. Volunteers** I had someone mention to me that they thought the new three-fold leaflet was good, but why hadn't we (as a Committee) thought to include text about 'If you want to volunteer to help'. I explained we were taking a break from what might be thought of constantly asking for volunteers, but it's interesting that not all members think we are doing that. Maybe we could have a web page for Volunteers, and all appeals are centrally located?
- 7. Members Meeting on 2023/24 Fees 30 June** I have also had several people ask me what happened at the meeting. It seems that perhaps not everyone reads the Monthly Newsletter. As we sent out details of the meeting to everyone, would we not send out the results of the meeting to everyone too? *I partly suspect that a few of those queries were to find out if there was any trouble, but it was nice to advice it was a very amicable meeting.*

### Response from Secretary

I sent the detailed minutes out to all those who attended for comments. There was a clear note in the Newsletter issued on 3<sup>rd</sup> July that the minutes, with the approved fee proposals, were on the web, with the page location given. If members do not read the newsletter then I suspect that they would be even less likely to read yet another e-mail.

## **Agenda Item 4: Midsummer's Eve Celebration: Report and Points for Future Events**

**Action for the Committee:** To respond to the questions below

### **1. What went well?**

- 1) The membership table did a roaring trade in the earlier part of the morning. In fact, people were stopping to talk to them before the event had started. The membership table was at its busiest before the walk left at around midday, but people were still regularly stopping by afterwards. The Membership Coordinator's proposal that we grant free membership for the rest of 2022/23 undoubtedly helped to recruit members. We recruited at last 20 new members.
- 2) One critical element of an outdoor event is the weather. Too cold or wet and attendance will be lower. We were fortunate that it was warm and sunny, with a light breeze and no prospect of rain on the day.
- 3) Booking the bandstand was a key part of the success of the entertainment side. The performers were sheltered from the sun and, unlike last year, seated on even ground, out of the wind, which meant that their music stands did not blow over. Add in the fact that we had power, which made the use of microphones possible so that we could hear the music and the singing properly, something which the wind made difficult last year. For future events, the bandstand should be booked.
- 4) Location was important. Placing the tables alongside the path which runs from the Mall to Queens Square meant that we attracted the attention of people walking from one to the other.
- 5) Graham Friday's suggestion of bringing gazebos was an excellent one. They were used and appreciated, helping to shade people from the sun.
- 6) I must mention Monique's Smartphone Photographic Group display. I realise that although it is not possible for all groups to produce something of that standard, it was sufficiently eye-catching for people to stop and engage with her. Credit must be given to her for some of the people we signed up at the event, she is a great ambassador for the u3a.
- 7) I should also mention Peter Selby's excellent display of artworks by the Painting and Drawing Group, which caught people's attention.
- 8) The walk was well attended, with around 15 people. Those who participated in it were very complimentary.

**Question for Committee 1:** Any other aspects which went well?

### **2. Which aspects could be improved for future events?**

- 1) The timing of the history walk relative to the musical performance. Had we known earlier that the latter could not start until around 12.45, we would have considered starting the walk half an hour earlier at 11.30am so that the walkers could get back in time for the whole performance. In the end, they missed about half of the performance. However, having advertised the walk as starting at 12.00, it was too late to change it.
- 2) Although I made a point of checking the bandstand booking (with power) the week before, we nearly did not have power. My bandstand contact at the Council works Monday-Wednesday and emailed me on Wednesday to say that she had not been able to get in touch with Facilities regarding our need for power. I spent Thursday ringing the phone number she gave me, left a message on the answering machine, e-mailed and finally got lucky late Thursday afternoon when

someone answered the phone. She rang me back on Friday morning just before I left home to say that she had arranged for the keys to be left on the reception desk in the Create building. Next year I must make a point of chasing up the Council on this point earlier than I did and chase again if I do not get a prompt response.

- 3) We could have done with more preparation time. With hindsight, 9.00am, rather than 9.30am, would have been better to start time for preparations.
- 4) Although I did put on the booking form that we would need to unload before the event and reload after it had finished, we did attract the attention of a Parking Enforcement Officer when we were loading our cars at the end of the event. Next year we need to secure permission to park for loading and unloading without the threat of contravening restrictions, as well as asking CBC whether they can remove the bollards so that we can drive closer to the bandstand. It might be possible to get vehicle access on to the Gardens themselves.
- 5) We did not get a full picture on total attendance, as I was not there for an hour. People dropped in for a while, rather than staying for the whole time, which is to be expected. The view of the Chairman and Secretary is that attendance was better than it was (also on a Friday) in 2022, but not as high as it was in 2021 (when it was held on a Wednesday, but 2021 is not a valid comparator as it was the first opportunity members had to meet one another again after the covid lock-down).

**Question for Committee 2:** Any other aspects which went could be improved in future?

**Question for Committee 3:** Is there a way we could monitor attendance of our existing members?

### 3. Summary of costs

Hire of bandstand	£97.60 (tbc by CBC)	Invoice received yet?
Advertising	£50.00 publicity leaflets	Any change?

**Question for Committee 4:** Were there any other significant costs (*excluding the gazebo as that will be used for many future events*)?

We have applied to the Third Age Trust for a grant of £147.60, and the final report on the event was sent to the TAT Southeast Regional Trustee, Susie Berry on 4<sup>th</sup> July. As of 8<sup>th</sup> July we have not yet received a response (she may have to obtain approval from the TAT office).

Sue Parker, Communications Coordinator, incorporating comments and changes made by the other members of the Events Sub-committee and the Secretary

1<sup>st</sup> July 2023

## **Agenda Item 5: 30<sup>th</sup> June 2023/24 Fees Meeting: Minutes & Changes for Next Year**

**Action for the Committee:** (i) To approve the minutes (ii) To approve proposed changes for next year

### **1. Minutes**

See the Annex. No changes since 2<sup>nd</sup> July. Attendees were given from 2<sup>nd</sup> July to 11<sup>th</sup> July to come forward with proposed changes.

**Action Arising:** The Treasurer stated that he would be sharing his breakdown of the Restricted Funds by Group with Group Leaders, in September, once the financial year has been completed to inform their deliberation as to what Fee they want to set.

**Does the Committee approve the minutes?**

### **2. Review of Meeting**

#### **(a) What went well?**

- 1) Reasonable attendance of 35 (including RUGs) plus 7 Trustees so 42 in total (many members are on holiday at this time of year)
- 2) Most Group Leaders (GLs) either attended or sent apologies
- 3) Lasted 75 minutes, about right
- 4) Received a reasonable number of questions, enough to be interesting but not too many so that people become bored and frustrated
- 5) No challenge to the proposed 2023/24 Budget (as opposed to the fees), a contrast to the situation for the 2022/23 budget. This could have been because we included the latest budget monitoring and expected spend position for the current year, against which the proposed 2023/24 expenditure looked realistic and sensible.
- 6) No counterproposals
- 7) Result of all votes clear and incontestable
- 8) No complaints over not receiving paperwork, or paperwork being inadequate
- 9) Seemed to be none of the complaints made at previous meetings such as AGMs over some members not being able to hear (but then attendance was not nearly as high as at AGMs etc)

**Question for Committee:** Any other aspects which went well?

#### **(b) What did not go well?**

- 1) Planning for the meeting should have started earlier. Because we did not start thinking about it until the 14<sup>th</sup> June Committee meeting the Treasurer and Secretary then had rather a rush to get the invitation and documentation ready in time for the non-email members to receive it no later than a week before the meeting date.
- 2) A few of the questions asked by members seemed to be asked just for the sake of it and some of the other members were visibly irritated. There is not much the Committee can do about this.
- 3) The RUGs ran out of milk before everybody was served (although probably the fault of the Secretary who did advise them that only around 30 people would be attending, instead of 43 (but

not clear why more could not be purchased from M&S or some other nearby shop). The admin leader of the RUGS, Isabel Baker, was away.

**Question for Committee:** Any other aspects which went could be improved in future?

**(c) What could we do differently next year?**

- 1) On (b) 1) Secretary to ensure the preparation time is factored into the 2023/24 Committee timetable
- 2) If possible, set the date of the meeting (and hence committee approval of the various budget & fee papers) so the advance paperwork can be sent to non-email members with the June/July so saving on postage.
- 3) Exclude proposals on Group fees and cover at a GL meeting instead. We currently hold two of these a year (Sept/Oct and March/April) and so we would extend to three a year, one each term, which could also have other advantages (e.g. holding general discussion on dealing with falls in membership etc).

