

The Group Leaders Handbook; an Introduction to Sleaford U3A for Interest Groups and their Leaders

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U3A (The University of the Third Age) is a UK-wide movement which brings together people in their 'third age' to develop their interests and continue their learning in a friendly and informal environment.

The U3A national body – the Third Age Trust - looks after all the U3As in the UK, providing educational and administrative support.

To find out all about the organisation take a look at the website at www.u3a.org.uk

Here you can not only find information concerning the U3A but also find contact details for the **U3A National Office**;

Address: The Third Age Trust, 52 Lant Street, London SE1 1RB

Telephone number: 020 8466 6139 (Mon to Fri 09.30 to 16.30)

And a list of e-mail addresses to contact directly regarding specific topics.

As a Group Leader you may find that the **Advice** page is a particularly useful resource. To access this you will need to set up an account and sign in.

Sleaford U3A

Sleaford U3A is an independent charity affiliated to the Third Age Trust, which is a worldwide charitable organisation.

The U3A is a self - help organisation that encourages and provides opportunities for learning, leisure pursuits and times for creativity. All this takes place within the supportive and friendly environment of the many interest groups that make up the Sleaford U3A.

Interest groups range from Ancient Civilisations to New Age Kurling.

Sleaford U3A is:

- i. A member of the informal South Lincolnshire Neighbourhood Grouping of U3As
- ii. Part of the East Midlands Region
- iii. The Regional Association elects a Trustee to The Board of the Third Age Trust

In keeping with the ethos of The University of the Third Age there is an expectation that all members of the Sleaford U3A will comply with both the Code of Conduct and the Equality and Diversity Policy you will find in the appendix of this handbook

The Group Leader Help and Support

The first contact for Group Leaders is the Sleaford U3A **Group Leader Coordinator** who can be contacted at groupco@sleafordu3a.org

The Role of the Group Co-ordinator

- To provide support, advice and where necessary direction to Group Leaders.
- Ensure all Group Leaders have an up to date copy of the Group Leaders Handbook.
- Encourage the development of New Groups.
- Assist and Support all Group Leaders.
- Facilitate two –way communication between Group Leaders and the Committee.
- Monitor and promote activities of groups on behalf of the Committee and bring Group leaders concerns to the Committee.
- Keep detailed records of all groups, contacts, venues and times of meetings and update as necessary.
- Organise the twice yearly Group Leaders Meetings.
- Assist Group Leaders in the use of Beacon including creating a new group on the system.

Procedure for starting a new group

Members of the U3A have fantastic ideas for new groups, some from previous experience and others due to a new found interest. When such a consideration is made, the first step should be to contact the Group Coordinator who will then talk the member through a process:

- How to attract members with a similar interest
- Where will meetings be held?
- How will the group be funded or even does it need funding?
- How often would the group meet?
- Are there any other groups meeting on the same day or time?
- Are they willing to lead the group?

The next step would be to attract members by selling the proposed group to others at a Members Meeting, within the Newsletter or on the local U3A website www.sleafordu3a.org.uk this will give the member the opportunity to gauge the local need.

Having attracted interest, then there should be a first meeting to establish what others are hoping for from the proposed group and to answer some of the points in the bullet points above. At the first meeting it is worth discussing responsibilities for others within the group rather than one person taking all responsibility, that way the group is likely to continue in the absence of the originator.

Now the group is ready to proceed and flourish.

Operating Your Group

Following on from your initial meeting you will have a good idea as to how many members want to be part of your group and this will then determine the size of venue you need.

Where to hold a meeting

For instance, smaller groups often meet in a member's home but perhaps even the smaller group requires space to work and therefore an outside venue is required. Larger groups will need a venue from the start. Walking and running groups will need a starting point.

The cost of a venue is the responsibility of the group. If a member is allowing the use of their home then this may be nil or a small contribution towards refreshments. The use of a venue is normally chargeable and Group Leaders should contact the Treasurer treas@sleafordu3a.org before agreeing terms of a venue. The group would set a fee from each member towards this cost. When assessing such a charge, it is useful to consider charging slightly more than the actual cost to cover a day when not so many members attend whereby not enough money would be collected.

Financial Matters

Most, if not all, groups will incur costs or receive payments and it is the responsibility of the leader to ensure that the income and expenditure is recorded in the ledger on Beacon. Please note that any fees over 50p per head should be recorded. More complex matters such as large sums for visits, speakers or holidays will need to consider a more detailed accounting system. Advice should be obtained from the Treasurer on how this can be achieved treas@sleafordu3a.org.

Monies held by a group is U3A money and no group should hold more than £100 cash in somewhere other than the U3A Bank Account.

