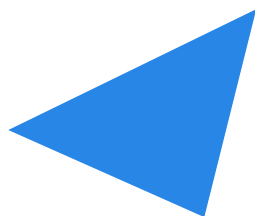




*WELCOME TO .....*

# **RUNNING YOUR u3a**

10.30 – 3.00pm Thursday 21<sup>st</sup> April 2022 at  
St George's Centre, Great George Street, Leeds LS1 3DL



## Housekeeping (AG)



❖ Fire exits, FRPs

❖ Toilets

❖ MOBILE PHONES - off or to SILENT please

❖ PHOTOS

### **Covid –**

Please wear masks (unless exempt) when moving about, and  
Keep social distances, especially at lunch time

**NB – This Powerpoint file will be posted on the YAHR website  
Shortly after today.**

# PROGRAMME FOR THIS MORNING

10.00	Registration and coffee	
10.30	Housekeeping	Angie Grain (Ilkley & District u3a)
10.35	Welcome	Mick Richings (Craven & District u3a)
10.40	SWOT Analysis - Results and Discussions (SWOT papers circulated in advance)	AG
11.25	Comfort Break	
11.30	Keeping it Legal	Pat Collard (Cottingham u3a)
12.30	BUFFET LUNCH (Please allow those with dietary requests to go first)	

# Considering your own u3as – Your SWOT analyses

☐ **STRENGTHS**

☐ **WEAKENSSES**

☐ **OPPORTUNITIES**

☐ **THREATS**



# Keeping it legal

# u3a

- 4 AREAS
- Insurance
- Data protection
- Equalities
- Safeguarding
- IMPLEMENTATION
- Who
- How
- Where
- When
- ???



## Objectives

- To highlight the key areas which all u3as need to understand and implement
- To identify practical steps to remain compliant
- To identify sources of support
- To share practice
- To identify areas for further support

## Sources of advice and support

**Website: [www.u3a.org.uk](http://www.u3a.org.uk)**

**Advice line: 020 8466 6139**

**E: [u3a.office@u3a.org.uk](mailto:u3a.office@u3a.org.uk)**

**National programme of workshops  
<https://www.u3a.org.uk/events/online-events/upcoming-u3a-workshops>**

**Specialist support**



u3a

# Insurance

## Public Liability

- Cover is for your legal liability for injury caused to third parties or third-party property arising from u3a activity.
- Members are also treated as a third party should they be injured as a result of an accident for which the u3a is legally liable.

## Other items covered

### PROPERTY

- Moveable items owned by the u3a up to a standard amount of £25,000 (excess £500)
- Contents of a member's home to £25,000 whilst any u3a activity is being hosted (excess £500)



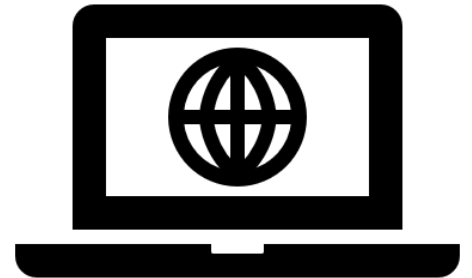
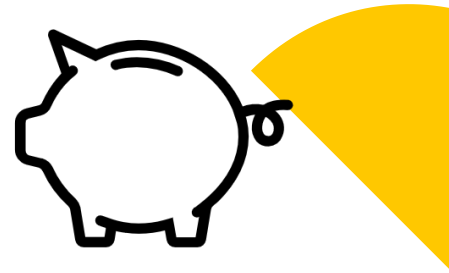
## Other items covered

### MONEY

- £1,000 during any u3a activity or at a members' home or in transit.

### CYBER

- Cyber Data loss – costs incurred is dealing with a security breach.
- Cyber Crime - £250,000 limit. Theft of u3a money.
- Cyber Liability – compensation payable to any third party as a result of a data breach.



## Aviva Management Liability

Trustees & Officers – up to £3,000,000 in any one period of insurance across the organisation up to £500,000 per u3a and Nil excess

Protects Trustees & Officers personally in the event a claim is made against them because of a wrongful act. A wrongful act is any

- breach of duty including fiduciary or statutory duty
- negligent act, error or omission
- defamation committed in good faith
- breach of warranty of authority
- misstatement or misleading statement not made deliberately.