Arguments against this are:

- Paragraph 10 of the 2022 Constitution states "the membership and **group fees** proposed by the Committee for the forthcoming membership year must be approved by a majority vote of the Crawley u3a members attending a meeting to be held at least one month before the start of the membership year to which the proposals relate" so would need to amend the constitution at the 2023 AGM.
- It could be argued that this fee impacts on all members participating in indoor groups and so this is the appropriate forum to approve them and non-GLs may have valid additional points to make.

One possibility could be consulting with GLs on the group fees in advance at a GLs meeting and then seeking final approval at the members fees meeting (on the basis that GLs will have had all their questions dealt with at the GL meeting and that they will appreciate being consulted beforehand).

- 4) Exclude proposals on expenses reimbursement on the basis such decisions should be left to the Committee (no member could reasonably argue against adopting the HRMC car usage rate, Treasurer could produce workings to support printing costs if challenged).
- 5) Consider how we might feed in the views of those members who gave their apologies, especially as we did ask them for whether they support the proposals or not (for this meeting about 10% of the 151 members sending apologies gave their views, which were wholly supportive, but this might not be the case another year).

On the other hand, the constitution does state "a majority vote of the Crawley u3a members **attending** a meeting".

**Questions for Committee (1)** Does the Committee approve of actions on 1), 2) & 4)

**(2)** What are the Committee's views on 3) and 5)?

**For information: Cost of meeting (c£120, or c22p per member overall)**

- Hire of Friary Hall 2.5 hours @ £30ph = £75
- Stationery and Postage for non-email members 40 @ 1.00 = £40 (hope that the number of such members reduces for 2023/24)
- Refreshments £5 (estimate, monthly Friary meetings c£10)



## Annex 1: Draft Minutes as at 2<sup>nd</sup> July

No further changes have been submitted since 2<sup>nd</sup> July (and none from any-non-Committee attendees, to whom they were sent on 2<sup>nd</sup> July).

### Draft Minutes of the Members Meeting to Approve Fees for 2023/24

Friday 30<sup>th</sup> June 10:30am at the Friary, Haslett Avenue, Crawley

<b>Committee Members present</b>	Jim McGough (Chair), Margaret Lloyd (Secretary), Graham Friday (Treasurer), Sue Parker (Communications Coordinator), Peter Beckley (Groups' Coordinator), Jacqui Mercer (Members' Coordinator), Janet Newson (Access Coordinator). 7 in total
<b>Other Members present</b>	Jean Austin, Maggie Berrill, Maureen Bufton, Gill Cooban, Patricia Gedge, Patsy Greenland, Joan Harding, Carol Heard, Audrey Keevash, Bryan Kiely, Ruth Kirkbright, Mavis Liddell, Monique Mansfield-Tovey, Sue Mearns, Clive Morris, Graham Pashley, Maria Paszkiewicz, Jenny Ramsay, Eileen and Silvano Rebecchi, Christine Roberts, Pam Roberts, Di Seward, Mary Scott, Angela Sole, Ann & Stewart Sole, Denise Stubbs, Olivia Strand, Colin Tennant, Anne Thorn, Pam Watson, Audrey Williams, Heather & Max Woodward, John Wynter. 36 in total
<b>Apologies</b>	151 (list available)

#### 1. Welcome (Chair)

The Chair welcomed everyone to the meeting and explained that this was the first time since he had been a member that Crawley u3a was holding a meeting to give members the opportunity to debate and approve the fees proposed by the Committee for the forthcoming membership year. This follows the request made by members at the 2022 AGM last November, as a condition for the adoption of the new constitution.

He stated that he would be first explaining the background to the fee setting for 2023/24, by describing the assumptions made when setting the budget and fees for the current year, and how reality has differed from these assumptions. Then the meeting would work through the individual proposals, one by one. For each one the treasurer would be giving a brief explanation, and members would then have an opportunity to ask questions and to put forward any counter proposals. Whether there are any counter proposals or not a vote on that proposal would then take place. All five proposals would be approached in turn in the same way.

#### 2. Background: The 2022/23 Financial Year (Chair)

The Chair explained the following:

- The 2022/23 financial year was the first post-Covid year. The Committee had to determine the fees based on a lot of unknown factors, such as potential membership numbers, the speed with which activities would return to pre Covid level, or if they would at all. This took place within an environment of potentially increasing inflation.
- We made assumptions about the impact of inflation which did not fully materialise. Inflation is still ongoing of course, but we overestimated the impact of the increase in energy costs on our rental costs for the current year.
- Overall membership numbers declined sharply at the start of 2022/23, although they are now beginning to recover. In general the indoor groups are not doing as well as the outdoor groups in terms of their membership, and a few of the indoor groups are displaying serious member loss.



- Vacancies on the Committee (we have ten posts of which only seven were filled for 2022/23) have meant we have not fully achieved our objectives and aspirations, with key celebrational and development activities having to be scaled back. This has significantly reduced expenditure over what was planned.
- The Third Age Trust made similar post covid assumptions, wanting to spend on developing the organisation to bring it back to life and to expand. To do this they were seeking an increase in the capitation fee to £4.40. This increase was voted down at their AGM in October on the grounds that the expansion plans were too extensive and not deliverable. The Third Age Trust then scaled back their ambitions. For now their intention is to develop at a slower pace and use up their excess reserves before seeking any further increase in their capitation fee. This is similar to what we are now planning to do in respect of our basic membership fee.
- Because Crawley u3a's forecast expenditure for this year is below the anticipated level reserves are not going to be used to support the Membership fee anywhere to the extent that was planned, remaining buoyant and available for use in 2023/24 and beyond.
- Members will know that earlier this year we approved an Equality, Diversity & inclusion (EDI) policy, based on the TAT model, and so we need to bear this in mind when making decisions.

### 3. Individual Proposals (Treasurer with Chair overseeing questions and voting)

The Treasurer explained that he had learned from his experience with the 2022/23 budget to be conservative in his assumptions over the number and extent of events and projects the Committee can oversee in one year. For 2023/24 the Committee had adopted a similar strategy to TAT, in keeping the fees static and using the built-up reserves to smooth out the impact of inflation. That said, the Committee did wish to make some changes to the fee structure, one relating to the treatment of joint members, another being the delinking of the charge for Third Age Matters (TAM) from the main membership fee and the third a restructuring of the fees for Outdoor Activities.

The impact of these changes on individual members would vary, depending upon their circumstances, but overall the Committee believed the fees were now both fairer, affordable and more in line with the Third Age Trust principle that activity groups should be self-financing.

He would now explain the proposals, with questions and a vote after each one.

<b>Proposal 1</b>	<b>Annual membership fee £16 per person (£12 for associate)</b>
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- This is inclusive of the £4.00 annual charge which we have to pay to the Third Age Trust for every full (non-associate) member, but exclusive of the costs of TAM (see Proposal 2)
- Hence £12.00 represents the amount required to cover the basic membership costs (the costs of running the non-Group events, administrative costs, and those necessary to meet legal and insurance requirements, such as health & safety) for each member
- In the past joint members have received a discount (£2.80 per joint member, quite separate to the impact on their fee from only needing to pay for one copy of TAM between them). This has now been removed to ensure equity between members.

**Question 1 (Max Woodward):** Does the removal of the joint discount mean that when documents are posted out to two members living in the same household each of those members will receive separate packages?

**Response 1 (Treasurer):** Few documents are now sent out by post, and adjusting the fee to such members to take account of sharing printing, envelopes and stamps would introduce too much complexity.

**Response 2 (Groups Coordinator):** When the Joint discount was introduced most documents were still being sent by post, now very few are.

**Question 2 (Clive Morris):** Why have you separated out the reserves on the balance sheet into Unrestricted and Restricted Funds?