The financial year ends 31st July and the Annual Group Accounts must be made up to that date and the ledger on Beacon needs to be up to date by then or in special circumstances within the first few days of August i.e. the Group meets in the last few days of July. Even if no monies have been received or spent, a Nil return must still be submitted to the Treasurer when requested.

Groups should be self-funding but may request extra funding by applying in writing to the Committee where each application will be considered on its merits in the following circumstances:

- Purchasing equipment
- An exhibition, display or project promoting their group and the ethos of the U3A
- A special speaker or event open to all members
- Temporary hardship due to changing circumstances, e.g. fluctuating membership numbers or change of venue
- Support for starting up new groups

However, should the group have had a previous grant given within a certain timescale, the grant may be refused.

Paid Tutors;

It is against the ethos of the Third Age Trust to have paid tutors as we should be self-sufficient. However, there are times when this is not possible and guidance should be sought from the Policy document. The Treasurer will need evidence of their self-employment status, public liability insurance and sign to say they are NOT employed by Sleaford U3A.

Group Trips/Outings can be organised by any Group but it is essential that the guidance notes below are adhered to;

Budgeting: All events shall be planned to achieve financial viability. To this end, the organisers are responsible for budgeting to at least cover costs, so that there will be no deficit. The number of members needed to break-even should be calculated and the trip cancelled if there is insufficient take-up. If for reasons beyond their control they should make a loss a written request to the Executive Committee for a refund may be made. The cost to members should not include any gratuities or tips for drivers etc.

Discounts in Cash or Kind: Savings achieved by 'benefits in kind' e.g. offers of free places shall only be used to cover expenses of the trip, to reduce the cost to members attending or to be retained as a surplus against future expenses. Any surplus monies should be divided among those who attended and offered to them as a payment.

Cancelled Bookings Refunds: All bookings by members for outings are non-refundable unless the place can be re-sold from a waiting list.

Equipment and Resources

The U3A has equipment that can be borrowed by a group by contacting the Group Coordinator at groupco@sleafordu3a.org.

Any equipment held by a group belongs to the U3A and should be recorded centrally.

If it has been purchased by the U3A on behalf of your group it will always belong to the U3A and should your group sadly fold it must be returned.

U3A equipment should not be loaned to non U3A members or organisations.

Any electrical equipment must be PAT tested on a regular basis by a designated person.

The Third Age Trust has a collection of DVDs, CDs, videos, slides and audio cassettes at www.u3a.org.uk and click on the Resources tab. There are some guidance notes in the appendix of this handbook.

Data Security

As a Group leader you are in a privileged position in that you will have access to personal information concerning members of your group(s) and therefore need to be particularly careful when handling their Personal Data.

When we talk about Personal Data we are referring to any electronic records such as those held on the Beacon system, paper documents, photographic and video images. Basically any information relating to a “natural person”, and by that is meant **a living person about whom we have unique information by which they may be identified.**

Sleaford U3A uses the online Beacon System to provide Group Leaders with a quick and easy way to manage their group; for example, communicate with their members, include group activities on the website calendar and keep accounts. Every group has its own area on Beacon and Group Leaders are provided with a username and secure password to access it. The Beacon Administrator will set this up for you and can provide training if necessary.

All Beacon users are responsible for Data Security and appropriate use. Group Leaders are therefore expected to follow a strict code of conduct:

- You must ensure your username and password are kept securely and secret from others
- You may only access contact details for your own group members
- You should never share/discuss the information provided to you with others
- You should only use the email system for group correspondence and not for personal messages
- You must inform the Beacon Administrator when you step down from being a Group Leader

It is clear that as a Group Leader it is extremely important that you comply with the guidance set out above and that described in both The Privacy Policy and the Data Protection Policy both of which you will find in the appendix of this handbook.

Try not to be put off by the jargon, Data Protection is mostly common sense and good manners and to protect yourself and the membership as a whole. Sleaford U3A will seek consent annually from members at renewal time for the handling and storage of their data including photographic images.

Remember that it is not only a courtesy but also good Data Protection practice to check an individual is happy for you to post a picture of them on Facebook for example.

Recording Attendance

It is really important to keep a list of attendees.

Make sure you start your meetings with a short health and safety briefing so that members are aware of exits, toilets and any known hazards.

If you have visitors to the group, not U3A members, make a note of who they are and inform the Membership Coordinator of the name and contact details of the person as non-members are only allowed to attend a maximum of two activities events or trips before they must become a member or not attend.

