



u3a Dacorum

Committee Members' Handbook

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1 Introduction

Dacorum U3A, also known as U3A Dacorum, is part of a UK movement of retired and semi-retired people who come together to continue their educational, social and creative interests in a friendly and informal environment.

There is no minimum age limit but Members generally join when retired or semi-retired and would like to take part in a variety of mentally and physically stimulating activities. Our members draw upon their knowledge and experience to teach and learn from each other but there are no qualifications to pass – it is just for pleasure. Learning is its own reward.

It's all voluntary; and we are home to about 120 activity groups covering many subjects. In our case from Antiques to Writing and many things in between. Our membership typically varies between 1500 and 1600 through the year.

To see our topical programme and current coordinators and Committee Members, the quarterly Digest or <https://u3adacorum.org> should be referred to.

2 Our Internal Workings

In general parlance we usually just talk about Committee Members without distinguishing between them. In fact, we have voting and non-voting Committee Members. They all usually join in wholeheartedly to discussions and make valuable contributions, but only the voting members can vote on motions. The voting members are Trustees answerable to the Charity Commission and the others are Helper Members.

In accordance with our Constitution, which is approved by the Charity Commission, we must have between five and twelve Trustees who may each serve three two-year terms and must then step down for at least a year. The Helper Members are appointed by the Committee and perform various tasks that do not need to be done by a Trustee.

The Trustees, together, make the longer term decisions about the way the U3A is organised and run. They meet about ten times a year, usually on the Friday before each monthly meeting. Depending on the subject matter, and their role, the helpers may or may not attend the meetings, which are open to all Dacorum U3A Members.

There are two types of Trustee: Officers, sometimes called 'Honorary Officers', and Members.

The officers are the Chair, Vice-Chair (optional post(s)), Treasurer and Secretary, who have specific (traditional) responsibilities. The Chair is the figurehead and runs the Committee and monthly meetings; The Vice-Chair assists and steps in as required; The Treasurer keeps the finances and books; The Secretary ensures meetings are correctly recorded, that the voting at the AGM is done correctly and makes annual returns to the Charity Commission.

All committee positions are voluntary and we have no paid employees. Unlike employees, volunteers have roles rather than jobs. However, like employees, they do perform tasks.

Not all tasks performed by the Committee have to be done by trustees, although many of them are. The main roles, found to be necessary over many years to run the U3A, which can be seen in any copy of the Digest are:

- Chair (must be a Trustee)
- Vice-Chair (must be a Trustee)
- Treasurer (must be a Trustee)
- Secretary (must be a Trustee)
- Group Liaison Secretary
- Membership Secretary
- Hall Bookings Secretary
- Speaker Secretary
- Equipment Manager
- Digest Editor
- Accessibility Officer
- Refreshment Coordinator
- Photocopying
- Beacon Admin

- Web Admin
- Minutes Secretary
- New Members Liaison

The role descriptions are expanded below. They are a reflection of how we work at the time of writing and are subject to change and adjustment. As any role becomes vacant it is open to any U3A Member to fill. Tasks may also move around to the person best suited to them.

3 The Charities Commission

The Charities Commission is the government body that regulates all charities. See <https://www.gov.uk/government/organisations/charity-commission> for a wide range of publications explaining all aspects of charity management. See <https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3> for guidance about the running of a charity and the responsibilities of a trustee.

As a registered charity, Reg. Charity 1012612, Dacorum U3A has to obey the rules of the Charity Commission and have a constitution and a governing committee. The people voted onto the committee at Annual General Meetings (AGMs) or Special general Meetings (SGMs) are known as trustees. The trustees share responsibility for all aspects of running the U3A. All have equal voting rights, and nobody has the right to make 'executive' decisions. However, should there be deadlock, the Chair has an extra 'casting' vote.

4 The Third Age Trust

There is an overarching and supporting U3A national body called the Third Age Trust (TAT) to which every U3A pays a capitation fee in exchange for legal support, advice, insurance, music and film licences, magazines and other benefits. Every U3A and every member has to sign up to the U3A ethos. Go to <https://u3a.org.uk> for more details. You will have to register to access detailed documents. TAT is also a charity. It does not replace the Charities Commission and provides advice rather than regulation.

The overall ethos of the U3A as a national organisation is one of Mutual Learning. The aim of the U3A movement is for all members to contribute, in many different ways, to the success of the group without the assistance of non-U3A members. It is a fundamental part of the U3A ethos that teaching within U3A is by the members, for the members. Hence no payment can be made to members for tutoring or other work done for the movement. All work undertaken by volunteers for the movement is unpaid.

In February 2020 there were 1050 U3As in the UK with a total of over 444,000 Members. Each is a separate charity with its own constitution, groups and methods of operation.

5 Herts Network of u3as

Many U3As like to compare their ways of working and experiences and provide feedback to TAT. Because the traditional UK regions are rather large, a number of more conveniently sized 'Networks' have been created by TAT. We belong to the Herts Network, which usually meets quarterly at Woolmer Green. We are allowed to send three delegates.

