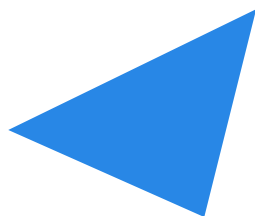




Volunteers Meeting

13th September 2022



Agenda

- Welcome
- Open Day
- Finance
- Insurance
- Comms
- New Organisation
- Member Support
- AOB

Chair
Vice Chair
Treasurer
Secretary
Comms Co-ordinator
Treasurer
Membership Sec
Chair



Open Day Friday 9th September



What went well ?

Anything we could do differently next year ?

u3a



Finance Update

Treasurer

Fee Changes for 2022/23

Fees



| | |
|----------------------------------|----------------------|
| Individual Annual Membership fee | – £ 10.00 to £ 20.30 |
| Room based Attendance fee | – £ 1.50 to £ 2.00 |
| Outdoor Annual Membership fee | – £ 3.00 to £ 3.80 |

Factors influencing change:

- Inflation
- Increased compliance with legislation e.g. Health & Safety
- Management of Risk.
- 2021/22 fees set at < cost due to covid uncertainty
- Promote and grow u3a, for the long term.

GLs' Procedures & Reference Guidance

- Outdoor Annual membership fees – being invoiced October
- New definitions of reclaimable expenses/consumables
 - Outdoor recce costs, to identify risk issues
 - Learning aids and material
- Small Group Exemptions
- Reclaiming of photocopying costs reduced to 8p per copy

Insurance

Secretary

Insurance: Introduction

- Policies cost 25p (part of c£4.40 Trust charge per member)
- Cover relevant to Groups:
 - Public & Products Liability Insurance
 - Equipment
 - Home (if you use your home as a u3a venue)
 - Cash

Public & Products Liability Insurance

- Cover for claims from u3a members or general public for damage to person or property caused by u3a negligence (excess property is £500)
- Covers damage resulting from any item belonging to the u3a
- But grey areas e.g. a member slips and breaks their leg
 - A pure accident ? or
 - Was their footwear not suitable for a muddy walk, and if so should the GL have noticed this and warned them ?
- U3a member who carelessly jostled member of public into a canal was considered negligent, so u3a covered

Equipment & Home Contents

- Excess £250, limit £25,000
- Equipment in public place must be secured (fixed to ground or locked away)
- Members equipment only covered if used in their home
- Home contents – minor incidents only
- Covers accidents (no need to prove negligence) e.g. red wine on carpet

Cash

- Excess nil, limit £1,000
- Covers assault when in transit
- Covers theft through forced entry into your house
- No cover for theft from unattended vehicles
- Exclusions for dishonesty, fraud, accounting losses etc

If covered for negligence why risk assessments ?

- Want to minimise any harm to people
- To reduce the number of incidents, and hence claims, so lower pay-outs and insurance premiums
- Risk assessments helpful when insurers arguing an incident is not the result of negligence
- To avoid any “excess” costs

Other things you need to be aware of

- Potential member “taster” sessions – no more than 2 sessions (group and 2nd Friday pm) per u3a. Need registers for each group session, indoor or outdoor, and trips
- No non-u3a members on trips or outings, except for carers
- Know the emergency arrangements for your location, plus access to defibrillators
- If possible, payments to day-trip venues need to go through u3a to protect insurance cover
- Holidays not covered by u3a insurance and study trips only up to 48 hours in UK and Europe
- If arranging holidays, best if members pay their costs directly to tour organiser, to avoid risk of u3a being assessed as a “tour operator”

What if somebody gets hurt at a u3a activity ?

- Call emergency services, if relevant (even if experienced first aiders there)
- Do not admit liability or fault
- Complete ASAP an Incident Report Form, signed by GL, and send to Secretary (Secretary retains for three years)

Insurance: Final Words

- There to protect the u3a, Trustees and Volunteers should anything go wrong
- Read the “Guidance on Insurance”, at least section 8 FAQs
- Better risk assessment forms in progress

Communications

Communications Co-ordinator

Newsletters

- A monthly timetable has been drawn up for sending out the newsletter
- In order to give structure to the preparation and publication process, the aim is to issue the newsletter on the first Monday of every month
- Monthly (and quarterly) newsletters will be sent electronically via Beacon. Larger, quarterly newsletters will be printed and posted to members without email
- What would GLs like to see in the newsletter – in general and in relation to your group?