Newsletter

A good way of maintaining the interest of your members and also to attract new members is to advertise what you are doing and where within the bi-monthly Sleaford U3A Newsletter. It provides an excellent format and group leaders are invited to contribute a maximum of 200 words each time the Newsletter appears. Inclusion, however, is at the discretion of the editor.

Any photographs submitted to the editor must comply with the Sleaford U3A Data Protection Policy.

Accidents

From time to time accidents happen. If this should happen during one of your meetings, however slight, an accident form should be completed. You will find one within the appendix of this Handbook and it is suggested that you make blank replacement copies of the form. Once completed the form should be submitted to the Sleaford U3A Secretary within 7 days of the accident occurring. The Group Coordinator should also be notified.

Trips, Outings and Special Events

From time to time a group may wish to organise any of the above. When doing so consider the following points:

- In order to avoid clashes with other events notify the Vice Chair and/or Events Coordinator of your intention.
- The group planning the event are responsible for financing the event or trip (see above Financial matters guidance). All the costs need to be covered. Consider calculating the cost charged per person to allow for fewer attending than expected.
- U3A members have priority on trips. A cut-off date for application should be made. Then if the trip has not been filled, non-members may attend.
- If non-members wish to join a trip and there are places available after an announced cut-off date they may do so with the following caveats;
 - i. *Non-members who are considering joining the U3A:* These non-members may attend a maximum of two activities (i.e. an interest group, general meeting or trip/outing). When a non-member attends an activity, the Group Leader/Convener/Organiser will pass the name and contact details to the

Membership Coordinator. On a second attendance at an activity the Membership Coordinator will contact the person to ask if they wish to join.

- ii. *Non-members who have expressed no interest in joining the U3A:* These non-members may attend a maximum of two activities in any one year and will be asked to sign a declaration that they are aware that they are not covered by U3A insurance.
 - U3A Members are covered by the Third Age Trust insurance. Non-members are not covered by U3A insurance, except where a Member needs to have a non-professional carer/attendant to accompany them. The U3A insurance cover DOES NOT apply to a professional carer. Please see Carer Statement in Appendix 7 of this Handbook.
 - Notify attendees of the date of the event, pick up points and times of pick up. On the day of the event, the lead person will give their mobile telephone number to those present in case of emergency.
 - Every participant should be given details of departure times and places and also a mobile phone number to contact the leader in case they are delayed or lost during the outing.
 - Group leaders should ensure that they can contact emergency services quickly if necessary. They should have a mobile phone available within the group. Individual members are urged to carry details of emergency contacts in the event of such a contingency. Responsibility for informing next of kin in case of accident or illness is best handled by the emergency service involved.
 - Savings on the trip for such things as offers of free places shall only be used to reduce the cost of the trip equally to all those attending. No refunds should be given for cancelled bookings unless the place can be sold on to another person on the waiting list.

This Handbook has been developed and revised to assist new group leaders in the formation of their group, the more experienced leader to further develop their group and to give guidance should issues arise within their group.

It is for the group leaders to use this handbook in a way that suits them and we trust that it inspires them to encourage others to start or take on an existing group when the need arises.

It will be made available on the Sleaford U3A webpage where it will be updated regularly, hard copies will be made available to new group leaders upon request from the Group Coordinator.

Remember the Group Coordinator is there to assist where necessary.

Appendix 1

Third Age Trust Resource Centre

The Resource Centre has a collection of non-book material available for all U3A groups to borrow free of charge, except for the cost of return postage. There are DVDs, CDs, videos, slides and audio cassettes available in many subject areas. To borrow items from the collection, either login and order online or contact the Resource Centre by telephone, email or letter - contact details below. Give the title of the items you would like to borrow and the date of the meeting at which you expect to use them. The earlier you send your request, the more likely you are to receive the items you want. Bookings can be made for up to nine months ahead. Loans are for a period of three weeks and may be renewed on request if there is no other group waiting to use them. Items will be sent by post with a note telling you the date to return them. The reusable packaging is strong but light. When you return the item please obtain a certificate of posting at the Post Office. This is free but can be used to reclaim the value of the item should the package go astray. There is no need to use registered post. If the Resource Centre does not have what you need they may be able to try and obtain it (if it exists in non-book form) as new stock is being added all the time at the request of U3A members.

On-line Catalogue <https://library.u3a.org.uk/liberty/libraryHome> You can search the catalogue by entering a word or search term to find a list of items found relevant to your search and to see what copies are available and in what format (DVD, video etc.)

Appendix 3

Sleaford U3A Code of Conduct

Sleaford U3A starts with the premise that all members will treat each other with respect and dignity and refrain from any form of harassment, bullying or abuse.