6 The Effect of Covid-19

Pre Covid-19 we always had about 120 groups in operation, meeting between one and four times a month. These were in homes or local halls. As a result of Covid-19, we have not and will

not hold face to face meetings until it is safe to do so. Meanwhile we have three Zoom accounts that we use to run about 30 online or virtual groups. We are sending out an electronic Newsletter and less frequent physical Digests.

7 The Increasing Role of IT

Our U3A has never stood still, and has progressively adopted modern technology to run the 'office'. Nowadays we do as much as possible electronically. We still communicate by mail to a few members who do not have internet access, but the majority of what we do is done online. We use email for communications, have a website and an electronic archive for our documents. We use Sage for our accounts and the TAT Beacon Membership Management System for managing our membership. The Digest is created electronically before going to the printer, and our virtual meetings are all run on Zoom.

All of the above means that anyone joining the committee needs to have a reliable broadband connection and be or become IT savvy.

8 Induction of New Committee Members

People who express an interest in standing for a place on the Committee are usually invited to attend several committee meetings before they are elected. In addition to receiving a copy of this handbook they are also directed to the Third Age Trust web site where the responsibilities are well explained.

9 Role Specifications

9.1 Committee Member Roles and Requirements

The following requirements are common to all trustees. The equivalent for non trustee Members is under [Non Voting \(Helper\) Members](#).

9.2 Common Requirements For Trustees

The Governance Role

Together the Management Committee Members shall:

- Determine Mission and Strategy – actively take part in setting the organisation's direction and determining how it will get there.
- Be accountable – agree to be held to account for the actions of the organisation and to hold those who carry out the work to account.
- Look after the committee – play a part in committee renewal, contributing to the recruitment and induction of new trustees. Contribute to effective decision-making and information sharing processes, positive group dynamics, and take part in reflection, learning and development as necessary.
- Safeguard assets – act as custodian of the assets, tangible (money, property, etc.) and intangible (Dacorum U3A's reputation and name), ensuring that assets are used appropriately and constitutionally. Ensure that there are sufficient assets for the organisation's survival.
- Be an ambassador for the organisation, representing the organisation and linking the organisation to its stakeholders, such as Members, the community, funders etc.

- Contribute to the recruitment of new Committee Members and Coordinators as appropriate.

Conduct

Agree to:

- Be active – attending all meetings if possible, sending apologies to the Secretary for absences.
- Act jointly – exercising no powers on one's own unless powers have been specifically given by the Committee, and minuted at a Committee meeting.
- Prepare for meetings by reading the agenda, papers and emails before the meeting. Talk to others before the meeting if clarification is required.
- Act constitutionally, and within the law – make sure that Dacorum U3A acts within the objects (remit) set out in its constitution, including following the constitution on how meetings are run and how the Committee is recruited.
- Act in the interests of the beneficiaries – put oneself in the beneficiaries' position and make decisions that are best for them.
- Act reasonably and honestly at all times.
- Have a duty of care – act prudently and reasonably.
- Participate fully in the meeting;
 - Listen to what others have to say and keep an open mind.
 - Contribute positively to the discussions.
 - Try to be concise and avoid soliloquies or speeches.
 - Help others concentrate on the meeting. Discourage side conversations.
- Treat all committee internal discussions as confidential.
- Do not delegate control; Accept ultimate responsibility and accountability for what is delegated.

Qualities

Management Committee Members should:

- Have a commitment to the organisation and its aims.
- Have a willingness to devote the necessary time and effort.
- Possess good judgement and independence of mind.
- Show a willingness to work collectively as part of a group.
- Seek constructive debate and dialogue rather than confrontation.

9.3 Committee Member (General Template)

This template is to facilitate creating role descriptions.

Example Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for every Trustee.) The Chairman cannot make “executive” decisions, but has a single casting vote.

[Details immediately below should be agreed when joining the Committee. Tailor the wording to each Member. Not all will want to, or be able to take on all these roles.]

Non-Committee (non-voting) Helper Members who do other work (New Member Liaison, Web Manager, Minutes Secretary, etc.), have a separate role description that does not include the Committee responsibilities. The roles mentioned here and below are examples only, and illustrate the position at the time of writing. Remove these instructions after completion.]

- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Example Specifically

[To undertake one or more activities or projects (eg Halls Manager, Digest Editor, Membership Secretary, Equipment Manager, Speaker Secretary). The Officers: Chair, Vice-Chair, Treasurer and Secretary have separate Role Descriptions.]

9.4 Chair

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.) The Chairman cannot make “executive” decisions, but has a normal vote, plus a single casting vote to resolve deadlocks.
- Lead the committee and the organisation to enable it to fulfil its purpose.
- Ensure an effective relationship between:
 - The committee and the Members;
 - The committee and the external community.
- Act as a spokesperson and figurehead as appropriate.

