

# Group Leader's Handbook

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## PURPOSE

To provide practical advice and support to interest group leaders, 'GL's. It is not intended as a book to be read once and then filed away but is designed to be an everyday working tool. Your primary source for further information is the Groups Coordinator (GC), a Committee member tasked with assisting our Group Leaders.

The GC can also advise you on policies and procedures of which you need to be aware. These will include matters concerning: Safeguarding, Accessibility, Equality, Diversity and Inclusion. The relevant policies can be found on the Yateleyu3a.org.uk website.

You can call on the Group Coordinator for help and support. email: [groups@Yateleyu3a.org.uk](mailto:groups@Yateleyu3a.org.uk)

## SCOPE

Although each U3A is an operationally independent charity, this handbook is based on general U3A practice. It is general practice: -

- To ask all GLs to use 'Beacon', the online membership management system to manage their groups
- To enlist the help of other members to share the workload
- No GL should feel that it is an open-ended commitment. If you enjoy it and want to continue indefinitely, that's fine, but running a group for three or five years is a splendid effort.
- If you cease to enjoy it, it is time to stop. Please let the GC know in good time so that we can find a replacement, and please help us do this.

## INTRODUCTION TO INTEREST GROUPS

Interest groups are the life blood of the U3A, and each group will develop its own structure. Even so, it is important that your group follows the U3A ethos of shared, participative, and self-help learning. We ask all our Group Leadership Teams to stay as close as they can to the Principles that should govern every activity of every U3A.

The U3A ethos is based on three principles: -

1. The Third Age Principle: -
  - Membership of a U3A is open to all who are retired or semi-retired.
  - Members promote the values of lifelong learning.
  - Members do all they can to enable people to join a U3A.
2. The Self-Help Learning principle:
  - Members form interest groups in topics and activities they want to learn.
  - Learning is by the members, for the members.
  - No qualifications are sought or offered. Learning is for its own sake.
  - There's no distinction between learners and teachers, all are U3A members.
3. The Mutual Aid principle:
  - Each U3A is a mutual aid organisation, operationally independent, but affiliated to the Third Age Trust, which requires adherence to the U3A movement.
  - No payments are made to members for services to any U3A.
  - Each U3A is self-funded with membership subscriptions kept as low as possible.
  - Outside financial assistance should only be sought if it does not imperil the integrity of the U3A.

## RUNNING A GROUP

### Venues

- All payment to venues concerning bookings must be made via the Treasurer
- If the Administrator of your venue provides you with a key, it is essential to follow their instructions regarding the issue and care of the key.
- The GL is responsible for ensuring the facility is left as found, i.e., windows and doors are secure, lights are turned off and, if relevant, the heating is turned off and alarm turned on. Where applicable, tables cleaned, chairs and tables should be returned to their storage points, and the floor should be left clear of litter.
- The Third Age Trust (TAT) has produced a series of model risk assessment checklists. These are available on the Yateley and District U3A website. The degree of relevance will depend on the type of group you lead, but it is recommended that activity groups have a checklist that is run through before each activity.

### Equipment

- Yateley U3A has a variety of equipment available for use by groups. A full list can be obtained from the Facilities Organiser or the GC.
- Anyone wishing to use a data projector or any other Yateley U3A equipment for their group should contact the Facilities Organiser at [facilities@yateleyu3a.org.uk](mailto:facilities@yateleyu3a.org.uk).
- All equipment should be booked in advance.
- The GL is responsible for storing safely and securely any borrowed equipment. It should be returned as soon as possible after use.
- If the equipment is damaged in any way, the GL must inform the Facilities Organiser when it is returned.
- If new equipment is required, please refer to the Treasurer

## Registers

Each group should keep an Attendance Register for recording attendance at each meeting to record the names and membership numbers of the members of the group, guests and visitors and any venue contribution collected and the method by which it has been paid. Enter details of Guests and Visitors on the form.

At the first meeting of the new u3a year (September) or the first attendance of any member, please check that members have a new and current membership card. Membership can also be checked by adding the member to your group on Beacon.