From time to time members may have disagreements and it is expected that in the first instance members will resolve those issues between themselves. However if this proves to be unsuccessful and a member wishes to progress the matter then they should proceed as follows.

Who should a complaint be made to?

Any matter of complaint regarding a member of a group should in the first instance be reported to the group leader who will attempt to resolve the matter between the parties concerned. The group leader may with the consent of the parties invite the Group Co-ordinator to attempt to resolve the issue.

If the complaint concerns the group leader, then the complaint should be made to the Group Co-ordinator who will take all necessary steps to resolve the complaint to the satisfaction of all parties.

Any complaint made about a member of the executive committee should be investigated by the Vice Chair unless the complaint is levelled at that person.

Complaints made about the Chair should wherever possible be investigated by the chair of a neighbouring U3A in order to demonstrate independence.

What records should be kept?

In line with Data Protection law information concerning such complaints should only be kept for the time necessary to resolve the issue and should not be shared with any person not involved in the complaint or investigation.

Resolution of serious issues

From time to time a matter may be regarded as so serious that a member may be asked to leave the Sleaford U3A and their membership terminated. In such cases the advice of the Regional Trustee should be sought

The role of the Chair

The chair will not be party to the investigation of any complaint as they may have to act as arbiter if there is an appeal against a sanction to resign.

Matters involving the allegation of crime in any form should be reported to the police for investigation.

Appendix 4

Equality and Diversity Policy

(This policy should be read in conjunction with the Code of Conduct)

Statement

U3A membership is open to everybody in their third age, no longer in full time employment, run entirely by the members for the members. It is therefore important that all members feel they are able to participate in U3A activities/events.

Sleaford U3A values all people regardless of their age, class, disabilities, race, ethnic origin, religious beliefs, political beliefs, marital status, sexual orientation or gender. We aim to offer a range of activities/events and support participation by all members, starting with the premise that all members will treat each other with respect and dignity, and foster equality, diversity and inclusion.

Aims of policy

Sleaford U3A in accordance with the Equality Act (2010) considers that no member should suffer disadvantage directly or indirectly, or receive less favourable treatment on the basis of:

- Age
- Class or socio-economic status
- Disability
- Ethnic origin, nationality or race
- Gender reassignment
- Marital or civil partnership status
- Political belief
- Religion or belief
- Sexual orientation

Sleaford U3A undertakes to:

- Ensure that all members are made aware of the Equality and Diversity Policy.
- Operate a zero tolerance policy to discrimination, bullying and harassment, challenging unacceptable behaviour and invoking the Code of Conduct.
- Give consideration to ensuring all reasonable measures and practical approaches are taken to enable a wide range of members to take part in our activities/events.
- Give consideration to the accessibility of venues to those members with disabilities.
- Ensure all information is accessible to all members in a range of formats and in accordance with General Data Protection Regulations.
- Ensure all publicity material reflects the diversity of the local community and is accessible in a range of formats.
- Encourage a range of people to participate fully in the U3A and get their voices heard.

Appendix 5

Sleaford U3A Privacy Policy

Sleaford U3A (hereafter 'the U3A') treats your privacy rights seriously. This privacy policy sets out how we will deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual.

What personal information do we collect?

When you express an interest in becoming a member of the U3A you will be asked to provide certain information. This includes:

- Name.
- Home address.
- Email address.
- Telephone number.
- Subscription preferences.
- Emergency Contact
- Gift Aid Entitlement

How do we collect this personal information?

All the information collected is obtained directly from you. This is usually at the point of your initial registration. The information will be collected via membership forms or online contact forms. The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with the U3A. At the point that you provide your personal information for membership purposes, we will also request that you provide consent for us to store and use your data. We will also ask for your consent for the recording and use of photographic or video images. Your consent is required in order to ensure our compliance with data protection legislation.

How do we use your personal information?

We use your personal information:

- To provide our U3A activities and services to you.
- For administration, planning and management of our U3A.
- To communicate with you about your group activities and events.
- To monitor, develop and improve the provision of our U3A activities.

We also send you messages by email, other digital methods, telephone and post to advise you of U3A activities.

Who do we share your personal information with?

We may disclose information about you, including your personal information:

- Internally - to committee members and group leaders as required to facilitate your participation in our U3A activities.

- Externally – where we use an external membership management system and with your consent for products or services such as direct mailing for the Trust magazines (*Third Age Matters* and *Sources*). Where such systems are used, the committee has scrutinised the Terms and Conditions of each supplier and judged that their digital and physical systems and procedures are secure.
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

Where we need to share your information outside of the U3A we will seek your permission and inform you as to who the information will be shared with and for what purpose.

How long do we keep your personal information?