**Response (Treasurer):** The Restricted Funds represent the surplus built up over the years from 2017/18 onwards on trips and outings, group activities, and a donation which was given specifically to assist the activity groups. These Restricted Funds cannot be spent on the general membership costs. The Unrestricted Funds represent the excess of general membership fees over general membership costs across the years and are too high relative to the size of the organisation; this is why we believe we should use them to subsidise the membership fee while we build up our membership numbers post-Covid.

**Vote: Approved with no votes against**

<b>Proposal 2</b>	<b>A separate fee of £4 for each household that wishes to subscribe to TAM (Third Age Matters)</b>
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- Previously all members were charged for this, even if they chose not to receive it.
- The TAT does intend to provide a good on-line version, but this will take a while as it is currently locked into a contract with the publishers.

**Question 1 (Ann Sole):** How will new members decide whether they wish to receive TAM if they have never seen it?

**Response (Treasurer):** The Committee will be discussing this at their next meeting.

**Vote: Approved with no votes against**

<b>Proposal 3</b>	<b>Room based activity fee to be £2 per attendance (as 2022/23)</b>
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- This fee was raised from £1.50 to £2.00 for 2022/23 and appears to be sufficient to cover indoor group costs overall, as long as group membership remains buoyant.
- Some indoor groups have suffered declining membership over the last few months, so we are making efforts to increase the membership of these existing groups and to start new indoor groups.

**Question 1 (Bryan Kiely):** The room in which my group meets is only just large enough for our current number of members, so we have no capacity to expand.

**Response (Chairman):** There are ways of addressing any expansion, such as hiring a larger room or splitting the group into two.

**Question 2 (John Wynter):** The Bridge Group meets for sessions of three hours at Three Bridges Cricket Club. We have heard rumours that our meeting slot is to be reduced from three hours to two.

**Response (Treasurer & Group Coordinator):** That certainly has not come from us, we have heard nothing about this.

**Question 3 (Stewart Sole):** Some groups seem to charge the £2 attendance fee whether you attend or not, others don't.

**Response (Treasurer):** This matter was raised at the 2022 AGM and since then the Committee has amended its attendance deferral rules. These were covered at the last Group Leaders meeting on 13<sup>th</sup> March and detailed in the Financial Policy – Delegated Decisions schedule on the website. It is now down to Group Leaders to apply them.

**Vote: Approved with no votes against**

<b>Proposal 4</b>	<b>The Group Leaders of each Outdoor Activity group to determine what financial contribution will need to be collected from the members of their Group to run the activities of that group for that year.</b>
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- This replaces Proposals 4 and 5 set out in the papers sent out for the meeting (these proposed a £2 per person per annum fee plus supplements if required).
- The number of these outdoor activity groups is expanding, and new ones such as 'Cycling for Fun' and 'Pétanque' groups work best by having a very flexible membership with people turning up when they want to, dipping in and out. These have minimal running costs.
- In the past, outdoor activity groups have produced annual surpluses, some of which went towards cross subsidising the indoor groups, which was inequitable. This policy is more in line with the u3a core principle of groups being self-funding.
- The views of the relevant Group Leaders on this proposal were sought; six of them approved, one did not, five did not respond.
- The Treasurer would agree the fee for each group in September and then collect it from members via invoice issued in October.

**Question 1 (Clive Morris):** It could be argued that outing reconnaissance costs are incurred for health and safety (H&S) reasons, and so should be met by the general membership fees, similarly to the costs of first-aid kits and high-visibility jackets required for walking groups.

**Response (Treasurer):** General H&S equipment is purchased centrally and funded by the basic Membership Fee. Reconnaissance visits are not just undertaken for H&S reasons and therefore should be treated as a Group cost, if they were to be viewed as H&S costs then it would be unequitable for the general membership to be asked to fund what would be seen as a benefit to a specific group.

**Question 2 (Anne Thorn):** Reconnaissance costs for trips to London can be quite high. And how can we know at the start of the year what a group's costs will be?

**Response (Treasurer):** They can be estimated, based on previous experience. And most outdoor groups have reserves, I now have breakdowns of the Restricted Funds by group. So if your eventual costs for the year end up being higher than the group fees charged, some of the reserves for your group can be utilised to cover the gap.

**Comment (Gill Cooban)** In our group we take turns in planning trips, so the reconnaissance costs are shared out.

**Question 3 (Anne Thorn)** What is the lowest fee we can charge.

**Response (Treasurer)** Zero.

**Vote: Approved, with a few abstentions**

The Treasurer stated that he would be sharing his breakdown of the Restricted Funds by Group with Group Leaders, in September, once the financial year has been completed to inform their deliberation as to what Fee they want to set.

<b>Proposal 5</b>	<b>Standard reimbursement rates for car mileage and printing to be retained at their 2022/23 level (45p per mile and 8p per sheet/side colour &amp; black and white)</b>
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**Vote: Approved, with no vote against.**

## 5. General Questions (Chair)

The Chair enquired if anybody had any other questions on fee matters.

**Question 1 (Clive Morris):** There still seems to be a preference within Crawley u3a for cheques to be used when paying group fees, but my bank is increasingly reluctant to issue cheque books.

**Response (Treasurer):** I am looking at other cost-effective ways of paying fees, but using card reader machines would incur charges. We do encourage bank transfers for the payment of general membership fee, as opposed to group fees. Allowing members to pay group fees by bank transfer would mean a lot of extra work for Group Leaders (GLs) and the Treasurer to administer and identify who has paid what.

**Comment 1 (Bryan Kiely):** I prefer the use of cheques as they are easy to collect.

**Comment 2 (Maggie Berrill):** Apparently East Grinstead tried using bank transfers to collect group fees and it led to a great deal of confusion, as GLs did not know who had paid what.

## 6. Next Steps (Chair)

The Chair explained that the Secretary would shortly issue the draft minutes of this meeting to all attendees, with a copy placed on the website. A brief announcement will be made in July's newsletter (published on Monday 3<sup>rd</sup> July) as to the outcome of this meeting and that membership renewal will be taking place at the usual time, in early September. No payments for 2023/24 should be made until members receive their renewal notification.

He hoped everybody would be attending the annual Open Day, on the afternoon of Friday 8<sup>th</sup> September, at the Friary Hall.

Finally, many thanks to the Treasurer for all his work on the budget and fees, and to the rest of the Committee for their efforts.

*The formal part of the meeting ended at 11:45. Refreshments were served.*

Margaret Lloyd Secretary, 2<sup>nd</sup> July 2023

## **Annex:** Extract from Constitution (adopted January 2023) and Committee Procedures

### **1. From Crawley u3a Constitution (2022) Adopted January 2023**

#### **10. Members advance approval of fees**

(1) The membership and group fees proposed by the Committee for the forthcoming membership year must be approved by a majority vote of the Crawley u3a members attending a meeting to be held at least one month before the start of the membership year to which the proposals relate.

### **2. From Crawley u3a Committee Procedures (draft)**

(1) This meeting will be open to all Crawley u3a members who wish to attend, and the date, time and location will be announced at least one month in advance of the meeting. Full paperwork explaining the budget and rationale for the proposed fees will be made available at least a week before the date of the meeting.

(2) In order to achieve the optimum outcome well in advance of this meeting, the Committee, at their discretion, may initiate a less formal consultation process in which the Treasurer and other trustees will engage with interested parties to examine and clarify the financial climate and other relevant factors which may influence their recommendations.

(3) In the event of the members at the formal meeting failing to achieve a majority agreement on the fee proposal then the fee levels will be left unchanged from their current level.

## Agenda Item 6: New Members and Membership Renewal

**Action for the Committee:** To respond to the questions in green

### 1. Approval of Draft Forms

See latest copies of:

- 2023-24 Members Renewal Form
- 2023-24 Membership Application form
- Gift Aid Form (with advice)

#### Questions for Committee:

- (i) Do you approve the forms with no further changes?
- (ii) Do you approve removing the question on previous occupation, given that we aim to have a conversation with them on their previous experience and keenness to volunteer at the New Members meeting

### 2. Policy towards TAM for new members

The options are:

#### 1) Let new non-Associate members have it free for the whole of their first year of membership

**For:** Gives them an opportunity to sample a few copies before they need make a decision on whether they wish to pay for it or not

**Against:** (i) The cost -if say we recruit 50 new members then that implies a charge of  $50 \times £4 = £200$   
(ii) Other members might say it is not equitable (especially as we used this argument to get rid of the joint member discount)

#### 2) Offer them 1 edition free of charge and ask them to decide whether they want to pay for it for the remainder of the year (I think they issue 5 editions, so that would mean charging them $4/5 \times £4 = £3.20$ )

**For** Saves us 80% of the cost of offering it free of charge for the whole year

**Against:** (i) Messy administratively  
(ii) Is one edition sufficient for them to make up their mind?

**Questions for Committee:** Which option do we prefer?

### 3. Membership cards

Show what information is to be shown on the cards (especially whether the member support contact details are shown on the back).