Specifically

- Ensure we follow the aims and principles of the Dacorum U3A Constitution.
- Ensure that we conform with the requirements of the Charities Commission.
- Chair U3A Committee Meetings.
- Chair Monthly Meetings.
- Liaise with Committee and non-Committee Members. Encourage them to take on duties commensurate with their knowledge and aptitudes.
- Plan and prepare Committee meetings and the AGM with others as appropriate.
- Chair committee meetings ensuring:
 - A balance is struck between time-keeping and space for discussions.

- Business is dealt with and decisions made.
- Decisions, actions and deliberations are adequately minuted.
- The implementation of decisions is clearly assigned and monitored.
- Ensure adequate support and supervision arrangements are made for the volunteers directly managed or reporting to the committee.
- Attend Coordinators' meetings, Herts Network of U3As and local community meetings where relevant.
- Ensure we are represented appropriately at the Third Age Trust National Conference and AGM.
- Ensure that a successor is found before the term of office finishes.
- Keep our Members informed of any new proposals from the Third Age Trust.
- Encourage Members to put forward ideas for the improvement of our U3A.
- Consolidate our progress, while continuing to aim for growth in numbers and breadth of interests.

9.5 Vice Chair

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Specifically

- Act as an assistant and deputy to the Chairman.
- Chair Committee Meetings when the Chairman is absent.
- Host monthly meetings in the absence of the Chairman.
- When deputising, observe the Chairman's Role Specification and Notes thereto.
- Check that all the facilities required for the meeting are available and in working order.
- In general, deal with any unexpected problem that may arise in order to ensure a smooth running of any event.

9.6 Treasurer

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- Oversee the financial affairs of the organisation and ensure they are legal, constitutional and within accepted accounting practice.
- Ensure proper records are kept and that effective financial procedures are in place.
- Monitor and report on the financial health of the organisation.

- Oversee the production of necessary financial reports and returns, accounts and audits.

Specifically

- To maintain the Accounting Procedures.
- To use a computerised accounting system for all transactions.
- To bank all incoming cash monies and record all monetary receipts
- To check receipts and invoices for all monetary claims and to issue payment. To record the transaction.
- To follow procedure guidelines laid down by the Committee, based on the requirements of the Charity Commission.
- To give a Financial Report at each Committee Meeting.
- Lead on appointing and liaising with an independent Book Examiner.
- To prepare data for the Book Examiner at the end of each Financial Year.
- To submit the end of year accounts to the Book Examiner.
- Liaise with relevant Members and group Coordinators to ensure the financial viability of the organisation.
- Make fellow Members aware of their financial obligations and take a lead in interpreting financial data to them.
- Ensure proper records are kept and that effective financial procedures and controls are in place.
- Electronic records must be kept using the Sage accounting system according to the documented Accounting Procedures.
- Ensure a Sage back up is stored on the Archive and that copies of all passwords associated with the function are stored on the Archive.

9.7 Secretary

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- To ensure the Committee follows the Constitution.
- To ensure that the requirements of the Charity Commission are met:
 - To ensure that committee meetings are properly administered and recorded;
 - To ensure that the list of Trustees at the Charity Commission is kept up-to-date;
 - To ensure that the AGM, EGMs etc. are properly administered;
 - To ensure that annual returns are made to regulatory bodies as appropriate and in the correct format.

Specifically

- Ensure that Committee meetings and the AGM are run according to the constitution and Charity Commission requirements.
 - Ensure all nominees, proposers and seconders are members.
 - Ensure all new Committee Members (Trustees) sign the Trustee Eligibility Declaration.
 - Ensure Charity Commission returns for new Members are made.
- Ensure that Committee meetings including decisions and actions are adequately minuted.
- Ensure accurate and up-to-date Membership records are maintained in accordance with the constitution and Charity Commission requirements.
- Ensure that the annual return to the Charity Commission is made on time.
- Deal promptly with all U3A email or written correspondence by direct reply or by passing it to the appropriate Committee or U3A Member for action.
- File all emails and paper correspondence when dealt with together with reply copy. All emails conducted via secretary@u3adacorum.org address is stored on the email server.
- Deal with all telephone and email enquiries as appropriate.
- Maintain all forms, ensure the latest versions are on the website, and keep master copies in the Archive.
- Provide secretarial support for the Chairman and other Committee Members.
- Invite the Mayor of Dacorum to be President and attend the AGM.
- Produce and send out the Agenda for Committee Meetings.
- Check the Minute Secretary's minutes and amend where necessary. Produce and despatch copies of the Minutes together with the Agenda for the next meeting to each Member, usually by email.
- Maintain the U3A filing system, including electronic copies:
 - U3A Master document file.
 - U3A/NEC correspondence file.
 - Minutes of Committee Meetings file.
 - Minutes of Annual General Meetings file.
 - Keep historical Dacorum U3A Digest copies.
 - Information on the Herts Network of U3As.
 - Secretarial correspondence file.