We need to keep your information so that we can provide our services to you. In most instances information about your membership will not be stored for longer than necessary. The exceptions to this are instances where there may be legal and /or financial or insurance circumstances that require information to be held for longer whilst this is investigated or resolved. Where this is the case then the member/s will be informed as to how long the information will be held for and when it is deleted.

You are entitled to withdraw consent for your information, including photographic or video images, to be used or retained at any time and a process for submitting such a request is set out in Appendix A.

How your information can be updated or corrected

To ensure the information we hold is accurate and up to date, members need to inform the U3A as to any changes to their personal information. A member can do this for themselves through Beacon at any time. Or by contacting the Beacon Administrator or Membership Coordinator in written format to request that they update the information on the members' behalf.

On an annual basis you will have the opportunity to update your information, as required, via the membership renewal form. Should you wish to view the information that the U3A holds on you, then please check via Beacon at any time as detailed above.

How do we store your personal information?

We have in place a range of security safeguards to protect members' personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification.

Your information is held securely on the Beacon database and is accessed by committee members and group leaders as appropriate.

Availability and changes to this policy

This policy is available on the Sleaford U3A website. This policy may change from time to time, but if Sleaford U3A have to make any material changes members will be made aware of this via the newsletter and the bi-monthly members' meetings.

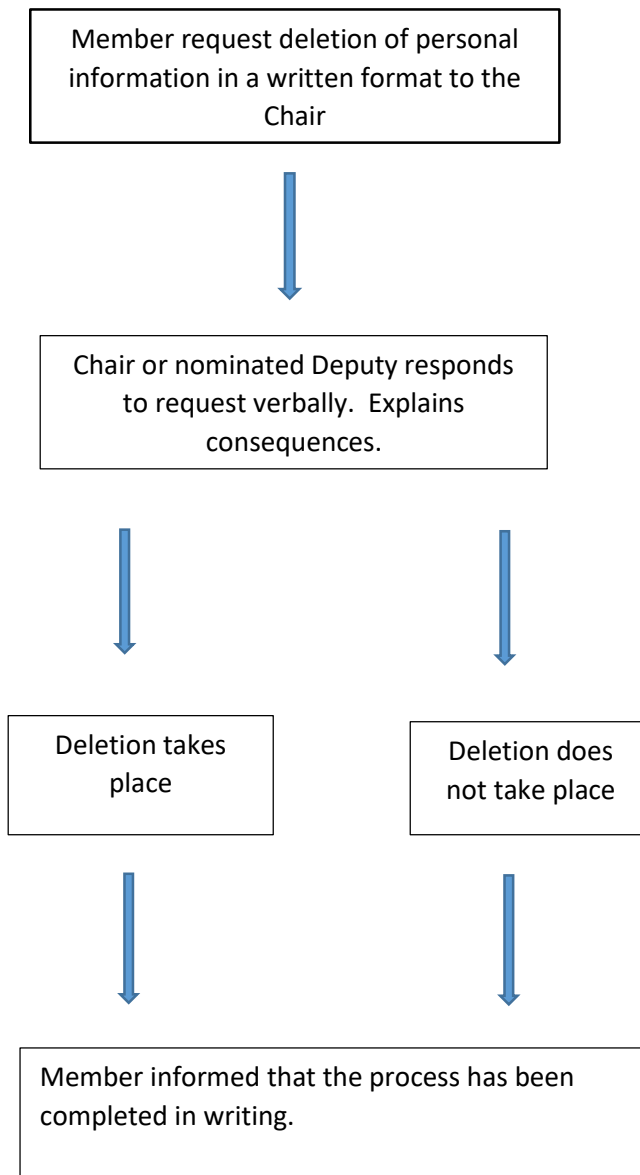
Contact

If you have any queries about this policy, need it in an alternative format, or have any complaints about our privacy practices, please contact the chairman.

Email: chair@sleafordu3a.org

Appendix A

Process for Request of Deletion of Personal Data



Appendix 6

Sleaford U3A Data Protection Policy

SCOPE OF THE POLICY

This policy applies to the work of Sleaford U3A (hereafter 'the U3A'). The policy sets out the requirements that the U3A has to gather personal information for membership purposes. The policy details how personal information will be gathered, stored and managed in line with data protection principles and the General Data Protection Regulation. The policy is reviewed on an ongoing basis by the U3A committee members to ensure that the U3A is compliant. This policy should be read in tandem with the U3A's Privacy Policy.

WHY THIS POLICY EXISTS

This data protection policy ensures that the U3A:

- Complies with data protection law and follows good practice.
- Protects the rights of members.
- Is transparent about how it stores and processes members data.
- Takes all possible steps to protect itself from the risks of a data breach.