Website

- The website needs updating and restructuring so that it is more appealing to members and visitors. This is a gradual process, it cannot be done overnight
- As part of the process, we are looking at other u3a websites with the intention of using examples of what works well
- Where possible, and with permission, more photographs are needed on the Groups pages
- What do Group Leaders think needs to be done to improve the website?

Communications Strategy

- The final version of the Communications Strategy will be uploaded to the website shortly
- The Strategy explores both internal and external communications, examining how we can improve communications with our members as well as attracting new ones
- When the Strategy is available, members' thoughts and ideas will be welcome. The Strategy will be reviewed regularly to ensure the actions set out in it are being carried out

Proposed New Organisation

Treasurer

Crawley u3a Current Committee

Four Officer Trustees

Chair

Vice-Chair

Secretary

Treasurer

Four Non-Officer Trustees

Membership

Groups

Comms

Events

Crawley u3a Proposed Committee

Four Officer Trustees

Chair

Vice-Chair

Secretary

Treasurer

Four to Six Non-Officer Trustees

1

2

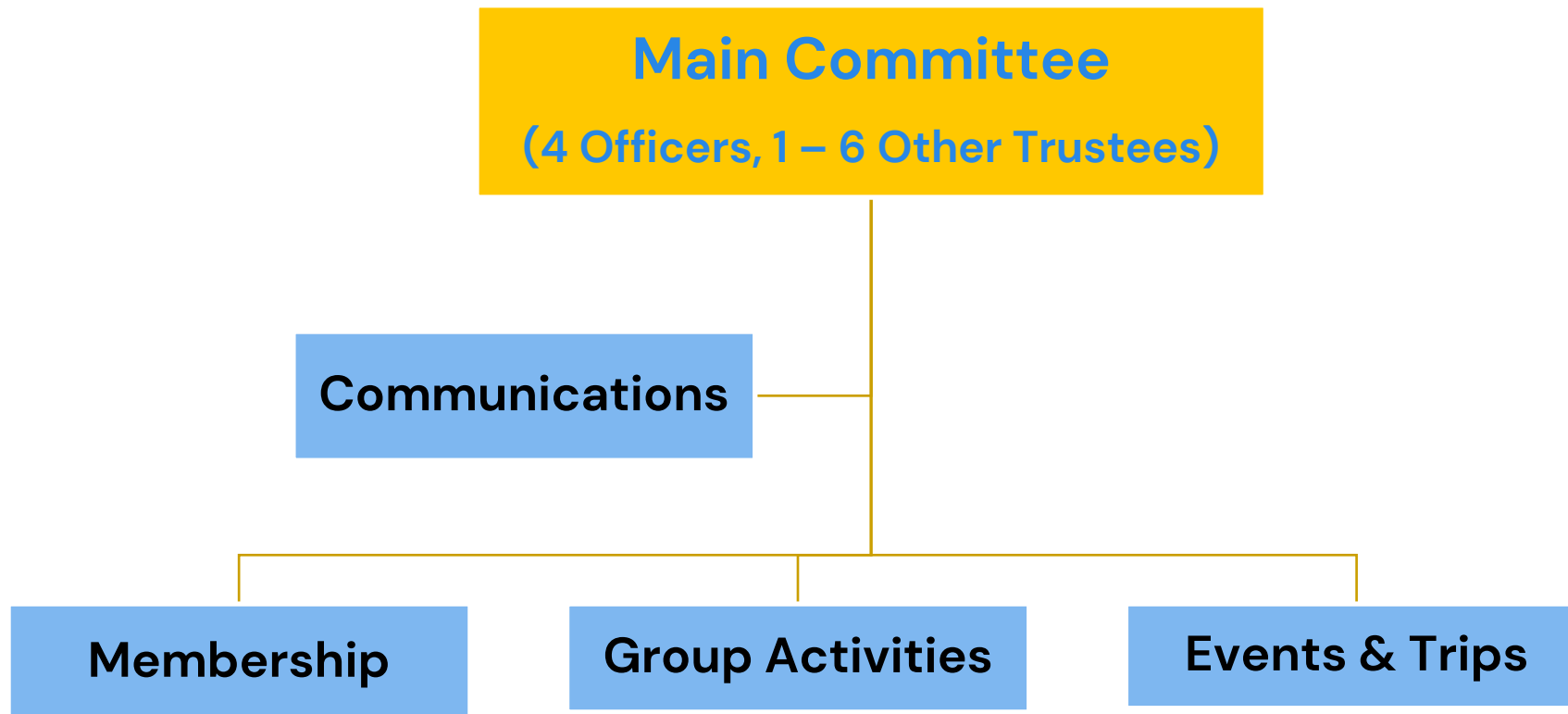
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Crawley u3a Proposed Structure Main Committee with Sub-Committees