9.8 Membership Secretary

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)

- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Specifically

- To use the Beacon membership management system in accordance with the Beacon Procedures document.
- Update and maintain a supply of Membership application forms. (Normally available on-line.)
- Deal with all Membership applications and enquiries promptly whether they be postal, by telephone or on line. This is an ongoing task all year round. Send out requested Membership forms and old Digests and an application form or refer callers to our Website where application forms are available.
- Formulate and publish Subscription Renewal forms with the Spring Digest.
- Should Membership cards be reintroduced, supply them to members who have joined or renewed. For 2021 they will not be supplied.
- Maintain supplies of the Digest to send to new Members. Enclose with their card a Welcome Letter and a Gift Aid form.
- Supply the Digest publisher with the latest address label database about the 10th of the month in which it is published. Publication is in late November for December, late February for March, late May for June, late August for September.
- Supply TAT with the latest address label database for the Third Age Matters magazine when requested (five times a year). This database is not the same as the Digest database.
- Supply Coordinators' Handbooks to Coordinators who do not have on-line access to them.
- Email lapsing members to warn them that they will lose the Digest and TAM if their membership lapses.
- Action Membership renewals and new Membership applications by:
 - Checking that the received fee is correct (pass to Treasurer)
 - Creating and updating existing Membership records with:
 - Name and address.
 - Postcode and telephone number.
 - U3A Area code for statistical purposes.
 - Membership number.
 - Date of receipt of Membership fees by cash, cheque or bank transfer.
 - Amend and retain records of lapsed Members for eight years.
-
- Attend monthly Committee Meetings.

- New Members meetings are arranged at various times. If the gap is too long a hall has to be hired. If they occur more frequently, a Committee Member's house may be used. Invitations have to be sent out by the Membership Secretary for these and acceptances noted. Usually the Chair, Vice-Chair, Secretary, Membership Secretary and Treasurer attend and any other Committee Member who is available will come and help with refreshments.

9.9 Beacon Admin

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Specifically

- To manage all technical matters concerning the administration of the Beacon Membership Management System.
- To assist and train committee members in the use of Beacon.
- To maintain Beacon Procedures document.
- To liaise with Third Age Trust Beacon team.

9.10 Groups Secretary

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Specifically

- All matters concerning the running of the groups are referred through the GS in the first instance. (See P10 page 23 of the Coordinators Handbook.)
- To advise Coordinators on the Important Information set out on page 3 of the Coordinators Handbook. Note: The Coordinators' Handbook is specific to U3A Dacorum, produced by past Treasurers and edited and approved by Committee. Much of the information for our coordinators (and members by default) is mandatory not advisory and overrides any TAT advice until accepted by the Committee.
- It is desirable that new groups are started on a regular basis to meet the needs of new Members and to replace groups that fall by the wayside.
- The GS must be proactive – always on the lookout for new group ideas.
- Answer group queries from existing and potential Members by telephone or email.
- Modify and maintain the Coordinators' Handbook as required, with Committee approval.

- Produce 'News of the Groups' information for the Digest. (The editor will prompt for this.)
- Resolve problems between Members within individual groups, if necessary.
- The GS should have access to a good internet connection, and regularly check emails.

Starting a New Group

- Groups can be short term i.e. for just a few meetings or continuous.
- Groups can be Home, Hall or Social. The choice of a home venue depends on numbers wishing to attend and the potential Coordinator's circumstances.
- Circulate details of the proposed group via the Group News email list, the Digest and at Monthly Meetings. Even if numbers are not known, this is an important step to gauge interest.
- Collect interested names by email or at monthly meetings.
- If there is a Coordinator, names and contact details can be passed to them immediately.
- If a potential Coordinator is a new Member they may not initially want lots of names and may be happier to initially receive an interested Member list, and contact details later.
- If the Coordinator is new and unfamiliar with our procedures, the GS should be involved in setting up the group. Sometimes this may require attending the first meeting.
- Ask the Treasurer to allocate a Group ID.
- Ask the Membership Secretary to send the new Coordinator a copy of the Coordinators' Handbook. Notify the Coordinator the location of Forms, Handbook etc. on our website <http://u3adacorum.org>. If the Coordinator is already running a group always send an additional copy of the handbook. This can prevent long discussions and misunderstandings.
- If it is a hall meeting, ask the Halls Booking Organiser to locate, agree and book a suitable hall for the group, in a location that suits the Coordinator and of an appropriate size.
- Halls costs must be agreed with the Treasurer.
- Notify the interested Members of the new group via the Group News sent via Beacon, emails and the Digest.
- Notify the Treasurer, Editor, Web Admin and Membership Secretary, providing full details of the new group, leader, venue, group number, meeting dates and times etc.

Grants

- Costs arising from group activities should be paid by the members of the interest group involved; the coordinator should agree a levy with group members to cover such costs.
- There will be no grants for or towards the cost of personally owned equipment such as computers, instruments, or software, which should be provided by members.
- Requests for dedicated high cost equipment that remains the property of the U3A such as PCs, projectors, amplifiers, microphones etc, will be met from existing U3A equipment or passed to the Committee for consideration.