GENERAL GUIDELINES FOR COMMITTEE MEMBERS AND GROUP LEADERS

- The only people able to access data covered by this policy should be those who need to communicate with or provide a service to the members of the U3A.
- Data should not be shared informally among members or outside of the U3A.
- The U3A will provide induction training to committee members and group leaders to help them understand their responsibilities when handling personal data.
- Committee Members and group leaders should keep all data secure, by taking sensible precautions and following the guidelines below.
- The nominated Data Processors are the Membership Coordinator and the Beacon Administrator.
- The U3A committee will be the Data Controller - all committee members and group leaders are data custodians. However, the committee will nominate a member (the Chair) to act on its behalf. See secure procedures.
- The U3A will provide regular updates to the committee and group leaders on their responsibilities when handling personal data.
- Strong passwords must be used and they should never be shared.
- Personal data should not be shared outside of the U3A unless with prior consent and/or for specific and agreed reasons.
- Member information should be reviewed and consent refreshed periodically via the membership renewal process or when policy is changed.
- The U3A should request help from The Third Age Trust if they are unsure about any aspect of data protection.

DATA PROTECTION PRINCIPLES

The General Data Protection Regulation identifies 8 data protection principles.

- Principle 1 - Personal data shall be processed lawfully, fairly and in a transparent manner
- Principle 2 - Personal data can only be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those

purposes; further processing for archiving purposes in the public interest , scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose.

- Principle 3 - The collection of personal data must be adequate, relevant and limited to what is necessary compared to the purpose(s) data is collected for.
- Principle 4 – Personal data held should be accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that are inaccurate are erased or rectified without delay.
- Principle 5 – Personal data must be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for the archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals.
- Principle 6 - Personal data must be processed in accordance with the individuals' rights.
- Principle 7 - Personal data must be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
- Principle 8 - Personal data cannot be transferred to a country or territory outside the European Union unless that country or territory ensures an adequate level of protection for the rights and freedoms of individuals in relation to the processing of personal data.

Lawful, fair and transparent data processing

The U3A requests personal information from potential members and members for the purpose of sending communications about their involvement with the U3A. The forms used to request personal information will contain a privacy statement informing potential members and members as to why the information is being requested and what the information will be used for. The lawful basis for obtaining member information is due to the contractual relationship the U3A has with individual members. Members will be asked to provide consent for their data to be held and a record of this consent along with member information will be securely held. U3A members will be informed that they can, at any time, remove their consent and will be informed as to who to contact should they wish to do so. Once a U3A member requests not to receive certain communications this will be acted upon promptly and the member will be informed as to when the action has been taken.

Processed for Specified, Explicit and Legitimate Purposes

Members will be informed as to how their information will be used and the Committee of the U3A will seek to ensure that member information is not used inappropriately.

The U3A will ensure that group leaders are made aware of what would be considered appropriate and inappropriate communication. Inappropriate communication would include sending U3A members marketing and/or promotional materials from external service providers.

The U3A will ensure that members' information is managed in such a way as to not infringe an individual members rights.

Adequate, Relevant and Limited Data Processing

Members of the U3A will only be asked to provide information that is relevant for membership purposes. See Privacy Policy.

Where additional information may be required, such as health-related information, this will be obtained with the specific consent of the member who will be informed as to why this information is required, the purpose that it will be used for and will only be kept for as long as is necessary.

There may be occasional instances where a members' data needs to be shared with a third party due to an accident or incident involving statutory authorities. Where it is in the best interests of the member or the U3A.

Accuracy of Data and Keeping Data up to Date

The U3A has a responsibility to ensure members' information is kept up to date. See Privacy Policy.

Accountability and Governance

The U3A Committee are responsible for ensuring that the U3A remains compliant with data protection requirements and can evidence that it has. For this purpose, those from whom data is required will be asked to provide written consent. The evidence of this consent will then be securely held as evidence of compliance. The U3A Committee shall ensure that new members joining the Committee receive an induction into how data protection is managed within the U3A and the reasons for this. Committee Members shall also stay up to date with guidance and practice within the U3A movement and shall seek additional input from the Third Age Trust should any uncertainties arise. The Committee will review data protection and who has access to information on a regular basis as well as reviewing what data is held.