#### Committee to approve what information is shown on the cards

#### For the Committee to decide

- (i) Do we need to issue membership cards at all?
- (ii) If we do agree that we will issue membership cards then do we restrict these to those who confirm they want one (in which case we need to amend the Renewal form)?
- (iii) Do we then issue electronic (as opposed to physical) cards to all who have e-mail (but can we assume that all members with e-mail have smart phones) or just to those who indicate they are happy to have electronic rather than physical ones?
- (iv) For those who are receiving physical cards, do we send these out:

- By post to all who want them (at the u3a's expense)
- By post to only those who request a card and send in a SAE (in which case the forms will need to be amended to include this) with other members collecting them at the Oct monthly meeting/AGM/Coffee Morning etc (new members meeting for New Members)

#### 4. Proposed Timetable

TIMETABLE FOR RENEWAL PROCESS		
DATE	ACTIONS REQUIRED	COMMENTS
By 11 <sup>th</sup> July	Redesign Renewal Form	
11 <sup>th</sup> July	Submit New Renewal Form and Gift Aid Form to Committee for approval	
11 <sup>th</sup> July	At Committee meeting have TAM fees/no fees for new members agreed	
11 <sup>th</sup> July	Ask Peter to book room at St Pauls for 5 <sup>th</sup> September 10-1pm for renewals clinic	
11 <sup>th</sup> July	Committee to agree membership card format(s) i.e. whether some electronic or not	
11 <sup>th</sup> July	Request possibility of who can/will be available on 28 <sup>th</sup> August	
Before 17 July	Compose email to alert members renewal form on its way, and no fees to be paid before 1 <sup>st</sup> September	
5 <sup>th</sup> August	Post or email out warning letter/email	
9 <sup>th</sup> August	Committee meeting - All paperwork and issues agreed and final copies of Renewal & New Members forms presented and agreed	
Before 21 <sup>st</sup> August	Compose and agree letter to go out to members with application form	
21 <sup>st</sup> August	All paperwork ready and at Ann's to be mail merged and printed	
29 <sup>th</sup> August (provisional)	Stuffing of envelopes day at Ann's	
30 <sup>th</sup> August (provisional)	Posting of Forms etc	

Committee to approve timetable

## **Agenda Item 7: Future Publicity Events**

**Action for the Committee:** Agree responses to questions for the Committee below

### **Thoughts on future publicity/recruitment of new members**

1. Our success in engaging with people and signing up new members at the Midsummer Celebration has made me reconsider the best way to recruit new members. After the publicity drive we recruited two or three new members. After the Midsummer event we recruited at least 20 new members, with membership numbers at 600 at the time of writing (8<sup>th</sup> July).
2. If we do another publicity drive in County Mall, we need a couple of groups to display items, e.g., the Smartphone Photographic Group, Painting and Drawing. A table full of leaflets and newsletters is not necessarily enough to engage people's attention, whereas a display may cause them to stop and take another look.
3. Should we consider doing something out of doors before this year's Open Afternoon? I could contact the Council to see whether they have any events in Queen's Square where we might have a small stand.
4. As well as, or instead of, we could do something in Memorial Gardens, very much along the lines of our Midsummer's Event with a few tables with displays (but minus the musical performance and history walk).

### **Questions for the Committee**

1. Whether or not we do run a publicity event before 8<sup>th</sup> September Open Day, and if so, should this be in County Mall, Memorial Gardens or, if possible, at an event taking place in Queen's Square.
2. Should we discuss now whether to run any publicity events in the period October – December, or defer this discussion until we can assess the success of the pre-Open Day publicity event (if we undertake one) and the 8<sup>th</sup> September Open Day itself?
3. Are there any other suggestions on how best to recruit new members?

Sue Parker, Communications Coordinator, 8<sup>th</sup> July

## Agenda Item 8: New Members Meeting for Late September 2023

**Action for the Committee:** Agree responses to questions for the Committee below

### Meeting for 2023 similar to the November 2022

A very successful New Members Meeting was held at the St Paul's Canteen in November 2022 (see Annex for the report). Potential members were also invited.

It is suggested that we hold a similar meeting this year, but in late September, so it can be advertised at and before the 8<sup>th</sup> September Open Day and communicated to the new members recruited over the last few months, especially those at the recent celebration day.

Also, the earlier we hold it, the more likely they are to join Groups and regular u3a events (the October Friary meeting on 13<sup>th</sup> October, the Coffee Morning on 30<sup>th</sup> October).

As the St Paul's Canteen location worked well last year it is suggested that we aim to book this again.

**Question 1 for Committee:** Does the committee agree with this proposal?

**Action:** Trustees to let the Secretary know which of the slots below they could attend, given their non-u3a commitments. We can then check the canteen availability.

The slots below are those with a low numbers of group meetings, and exclude those slots in which Trustees themselves are acting as Group Leaders:

Date	Week of month	AM	PM
Friday 15 <sup>th</sup> Sept	3 <sup>rd</sup> Fri	Y	Y
Mon 18 <sup>th</sup> Sept	3 <sup>rd</sup> Mon	Y	Y
Wed 20 <sup>th</sup> Sept	3 <sup>rd</sup> Wed	Y	
Thurs 21 <sup>st</sup> Sept	3 <sup>rd</sup> Thur		Y
Fri 22 <sup>nd</sup> Sept	4 <sup>th</sup> Fri	Y	Y
Tue 26 <sup>th</sup> Sept	4 <sup>th</sup> Tue	Y	
Wed 27 <sup>th</sup> Sept	4 <sup>th</sup> Wed		Y
Fri 29 <sup>th</sup> Sept	5 <sup>th</sup> Fri	Y	Y

**Question 2 for Committee:** Is it agreed that the Members Coordinator and the Chair jointly co-ordinate and run this event (though other Trustees will be attending and assisting)?

**Question 3 for Committee:** Do we advise the Member Support role holder, Ann Sole, to discontinue the informal St Pauls lobby 1<sup>st</sup> Thursday of the month new members meetings (I think no more than one or two ever took place in 2023, and, as Ann Sole pointed out to me, there are now too many new members for this to be practicable). We will come back to the question of how best to meet new members joining after this September meeting.

Margaret Lloyd, Secretary 8<sup>th</sup> July



## **Annex: Report from the New Members Meeting 3<sup>rd</sup> November 2022 10:30 – 12:00**

This is a brief review of this event which introduced new, and a few potential, members to Crawley w3a. It was held in the **St Pauls Canteen**, a substantial room off the foyer of St Paul's.

In attendance were all committee members, 5 members of RUGS, and around 15 new members. Some came late and some left early. The meeting was chaired by the then Vice Chair with support from other members, when appropriate.

The agreed purpose of the meeting was to welcome new members and to provide them with essential information about how Crawleyu3a operates, our relationship with the Third Age Trust, our Mission, Vision and Principles, the scope of our activity, and the parts members can play. The new members were also invited to pose as many questions as they felt necessary.

The general feeling was that the meeting was a success as validated by some positive feedback both on the day, and later.

### **What worked well**

- The venue, St Paul's, has a car park, and adjacent bus stops
- Their foyer is welcoming
- The canteen was spacious, and the comfortable seating configured in a horseshoe shape which encouraged participation
- The atmosphere was informal and warm, and the engagement was constant and broad.
- RUGS provided tea, coffee and biscuits, with ample refills.
- The timing of 2 hours was appropriate, allowing opportunities to meet everyone.
- The necessary information, along with handouts [the latest Groups' Directory and a two pager titled "Essential Information for all Crawley Members", both on the website], was imparted and our meeting objectives met.