Coordinators' Day

Should the Committee decide to hold a special coordinators event:

- Organise with the Membership Secretary the venue, caterer and program for the Coordinators' Day.
- Co-chair the Coordinators' Meeting together with the Membership Secretary.

9.11 Hall Bookings Secretary

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Specifically

- Locate, agree and book venues for new groups, new Members' meetings, Committee meetings and Coordinator meetings;
- Make arrangements for groups changing venue. Establish there is a good reason, and check the costs with the Treasurer before confirming the move;
- Locate and assess halls for suitability and maintain a list of their of their features and details, noting access, facilities, loop system, etc.;
- Cancel one or more meeting dates for groups;
- Deal with complaints or queries from group Coordinators;
- Handle queries from hall bookings secretaries and managers;
- Investigate and book venues for one-off events.

9.12 Equipment Manager

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Specifically

- Care for U3A equipment used by the groups.
- Keep a record of all U3A equipment and where it is kept.
- Ensure maintenance is adequate.
- Coordinate and assist with PAT testing at St Francis Church Hall.
- Recommend new equipment as required.
- Set up the microphone equipment for monthly meetings.

9.13 Speaker Secretary

Overall Role

- To govern i.e. direct and control the organisation as a Trustee through collective decision-making. (This is a mandatory requirement for everyone on the Committee.)
- To make my areas of expertise known and to undertake to make my advice and expertise available to the Committee, Coordinators and Members as required.

Specifically

- Find potential speakers within the budget agreed by the Committee.
- Book the venues for Monthly General Meetings.
- Maintain a Speaker's File and keep all relevant letters and e-mails relating to the booking.
- Contact the speaker by phone, letter or email and fix date, venue and fee.
- Contact the speaker at least a week before the talk to ensure that all the agreed arrangements are still in place and ensure that the speaker has clear directions and a map if necessary.
- Make sure the parking problems are fully dealt with and the speaker is escorted to the car park if necessary.
- A speaker arriving by train should be met and, if necessary, a taxi used to get to the venue. A lift can usually be used to return them to the station.
- Meet the speaker at the venue and assist with their equipment.
- Ensure the speaker has tea or coffee and water for their talk.
- Ensure all equipment is working. Check the lighting and the switching off of the lights during the slide show.
- Make sure the speaker's microphone or lapel mike is available and working.
- Ensure the speaker receives their agreed fee.
- Escort the speaker with their equipment from the building.

10 Non Voting (Helper) Members

None of the tasks below have to be done by trustees. Nonetheless, many are.

Overall Role

- To attend Committee and other meetings as necessary to perform in a 'Helper' non-voting role.
- To make my areas of expertise known and to undertake to make my advice and expertise available to the committee as required.
- Appointment is directly by the Committee. Election at the AGM is not required. There is no regulatory term of service, or restriction on the number of terms served.

Specifically

[Details to be agreed when joining the committee – tailor wording to each Member. Not all will want to, or be able to take on all these roles.

To undertake, or share, one or more activities or projects (eg New Member Liaison, WebAdmin, Minutes Secretary, Digest Editor, Equipment Manager, etc).]

The Governance Role

There is no governance responsibility.

Conduct

Agree to:

- Attend all appropriate meetings if possible. Send apologies when unable to attend.
- Act within the law.
- Act reasonably, prudently and honestly at all times.
- Not benefit personally, except for claiming reasonable expenses.
- Avoid conflicts of interest.
- Prepare for the meeting by reading the agenda, and appropriate papers and emails before the meeting.
- Talk to the chair before the meeting if clarification is needed.
- Arrive on time and stay to the end.
- Participate fully in the meeting;
 - Listen to what others have to say and keep an open mind.
 - Contribute positively to the discussions.
 - Try to be concise and avoid soliloquies or speeches.
- Treat all committee internal discussions as confidential.
- Fulfil any responsibilities assigned to me at the meeting and be prepared to report back on my progress at the next meeting.
- Treat all discussions and information about Members as confidential. Information that is already in the public domain is not confidential. If asked to confirm such information outside of the meeting, simply say “I can’t discuss it”.

10.1 Refreshment Coordinator

Specifically

- Obtain future venues for monthly meetings from the Speaker Secretary.
- Organise the Refreshment Rota for the Monthly Members’ Meetings.
- Notify the Digest Editor and Webadmin of the nominated groups.
- Purchase the refreshments for the meetings and deliver them to the appropriate venue in time for everything to be up and running before Members arrive.
- Instruct the refreshment volunteer team before each monthly meeting.

- Periodically check that the team is coping, and arrange more help if necessary.

10.2 Minutes Secretary

Specifically

- Attend Committee Meetings.
- Take and prepare the minutes.
- Pass them to the Secretary for checking and issue.

10.3 Group News and CAN Email Lists

Specifically

This is not a GS specific task, but it can be a great advantage to a GS assisting in the formation of new groups.