Secure Processing

The committee members of the U3A have a responsibility to ensure that data is both securely held and processed, using password protection or secure cloud systems when sharing data between committee members and/or group leaders. The U3A committee will be the Data Controller - all committee members and group leaders are data custodians. However, the committee will nominate a member (the Chair) to act on its behalf. A list of which members have access to what data is available from the Beacon Administrator

The U3A has contracted for services from with the following 3rd party data processors:

- U3A Beacon Administration System (Third Age Trust)
- U3A Site builder, website provider (Third Age Trust)
- Go Daddy – website domain provider
- Email provider

If a third party supplier is used the committee would scrutinise the Terms and Conditions of each supplier and judge that they are GDPR compliant.

Subject Access Request

U3A members are entitled to request access and / or deletion of their personal information which is held by the U3A. The request needs to be received in a written format sent to the Chairperson of the U3A. On receipt of the request, it will be formally acknowledged and dealt with within 14 days unless there are exceptional circumstances as to why the request cannot be granted. The U3A will provide a response in written format detailing all information held on the member. A record shall be kept of the date of the request and the date of the response. See Appendix A.

Data Breach Notification

Were a data breach to occur action shall be taken to minimise the harm by ensuring all committee members are aware that a breach had taken place and how the breach had occurred. The committee shall then seek to rectify the cause of the breach as soon as possible to prevent any further breaches. The Chair of the U3A shall contact Third Age Trust within 24 hours of the breach occurring to notify of the breach. A discussion would take place between the Chair and Third Age Trust as to the seriousness of the breach, action to be taken and, where necessary, the Information Commissioner's Office would be notified. The committee shall also contact the relevant U3A members to inform them of the data breach and actions taken to resolve the breach.

If a U3A member contacts the U3A to say that they feel that there has been a breach by the U3A, a committee member will ask the member to provide an outline of their concerns. If the initial contact is by telephone, the committee member will ask the U3A member to follow this up with an email or a letter detailing their concern. The concern will then be investigated by members of the committee who are not in any way implicated in the breach. Where the committee needs support or if the breach is serious they should notify Third Age Trust. The U3A member should also be informed that they can report their concerns to Third Age Trust if they don't feel satisfied with the response from the U3A. Breach matters will be subject to a full investigation, records will be kept and all those involved notified of the outcome.

Appendix 7

The Carer Statement

U3A membership is open to everybody in their third age, no longer in full time employment, regardless of race, religion and political persuasion.

U3As are self-help co-operative organisations run entirely by the members for the members and therefore it is important that individuals are able to take full responsibility for their own participation in U3A activities/events.

Should the situation arise where a member wishes to attend an interest group or activity but is worried that he/she would not be able to participate fully without help, The Third Age Trust provides insurance cover to include the attendance of a companion/carer provided that the companion/carer does not attend a U3A activity as an individual and that Committee approval has been given. The insurance cover DOES NOT apply to a professional carer.

It is hoped that by doing this, members in this situation will continue to be able to enjoy the full benefits of U3A membership.

If you find yourselves in this position at any time, please don't stop coming; speak to a member of the Committee in confidence and appropriate arrangements can be agreed.

NB Caveat In all activities where there is a cost involved, a remittance for the carer will be required.

Appendix 8

Safeguarding Policy and Procedure for Sleaford U3A

This policy can be read in conjunction with Sleaford U3A Code of Conduct.

Policy Statement

This Policy and Procedure is written to enable the Committee to act appropriately whenever possible or where instances, or allegations of, actual abuse or neglect comes to their attention.

Sleaford U3A recognises that some people are potentially at risk of abuse and neglect. Abuse and neglect can take place in a person's own home, in the home of a carer, family member or friend, and within any form of institution e.g. hospitals, residential care or nursing home.

Where abuse or neglect is suspected Sleaford U3A will aim to respond to the situation in a way which is caring, effective and enabling. Sleaford U3A also recognises that abuse and neglect can be perpetrated by volunteers, other users of services, relatives, friends and neighbours. Sleaford U3A acknowledges that the reasons for abuse and neglect occurring might not be fully understood and vary with each incident, often dependant on risk factors

Sleaford 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.

In all situations, Sleaford U3A believes that everyone is 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.

It is not appropriate for Sleaford U3A to take the lead role in any Safeguarding Enquiry under Section 42 of the Care Act (2014), but should seek further advice from the Advice and Volunteer Manager in National Office who will advise on the appropriate action and refer to the appropriate local authority.

Procedure

1. Sleaford U3A recognises that it has a responsibility to ensure that its committee and group leaders understand this policy.
2. Sleaford U3A will support the alleged victims and the alleged perpetrators of any abuse as well as any volunteer who becomes aware of the abuse in so far as this does not compromise any Safeguarding Enquiry or investigation into the allegation or place other adults at risk.