## Waiting Lists

- GLs should keep a waiting list of potential new members, if your group is full, to replace anyone who leaves their group. If your group is following a course of study which would make it inappropriate to accept new members mid-term, please keep a note of all expressions of interest.
- GLs will be asked periodically for an update on whether their group is full or recruiting. This information will be used to inform New Members' Meetings and the GC.
- GLs should keep in touch with people on their waiting list to see if they remain interested. Once you have a list of more than six names of interested/potential new members, contact the GC who will start to canvass for interest in setting up another group.
- Please avoid stating or implying that your group is 'closed' to new members as group membership is often fluid. Periodically, check with your current membership, encouraging them to be frank about their continued interest in attending. This will keep your group engaged and might free up places for those on your waiting list.

## Guests and Visitors

Guests are members of Yateley U3A who are not members of your group.

- They must obtain prior permission from the GL and pay the appropriate venue contribution fee for the meeting.
- They should not attend more than two meetings per year without joining the group.
- Should be restricted in number by the GL consistent with the normal demands of the group's activities, space restrictions and health & safety considerations.
- If necessary, can be accepted at meetings of groups with paid tutors but in addition to meeting the above conditions, should, if appropriate, pay a proportion of the paid-tutor fee.

Visitors are people who are not members of Yateley U3A.

- Our insurers accept that, if necessary, Visitors may undertake up to two 'Taster' sessions to see whether they wish to join U3A and your particular group.
- They must obtain prior permission from the GL and pay the appropriate venue contribution fee for the meeting.
- Should be restricted in number by the GL consistent with the normal demands of the group's activities, space restrictions and health & safety considerations.
- If necessary, can be accepted at meetings of groups with paid tutors but in addition to meeting the above conditions, should, if appropriate, pay a proportion of the paid-tutor fee and are limited to only one 'Taster' session.

## Carers

Carers are welcome to attend group and general meetings free of charge, provided the member requests it and is also present. Under these circumstances, the carers are also covered by TAT liability insurance.

## Making Everybody Welcome

The Equality, Diversity and Inclusion policy available on our website is a comprehensive guide to this subject, but in summary, group leaders should make reasonable adjustments and take practical steps to ensure a wide range of people can participate in our activities and meetings.

This may include

- consideration given to the time of day of meetings and their location.
- consideration of venues for meetings including:
- accessible to wheelchair users
- access to PA system and a hearing loop
- parking and disabled parking available
- disabled toilet facilities available

Group leaders will be aware if a group or activity requires a certain level of fitness or mobility, and must inform members in advance.

## Beacon Group Management and Communication

- Facilities exist within our Beacon Membership Management System to help in administering groups and communication with group members. We highly recommend that Group Leaders use the Beacon system to administer their groups.
- Functions include maintaining your Group Record and a list of Group members, securely and easily emailing your Group Members (in line with GDPR and Bcc requirements), creating one-off and regular Group Meetings on the Calendar and recording your group's income and expenditure. Group members ICE information is also accessible by the GL if provided by members.
- To request a Beacon System User ID and Password and for further details of the Group functions available in Beacon please contact the Beacon Administrator. Email: [beacon@Yateleyu3a.org.uk](mailto:beacon@Yateleyu3a.org.uk)

## Newsletters

- The Editor emails a copy of our Newsletter every other month
- All GLs are encouraged to contribute from time to time.
- All contributions for the Newsletter must be with the Newsletter Editor by the submission deadline stated on the previous issue
- If any member of your group does not have email, please try to arrange for them to have an e-buddy who will print the newsletter for them
- Printed copies of the newsletter are available at monthly meetings, and can also be posted to members (at an additional cost)

## Website [www.yateleyu3a.org.uk](http://www.yateleyu3a.org.uk)

The Yateley U3A website includes sections for GLs and Groups.

The section 'Groups' contains a brief description of your group - please ensure it is kept up to date. If you need to change information, please contact the Webmaster.

## Copyright

You can legitimately copy material for use by your group. Yateley and District U3A has a licence from the Copyright Licensing Agency which allows multiple photo/digital copying by our members for educational purposes. Contact the Secretary if you have any queries.

## Outings

Outings are open to all members, organised by the Outings Leaders.

To ensure that these are recognised as official Yateley U3A visits and covered by TAT insurance, the Outings Leaders will

- Ensure a list of emergency contacts for those travelling is available to the Secretary in advance, where members are travelling en bloc to a venue (e.g. by coach).
- It is no longer possible to offer empty spaces to friends / families of members, unless they are members of Yateley & District or another U3A.
- Members going on group visits should take out personal travel insurance to cover cancellations. Where Yateley U3A is able to obtain a refund, this will be passed on.
- No refunds are given in the case of disinclination or inability to travel unless the place can be sold on
- No refunds can be given in the event of cancellation of the visit due to circumstances beyond the control of Yateley U3A unless the monies paid can be recovered from the travel agent/coach company/venue, etc.
- Drivers' tips and parking are to be included in the price.