### **What could be improved**

The sole sticking point centred on the pre meeting arrangements, which had not been communicated with any clarity to the committee, many of whom were (pleasantly) surprised to be greeted on arrival by the RUGS. This, I hope, should be easy to solve.

In all, the meeting can be judged successful, and provide a useful model for future events

Jim McGough

### **Proposals:**

- Incorporate future meetings in the 2023 calendar (to be discussed at the December 15<sup>th</sup> meeting)
- To consider a reformatting and redrafting of the current Members Handbook, to incorporate the information in "Essential Information for all Crawley Members", to ensure all information is consistent
- Do some external advertising (e.g. via neighbourhood Facebook sites, via the Newsletter encouraging existing members to pass on details of the event to other people they think would be interested) before the event aimed at attracting potential new members instead of actual ones
- Include a few visual aids in future meetings

## Agenda Item 9: Trustees' Role Profiles & Responsibilities

**Action for the Committee:** To agree responses to questions in green

### 1. Objectives

We will soon be starting to plan the 2023 AGM, to take place on 10<sup>th</sup> November. We will be finalising the nomination forms for all Trustee posts at the 13th September meeting and so need to start defining the content of the vacant Trustee posts to be filled.

We also need to be clear on what being a Crawley u3a trustee means in more general terms, in addition to undertaking the specific duties of one of the defined Trustees roles.

It was agreed by the Committee meeting of 22<sup>nd</sup> November that we establish a detailed set of Committee tasks, showing which Trustee is responsible for what. This is intended to:

- a) Clarify who needs to be contacted on a specific issue
- b) Ensure that no task "falls between the cracks" because everyone assumes somebody else is doing it. This is particularly important when one or more Trustee Posts are unoccupied (e.g. not having an Events Coordinator meant that nobody contacted RUGs in advance of the November 2022 new Members Meeting).

### 2. Proposed Documents to meet these Objectives

#### (i) For Members interested in becoming a Trustee

See [Annex 1](#) for a first draft. This is intended to make it clear to members who are considering putting themselves forward as Trustees what being a Trustee involves.

#### (ii) Brief Trustee and Role Profiles

See [Annex 2](#) for a first draft. It is intended this be sent out with the nomination papers, showing clearly which roles are vacant.

#### (iii) Trustee Responsibilities by Role.

This is a spreadsheet [Trustee Responsibilities by Role Draft1.xls](#) showing in detail the duties currently assigned to each Trustee Role. Again, this is very much a first draft and it is the intention that it be updated regularly, to reflect, within the parameters of the individual Trustee Role descriptions, shifts in precise responsibilities arising from individual's precise skills and interests. In addition, it shows which Trustees are performing which elements of the Trustee roles currently vacant.

Note that the Trustee Roles include the elements for which a Trustee is responsible but which currently are undertaken by a Support Role, except for the Webmaster, Database (Beacon) Administrator, and Welfare Support roles, which will be added for the next version.

It is proposed that these replace the document "[Crawley u3a Committee and Support Role Profiles](#)" (to be found on <https://u3asites.org.uk/crawley/page/123801>) in which the Trustee role descriptions are too detailed to be effective when seeking new Trustees, but not detailed enough to be useful in ensuring that all operational tasks are covered.

### 3. Sources of Information Used

- (i) "[Crawley u3a Committee and Support Role Profiles](#)" (to be found on <https://u3asites.org.uk/crawley/page/123801>). The Trustee role descriptions in this are too detailed to be effective when seeking new Trustees, but not detailed enough to be useful in ensuring that all operational tasks are covered. The Support Role descriptions it includes are useful.
- (ii) The Third Age Trust u3a sample role descriptions <https://www.u3a.org.uk/advice>.

This includes sample descriptions for:

- Chair
- Vice-Chair (but states that it is usual for the core Vice-Chair function to be combined with another Trustee Role (though constitutionally this must not be another Officer role)
- Secretary
- Treasurer
- Group Coordinator
- Membership Secretary

The u3a does state of course that individual u3as may organise elements of these roles slightly differently, within the parameters (for the Officer Trustee roles) set by the u3a constitution and charity law. They are a useful reference point.

#### 4. Questions for the Committee on policy for recruiting Trustees for 2023/24:

##### Question 1

Does the committee agree with the proposal of producing these three documents? If not what other suggestions do they have?

##### Question 2

Do we assume that the Trustee Roles for which the current holders are standing again (see Annex 2) remain broadly as they currently are (i.e. as shown on [Trustee Responsibilities by Role Draft1.xls](#)) on the basis that we manage to recruit to those tasks they are currently undertaking due to lack of Vice-Chair and/or Events Coordinator?

##### Question 3

Do we assume the Events Coordinator role remains substantially unchanged?

##### Question 4

On the Vice-Chair role, the Non-Officer Trustee Role 2 and possibly the Access Coordinator/Non-Trustee Role 1 do we seek to draw up draft role profiles first and then seek out potentially interested members or do we seek out members potentially interested in acting as a Trustee and shaping the role around their skills, experience and preferences?

##### Question 5

Note that the Chair will be coordinating a report for the August 9<sup>th</sup> meeting on options for recruiting volunteers (Trustees, Support Roles & Group Leaders). Is anybody keen to work with him on this?

##### Question 6

On the vacant support roles (listed in [“Crawley u3a Committee and Support Role Profiles”](#) but excluding those which were proposed for the deferred 2022 Reorganisation but never formally approved) plus the Assistant Groups Coordinator (O&A Groups) should we just concentrate now on trying to fill those which the relevant Trustee really wants to fill?

##### Question 7

Is there anything else we should be thinking about now at this point?

##### Question 8

Does the Committee agree with the proposed next steps below?

## 5. Proposed Next Steps to feed into next version of these documents for 9<sup>th</sup> August Meeting

By Friday 4<sup>th</sup> August unless otherwise indicated

No	Action	Who
1	Feedback comments and amendments on <b>“For Members interested in becoming a Trustee”</b> to Secretary by <u>Tuesday 25<sup>th</sup> July</u> , copying into other Trustees. Secretary to then produce Draft 2 for August 9 <sup>th</sup> meeting.	All
2	Check that Liz Tenant is intending to continue in her current support roles Speaker and Seasonal Outings Organiser for 2023/24	Chair
3	Access Coordinator to submit her report, if possible, by Tuesday 25 <sup>th</sup> July so it can be circulated around other Trustees and reactions fed into next version of the documents	Access Coordinator
4	Submit any comments and amendments on the brief role profiles in <a href="#">Annex 2</a> to the Chair & Secretary and, depending on the response to <a href="#">Question 4</a> , submit to the Chair & Secretary brief proposals for the Vice-Chair and Non-Officer Trustee(s) Role Profiles	All
5	Report to the August 9 <sup>th</sup> meeting proposing options for recruiting volunteers	Chair plus?
6	Holders of Trustee Roles intending to continue into 2023/24 to let the Secretary know whether they are actively seeking to fill a vacant support role so we can confirm a Support Role profile and include it in the list of posts to be advertised	Relevant Trustees
7	Secretary to confirm with Members’ Coordinator and current Membership Support the content of the Members Support role post the current renewal process.	Secretary & Members Coordinator
8	Current Groups Coordinator to decide which elements of this role he would like to continue with in a Support Role capacity (so we can possibly consider adding/moving other tasks into the Groups Coordinator Trustee role)	Groups Coordinator
9	Liaise with Secretary on submit additions and amendments to <a href="#">Trustee Responsibilities by Role Draft1.xls</a>	All

Margaret Lloyd, Secretary 10<sup>th</sup> July

## **Annex 1: For members interested in becoming a Trustee [DRAFT 1]**

### **1. What does acting as a Trustee for Crawley u3a involve?**

To an extent this depends upon which of the Trustee Roles you hold, but there are duties common to all of the roles.

#### **A) Duties Common to all Trustee Roles**

1. Attend Committee meetings (currently held on the 2<sup>nd</sup> Wednesday of each month 16:00 – 18:00 at St Pauls Church), having made sure you have familiarised yourself with the issues being discussed by studying the meeting papers beforehand.
2. Submit on a timely basis reports and other papers as requested for the monthly meetings (deadline normally end of Saturday four days before the meeting date) and other meetings.
3. Adherence to the following (on <https://u3asites.org.uk/crawley/page/123801>)
  - The Third Age Trust Trustee Responsibilities;
  - The Third Age Trust Trustee Code of Conduct.