Proposed New Organisation

What do you think ?

Anybody interested in becoming a non-Officer
Trustee or a Sub-Committee Member ?



Member Support

Ann Sole, July 2022

Group Leaders



Group Leaders are a vital part of U3A.



The goodwill and support of the Group Leaders must not be taken lightly.



The U3A cannot operate without the dedication and hard work of its Group Leaders.



How can we make your job easier?

What is Member Support?

One contact for all queries, for all members

Member Support will either:

- deal with the issue, or
- redirect the query to the appropriate person.



This doesn't replace Group Leaders being in contact with their own group members.

Anyone can contact Member Support: committee, group leaders, members, members friends and families.



Member
Support is
made up
of five
functions

- Redirection service for member information
- Support members who do not regularly attend groups (and are therefore not supported by Group Leaders)
- Welfare Support
- Member Support Plus for accessibility issues
- New Member Support



Members not directly supported by Group Leaders

Members who no longer attend groups due to accessibility, medical and age-related issues

Members who have recently joined Crawley U3A and have not yet joined a group

Members who only attend the monthly meetings

Members who only belong to outings and theatre groups and are not regular attendees

How will Member Support benefit everyone?



Removes the additional admin burden from Group Leaders.
Group Leaders want to enjoy their subjects not do admin.



Helps keep Beacon database up to date for members & groups
(*Membership Secretary*).



Makes people feel welcome and helps them find what they
are looking for (*New Member Support*).



Supports members with accessibility issues, e.g. eyesight
(*Member Support +*).



Supports members who have stopped attending groups.



Stops referrals falling through the cracks.

We do that already!

I can hear you all saying: “We have always told Elsa and Mavis about illness, etc. There isn’t a problem.

- For illness: tell Welfare
- For change of member details: tell Membership”

You all know that Welfare needs the email copied to each of them, but...

a notification of a member’s death is another matter.

Notification of a Member's death: Procedure

These people need to be notified, and in the correct order:

- 1) Welfare ladies x2
- 2) Leaders of any other Groups the member belongs to
- 3) Membership Secretary
- 4) Group Coordinator
- 5) Treasurer (if they went on O&A trips, outings or theatre).
- 6) Committee (if a long standing member)
- 7) Database admin & their Group Members (if they were a group leader)
- 8) SUN rep (if they were attending or even presenting study days)