## Visits organised by individual U3A groups

- Visits organised by individual U3A groups are not handled in the same way as Outings.
- The collection of money, cancellations and payment for services such as transport and entrance fees are entirely the responsibility of the group involved. The Treasurer will not be responsible for or involved in handling these visits.
- For U3A insurance cover to apply ensure a list of emergency contacts for those travelling is available to the Secretary in advance, where members are travelling en bloc to a venue (e.g. by coach).
- Due to U3A insurance conditions It is no longer possible to offer empty spaces to friends / families of members, unless they are members of Yateley & District or another U3A.

## Problem Solving

The static group:

- There is comfort in routine, but a group that meets at the same time, in the same place and does the same thing may last a long time but eventually becomes stale.
- It is useful to vary the form, the delivery, and how you use the venue.
- If you usually or occasionally have discussions, occasionally invite a speaker. If you are usually tutored, or if you usually sit indoors, plan a trip.

The failing group:

- If a group is losing members, the first thing is to find out why. This may be as easy as asking those who have left and also those who remain.
- There may be a specific problem with which the group can deal. If you identify the problem as the unhelpful behaviour of a member of the group, then action must be taken.

Managing issues

- Issues can arise within a group that spoil the enjoyment for everyone.
- Please do not leave a problem too long before trying to resolve it.
- Talk to the GC if you are unsure how to resolve the problem or just want someone with whom to explore options.

## Handover of Group Leadership

- Ensure that group members' personal data and all other unused registers, etc. are handed to the person taking over.
- Delete any group member's personal data kept in your personal computer files.
- Inform the GC and provide the name, telephone number and email address of the new GL.
- If you have a key to the venue, please pass your key to the GL and inform the Facilities Organiser.
- If you manage your group using Beacon, ensure that you 'make leader' the person taking over the group in the list of group members within Beacon.
- You should also ask the GC and Beacon Administrator to update the group leader information in Beacon with the new name and contact details of the new GL.

## Deceased members

- If you are informed that a member of your group has died, please let the Membership Secretary know so that records will be updated. Email: [membership@Yateleyu3a.org.uk](mailto:membership@Yateleyu3a.org.uk)
- In certain situations, it may be the group leader who passes away or becomes unavailable. To ensure the relevant records are updated you are advised to appoint someone in your group to report the loss of your leadership so that alternative arrangements can be put in place.

## Shared learning

The ethos of U3A is that its members share their knowledge and experience freely, but there may be times when more is needed.

- A one-off visiting paid / unpaid speaker or someone from another U3A.
- A presentation by a member of the group, leading the meeting on a specific topic.
- Research project - each person (or pair) allocated an area of research.
- Liaison with a school, college, library or community group.
- Study days and workshops: Plan one for your own members or as part of a local network. E.g. Family History Day, Language Day, debate, quiz, music.
- Go Online: MOOCS, YouTube 'How To' videos, Future Learn.

## Professional Tutors

- A guiding principle of U3A is the self-help ethos. TAT has recently re-emphasised this principle. Tutors may be required for groups involving physical exercise or languages, where a suitably qualified volunteer cannot be found.
- Tutors must be able to demonstrate that they have appropriate insurance cover, have received the recognised training and/or have relevant experience for the group.
- Appropriate first-aid training is desirable.
- The tutor must have a current Public Liability Policy of at least £2 million. The GL should obtain a copy of the tutor's current Certificate of Insurance and pass it to the GC. The GC will keep a note of insurance renewal dates as well as the copy cover notes. The GC will write to the relevant tutor requesting an up-to-date cover-note at renewal time.
- In addition, the GC will check each year that the tutor is self-employed and thus paying income tax. If this is not the case, we cannot use the tutor/instructor.
- A formal contract will be put in place by the GC between the tutor and Yateley U3A. The Secretary will be the originator and custodian of these contracts.
- Finally, for the avoidance of doubt, if a group uses a tutor who is a member of any U3A, that tutor cannot receive payment.
- If a paid tutor gives notice to stop tutoring a group, the GL must seek the committee's approval before entering into any discussions with a potential replacement paid tutor.