- Operate the Group News email list to circulate information on behalf of our Coordinators and U3A Admin. There can be a certain amount of “email fatigue” shown by members. It is therefore important that all emails sent should be strictly relevant to U3A Dacorum activities – we do not advertise other U3A’s events, or Charity events (no matter how deserving), or political notices including local politics.
- Group News is separate from the website, and is distributed using an email list server. Select suitable humorous items to distribute as CAN items during the Covid-19 pandemic.
- Use Beacon (currently under test) or other approved system to distribute Group News and CAN.
- Notify the Membership Secretary, Digest Editor and Web Admin of updated email addresses.
-

10.4 Web Admin

Specifically

- Administer the website including the NextCloud Archive and all other applications on the website server in conjunction with supporting admins.
- Appoint and train supporting admins.
- Appoint and train contributing editors and authors.
- Appoint and train Coordinators to send posts.
- Appoint and train moderators for posts.
- Manage mailboxes for email.

10.5 Digest Editor

Specifically

- Collect and collate data for the Digest.

- Edit and assemble the Digest.
- Send the Digest to the Printer for distribution.
- Provide the list of addressees to the printer.

10.6 Photocopier

This at present is housed in the Photocopier's home. Service, which we pay monthly, is provided by Xeretec and an engineer can call if needed although they prefer to help firstly by instructing over the telephone which can be time-consuming.

Specifically

- Replicate Committee papers and other papers for issue to Members.
- Photocopying is also done as a service for any Coordinator who wishes to avail themselves of the facility. This is usually when 10 or more copies are required. This is done by mutual agreement with the Coordinator.
- Maintain paper stocks. For bulk orders we use Viking for which we have an account (C0852496). Otherwise, we use local shops.

10.7 Monthly Meeting Greeters

Specifically

- At present the Membership Secretary and New Member Liaison Officer each attend all Monthly Meetings and collect the entry fee at the door or arrange a substitute. They supply Digests and Membership Forms to any potential new Members attending these open Speaker meetings.

10.8 Publicity Secretary

Specifically

- Promote U3A Dacorum through:
 - The local press.
 - On local notice boards.
 - Third Age Matters.
 - Other means agreed by the Committee.

•

11 Coordinators' Handbook

The Coordinators' Handbook provides complete rules for managing all aspects of Group activities. It can be downloaded from here: [Coordinators Handbook](#).

12 Group News

Group News emails are sent using the Group Spaces software service. This is separate from the website.

13 Website and Email

We have registered both the "u3adacorum.org" and "dacorumu3a.org" domain names.

Registration and hosting is with Jolt.co.uk. The trading address for Jolt is: Host Lincoln Ltd, t/a Jolt.co.uk, Halifax House, 30-34 George Street, HullHU1 3AJ.

The website can provide a wide range of services all administered through a tool called cPanel. They include online surveys, secure document repository, email, etc. and all are installed from the Softaculous button. Full documentation is held under the 'Admin Stuff' folder on the website. Accounts and passwords are issued by Web Admin.

13.1 Website

Both u3adacorum.org and dacorumu3a.org open the <https://u3adacorum.org> site. The website is based on WordPress and freely available plugins, which extend its capability. The aim is to minimise any special coding. The chosen theme is 'responsive' and works on the majority of screen formats, whether full PC screen or small phone.

To manage the 'Groups' page a separate LibreOffice spreadsheet is used. A copy is held on the Website under 'Admin Stuff'. Although easy to use and show changed groups on the website, a good understanding of spreadsheets and HTML are required to change the underlying code.

Every group has a group web page, and a group coordinator email address. The email addresses are of the form [chair@u3adacorum](mailto:chair@u3adacorum.org), group123@u3adacorum.org. Emails to coordinators and the committee can only be sent via forms, so that no personal email addresses can be harvested from the web pages.

13.2 Email

The email system handles emails to both someone@u3adacorum.org and someone@dacorumu3a.org. It contains an internal anti-spam system and forwards emails to coordinator and committee member email addresses. It does not use the google reCAPTCHA system because the license conditions give google the right to use the contents. Instead, it uses simple questions and answers to defeat robots.

There are several email lists that can be used, and any member of a list may send emails via that list provided they use their list email address. The lists are:

u3a_all_committee@u3adacorum.org

u3a_all_groups@u3adacorum.org

u3a_trustees@u3adacorum.org

u3a_webadmin@u3adacorum.org

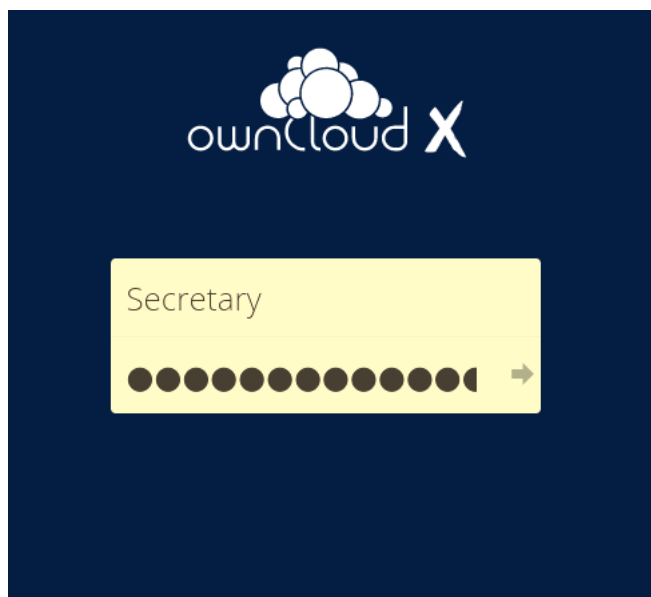
The only limitation is that the throughput is limited to 200 emails per hour. This is sufficient for existing usage. It could be raised to unlimited throughput by upgrading the server.

13.3 Document Repository

An ownCloud document repository has been installed as <https://archive.u3adacorum.org>.

Copies of all AGM minutes and the last ten years Committee Meeting Minutes are stored here electronically and available to all committee members. The highest level is shared by all. Each committee member may also store working documents there in a private space.

The front screen appears as here.



14 Constitution

The constitution may be [downloaded from here](#).

15 Standing Orders

Dacorum U3A does not have Standing Orders for the conduct of meetings.

16 GDPR and Privacy Policy

We have a Privacy Policy that explains how we handle members' personal data. A copy is available on the website. *The current Privacy Policy is reproduced below in its entirety,*



U3A Dacorum Privacy Policy

U3A Dacorum (hereafter 'U3A') treats your privacy rights seriously. This privacy policy sets out how we will deal with your 'personal information': that which could identify you, or relates to your identity.

1 *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.
- Member payments.
- Date of Birth for Trustee Committee Members.

2 *How do we collect this personal information?*

With the exception of membership payments, the above information collected is obtained directly from you at the point of your initial registration via membership forms. This information will be updated on your request or with information provided by you on the annual renewal form. If you become a Coordinator, Trustee Committee Member or Non-Trustee Committee Member additional information saying how much information you consent to being made public on the web will be asked for. (Trustee Committee members are voted into post at the AGM. Non-Trustee Committee members fill roles that share the work load.)

Member payment information is collected when a payment is received.

3 *How do we use your personal information?*

We use your personal information:

- To provide the U3A activities and services to you.
- For administration, planning and management of the U3A.
- To communicate with you about your group activities.
- For members to contact you, if you are a Group Coordinator or Committee Member.
- To monitor, develop and improve the provision of the U3A activities.
- For any statutory reasons that may arise.

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

4 On What Basis Do We Keep This Information?

When you become a member, there is effectively a contract between you and the U3A. To fulfil the contract the U3A needs to process data:

- That is necessary to fulfil our contractual obligation;
- Which the member might reasonably expect.

5 With Whom do we share your personal information?

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

- Internally
 - To Committee Members and Group Coordinators, as required to facilitate your participation in our U3A activities.
- Externally
 - Mailing – Name & Address is given to external providers for mailing for the U3A magazine (Digest) and the Trust Magazines (Third Age Matters and Sources).
 - Email – Name and Email Address is given to external providers to allow bulk email to be sent notifying members of information about The U3A activities.
 - Printing – Name and Membership Number is given to an external provider for printing Membership cards.
 - Website – If you are a Coordinator or Committee Member, you will have a group123@u3adacorum.org or function@u3adacorum.org styled email address, which will be forwarded to an existing personal email address. You may also access the account directly if you request access to it. You will also be asked to decide whether you wish your phone number and name to be shown. You may choose either, both or neither. In all cases where you do not consent, people will be directed to the Digest magazine, which contains these details for all coordinators. An Additional Privacy Consent Form will be used for this.
 - Charity Commission – If you are a Trustee, the Charity Commission requires and retains your full name, address, date of birth and contact details (email or phone). Your name will be on view to the public. If you are the occupier of the registered address (usually the Secretary) your address will also be on display.
 - Third Age Trust (TAT) – When you take up certain roles within our U3A, we provide the Third Age Trust with your name, email address and contact number. The roles are Chairman, Secretary, Treasurer, Membership contact, Direct Mail contact, Website editor, Newsletter editor and Accessibility contact.
 - Beacon – During 2020 we are adopting the TAT Beacon Membership Management system to manage our membership and finances. This will be managed by a third party.
 - Statutory – when we have a statutory duty to disclose it for legal and regulatory reasons.

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.

Receipt of the Third Age Trust Magazine and being included on the Email List are optional facilities. If a member does not want these, their data will no longer be sent to the appropriate external bodies.

6 *For 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 12 months. The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer. Where this is the case then the member(s) will be informed how long the information will be held for and when it is deleted.