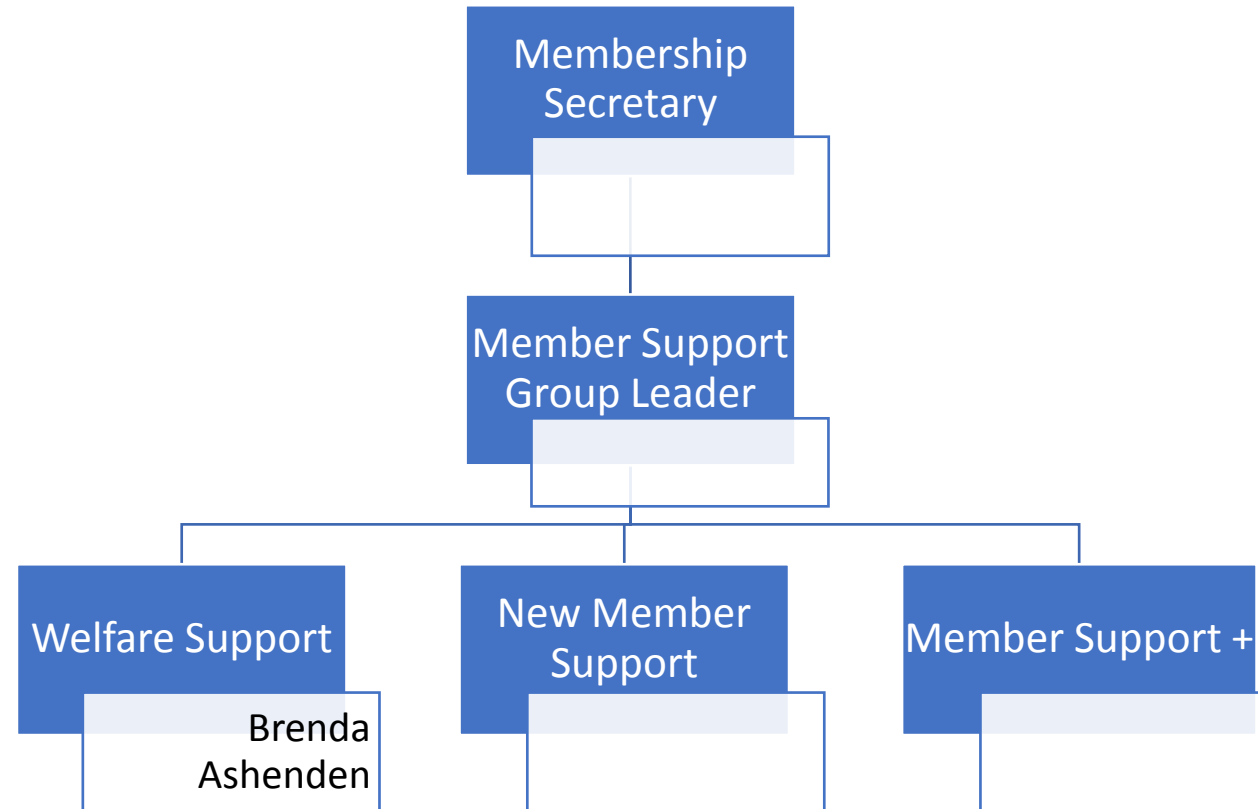
If a busy member and Group Leader has passed away, this could represent up to 16 emails.

OR simply contact:

Member Support

And we will take care of it!

Member Support: Structure



Member Support Plus Objectives

This is not about interfering in people's lives.
It is not about a nanny state.

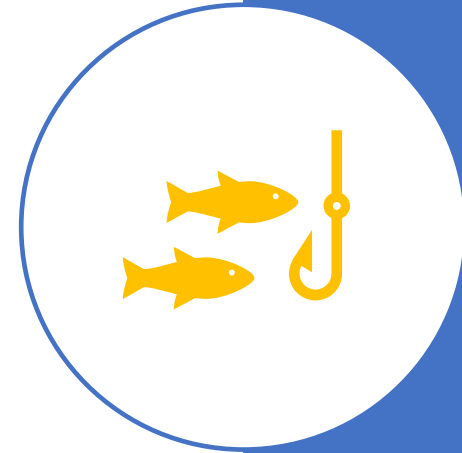
Most members are independent, capable, full of life,
keen to learn and benefit from technology and other
members ability to enthuse about a subject of common
interest.

But everyone needs a bit of help sometimes.

Our intention is to give members support and
information to resolve their accessibility issues
themselves.

The Oxfam Approach

*Give a man a fish and you feed him for a day.
Teach a man to fish and you feed him for life.*



Member Support Contact Details

Email: **membersupport@crawleyu3a.org.uk**

Phone: Member Support mobile 07555021879

The Member Support phone number and email will be on the back of the membership card.

A deceased member's family will know who to contact - lessens the chance of members just 'vanishing'.