## FINANCIAL PROCEDURES

The funding for Yateley U3A comes mainly through the annual membership fee, venue charges for hired venues collected by Group Leaders and voluntary donations received from members and non-members. These three main funding streams contribute to our central fund.

### Charges for venue hires

The fee should be based on the number of attendees at the first session together (or at the beginning of each term) with other enrolled members who confirm by email their intention to attend.

There will be no refunds for non-attendance.

In the unlikely event of a shortfall in the charge collected, this should be divided between and collected from members.

The venue should be booked in the name of Yateley u3a, and the invoice should be passed to the Treasurer for payment.

### Charges for private and free Venues

No venue charge has to be raised from members, although the Committee recommends that a fee should be paid by the members directly to the person providing their own home as a venue to cover refreshments and any other costs.

### Professional Tutor Fees

- The GL must ensure that all those that signed up for the sessions are charged the appropriate fee. This will be the tutor fee divided by the number enrolled members who confirm by email their intention to attend.
- If members join the class after week one, then they should pay the same weekly rates as the other group members for the remaining weeks of the term.
- The GL should inform the members of the whole tutor fees at the start of each term from each member and these are normally non-refundable. The GL may approve a refund to an existing member who leaves the group, but only if a new member from the waiting list will be paying the remaining tutor fees for that term.
- In the unlikely event of a shortfall in the charges collected, this should be divided between and collected from members.
- Any cheques or cash for the paid-tutor fees will be made out to Yateley & District U3A and the members Membership Number and Group Identifier written on the back of the cheque. and passed to the Treasurer.
- To minimise bank charges BACS (Bank Transfer) is the preferred payment method for paid-tutor fees, with the correct reference given for the group and the member's name.
- On receipt of the paid tutor invoice the GL will check that the invoice is valid and pass it to the Treasurer who will pay the invoice in one amount.

### Professional Tutor Fees - the Exceptions

A few paid-tutor Groups have paid-tutors who are unwilling to accept several central payments. In these exception cases:

- A cash/cheque amount for the term's Paid-Tutor Fee. Cheques to be made out to the tutor's name, either personal or business name as agreed with the GL, not made out to Yateley & District U3A. If Group members wish, then BACS (Bank) Transfers may be made if this method of payment is agreed with the GL and Tutor concerned.
- On receipt of the paid tutor invoice or when agreed payment is due the GL will check that the amount is valid and pass any paid-tutor cheques and cash direct to the paid-tutor. BACS (Bank) Transfers may be made if this method of payment is agreed with the GL and Tutor concerned.

## Refundable Expenditure

There are three categories of refundable expenditure: -

- Items that may be deducted from Attendance Fees for example, occasional photo-copying costs (the cost of regular photocopying to facilitate group activities should be covered by the group). Details and relevant receipts must be provided.
- Consumable items, other than the ones above, which would typically be consumed over the course of the year. Approval must be obtained from the Treasurer before expenditure is committed. The GL may reclaim agreed expenditure direct from the Treasurer using the official expense claims form attaching relevant receipts.
- The purchase of equipment or high-cost items - must be approved by the Committee before an order is placed. Once approval has been given, the Group Leader may place the order and request that the invoice be sent to the Treasurer for payment.

Capital Expenditure is characterised as:

- Items cannot be consumable.
- Items would have a lasting quality.
- Items would be owned by Yateley U3A – not an individual or group.
- Any other group-specific expenditure must be agreed and paid for by group members, e.g. groups wishing to engage the services of a speaker must fund the cost involved by levying charges on attendees. Those attending also need to pay the appropriate venue fee.

NB: On the advice of TAT, very small expenditures (i.e., occasional items at group level and funded solely by group members) are deemed “not material” as an overall cost compared with Yateley U3A’s overall budget, so are not included in the accounts. For the sake of prudence, GLs are advised to keep their own records, as it represents expenditure of their members’ money. In the event of a group ceasing to exist, such funds are to be donated to Yateley U3A.

## Banking and Accounting

All payment methods and any mix thereof continue to be accepted to suit the circumstances or preferences of the Group Leader and/or individual Group Members. However, if all options are equally convenient to Individuals or Group Leaders then the Treasurers preference list is as shown below.

