

**Forever Active Forum Ltd**  
**COLLECTED POLICIES AND STATEMENTS**  
**as at 4 June 2020**

**Mission Statement**

(Last reviewed 4 June 2020)

Forever Active Forum Ltd is a charity based, community led organisation that has a primary mission to increase the number of over 50s participating in safe and effective exercise and activity sessions. In addition support is provided to some younger people needing to return to a more active lifestyle.

There is proven correlation between evidence based exercise and improved quality of life with a resulting reduction in susceptibility to health problems in later years. It is this simple correlation that provides the drive to help ensure as many people as possible have access to high quality, recreational exercise regardless of economic circumstance, level of ability, or indeed any factor that may be a barrier to participation.

Forever Active works to help develop its instructors in order to provide the best possible standards of support for achieving its mission with special emphasis on working with an aging population as well as providing training for any additional specialist skills should they be needed.

Forever Active partners with other organisations that can assist in Forever Active achieving its mission including, but not exclusively, local government and the Health service.

**Complaints Policy for Forever Active Members**

(Last reviewed 4 June 2020)

In order to ensure that our services remain at a high and improving standard, we have a procedure for dealing with any complaints you may have about your dealings with Forever Active. We welcome feedback to help us improve our service. Please also let us know if you are happy with our services.

**Stage one**

If you are not happy with the service you have received, the first step is to talk to the instructor or other person directly concerned with the matter, as they will be in the best position to help you quickly and to put things right.

**Stage two**

If that approach proves unsatisfactory, or if you would prefer to approach someone else, then contact the appropriate officer, through [enquiries@forever-active.org.uk](mailto:enquiries@forever-active.org.uk) or telephone 07432 480105. They will try to resolve the matter and will get back to you as soon as possible. We hope to be able to settle all complaints at this stage.

**Stage 3**

If you are not satisfied with the response you receive, you can take this further by writing to or emailing the Chair of the Forever Active Board who can again be contacted through [enquiries@forever-active.org.uk](mailto:enquiries@forever-active.org.uk) or 07432 480105. Please tell the Chair, preferably in writing:

- what happened
- when it happened
- who dealt with you
- what you would like us to do to put things right.

You must do this within three weeks (21 days) of receiving our response to Stage 2.

If you cannot make your complaint in writing, please contact us by phone.

As soon as possible after receiving your complaint we will write to say that your complaint has been received. You will receive a reply to your complaint within 14 working days. If we cannot give a full reply in this time, we will tell you why and when we hope to give it.

The Chair's decision is final.

## Complaints Policy for Forever Active Instructors and Appointees

(Last reviewed 4 June 2020)

If you have a grievance or complaint concerning your work with Forever Active, let the appropriate officer know the nature of the issue promptly. An attempt will be made to resolve any issues informally in the first instance.

If that proves unsatisfactory (or you are the relevant officer) please write, giving all necessary details, to the director/trustee designated as responsible for legal and regulatory matters, at PO Box 974, Cambridge, CB24 9XG. They will look into the issues and try to give a response within 14 days. If that timescale proves impossible, you will be informed and a response given as soon as possible. If you are not satisfied with the response and wish to take the matter further (or if that director/trustee so decides), the matter will be referred to the Chair of the Forever Active Board.

The Chair will arrange a formal meeting as quickly as possible to hear your complaint or grievance. That meeting will carry out any further investigations needed to establish the facts of the case. You can be accompanied at such a meeting. Its decision is final.

## Privacy Statement

(Last reviewed 2 May 2019)

We are committed to safeguarding your privacy, while providing a high quality of service. We will treat your personal information as confidential and your details will not be given or sold to anyone. We will use the information collected online to help us understand more about how our site is used by visitors, and to develop and enhance our services to you. When you provide us with personal information, we take steps to ensure that your information is treated securely.

We make every effort to ensure the security and integrity of emails on our systems. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information after we've received it, we cannot ensure or guarantee the security of information when it is being transmitted.

# Data Protection Policy

(Last reviewed 2 May 2019)

Our data protection policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

We are committed to:

ensuring that we comply with the eight data protection principles<sup>1</sup>, and our legal obligations under current legislation

ensuring that data is collected and used fairly and lawfully

processing personal data only in order to meet our operational needs or fulfil legal requirements

taking steps to ensure that personal data is up to date and accurate

establishing appropriate retention periods for personal data

ensuring that data subjects' rights (including those to have access to the data about them held by us, and to correct any errors) can be appropriately exercised

providing adequate security measures to protect personal data

ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues

taking steps to make trustees and instructors aware of good practice in data protection

ensuring that queries about data protection, internal and external to FA, are dealt with effectively and promptly

regularly reviewing our data protection procedures.

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<sup>1</sup> (1) Personal data shall be processed fairly and lawfully. (2) Personal data shall be obtained for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes. (3) Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed. (4) Personal data shall be accurate and, where necessary, kept up to date. (5) Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. (6) Personal data shall be processed in accordance with the rights of data subjects under the data protection legislation. (7) Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data. (8) Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

# Health and safety policy

(Last reviewed 4 June 2020)

## Risk Assessments:

- It is the responsibility of the instructor to complete a risk assessment for the venue and the activity taking place. A full risk assessment should be completed annually and each time a class meets the instructor should check that nothing has changed. Risk assessment forms for each venue can be downloaded from the instructor resource area on the Forever Active website. The instructor must do a risk assessment for each room/area being used for classes/sport sessions.

## Health and Safety Check:

### Instructors must ensure that:

- They have seen a copy of the venue risk assessment completed by Forever Active (available in the instructor resource area).
- The proposed venue, activity and equipment is assessed prior to the start of each session to ensure that the area is safe for the exercise or sports session.
- That they have read the Health Questionnaire for each participant and have responded appropriately to any issues.
- Any issues must be addressed, recorded and reported to Jane Jones and those responsible for the venue.

