

## Health & Safety

All members, volunteers and guests are responsible for Health & Safety when at the Stroke Club be this at a meeting at SportsAble or whilst out on an activity. We must all act in a way that does not endanger the health or safety of any other people.

This includes:

- • Taking care of yourself
- • Not putting you or others in danger, or taking unnecessary risks
- • Co-operating with The Committee
- • Following safety rules and not interfering with safety equipment
- • Doing things exactly as you have been trained or told to do
- • Reporting any hazards immediately to The Committee

Maidenhead & District Stroke Club is committed to ensuring the Health, Safety and Welfare of our members and volunteers so far as is reasonably practicable, as well as members of the general public who may be affected by our activities.

Our statement of general policy is:

- • To take steps to ensure that individuals and the group meet their legal duty of care to others, both within and outside of the group. Individuals must take every effort to support, comply with and implement this policy
- • To provide adequate control of health and safety risks arising from our meetings and activities, with the aim of preventing accident, incidents and ill health
- • To provide and maintain adequate and safe meeting places to enable the safe performance of activities

Membership to the Stroke Club, for either new members, or existing members, is always dependent on:

- • A member being able to travel to and from the club themselves without what the Committee deem unreasonable risk to them or others
- • A member being able to safely eat, clean and visit the toilet themselves unless agreed with the Committee that their carer can assist them in these activities
- • The member having a permanent address within the SL6 postcode area

Admission to the Stroke Club for new members, or continued membership to the Stroke Club for existing members, may be refused at any time should a member not be able to meet these criteria.

The Committee may, at their complete discretion, make exceptions to these rules for example, where the club is able to provide transport or an on site carer. Each individual situation will be reviewed independently and the Committee reserves the right to suspend, cancel or review the membership of any member at any time.

The Committee accepts its responsibility for health and safety as including making sure everyone knows the safety procedures and taking immediate steps to report, investigate and resolve any health and safety issues.

Membership of and attendance at the club / involvement in any activities is at the own risk of each member and / or their carer if appropriate, and the committee cannot accept any liability for any loss, damage or injury.

## **Equal Opportunities**

The Maidenhead & District Stroke Club Committee (referred to as The Committee) believe in equal rights for all people, no matter what their gender, race, colour, religion, disability, political belief, economic status or sexual orientation.

The Committee is opposed to all forms of discrimination, and believes it is unacceptable for anyone to be discriminated against on the grounds of the list above.

We are committed to equality of opportunity for members and volunteers, and believe that all those who come into contact with us should be treated with respect and dignity. The Committee will aim to ensure that:

- • Stroke Club meetings and activities are accessible to all regardless of their physical or communication disability
- • Those who are affected by Stroke are aware of our group and are able to access information about how to join
- • Our members and volunteers are aware of our policies and procedures in relation to Equal Opportunities

The Stroke Club holds its meetings at the SportsAble facility for the Disabled, Braywick Road, Maidenhead. This facility has been agreed by the Committee as suitable and accessible for all.

The Stroke Club will be advertised in the local community as much as is feasible. This will include posters in the library, GP surgeries, local pharmacies, citizen's advice bureau, social services and the stroke ward of hospitals in the surrounding areas. At least once a year the Committee will ensure that new posters are posted to these locations.

The views and feelings of our members and guests are valued and respected. Language, humour or discussions around areas such as but not limited to gender, race, colour, religion, disability, political belief, economic status or sexual orientation which members find offensive will not be accepted.

Bullying, harassment or intimidation is not acceptable and will not be accepted

## **Safeguarding Vulnerable Adults**

The Maidenhead Stroke Club recognises Vulnerable Adults as:

- • a person "who is or may be in need of community care services by reason of mental or other disability, age or illness,
- • a person who is or may be unable to take care of him or herself,

- • a person who is unable to protect him or herself against significant harm or exploitation
- •

Whilst the primary carer / next of kin remains entirely responsible and accountable for any individuals who may be classified as vulnerable and / or disabled whilst they attend Maidenhead Stroke Club meetings and / or events, we have a clear policy on Safeguarding Vulnerable Adults which has been agreed by the Committee. By attending a Maidenhead Stroke Club meeting and / or event, all individuals agree to abide by this policy.