Crawley u3a, like all u3as, operates as a registered charity, and all Committee Members automatically serve as Charity Trustees. These documents cover the legal implications of this.

4. Try to attend Crawley u3a events and meetings open to all members (Monthly Friary meetings, the AGM, Annual Fees meeting, Annual Open Day, Celebration Events, Christmas party)
5. Participate in temporary sub-committees relevant to your Trustee specific role.
6. Upon taking up your role, participate in an induction programme, involving meetings with each of the Officers and, as relevant, the holders of the other Trustee Roles.
7. Undertake actions assigned to you from Committee meetings
8. For operational continuity reasons retain up-to-date notes of the main processes involved in your Trustee Role in case you are forced to take a sudden break.
9. Meet with the successor in your Trustee Role to explain your role and hand over any documents.

#### **B) Duties Specific to your Trustee Roles**

An outline description of each role is shown in [Annex 2](#). The duties currently assigned to each role are shown in the spreadsheet [Trustee Responsibilities by Role](#). But it should be noted that:

1. Some adjustment of duties between the different Trustee roles does take place from time to time to take account of role holders' specific skills and experience;
2. Some of the duties pertaining to any unfilled Trustee Roles will need to be reallocated to other Trustees;
3. Some of the duties can be undertaken by a Support Role (somebody not a Trustee but is keen to assist), assuming a u3a member can be recruited. The holder of any Support Role will need to be guided and monitored by the relevant Trustee Role.

Those Trustees who have already served on the Committee for a year or more will assist you during the first months.

### **2. Will it involve a lot of my time?**

Taking on a Trustee role represents a significant commitment. In addition to attending Committee meetings and other key Crawley u3a events you will be expected to spend further time both fulfilling the duties of your specific Trustee Role and in preparing properly for Committee meetings.

This time commitment should not be onerous, especially if you plan ahead and are self-disciplined. We plan what is to be covered at each Committee meeting some months in advance, and the timing of key events, such as the AGM and the Open Day normally remain unchanged from one year to the next.

### **3. What are the rewards?**

The rewards are considerable - a sense of accomplishment, pride in being part of a successful team bringing benefits to others, improved self-esteem and gaining new friends.

And above all, as somebody who has enjoyed being a member of Crawley u3a, the knowledge that you are granting others the opportunity to experience the benefits of membership.

### **4. Do I need any particular skills or experience?**

- (i) Personal qualities such as being able to listen to others, work as part of a team, have the confidence to challenge others, and a willingness to face new challenges are at least as important as particular skills.
- (ii) You will need basic IT skills, and an ability to express your ideas.
- (iii) It is useful to have had some previous experience of serving on a Committee (whether a u3a committee or not) but not essential for any role other than the Chair.
- (iv) The Treasurer role does require some technical knowledge and experience of accounts, and the Secretary role general administrative skills.

### **5. I don't feel ready to become a Trustee but is there some other way I could help the Committee?**

There are a number of potential Committee Support Roles which are unfilled. Unlike the Trustee roles, there are no elections involved and you can start at any point in the year. For most of these roles you will be directly assisting just one of the Trustees. We are currently looking for volunteers to fill the following support roles:

*Outstanding – to be completed once we determine which Support Roles we are recruiting to*

## Annex 2: Brief Role Profiles [DRAFT]

*Comments on expected status for 2023/24 in purple italics*

Officer Trustee Roles	
1	<p><b>Chair</b></p> <p>To lead on the governance, strategy, sustainability and development of the u3a, and to chair Committee and All Member meetings.</p> <p>To ensure the u3a's adheres to the u3a movement's Vision, Mission, and Principles, that Trustees follow the Trustee Responsibilities and Trustee Code of Conduct (as drawn up by the Third Age Trust (TAT)), and that the u3a conforms to the Terms of Membership of the Third Age Trust.</p> <p><i>Assumed current holder will stand again for 2023/24</i></p>
2	<p><b>Vice-Chair</b></p> <p>To serve as deputy to the Chair, work on new initiatives for u3a development, and to mentor and guide other committee members.</p> <p><i>Need to agree on content</i></p>
3	<p><b>Secretary</b></p> <p>To oversee the non-financial administration of Crawley u3a, dealing with the practical requirements of the Charity Commission, relevant non-charity legislation (such as GDPR), and TAT. The organisation and minuting of Committee and All Members meetings, dealing with external correspondence on non-membership matters, and the retention of documents and records.</p> <p><i>Assumed current holder will stand again for 2023/24</i></p>
4	<p><b>Treasurer</b></p> <p>To oversee the finances of the u3a in line with good practice, charity legislation, and in accordance with the requirements of the Committee.</p> <p>To take day-to-day for responsibility of the u3a finances, provide regular reports to the Committee and to plan for the future needs of the u3a.</p> <p>To maintain the accounting system and ensure effective controls and procedures are in place.</p> <p><i>Assumed current holder will stand again for 2023/24</i></p>
Non-Officer Roles	
5	<p><b>Communications Coordinator</b></p> <p>To manage the ongoing internal Crawley u3a communications, including newsletters, website and social media, and external publicity intended to recruit new members and raise awareness of the u3a within Crawley.</p> <p><i>Assumed current holder will stand again for 2023/24</i></p>
6	<p><b>Groups Coordinator</b></p> <p>To oversee the activity groups, assisting in the development of new groups and undertaking succession planning new Group Leaders (GLs). To support the Group Leaders, ensuring that they operate the correct financial, legal and u3a policy procedures.</p>

	<p><i>Current holder reaches end of his term at end 2022/23.</i></p> <p><i>Need to determine which elements of this role he continues with in a Support Role capacity</i></p>
7	<p><b>Members Coordinator</b></p> <p>To respond to all enquiries about membership, to process all new membership applications and to coordinate events for new members. To manage the annual membership renewal, ensure that members' details on Beacon are correct and to liaise with the TAT on the members to receive Third Age Matters (TAM)</p> <p><i>Assumed current holder will stand again for 2023/24</i></p>
8	<p><b>Events Coordinator</b></p> <p>To facilitate all social events open to all Crawley U3A members, including organising the speakers for the monthly meetings, arranging the seasonal outings, coffee mornings, Christmas parties and other celebration events. To be the main point of contact between the Committee and the Really Useful Group (RUGs).</p> <p><i>The Speaker Organiser and Seasonal Outing Organiser components currently filled as Support Roles by Liz Tenant. Need to check she is willing to continue with these for 2023/24.</i></p> <p><i>Need to fill the Events Coordinator role</i></p>
9	<p><b>Access Coordinator [under Review] [ex Other Non-Officer Trustee 1]</b></p> <p><i>Current holder doing report for August 9<sup>th</sup> on the extent to which the Accessibility Coordinator (which is required by our EDI policy) represents a full Trustee Role. If it does not then need to:</i></p> <ul style="list-style-type: none"> <li><i>(i) Consider where the Accessibility Coordinator function best sits</i></li> <li><i>(ii) What we replace this Trustee role with</i></li> </ul>
10	<p><b>Other Non-Officer Trustee 2</b></p> <p><i>Was never defined. Need to consider possibilities</i></p>



## **Agenda Item 10: Update of Safeguarding Policy and Guidance**

### **Action for the Committee: To respond to Proposals 1 & 2 below**

Crawley u3a's current Safeguarding Policy, based on the Third Age Trust (TAT) sample policy of November 2021, was approved at the March 8<sup>th</sup> Committee Meeting.

In May, TAT issued an updated Safeguarding Policy. This did not include more than a few changes on the actual policy, but did include much more practical guidance (including a flow-chart) to support the policy. We plan to include this guidance as an Annex to the policy, within the same document.