3. While Sleaford U3A will make every effort to respect the confidentiality of any information that is disclosed under this Policy and Procedure, this cannot be guaranteed. Information will be recorded and stored securely in accordance with General Data Protection Regulations (2018) but confidentiality is not absolute and 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.
4. This Policy, Procedure and Appendices will be reviewed every 3 years from their date of adoption. The names and details of the Executive Committee shall be kept up to date and made available to all members through the Newsletter.

Actions of the Committee

- If the committee becomes aware of possible or actual abuse or neglect, it should ensure that the safety of the adult at risk is secured as a first priority.
- Any committee member who is informed of possible or actual abuse should convene an emergency meeting of as many Committee Members as possible, as soon as possible, to record the details of the abuse using SAP1 form (Appendix 1). The Advice and Volunteer Manager at National Office should then be informed and further guidance sought.
- The committee, having been advised of the possible or actual abuse, should satisfy themselves that the adult at risk is safe, and that the alleged perpetrator, if known, does not pose a threat to any other adult at risk.
- The committee, working with the Advice and Volunteer Manager at National Office will decide whether or not to refer the possible or actual abuse to the local authority and/or the Police. When a crime may have been committed, the Police must be contacted as soon as possible. If the decision is to not refer, the reasons for this must be recorded on the SAP1 form.
- 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 these in the best interests of other adults at risk.
- Completed SAP1 forms will be held in a designated file for a minimum of 2 years from the date of the last completed SAP1 on the adult at risk.
- Confidentiality is adhered at all times, therefore the contents of the form will not be provided to any third parties.

*When committee members are making decisions concerning the disclosure or suspicion of abuse please refer to both Appendices 2, 3 and 4 for guidance. **This policy will be reviewed every three Years: January 2022**

Appendix 1 SAP1 Form**SAFEGUARDING ADULT DISCLOSURE/SUSPICION RECORDING PROFORMA**

Adult at Risk			
Surname:		Forename:	
Gender:	Ethnicity:	Date of Birth:	Marital Status:

Home address:

Post Code:

Disclosure/Suspicion Date and Time:	Location of Disclosure/Suspicion:	
Who Received Disclosure/Had Suspicion:		
Type of Alleged Abuse:	Location of Alleged Abuse:	
Description of Alleged Abuse:		
Name:		
Signature:	Post:	Date:

Committee Member informed:		
Name:	Post:	Date & Time:
Committee decision:		
	No further action:	Referral on:
	Yes/No	Yes/No
Date		
Action Date:		

Reason for Decision:

Date Record to be Destroyed:

Chairman Signature:

Date:

Time:

*Information contained in this document should only be used for the purposes of implementing and monitoring Sleaford U3A's Safeguarding Adults Policy and Procedures and service monitoring. The information must not be copied, transmitted or in any way divulged without the permission of Sleaford U3A.

Appendix 2 How to respond to an Adult Safeguarding situation

If someone discloses abuse to you

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying
- Be sympathetic (I'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 the Procedure

Do Not:

- Press the person for more details; this will be done at a later date
- 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)
- Do not promise to keep secrets; you cannot keep this kind of information to yourself
- Make promises you cannot keep (Such as 'This will never happen to you again')
- Contact the alleged abuser
- Be judgemental
- Pass on the information other than to those with a legitimate 'need-to-know' under this Policy and Procedure

In your record of the disclosure

You should aim to:

- 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 abuse or 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

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

Appendix 3 Key Definitions of Terms Related to Adult Safeguarding

1. **An Adult at risk:** is any person, who is over 18 years of age and 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 himself or herself against the abuse or neglect or risk of it.
2. **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”
3. **Types of abuse:**
 - a) Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
 - b) Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
 - c) Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
 - d) Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
 - e) Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
 - f) Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
 - g) Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
 - h) Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
 - i) 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, the withholding of the necessities of life, such as medication, adequate nutrition and heating
 - j) 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.

Appendix 4 Agencies and Resources

U3A National Office: 020 8466 6139 Monday to Friday 09:30 to 16:30 and ask for the Advice and Volunteer Manager

Social Services: If you are concerned about an adult at risk then you can call Lincolnshire County Council. Available weekdays during office hours 01522 782155 or the Emergency Out of Hours number 01522 782333

* If your concern is about a member of staff or volunteer that is working with an adult at risk then report through the same procedure as above where Lincolnshire County Council Customer Services Centre will be able to advise you which is the appropriate authority/person to report this concern to.

Police: If you feel the adult at risk is not in immediate danger call the police on 101. However if you judge that an adult at risk is at immediate threat call the Police on 999

Action on Elder Abuse (AEA) 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 free-phone 0808 808 8141.

Voice UK is a national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. They also support their families, carers and professional workers. Voice runs a helpline 0808 802 8686.