1. Bank Transfer with reference Group Identifier-member name (e.g. ART2 FredBloggs)
2. Cheques made out to the payee Yateley & District U3A with the Group name and the members Membership number written on the back of the cheque.
3. Cash

### Bank Transfers & Cheques

Please note that CAF Bank do not have the Confirmation of Payee (CoP) name checking service that checks the name of the account holder you intend to pay and their account details. If you or any of your members are not happy with this, then we advise use of Cheque. The format of the Payer reference on Bank Transfers must be as below for the Treasurer to find the transaction in the bank statements and credit the individual member or any GL bulk payments. Please inform all your members of the required format shown below:

- Group Reference-Member name e.g. ART2 FredBloggs. Member Name should be as full as your own bank reference character limit allows)
- CAF Bank Details Name - Yateley & District U3A Sort Code - 40-52-40 Account No - 00013851
- If your own bank doesn't accept the Ampersand (&) try **and** instead, or try just Yateley U3A

Cheques must be made out to payee - Yateley & District U3A - our formal Charity name as registered with the Charity Commission. The Group Identifier and the members Membership number must be written on the back of the cheque. Please note that no acknowledgements are given by the Treasurer for payments made by Bank Transfer.

### Finance Process for Groups

This section is currently under review pending the introduction of Beacon accounting to our financial procedures/

If you have any questions, please contact the Treasurer.

## INSURANCE

In your group activities you are covered by the national U3A's Public & Products Liability Insurance. This covers U3A members and occasional visitors for loss due to accidental injury to a person or accidental loss or damage to property not belonging to them, as long as it arises from or in connection with a U3A activity.

The policy is set up to protect all u3a members and includes 'member to member' cover so if somebody is injured undertaking a u3a activity and legal liability could be proven against another member, the insurers will deal with it. This means that Group Leaders/Convenors are protected should there be a claim made against them personally for damages following an incident in their group.

Underwriters do accept that within an organisation the size and diversity of the u3a that there will be exceptions to this principle, the most common scenario being where an individual attends up to two u3a "taster" sessions before deciding if they want to join. Insurers also accept there maybe occasions where an individual volunteers to help the u3a, perhaps a spouse of a partner setting out some chairs for a u3a event or helping with an exhibition stand etc. There might also be circumstances where an individual is granted a temporary membership, e.g. an individual who is prepared to give a talk on a subject but does so voluntarily and not in the course of their business.

Regular and widespread deviation does undermine the basis upon which insurers have accepted the risk and could cause problems with a claim and certainly with future placement of the insurance. Temporary membership must not be afforded in order to fill a coach for a particular trip etc, or granted to a spouse who selects which u3a trips to participate in, or used to boost numbers to get the cost of an activity down etc, etc. If an individual wants the benefit(s) of u3a activity, even just a particular outing, they should become a permanent member.

You can find a Q&A about the insurance on the Third Age Trust website. Should you ever experience such a situation, please contact the Groups Coordinator for advice and an Accident Report Form. Details of the insurance policy and a copy of the form can also be seen on the Third Age Trust website [www.u3a.org.uk](http://www.u3a.org.uk).

Anyone giving lifts to fellow U3A members will be covered by their own motor insurance in the usual way.

If any activities are being considered that Yateley and District u3a is unsure if they are covered, they will contact the u3a Office for further advice. The Third Age Trust provides third party liability insurance, however extreme sports and high hazard activities may not be covered. Please check with u3a office before running an activity of this type.

## DATA PROTECTION AND PRIVACY

As group leaders, you will be in contact with your group members, probably by email and maybe by telephone. As such, this means that you are storing someone's personal data, and this is regulated by law. Group leaders will be handling member's personal information and must not share it with anyone other than the Yateley & District u3a Committee.

Group leaders must not use the data they hold for any purpose other than those agreed with the member, in other words, the data should only be used for matters required for the organisation of the group. Group leaders must not make any inappropriate communications with the members of their group, which would include sending u3a members marketing and/or promotional materials from external service providers.

It is not too difficult to comply with the law – it is mostly common sense. Just treat other members data as you would like your own treated, I have provided some guidance below, but if you want any more clarification, please do not hesitate to contact me at [groups@yateleyu3a.org.uk](mailto:groups@yateleyu3a.org.uk).

Group leaders are reminded that they are consenting to have their own contact details published on Beacon and in our regular Bulletins and Newsletters. The Bulletin and the Newsletter are intended only for members of Yateley & District u3a but inevitably, come into the public domain and may be seen by third parties.