## Some Frequently Asked Questions

1. Can my partner come on a u3a outing ?
2. Can new members attend a couple of 'taster' sessions?
3. What about carers attending?
4. Can I bring my dog to a u3a walking group?
5. What incidents should we report when and to whom?
6. Are public performances insured?

# Insurance FAQs – “Support for u3as”

# Data protection





# Data protection

## Key principles

- The least number of people knowing the least amount
  - Use only for the specifically defined purpose
  - Keep secure
  - Don't share without permission
  - Define time period for storage
  - Keep confidential
- 
- (Treat other people's data as you would wish yours was treated)

## Scenarios

**A history group is looking to attract more members.**

**Lesley sends the emails of three of the group's active members for inclusion in the newsletter, as they were very friendly to him when he joined – he thinks this will encourage others to join.**

**The newsletter is published online**

## Steps to take

- **Ensure your u3a has a data protection policy and privacy statement**
- **Induct committee members/group leaders - let them know - their data protection responsibilities**
- **Make members aware of your Data Protection and Privacy policies and their responsibilities– put them on your website**

## Steps to take- practical steps

- Bcc correspondence or
- Don't assume consent when sharing details – get permission first.
- Keep passwords and member information secure and don't share
- Consider using Beacon
- If in doubt – seek advice and refer to the policy.

## Some frequently asked questions

1. What are the restrictions around taking photographs of members ?
2. Can group leaders hold information?
3. How can we gather emergency contact information?
4. Who should have access to what information?
5. How long should we keep member records after a member leaves?

u3a

Equality

## Defining Equality

Equality is about ensuring that every individual has an equal opportunity to make the most of their lives and talents. It is also the belief that no one should have poorer life chances because of the way they were born, where they come from, what they believe, or whether they have a disability.

Equality recognises that historically, certain groups of people with particular characteristics such as race, disability, sex and sexual orientation have experienced discrimination.

*Ref: Equalities and Human Rights Commission*

## Reasonable Adjustments





## Scenarios

A wheelchair user wants to join the u3a. She contacts the committee to find out what groups will be accessible to her. The Committee respond to say that she can attend groups that are in the local hall.

A u3a sets up a group that is for single people who live on their own. Another member complains that this is discriminatory.

## In Summary

- Start from the point of how can we include everyone who wants to take part
- Talk to the person and ask them what support they would like?
- Keep it confidential
- What reasonable adjustments could be made?
- Also, make sure your u3a has an equality and diversity policy – there is a model on the Trust website.

# Safeguarding

## Defining Safeguarding

What do you understand by the term 'Adult Safeguarding'

## Defining Safeguarding



Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

Ref: Care Quality Commission

## Is this safeguarding ?

1. One u3a member is making unwelcome advances on another member, who has complained to the committee.
2. Bob has fallen during his u3a pickleball group.
3. Dave is a visually impaired member – you are made aware that another member is controlling his finances
4. A member turns up to an outdoor group without warm clothing and seems confused.
5. A clique is developing in one of interest groups . As GL you hear mean remarks made about another member and notice they are slowly being excluded by the group

## What you need to do in your u3a

- Adopt a Safeguarding policy and review it regularly
- Make sure all members are aware of it - safeguarding is a shared responsibility
- Make sure Group Leaders have a copy and have read it
- Ensure everyone knows how to spot or report concerns, and to whom
- Report safeguarding concerns to u3a Office/local authority

- IMPLEMENTATION

- Who
- Where
- How
- When
- ???





## **U3A**

156 Blackfriars Road  
London, UK  
SE1 8EN

## **Contact the National Office**

Tel: 020 8466 6139

Email: [u3a.office@u3a.org.uk](mailto:u3a.office@u3a.org.uk)

[u3a.org.uk](http://u3a.org.uk)

[twitter.com/u3a\\_uk](https://twitter.com/u3a_uk)

[facebook.com/u3auk](https://facebook.com/u3auk)

# Buffet Lunch Time



Please allow those with special dietary needs to go first

# PROGRAMME FOR THIS AFTERNOON

12.30	BUFFET LUNCH	
1.00pm	HOW do you run your u3a? Some of the issues involved.	AG
2.00	u3a Health Check	Margaret Fiddes ( <i>Regional Trustee/Sherburn u3a</i> )
	Concluding comments	MR
3.00	Close	

# HOW DO YOU RUN YOUR u3a?

Perhaps more  
questions,  
than  
answers?