## Equipment:

- Instructors are responsible for all equipment used at each session.
- Equipment must be of a suitable weight/resistance for the participants in the group.
- Damaged equipment must not be used and replaced as soon as possible by the provider (instructor/Forever Active/facility owner/class participant)
- It should be strongly encouraged that participants purchase their own resistance band for hygiene reasons. Forever Active has these items available on the website.

## Staff Ratio:

- Instructors who feel that there are too many participants in a class, should contact Jane Jones. Forever Active will consider the best course of action; this may be by arranging an additional session.
- If too many participants come along to a session one week and the instructor feels that the number in the class would be detrimental to the health and safety of participants, spaces in the class must be allocated on a first come first served basis.
- To comply with health and safety procedures, classes must not take place with just one participant.

## First Aid:

In the event of a First Aid incident/accident, the first aider at the centre/hall should be called to help deal with the situation immediately. It is recommended that Forever Active instructors are first aid qualified. Instructors must be familiar with the location of first aid boxes and telephone access at all venues and provide Forever Active with a completed accident/incident form as soon as possible. *In the event of a major accident or incident please contact Jane Jones immediately.*

# Safeguarding adults at risk policy

(Last Reviewed 4 June 2020)

The abuse of vulnerable adults constitutes a clear infringement of their rights and freedom as citizens. This policy aims to protect vulnerable adults who attend the Forever Active programme from risk of abuse. As a service we are committed to promoting equality of opportunity to all members.

## **Aim of Policy**

The aim of this policy is to safeguard accessing Forever Active classes and other activities organised by Forever Active.

## **Principles**

This Policy is based on the following principles:

- All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- Forever Active will seek to ensure that its activities are inclusive and make reasonable adjustments for any physical, mental or cognitive impairment.
- The rights, dignity and worth of all adults will always be respected.
- We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, in particular those adults with care and support needs.
- We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns, whether these concerns arise within or outside Forever Active classes.
- All allegations against Forever Active personnel will be taken seriously and responded to quickly.
- Forever Active recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the procedures of the local Safeguarding Adults Boards.
- All personal data will be processed in accordance with the requirements of applicable Data Protection legislation and Forever Active's data protection policy.

## **Responsibilities**

Forever Active will:

- Promote the health and welfare of all adults accessing its classes and activities by providing opportunities for them to take part in all activities safely.
- Respect and promote the rights, wishes and feelings of all members.
- Adopt and implement appropriate Safeguarding Adults procedures.
- Recruit, train, support and supervise instructors to adopt best practice in relation to safeguarding adults at risk.
- Ensure that all instructors have a clear DBS check.
- Require instructors and members to adopt and abide by this Policy.
- Respond to any allegations of misconduct or abuse of vulnerable adults in line with this Policy as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- Review and evaluate this Policy on an annual basis.

## **Roles and responsibilities of those within Forever Active**

Forever Active is committed to having the following in place:

- A Vulnerable Adults Co-Ordinator to produce and disseminate guidance and resources to support the policy and related procedures.
- Clear procedures to be followed by instructors and others within the organisation in dealing with concerns about the safety and well-being of members.
- Arrangements to work effectively with other organisations to safeguard and promote the welfare of adults, including procedures as to the sharing of information.

## **Review**

This Policy and these Procedures will be regularly monitored and reviewed:

- In accordance with changes in legislation and Government guidance.
- Following any issues or concerns raised about the protection of vulnerable adults within Forever Active programmes.
- In all other circumstances, at least annually.
- If procedures in place become ineffective or inadequate.

## **Equality policy**

(Last reviewed 18 July 2019)

Forever Active respects the rights, dignity and worth of every person and will treat everyone equally within the context of their activity, regardless of age, ability, gender, race, ethnicity, religious belief, sexuality or social/economic status.

Forever Active will follow guidelines highlighted within the National Quality Assurance Framework for the Older Adult.

Forever Active is committed to everyone having the right to enjoy their physical activity / exercise in an environment free from threat of intimidation, harassment and abuse.

All members have a responsibility to oppose discriminatory behaviour and promote equality of opportunity.

Forever Active will take seriously any incidence of discriminatory behaviour and take appropriate action.

## **Environmental policy**

(Last reviewed 2 May 2019)

Having neither property nor vehicles, the potential impact of Forever Active on the environment is limited. Forever Active will, however, minimise waste by evaluating operations and ensuring they are as efficient as possible.

In sourcing the items sells to its members or instructors and in selecting venues for its classes, it will have regard to environmental considerations.

## **Reserves policy**

(Last reviewed 17 October 2019)

Forever Active Forum Limited is a registered charity and is dependent on the following sources of income :

- Class income
- Membership income
- Donations
- Other funds raised via various sources eg selling exercise booklets & DVDs

Being reliant on this income alone would not allow Forever Active to continue operating indefinitely. The Board of Trustees takes the continuance of Forever Active very seriously and is continually monitoring what should be the correct level of reserves the charity holds.

Forever Active generates approximately £100k per annum from the sources of income listed above. The annual cost base of the charity is usually above this sum, meaning a loss is generally recorded. That does not take into account any external factors that could be detrimental to the operating activities of Forever Active such as the government offering free exercise sessions for the over 50s age group, venues closing or raising prices, health and safety laws changing requiring substantial cost of retraining instructors.

The Board decided in 2019 that Forever Active needs to keep £40k of reserves to ensure the charity operates with no cash flow issues, covers annual losses and all supplier payments can be met in a timely manner even if income is adversely affected, thus avoiding insolvent trading. The Board plans to review the reserves level at the end of each financial year.

Grants received are restricted and cannot be treated as part of the reserves.