

**COMMUNICATIONS**

Effective communication between Members, Groups, event organisers and Trustees is probably one of the most important but difficult things to achieve.

This document outlines our approach and was produced after a consultation with Members. There are some constraints on what and how we communicate. These include the Data Protection Act when using emails, and Trustees’ time, as they are volunteers.

**Trustees’ responsibility**

Trustees have a responsibility to ensure we have suitable communication channels to keep Members informed of u3a activity.

**Members’ responsibility**

Communication is not a passive activity and Members have a responsibility to actively seek out information from, for example, our website and monthly meetings. They should regularly check their email account, which can be done both on a PC and on a smart phone. If Members do not have access to the internet or email we can provide training on how to do this. Please contact any Committee Member if you are interested. We will use the following communication channels:

*Email* This is our preferred way to communicate with Members, as it is quick, relatively easy and involves no cost to the u3a. We obtain Members’ emails from their Membership application form, which has a privacy statement. This restricts our use of emails to the running and administration of the u3a. This also dictates what we are able to include in emails we send out. We cannot include items for sale, commercial adverts and other charity information.

We can include information on non-u3a events that we feel our Members would be interested in. The u3a Data Owner’s decision on what can be included in an email is final. We will send out emails to all Members to remind them about our monthly meeting and update them after the meeting. We will also send out occasional *ad hoc* emails if we have time-limited information to communicate.

*Post* We recognise that some Members do not use email. We encourage them to learn how to use this communication tool. We offer training in its use, so please contact a Committee Member at a monthly meeting if you are interested. As an alternative we encourage those who are not on email to get their information from other Members. As a last resort if Members provide the Business Secretary with stamped addressed envelopes that will fit a folded A4 piece of paper we will send out information by post.

*Website* There are no data protection issues relating to website content. As well as all the information on our events and Groups we would be happy to include non-u3a fund raising events or any other charity events Members have an interest in advertising. We will not advertise anything for sale or rent for commercial gain. We will have a Members’ page where we will advertise Members’ charity events and similar non-commercial activities. Members should contact the Committee Member who looks after publicity *(see website).*

*Monthly Meeting notice boards* These boards contain information of interest to Members and can be used to sell items or advertise other items for commercial gain as long as the notice makes it clear it is a personal advert and the u3a take no part in the transaction. We will only allow them to remain for three months. Please contact the Committee Member responsible for the notice boards if you have something to advertise *(see website)*.

*Newsletter* The Newsletter will be produced as shown below and will be on the website, circulated to Members by email, and printed copies will be available at monthly meetings. It will also be used to publicise the u3a by having it available in the library and other appropriate places. Its content will include Members’ and Groups’ activities.

Members are encouraged to submit photographs and articles to the editor who can be contacted via the contacts page of the website.

**Issue** **Published Copy date Main content**

**1. WINTER** January End December Plan AGM edition

**2. SPRING** April End March AGM report edition

**3. SUMMER** July End June

**4. AUTUMN** October End September Renewals and Dec. activities edition

*November 2017, amended March 2020*