All u3as are **different**, so we would expect them to be run in different ways, within a common framework.

This will depend upon:

- ❖ The SIZE of your u3a;
- ❖ The PEOPLE & RESOURCES available; and
- ❖ The organisational/cultural history of your u3a



## HAS IT ALWAYS BEEN THE SAME?

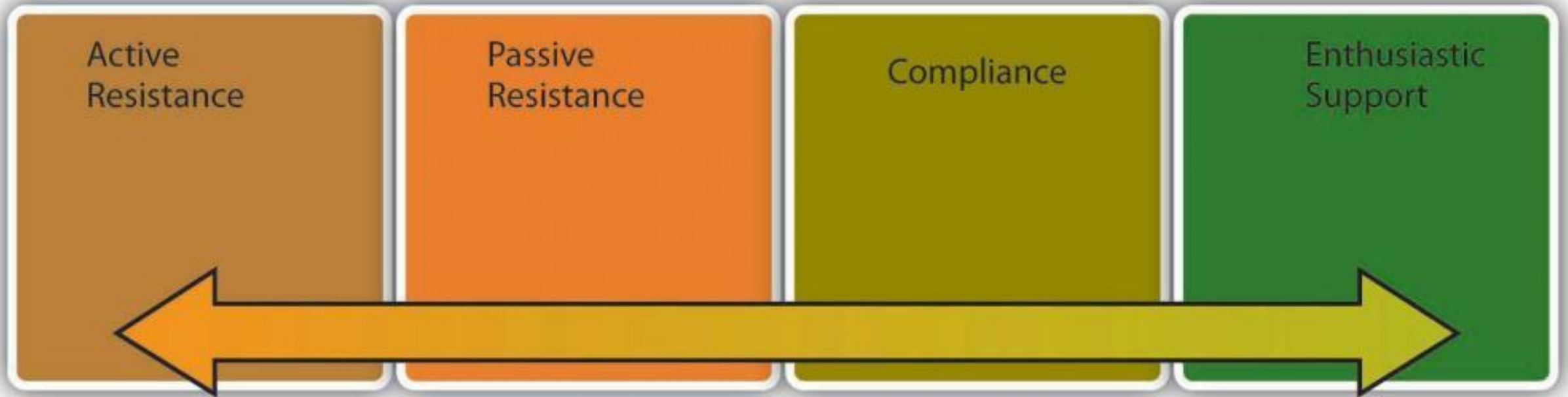
- Is it still 'fit for purpose' and working well?
- Are you very comfortable and resistant to change?
- Does your organisation need a review, or tweeking, or a major overhaul?
- Can you learn good ideas from other u3as? Or other people? (e.g. YAHR colleagues)

CUMULATIVE  
INERTIA



No need to re-  
invent the wheel

Aiming for this one !!!!



## YOUR u3a TRUSTEES

- ❖ Do you have enough? With a good range of expertise?
- ❖ How often do you meet?
- ❖ Do you discuss STRATEGIC ISSUES, or get bogged down in OPERATIONAL PLANNING?
- ❖ Do you ever consult the WHOLE membership on issues?
- ❖ Are your Trustees overworking? Are they supported by Volunteer members?
- ❖ Is the Trustees' role too big/time consuming/off-putting for potential new ones?