Note that it is a legal requirement of all the Charity Commissions that **all u3as (and other charities) must have a safeguarding policy in place to protect their members.**

**Proposal 1:** That we approve this updated policy (see below), plus associated guidance, and place it on the web

**Proposal 2:** Consider how else we might bring this to the attention of Group Leaders and Members e.g.

- Include in the agenda for the October 2<sup>nd</sup> Group Leaders meeting
- Include in the proposed Group Leaders Handbook
- Mention at the New Members Meeting
- Include in next edition of the Members Handbook
- Include a note on the portable Crawley u3a noticeboards
- An article in a future Newsletter

Jim McGough Chair/Margaret Lloyd Secretary, July 9th

## Crawley u3a Safeguarding Policy and Guidance

Text in red represent the additional clauses added by the Third Age Trust in their Safeguarding Policy issued May 2023. No clause in the TAT's earlier version (November 2021) has been removed.

### Purpose

1. This policy and procedure are written to enable the committee to address issues where there are safeguarding concerns. Safeguarding includes incidents between members, concerns regarding abuse or neglect that a u3a member may be experiencing outside of the u3a, health related issues or previous or pending criminal convictions.
2. The purpose of this policy is to demonstrate the commitment of Crawley u3a to safeguarding their members and to ensure that everyone involved in Crawley u3a is aware of:
  - The legislation, policy and procedures for safeguarding adults.
  - Their role and responsibility for safeguarding adults.
  - What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within Crawley u3a.

### Scope

3. This safeguarding policy and procedure apply to all individuals involved in Crawley u3a, including the committee, group leaders and members, and to all concerns about the safety and wellbeing of members taking part in u3a activities and in the wider community.

### Safeguarding Commitments

4. In order to implement this policy, Crawley u3a will ensure that all members will be aware of the safeguarding procedures and know who to contact if they have a concern relating to the welfare or wellbeing of an adult.
5. Crawley u3a committee has a duty of care to its members and is committed to upholding this safeguarding policy in order to protect its members.
6. Crawley u3a recognises that some people are potentially at risk of abuse and neglect. Where abuse or neglect is suspected Crawley u3a will aim to respond in a prompt and efficient manner to any situation where there is a risk of or perceived risk of harm.
7. Crawley u3a does not hold any statutory authority. Matters of concern will be reported to the relevant safeguarding authorities and charity regulatory authorities, as appropriate. This may include the local authority, the local multi-agency safeguarding hub (MASH), or the police in an emergency.
8. Where there are concerns for a member's wellbeing or safety, Crawley u3a committee will complete a safeguarding risk assessment, seek advice and support from the Trust where necessary, and will contact the relevant statutory authorities as needed. It is not appropriate for Crawley u3a to take the lead role in any Safeguarding Enquiry (under Section 42 of the Care Act 2014 (England and Wales)).
9. Crawley u3a recognises that there are various forms of abuse which can be perpetrated by volunteers, members, relatives, friends and neighbours. Crawley u3a will neither condone nor tolerate any form of abuse or neglect and believes that all people should be able and, where necessary, enabled to live in an environment which is safe and free from harm.
10. Crawley u3a will put the well-being of those at risk of harm first, and they will be actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will

be respected and supported unless there are overriding reasons not to. Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.

11. A list of the types of safeguarding risks and harm can be found on the England and Wales Charity Commission website (<https://www.gov.uk/guidance/safeguarding-for-charities-and-trustees>)
12. Crawley u3a will monitor the implementation of this policy and procedure annually through its committee.
13. When following the safeguarding procedure Crawley u3a will strive to uphold the principles that those involved in incidents are entitled to:
  - privacy
  - be treated with dignity and respect
  - lead an independent life and to be enabled to do so
  - choose how they live their lives
  - the protection of the law
  - have their human and civil rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.
14. Crawley u3a will also follow the principles enshrined within the Care Act 2014:
  - **Principle 1 – Empowerment** – whereby the approach is focused on the individual making their own decision and gaining informed consent, where possible.
  - **Principle 2 – Prevention** – seeking to take steps to prevent issues from arising or escalating.
  - **Principle 3 – Proportionality** – responding in a proportionate way to the issue/s being presented.
  - **Principle 4 – Protection** – seeking to keep the membership safe and protection for those deemed to be at risk.
  - **Principle 5 – Partnership** – reporting incidents to the relevant statutory bodies and liaising with the Trust.
  - **Principle 6 – Accountability** – accurate recording of incidents. Reporting incidents, as required, to the Trust and relevant regulatory authorities.

## Procedure

15. Crawley u3a has a responsibility to ensure that its committee members and group leaders understand their safeguarding responsibilities.
16. Depending on the nature of the allegation and the identified risk, Crawley u3a will support the alleged victims and the alleged perpetrators of any abuse as well as any volunteer who becomes aware of an allegation in so far as this does not compromise any safeguarding enquiry or investigation into the allegation or place other adults at risk.
17. Crawley u3a will make every effort to respect the confidentiality of any information that is disclosed under this policy and procedure, however due to the seriousness of allegations confidentiality is not absolute. Information will be recorded and stored securely in accordance with Data Protection Act 2018, but information may have to be shared, on a 'need-to-know' basis only, to prevent:
  - Danger to a person's life
  - Danger to a person's health
  - Danger to others

- Danger to the community
- or to prevent or to facilitate the investigation of a serious crime

## Courses of action

18. Crawley u3a's approach to safeguarding will include members who exhibit health concerns that could put themselves or others at risk, convictions (previous or pending) that include offences of a sexual or violent nature, inappropriate behaviour exhibited by a member including sexual advances, bullying, aggression or violent behaviour, harassment and/or discrimination. This can include behaviour exhibited face to face as well as electronic communications or via social media platforms.
19. Where the committee becomes aware of a safeguarding concern, steps will be taken, as needed, to ensure the safety of adult/s at risk is secured as a first priority. The steps to take to address this will be discussed and agreed between the Executive Officers of the committee in the first instance. No committee member will act in isolation when dealing with a safeguarding concern. **The steps taken should be documented and stored securely in accordance with the Data Protection Act 2018.**
20. Where Crawley u3a committee becomes aware of a safeguarding concern, the first step will be to gather as much information as possible to assist with the decision as to the next steps. A risk assessment will be developed and recorded as soon as possible after the concern comes to the attention of the committee.
21. Where it is deemed that the risk is high and immediate action needs to be taken, the committee will contact the relevant local authorities and – where possible – the Trust for advice and support.
22. As far as possible, the adult at risk's wishes will be respected as to whether or not to refer any concerns to the local authority as a Safeguarding Enquiry under Section 42 of the Care Act 2014. However, it may be necessary to override their wishes in the best interests of other adults at risk.
23. In developing the risk assessment, the committee will consider the level of risk and the action that needs to be taken accordingly. Assessment of risk will include:
  - Risk to the individual member
  - Risk to other members within the u3a
  - Reputational risk for the individual u3a and the u3a movement as a whole
24. Where the risk is not deemed to be high, but support is needed, Crawley u3a will contact the Trust to discuss the concerns and seek additional assistance in developing the risk assessment. Assistance will always be sought before moving to exclude any member from the u3a on the basis of a safeguarding risk assessment.
25. Once the risk assessment is completed, the committee will decide as to the most appropriate course of action. This could include excluding members from certain groups i.e., groups held in people's homes, requesting that a member attends the u3a with a carer or excluding a member from a group run by a particular group leader.
26. Depending on the nature of the allegation it may be necessary to pursue the incident following Crawley u3a's complaints, disciplinary or grievance procedure. Where it is decided that this is the best course of action the matter will not be investigated by any party that was privy to the initial reporting of the incident.
27. All actions taken will be recorded. Any records will remain confidential to the committee unless a prior decision has been taken to share the record with the relevant statutory bodies.

Version	Description of changes	Date
TAT template	Safeguarding Policy and Procedure sample	18/11/2021
1.0	TAT Sample Policy and Procedure sample personalised for Crawley u3. Approved by Committee. a	8/03/23
2.0	Updated to reflect revised TAT Sample Policy and Procedure sample issued May 2023	

**To be included as an Annex to the Policy**

**Safeguarding Guidance** (from Third Age Trust Safeguarding Guidance issued May 2023, and all new)

## Section 1: Safeguarding Information and Overview

### 1. What is safeguarding?

“Safeguarding” refers to measures designed to protect the health, wellbeing and human rights of individuals.

- All u3a members have a responsibility to report any safeguarding concerns to their committee.
- All u3a committee members have an obligation to follow their safeguarding policy and procedure if they suspect that a member is at risk of abuse.