The Maidenhead Stroke Club will, at all meetings and events, seek to:

- • work in a preventative manner to protect vulnerable adults from being abused
- • respond sensitively and coherently to reported incidents of self-neglect and abuse
- • share information to ensure the safety and well being of members

Confidential matters relating to the safeguarding of members may be discussed at Committee meetings. If the Committee believe that it is in the best interests of a member that they work in a preventative manner to protect vulnerable adults from being abused, they will first approach the member to discuss the issue and offer support. The Committee may, at its discretion, contact third parties (such as support organisations – for example Care Direct, The Stroke Association, the local authorities, police etc) if they believe this is necessary. They may do this without the consent of the individual if the Committee believe it is in the best interest of the member.

The objective of the policy is to ensure members do not receive any 'Abuse'. Abuse is a violation of an individual's human and civil rights by another person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he is she has not consented, or cannot consent.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Some types of abuse will constitute a criminal offence, in which case adults who lack capacity are entitled to the protection of the law in the same way as any member of the public. Whenever a criminal offence is suspected the Committee will make a referral to the police. It may be necessary to make an urgent referral for the public safety of the vulnerable person and/or to protect or preserve evidence.

Vulnerable adults may be abused by a wide range of people including relatives and family members, professional staff, paid care workers, other vulnerable adults, volunteers, other service users, neighbours, friends, associates, people who deliberately exploit vulnerable people, strangers and opportunistic people.

There is often particular concern when abuse is perpetrated by someone in a position of power or authority who uses his or her position to the detriment of a vulnerable adult.

It may be the case that a member of Committee or a volunteer is suspected of abuse against a member.

If anyone suspects a member of staff of abuse they need to report this immediately to the Chairman by writing to Chairman, Maidenhead Stroke Club or to a member of the Committee by whatever means most immediate and comfortable.

The Committee will welcome any external official bodies as necessary to investigate complaints as per current government legislation.

The Committee commits to:

- • Listen to, value, encourage and support those we work with
- • Provide clear internal procedures for identifying and dealing with concerns about possible abuse, and ensure their implementation as stated earlier in this policy
- • Ensure that volunteers are aware of this policy
- • Demand that every volunteer has a DBS / CRB check if required, irrespective of whether the law requires this
- • Share information about possible vulnerable adults who are or may be suffering from 'abuse' as listed above with the appropriate external bodies

## **Data Protection / GDPR**

Maidenhead & District Stroke Club collects and uses certain types of information about our members and organisations we come into contact with in the course of our voluntary work and charity endeavors. The purpose of this policy is to outline how we process such information subject to our obligations under the Data Protection Act 1988 and other relevant legislation. The Data Protection Act 1998 is designed to ensure that personal data about living individuals is handled properly by organisations and that the rights of individuals to access information that is held about them are protected. Any person or organisation that handles personal data must comply with the requirements of the act. Personal Data is information about a living individual from which that person can be identified. Such information can exist in a variety of formats such as on a computer or in a paper filing system.

There are eight governing principles that must be followed in connection with the processing of data about individuals. These state that information must:

1. Be processed fairly and lawfully
2. Be collected and processed for the particular purposes of specified. In other words, it must not be collected for one reason then used for another.
3. Be adequate, relevant and not excessive for the purpose for which it is kept.
4. Be accurate and where necessary kept up to date
5. Not be kept for longer than necessary
6. Be processed in accordance with the subject's rights
7. Be kept securely and adopt measures to guard against its accidental loss
8. Not be transferred outside the European Economic Area unless the country receiving it has an adequate level of protection for the rights and freedoms of data subjects.

All personal data is treated strictly in accordance with the terms of the Data Protection Act 1998. This means that as outlined below, confidentiality will be maintained and appropriate security measures taken to prevent unauthorised disclosure. We ensure all volunteers and helpers have training by way of this policy. Whilst they do not have access to hard nor soft copy information, they understand the regulations apply to word-of-mouth / spoken information.

The Committee of the club who have access to member data have full briefings on their accountabilities under Data Protection regulations.