# ROLE DESCRIPTIONS



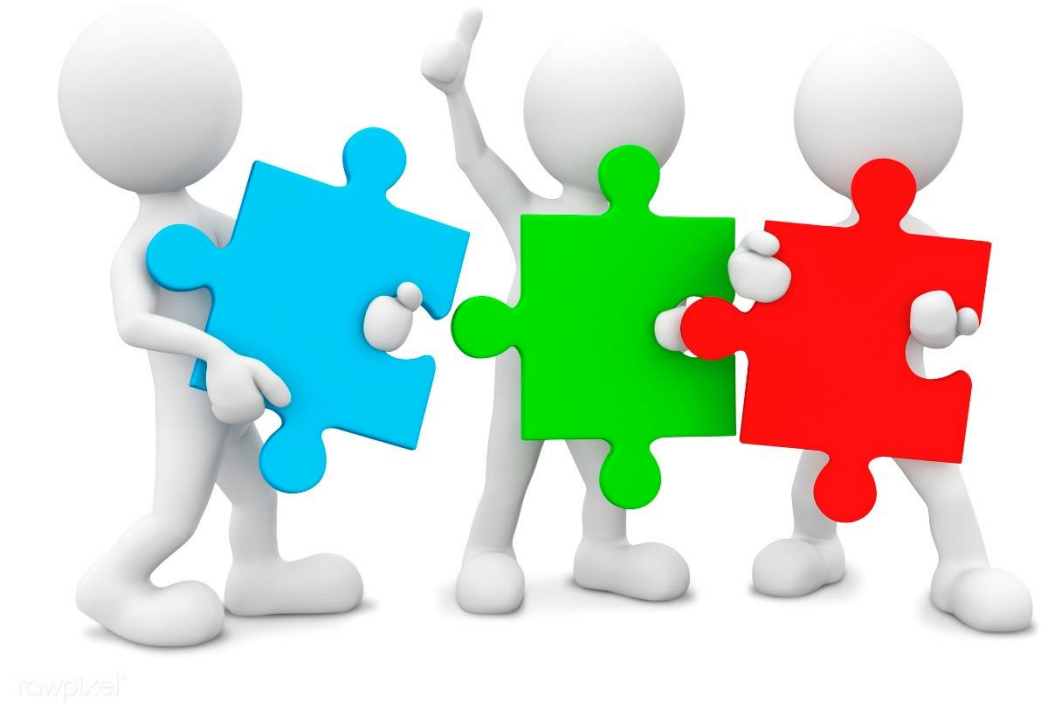
- Do you have them? What do you call them?
- Aren't they important for potential Trustees, considering taking it on?
- Who writes them?
- Are they task-focussed and comprehensive?
- Do you include the best bits/challenges and who they work with?
- Do you include skills needed and realistic time investment?
- Do you provide a template?

**NB – NOT Job Descriptions!!!**



## SUCCESSION PLANNING

- ☐ Important, but can take over your time/worry
- ☐ WHO is responsible for Succession Planning?
- ☐ How to approach and encourage volunteers?
- ☐ Personal contact is vital
- ☐ Role shadowing? Observing meetings? Joining a team?
- ☐ Importance of HANDING OVER – so skills and experience are not lost. The retiring person offers continued support.



## VALUING VOLUNTEERS

- ❖ Getting – and keeping - volunteers > vital to any u3a
- ❖ Everyone likes to be appreciated – recognise their expertise, time, commitment etc
- ❖ **Thank You** messages – in e-mails, cards, in public, in newsletters
- ❖ The bigger gestures – ‘Thank you’ event for volunteers?
- ❖ Look out for stress and burn out – consider sharing tasks, job shares and/or getting admin support



## FIREFIGHTING DEALING WITH DIFFICULT ISSUES/PEOPLE

- ❖ Can be very time-consuming.
- ❖ Small issues can escalate
- ❖ Who deals with minor enquiries? (info@youru3a ??)
- ❖ Do you have 'Codes of Conduct' for members and trustees?
- ❖ Do you have a 'Complaints Procedure'? Does it help?
- ❖ Keep good written records of actions/communications
- ❖ Who do you ask for advice? You need support. The importance of de-briefing/off loading



## THE CHAIR

- What's in a name? (Chair, Chairman, Chairperson, who cares?);
- What is your/their prime role?
- Do you/they have to do/know everything?
- Delegating – a skill to be developed?
- Managing expectations?
- Who supports the Chair?