### 2. What are some examples of where safeguarding procedures may be activated?

- A member controlling the finances of a visually impaired member.
- A member arriving at an outdoor-based group without appropriate clothing and seemingly confused.
- A member making advances towards another member with dementia.

### 3. What is the responsibility of members in safeguarding?

Safeguarding is everyone’s responsibility, and members must bring any safeguarding concerns they have to their committee (this can be via their group leader). Members should follow their code of conduct and not keep any concerns they have to themselves.

### 4. What is the responsibility of the committee in safeguarding?

All trustees must take reasonable steps to protect anyone who comes in contact with u3a from harm. Every trustee should have clear oversight of how safeguarding and protecting people from harm are managed within the u3a. Trustees must report all safeguarding concerns to the relevant safeguarding authorities promptly. Trustees should support those involved in safeguarding incidents but should not lead safeguarding investigations- this must be left to the authority it is referred to (e.g. social services). Once a safeguarding concern has been raised, it should be referred onto the appropriate authority. Usually, in England this would be the local authority or social services in England. In cases where the individuals involved are in immediate danger you should call 999. Additionally, **Hourglass (previously Action on Elder Abuse)** <https://www.wearehourglass.org> is a confidential support and advice for older

people who have been abused or people who know an older person who may be suffering abuse.  
Available weekdays 9am - 5pm on freephone 0808 808 8141.

## 5. What are the signs and indicators of abuse and neglect?

Abuse may be inflicted by anyone that the member comes into contact with. There are many signs and indicators that may suggest abuse or neglect including:

- Unexplained bruises or injuries – or lack of medical attention for an injury
- Non attendance at interest groups without reason and no response to reminders from group leaders or other members.
- Significant loss or gain of weight and/or an unkempt appearance.
- A change in the behaviour or confidence of a member, where they become quiet and withdrawn, or lash out in anger.
- A member showing fear of a particular group or individual.
- A member who sends unwanted sexually explicit text messages to a vulnerable member
- Threats of physical harm and bullying, or intentional striking of another member.

Additionally, a member may report they are being abused – i.e., a disclosure.

## 6. How do you deal with a disclosed safeguarding concern?

If someone discloses a safeguarding concern to you:

### Do:

- Stay calm and try not to show shock or disbelief.
- Listen carefully to what they are saying.
- Be sympathetic (“I’m sorry that this has happened to you”).
- Be aware of the possibility that medical evidence might be needed.
- Tell the person that:
  - They did the right thing to tell you.
  - You are treating the information seriously. It was not their fault.
  - You are going to inform the appropriate person.
  - You/ will take steps to protect and support them.
- Record and report the disclosure in line with your safeguarding policy and procedure.

### Do not:

- Press the person for more details if they are not comfortable sharing.
- Stop someone who is freely recalling significant events (Don’t say ‘hold on, we’ll come back to that later’; they may not tell you or anybody else again).
- Promise to keep secrets; you have a duty of care to raise safeguarding concerns.
- Make promises you cannot keep such as “this will never happen to you again”.
- Contact the alleged abuser unless they are also a u3a member and it is necessary to do so to safeguard other members.
- Be judgemental.
- Pass on the information other than to those with a legitimate ‘need-to-know’ under your safeguarding policy and procedure.

## 7. How should you record a safeguarding concern?

- Note what people actually said, using their own words and phrases.
- Describe the circumstances in which the disclosure came about.
- Note the setting and anyone else who was there at the time of the disclosure.
- Separate factual information from your own and others’ opinions.
- Use pen or biro with black ink so that the report can be photocopied if needed.

- Be aware that your report may be required later as part of a legal action or disciplinary procedure.

## 8. Key Definitions

### Adult at risk

Any person aged 18+ who has need for care and support, is experiencing, or is at risk of abuse or neglect, and as a result of those needs is unable to protect themselves against the abuse or neglect, or risk of it.

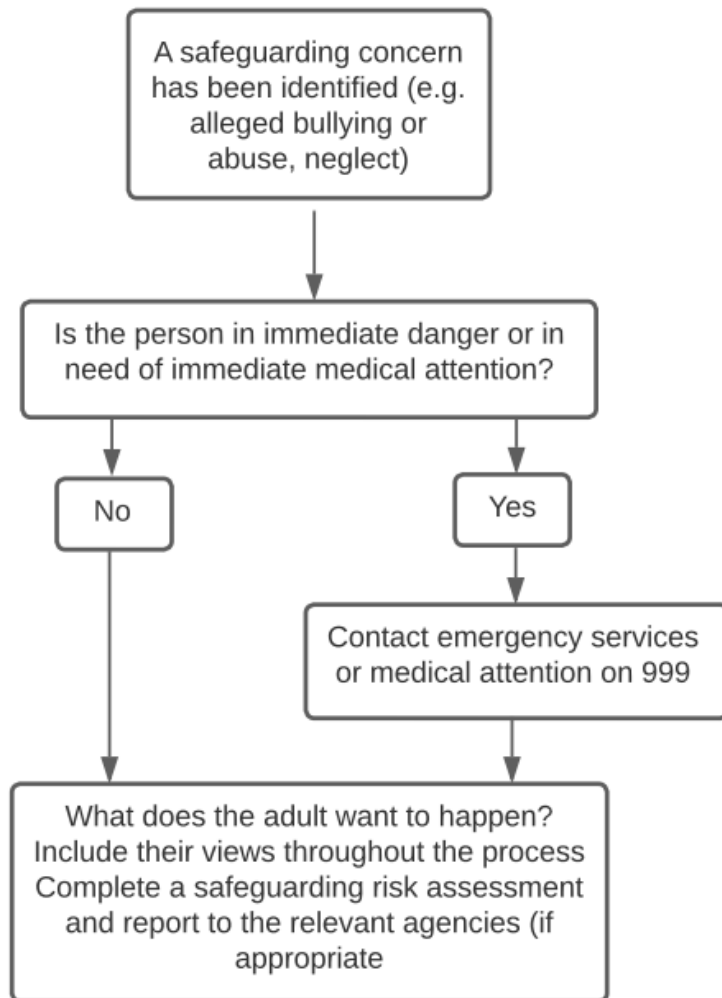
### Abuse

is the “violation of a person’s human and civil rights by any other person(s). It may be a single or repeated act(s), physical verbal, psychological, sexual, institutional, discriminatory, or financial, an act of neglect or failure to act”.

### Types of abuse

- **Physical abuse** e.g. assault, hitting, slapping, pushing.
- **Domestic violence** e.g. psychological, physical, sexual, financial, emotional.
- **Sexual abuse** – including inappropriate looking or touching, indecent exposure and sexual harassment.
- **Psychological abuse** e.g., threats of harm, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation.
- **Financial or material abuse** e.g., theft, fraud, internet scamming, coercion in an adult’s financial affairs/arrangements, including with wills, property, inheritance or finances, or the misuse/misappropriation of property, possessions or benefits.
- **Modern slavery** encompasses slavery, human trafficking, forced labour and domestic servitude.
- **Discriminatory abuse** including harassment, slurs, or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect in relation to care provided at home. This may be a one-off incident or on-going ill-treatment, through neglect or poor professional practice.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, withholding of medication, adequate nutrition and heating.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

## 9. Flow-Chart





## Agenda Item 11: Draft Agendas for next meetings

Action for the Committee: To approve

August 9th				
September 8th Open Day arrangements			Open Day Sub-committee	
Membership renewal process continued			Members Coordinator/Treasurer	
New Members Meeting			Chair/Members Coordinator	
Agenda for Group Leaders Meeting 2nd Oct			Chair/Secretary	
Timetable for AGM 2023			Secretary	
Access Coordinator report			Access Coordinator	
Trustee & Support Roles continued			Secretary	
Actions to recruit more volunteers			Chair	
Health & Safety Policy (from recent Third Age Trust template)			Secretary	
Calendar 2023/24			Secretary	
Sept 13th				
Report on Open Day (if possible)			Comms Coordr/Groups Coord	
AGM Preparation & Nomination Forms			Secretary	
Draft 22/23 Accounts (if ready)			Treasurer	
Membership renewal progress report			Members Coordinator/Treasurer	
Planning Xmas party			tbc	
Proposals on Honorary Membership			Access Coordinator	