7 *How your WEB information can be updated, corrected or Removed*

To ensure the information we hold is accurate and up to date, members need to inform The U3A of any changes to their personal information. Group Coordinators who wish to change the contact information that is displayed on the website for their groups should also inform the U3A of changes.

You can do this by contacting the membership secretary at any time:

- Email: members@u3adacorum.org
- Telephone: details are in the Digest.

You will have the opportunity to update your information via the annual membership renewal form, or at any time. Should you wish to view the information that the U3A holds on you, you can request it by contacting the membership secretary. There may be certain circumstances where we are not able to comply with this request. This would include where the information may contain references to another individual or for legal, investigative or security reasons. Otherwise, we will usually respond within 14 days of the request.

If you opt to display consensual information on the web, you can ask the Membership Secretary for it to be removed at any time and we will remove it. You should be aware that any information shown on the web will be collected by search engines, and we are unable to remove that. However, the information will usually expire shortly after a web page is updated. If it does not, you may ask the search engines to remove it.

8 *How do we store your personal information?*

We have in place a range of security safeguards to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification. The membership data and the computer (and its backups) are all protected with firewall and anti-virus software.

In January 2020 your membership information is held on a purpose built database which is backed up daily on to an external device and on a regular basis on to the Database Administrators' computers and our encrypted backup repository at our internet hosting provider. The Treasurer has a copy, and an extract is provided to a small number of the committee. During 2020 this data will be transferred to the Beacon system.

Our internet hosting provider provides the website, email, and encrypted repository services from servers located in the UK. These are backed up to each other.

9 *Email Communications*

All emails sent by Committee Members and Group Coordinators to members should be sent as Blind Copies (BCC), so that members personal email addresses are not revealed. The only exception is when those concerned have agreed that to facilitate discussion, BCC is not necessary.

10 Availability and changes to this policy

This policy is available through The U3A Website https://u3adacorum.org/?page_id=55 or by request to the Secretary. (Contact details are in the Digest and on the website.) This policy may change from time to time. If we make any material changes we will make members aware of this via the Digest and the monthly Members' Meetings.

11 Schematic of Information Requirements

The table below shows the information required for the different roles within the U3A. All roles are filled by members and the Members column applies to everyone.

	All Members Basic Data	Coordinator Data	Additional Data	Committee Trustee	Non-Trustee Additional Data	Trustee Data	Additional Data	
	Database	Digest	Web	Digest	Web	Digest	Web	Other
Name	LI	LI	C	LI	C	LI	LI	-
Address	LI	-	-	-	-	Reg	Reg	-
Phone, and or Email	LI	LI	C	LI	C	LI	LI	-
Digest Yes/No	LI	Indirect	Indirect	Indirect	Indirect	Indirect	Indirect	-
TAM Yes/No	LI	-	-	-	-	-	-	-
Photo with name	-	-	-	-	C	-	C	-
Charity Commission	-	-	-	-	-	-	-	LO
Birthdate for CC	-	-	-	-	-	-	-	LO
Third Age Trust	-	-	-	-	-	-	-	LI

Key

LI: Legitimate Interest

C: Consent

Indirect: Indirect email transmission using web forms and an intermediate mailbox. Personal email is hidden.

LO: Legal Obligation

Reg: Registered address

-: Empty cell

All members must provide the minimum of information shown above on the grounds of legitimate interest or legal obligation because we cannot operate without it.

Coordinators must provide at least a telephone number, or they cannot be effective in the role. It will be published in the Digest, but requires consent to be on the website. All email addresses are indirect eg group123@u3adacorum.org or chair@u3adacorum.org. We use forms on the website, so that email addresses cannot be harvested by robots. All email is then redirected to a private address, or the person may be provided with direct mailbox access.

Committee Helpers are considered in the same way as Coordinators.

Trustees are also considered in the same way as Coordinators, but their name, date of birth and contact details are required by the Charity Commission. Trustees will have their name and role added to the web site, and additionally may have their photo added. Such named photos are subject to their consent.

12 Contact

If you have any queries about this policy, need it in an alternative format, or have any complaints about our privacy practices, please email: Secretary@u3adacorum.org or telephone: 01442 212368.

17 Amendments

Version 2 cumulative drafts – numerous changes to roles, more about TAT, sharing tasks between more people, moving Constitution to place after Role Descriptions, change to clearer typefaces and fonts, Privacy Policy 2.1 added in preparation for Beacon, website, email, online archive and Group News added.

Version 2 draft 7 – Covid-19, It requirements of committee members, effects of Beacon and Beacon Admin added. GLO changed to GS.. Objects corrected back to 2014.

Version 2 draft 8.

Version 2 draft 8.2 Comments added.

Version 2 draft 8.21 Minor typos fixed re grants.

Version 2 draft 8.3 Groups updated.

Version draft 8.31 Invitation of Mayor of Dacorum to be President and attend AGM added to Secretary tasks.

Version draft 8.32 Ensure nominees, proposers and seconders are members.

Version draft 8.33 Provides links to new Constitution and revised Coordinators Handbook.