

# **TEESDALE DAY CLUBS**

## **Membership Policy**

### **Number 01 Issue 07**

**Teesdale Day Clubs** (hereafter referred to as 'us', 'our', 'we' or 'the charity') was founded to provide support to at risk (i.e., vulnerable) and socially isolated adult residents of Teesdale with an opportunity to interact with each other and the wider community, whilst retaining their independence. These people form the membership of the individual clubs and activities, and are the primary focus of all that we do.

[N.B. Being a member in this context means anyone that participates in our activities or services and does not mean, and should not be taken to mean, a member of the charity, which is a Foundation Model Charitable Incorporated Organisation (CIO), as under this constitution, only Trustees are members of the CIO/charity].

We aim to provide social interactions and a supportive social network, with entertainment, information, help, and assistance offered to all our members. This is achieved through a variety of approaches and delivered by our dedicated staff, volunteer and trustee team.

#### **Policy**

It is our policy to provide an open membership opportunity to any adult who identifies themselves, or is identified by a partner organisation, as being able to benefit from our service, providing that they are eligible by being a resident of Teesdale. Membership is subject to availability of places within our clubs, or any other group activity provided by us.

#### **Principles**

##### **1. Eligibility of members**

Members must be resident within Teesdale and the surrounding area, and all adults are welcome to take part in our activities, but priority for membership will be given to individuals falling into one or more of the following categories:

- a) Over 50 years of age
- b) Having a disability, illness or condition which restricts mobility or the ability to access social interaction
- c) Living in an isolated rural area, or feeling detached or distant from the local community, making social interaction difficult or challenging, or leading to feelings of loneliness.

##### **2. Members Financial Contribution**

Members will usually be asked to make a financial contribution for attending a club or activity.

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Members will pay for the cost of food and also make a combined contribution towards the overall operating costs of the charity at an amount set by Trustees at the beginning of each year.

However, where a Member would find it difficult to attend specifically due to a lack of adequate personal funds, then a differential charge, or waiver, may be applied at the discretion of the Club and Community Services Manager (CCSM), or Strategic Manager.

Any such differential charge or waiver of the Members Contribution will be handled discreetly and not disclosed.

The Members Contribution can be paid weekly at the Club, or by Bacs or cheque for any advance period.

Transport may be arranged for Members who require assistance with access. If the Member can afford this, they may be asked to repay the full cost. However, where this would significantly affect their ability to take part, a set charge may be made for each journey taken.

Charges or re-payments for transport should be made at the Club meeting, or by Bacs or cheque.

### **3. Conditions of Membership**

The charity reserves the right to refuse membership or end the membership of anyone who may be considered a risk, danger or source of harassment to other members, staff or volunteers.

Generally, Members must be able to manage their own health and care needs and be able to comfortably access the venue where the Club or activity is held.

In some cases, it may be necessary to turn down, refuse or end membership to applicants who require or develop a high level of personal care, or where their disability means they cannot safely access the venue without assistance.

Members are welcome to be accompanied by a professional (paid for) Carer to assist them with access and personal care. Carers attending in this capacity will usually not be charged.

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Family and friends who are Carers are welcome to join as a Member and attend with their loved one or friend for the purpose of assisting them to take part.

#### **4. Health and Safety**

Members must abide by any legal or health & safety regulations.

Members must not perform any operation which may be a risk to their own or others health and/or safety.

Club leaders have a duty of care for Members and will always do their best to ensure everyone's safety. They are responsible for ensuring that health and safety checks are made, and any issues are raised with the Operational Coordinator/Administrator of the charity as soon as an issue is identified.

Individual club leaders are empowered to exclude any member who causes disruption, upset or harm to others, or breaches any of the charities policies.

#### **5. Feedback and Complaints**

Any feedback, both positive and negative, is always welcomed.

We like to hear about how Members experience what we do so that we can continuously improve the services we provide, and how we provide them.

We aim to offer an enjoyable and supportive service, but we know that sometimes things can go wrong, or what happens may not be to everyone's liking.

If any Member has a complaint about a service they receive from the charity, or about something that happens when they are receiving a service, we want to hear about it as soon as possible so that we can do our best to respond appropriately.

Our policy is to handle complaints in a transparent, timely and proportionate way.

#### **Procedure for making a complaint**

Any local or immediate issues arising at a lunch club can be fed back to the Club Leader in charge of the club at the time where this is appropriate.

If the Club Leader is not able to resolve the issues, then the issue should be raised as soon as possible with the Club Operations Coordinator or the Manager.

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A complaints and feedback form can be found or downloaded from the website at [www.teesdaledayclubs.org.uk](http://www.teesdaledayclubs.org.uk) OR requested from the office, and should be used to make any complaint.

The office can be contacted on 01833 695822 or by email at [teesdaledayclubs@gmail.com](mailto:teesdaledayclubs@gmail.com)

Every complaint will be fully investigated, and everyone involved will be included for their version of events.

Full consideration will be given to any extenuating or personal circumstances that may impact on any issue raised e.g., a visit by the Manager to an elderly or frail member at home to listen to a complaint.

When a complaint is received, we will do our best to respond within 10 working days, or sooner.

Once the Manager has reviewed all the details of a complaint, a full response including any decisions about required actions will be fed back to the person making the complaint.

When appropriate, a response will be made in writing.

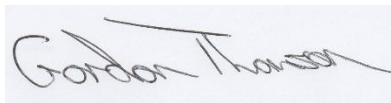
If a complaint has not been resolved to the satisfaction of the person making the complaint, a nominated Trustee will be involved and asked to consider all the information.

If the complaint is of a serious nature, trustees will convene any special panel meeting as appropriate to the nature of the complaint and consider any actions required.

All information received and shared in the process of dealing with a complaint must always comply with our Confidentiality, data protection, safeguarding and equality and diversity policies.

**Reviewed, amended and approved by the Board of Trustees and**

**signed on their behalf by the Chairman:**



**Date: 3<sup>rd</sup> November 2023**

**Review date: every 3 years**