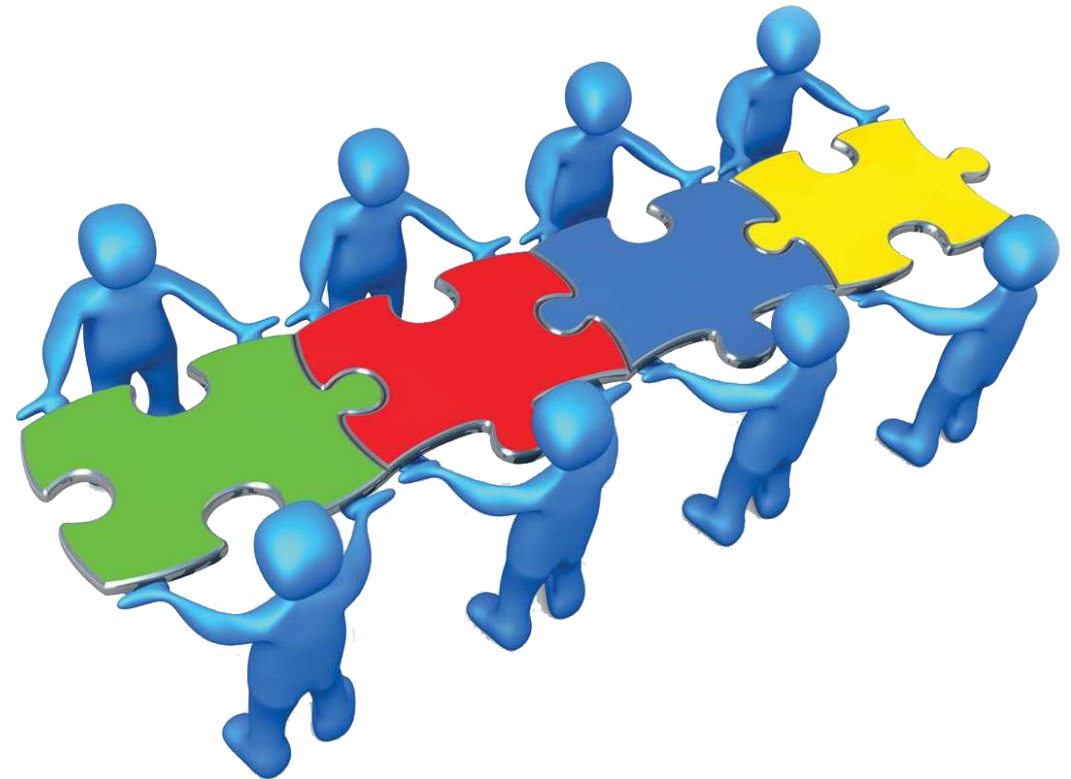


# OTHER TRUSTEES' ROLES



- ✓ Vice-chair (Deputy and/or chair-elect?)
- ✓ Secretary
- ✓ Treasurer
- ✓ Groups Coordinator
- ✓ Membership
- ✓ Communications/PR (Internal & External)
- ✓ Events
- ✓ Access/Welcoming/Diversity
- ✓ Governance/GDPR

Others???





# ACTION TEAMS

## TASKS

MARCH 2022

### GROUPS (MARGARET McCABE / MARK HALL)

New Groups (McC)

Established Groups  
(MH)

Waiting Lists  
GLs' support  
Programme Planning

AV Equipment

Venues

### MEMBERSHIP, WELCOMING & ENGAGING (JEAN SMITH)

Membership  
Drop Ins and New Members  
Recruitment and Retention  
Accessibility/Inclusion  
Town Reps and  
Ambassadors

### GOVERNANCE & COMPLIANCE (ANGIE GRAIN + ?)

Strategic Planning  
Constitution  
Procedures/Policies  
Gift Aid  
Financial Management  
Rep<sup>n</sup> on Outside Bodies  
TAT/Charity Commission

### MANAGEMENT COMMITTEE OF TRUSTEES

### EVENTS (SCHEDULED) (MARTEN KOOPMANS)

Monthly meetings  
Summer Programme  
Meet the Leaders  
Leaders' Supper  
AGM/Christmas Concert  
National U3A Day

### EVENTS (AD HOC) (NEIL STEVENS)

Study Days  
Social Events  
U3a-wide visits, trips

### COMMUNITY LINKS (ALISON MIDDLETON)

Community Care  
Dementia Friends  
Reading in Schools  
Social Prescribing

### COMMUNICATIONS (PETER MATE)

News Flash & The Eye  
Press & Media/PR  
Publicity Materials  
Presentations ex-U3A

#### IT Team

Website Development  
Internal  
Communications  
Social Media  
Technical Support  
Website Users' group

*All teams are not 'silos' and will need good communications to work together and/or seek assistance where needed; this may include overlapping membership*

# Health Check

Margaret Fiddes







# Feedback



*Any Questions or Comments ?*

*About anything we have covered today?*

*Is there any ONE thing that you will take away to try with your u3a?*