### Protecting Details Kept On A Device

When you send emails, please use "BCC" (blind copy) rather than "CC" (copy). This means that the recipients do not see each other's email addresses. It's best to leave the "To" field blank on an email and to put everyone's email address under "BCC"

When someone joins your group, you must check that they are OK with you storing their details. Do not share a member's phone number or email address unless that member has given their consent. Make it clear that when they give their consent, it is either for a one-off reason (such as a trip) or for group activities generally.

When somebody leaves your group, or if the details are being held for a one-off reason, everyone (including other group members) must delete any information held about that member.

If you share a device without your own login, or share a document or spreadsheet containing someone's details, you should password protect it – details on how to do this are given below.

### Details Kept On Paper

These are covered by GDPR too. Paper copies of personal details must be kept securely, especially when taken on visits or trips. When somebody leaves your group, or if the details are being held for a one-off reason, everyone (including other group members) must delete any information held about that member. This means shredding any details you have about that member on paper.

### Emergency Contact Details

Remember, these are the personal details of the contact, so the same rules apply. The member must ask their emergency contact for permission to give you these details. It is up to individual members to add their emergency contacts to Beacon. Keep these details in a safe place, or better still, destroy them once they are no longer required and print a new set when you need one. Delete emergency contact details if a member leaves the group.

### Photographs

Photographs are also considered to be personal data. In a nutshell, you need to obtain the consent of the person before you take their photograph, and its best to tell them how they might be used e.g. for a newsletter or a website. You can keep a record of their consent by ticking a Photo Consent column in a register. If you are taking a group photo, just ask members who don't wish to be included to move out of shot. Members can remove their consent at any time in the future, and can contact Yateley & District u3a to request this.

## HEALTH AND SAFETY

### Risk Assessments


- Yateley and District u3a will ensure the Committee, Group Leaders or those responsible for a meeting or event complete a risk assessment(s). This includes private homes. These will be used to identify any risks and explore how they could be mitigated. The Third Age Trust (TAT) has produced a series of model risk assessment checklists. These are available on the Yateley and District U3A website.
- Yateley and District u3a is aware that some venues used for meetings/events may already have their own risk assessment, these should be reviewed and where mitigations identified, ensure they are actioned. e.g. a venue may state that no more than 5 chairs should be stacked together and or nothing placed in the way of fire escapes. Where relevant, clear instructions and guidance should be provided to anyone who requires it.
- There is no expectation that a group leader should have first aid training.
- It is good practice to ascertain at the start of each year the location of a venue's First Aid kit and the nearest defibrillator point.

### Emergency Contact Details

- Yateley & District u3a has a duty of care to its membership and may need to be able to contact someone who can meet a member's welfare needs in the event of an incident/accident. Group leaders can request emergency contact details, ensuring that members inform the person identified as their emergency contact and confirm that they have granted permission to be identified.
- These emergency contact details may be available on Beacon. As with any other personal data, they must be stored in compliance with GDPR regulations.
- The provision of ICE (In Case of Emergency) information is at members' discretion. ICE details can be entered directly by members and the Membership Secretary into the membership records in Beacon. Any ICE information for group members stored in Beacon can be accessed by the GL if provided by members.
- If a member wishes the GL to hold medical condition data, e.g. a peanut allergy, there is a "Group Leader Medical Data Consent Form" available from the website.

### Emergencies and Accidents

- GLs are required to inform the group of the Fire Evacuation Procedure at the start of every meeting. Please make sure you are aware of this procedure for the venue(s) you use. The GL should have a note of the venue's postcode and/or what3words designation as it may be requested by the Emergency Services.
- If an accident occurs during a group meeting, if there is a Venue Administrator on duty, please inform them and ensure their accident reporting procedure is followed as well as ours
- In the event of an incident/accident the Secretary and Chair of Yateley and District u3a should be informed as soon as appropriate. Where a u3a member is involved in an accident or incident whilst taking part in a u3a event Yateley and District u3a will ensure those who witnessed the event and were involved complete an incident report (available on the Yateley u3a website) with as much detail as possible. This must be completed and shared with those who need to have access to it, including the Committee, Chair, Secretary and then kept on file. It will also need to be shared with the insurers in the event of an insurance claim.

 <b>Group Leaders Handbook</b>			
Version	Description of changes	Date of change	Review date
1.0	Original Guide	19.3.2025	19.3.2025