**USAGE:** In accordance with the act, we will only use the personal data that individuals have chosen to provide to us for the purpose of which it was requested, and will not use it for any other purpose without prior consent of those concerned. Furthermore, we will not disclose personal data, such as names, addresses, email addresses, telephone numbers to anyone outside of the Club, without the prior explicit or implied consent of those concerned, unless we are under a legal obligation to do so e.g. where withholding such information would place an individual at risk.

**STORAGE AND ACCESS:** All personal data held by us is kept with the consent of those who have provided it; password protected where held on a computer ('soft copy') and stored securely in lockable non portable filing cabinets where kept on paper ('hard copy'). In all cases, access is strictly controlled and limited to those who are authorised to use it in the course of their duties. The Committee are the only people who have access to personal data, and recognise it is a criminal offence to pass personal data to anyone who is entitled under the Act and other legislation to have it. Any individual about whom the Club holds personal data shall be given access to the data held about them by request. At all the times the Club will ensure that the rights of such individuals can be fully exercised.

**HANDLING & RETENTION:** The Club will not keep personal data for longer than necessary. In particular, personal data held on prospective members that have not subsequently joined and members who we have grounds to believe have left the Club will be destroyed within a period of 6 months of the data subject's active involvement with the Club coming to an end. The Club will take reasonable steps to ensure that all personal data it holds is kept up to date by asking people throughout the year to let us know if their personal information has changed. Sensitive data, defined by the Data Protection Act as information about racial or ethnic origin, political opinions, religious beliefs, trade union membership, sexual life, criminal record or proceedings relating to an individual's offences are not collected by the Company.

We do request information about physical or mental health where members/potential members wish to share it and it relates to their membership at the Club. This information is not kept with the person's record; it is always kept separately and securely as outlined under the section on storage and access above. **DISPOSAL:** Once the retention period has elapsed, the Club will ensure that personal data is destroyed by secure means (shredding if hard copy). While awaiting destruction, personal data will not be kept in any insecure receptacle (e.g. Waste bin or waste sack). A photocopy, photograph or any copy or representation of the personal data will not be kept.

**POLICY REVIEW:** This policy will be reviewed by the Committee to reflect best practice in response to changes in relevant legislation or an identified failing in its effectiveness. Changes will be communicated by the Club Notice Board.

**MEMBER NOTICE:** Each member of the Club gets given our Data Protection document and is asked if they wish to consent. They can score through any items they do not consent to and can change their consent at any time.

## **Complaints & Issues**

Being part of the Stroke Club should be a positive and enjoyable experience.

We encourage a relaxed, friendly and informal atmosphere that enables people to overcome feelings of isolation.

However, we recognise with regret that individuals may occasionally feel unhappy about something that has happened or the way something has been done.

It is the responsibility of The Committee to handle complaints, problems or concerns and endeavour to put things right as soon as is reasonably possible.

The Committee will always aim to deal with complaints, problems or concerns sensitively and in a timely manner. Informal complaints will always be dealt with by general discussion to enable it to be resolved as quickly and efficiently as possible. At least one member of the Committee, who is not involved in the complaint, problem or concern will be appointed to deal with and respond to the complaint on behalf of the Stroke Club. This will normally be the Chairman unless the Chairman is involved in the complaint, problem or concern.

Where this is not possible, the complaint will be considered a Formal complaint. In these circumstances, the situation, investigation and outcome will be recorded in writing including the outcome. A written response may be provided to the individual raising the complaint, problem or concern.

The Committee will always aim to respond to any complaints, problems or concerns within 15 days of it being raised where possible.

Following the outcome of a Formal Complaint, an appeal can be made against the outcome or decision. The individual raising the Formal Complaint will receive notice of their right to appeal in the written response to the complaint.

In the event of an appeal, the appellant will have their appeal heard by an alternative member of the Committee who has not been involved in the situation thus far. The Committee may also decide to involve other individuals or organisations to assist in the resolution of the case, such as The Stroke Association.

The committee may, at any time, terminate an individual's membership by way of majority vote with a valid reason. The decision is final and there is no right of appeal.