



**AGEING
BETTER IN
BIRMINGHAM**

Age of Experience Group Members Agreement

The Age of Experience Group are a core group of older people who have experienced isolation and use this experience to help shape Ageing Better in Birmingham through bi-monthly group meetings and individual involvement opportunities within the programme. Group members are extremely valuable to the wider Ageing Better in Birmingham project and we hope you enjoy your experience.

As a member of the Age of Experience group, there are expectations of behaviour during your involvement in the group; with Groundwork West Midlands; the wider Ageing Better in Birmingham team; partner organisations and your general conduct, as people could associate your behaviour with the Ageing Better programme. This agreement sets out these expectations but also what you can expect from us as a member of the Age of Experience group.

If you would like to discuss this further, please contact Sam Julius

Part 1. The Organisation

The Age of Experience group is facilitated and led by Groundwork West Midlands as part of the Ageing Better in Birmingham programme.

The Age of Experience group is a collection of individuals over the age of 50, from across Birmingham who have been referred by the Hubs. Individual members are our Experts by Experience and we look to them for their input on the programme to ensure that we stay relevant throughout.

There are lots of opportunities to get involved in the programme, on a very basic level you can attend the bi-monthly meetings. You have the chance to be part of the funding panel that make decisions around what activities get funded. Or you could be part of one of the subgroups making sure that ageing better stay on track with their targets, finance or marketing. We also want members who would be interested in being on the Core Partnership Group feeding into the programme from the top. In addition, we support the group to undertake activities such as event planning, training to help interview new staff, support with public speaking and much more.



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.

REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.

What you can expect from Groundwork West Midlands:

1. Induction and Training

- To provide a full induction to the programme and how it works with the Ageing Better Birmingham programme team and Groundwork West Midlands Coordinator, where you will be introduced to the programme and your role in the Age of Experience group.
- Training will be provided on any areas of the role that a member, the group, or the coordinator identifies as necessary to help members meet the requirements of the role.

2. Supervision and Support

- To explain the standards we expect from group members and to encourage and support you to achieve and maintain them.
- To explain the ground rules (see Appendix 1) that have been set by the group and to support you in abiding by these group rules.
- To explain the Social Media policy (See appendix 2) that has been set by the Age of Experience group and to support you in abiding by these rules.
- To provide a named person who will meet with you annually to discuss your participation in the group, successes and any problems.
- To do our best to help you develop your skills and role within the group.

3. Opportunity

- To offer each member a variety of opportunities to support the Ageing Better in Birmingham programme.

4. Expenses

- To arrange travel and pay for travel expenses where required.
- To reimburse members for these expenses following the agreed procedure.
- To reimburse or provide any specialist equipment needed to fulfil the responsibilities of the role.

5. Problems

- To try and resolve fairly any problems, complaints and difficulties you may have during your time as a group member.
- To treat all members fairly and use agreed disciplinary procedure (see Appendix 3) where issues do arise so that all members are able to positively benefit from being involved in the group.

Part 2: The Member

We expect you:

- To perform your role to the best of your ability and in a professional manner
- To abide by the ground rules set by the Age of Experience group (see Appendix 1)
- To abide by the Social media policy set by the Age of Experience Group (see Appendix 2)
- To attend the bi - monthly Age of Experience group meetings or inform Groundwork West Midlands Coordinator if unable to attend.



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.

REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.

- If you temporarily step down from the group due to health reasons or other circumstances, you need to contact Groundwork West Midlands Coordinator before re-joining the group
- If you permanently step down from the group, you will need to go through the hubs referral procedure
- If you have not engaged with the programme at a basic level within 6 months of the referral, your position within the group will automatically be discontinued
- To maintain confidential information of the project and other members where appropriate.

This agreement is binding in honour only and is not intended to be a legally binding document between us and may be cancelled at any time at the discretion of either party.

Member sign:	Date:
Groundwork Coordinator Sign	Date:



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.
 REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.

Ground rules (Appendix 1)

Ageing Better in Birmingham: Ground Rules

Below are the ground rules that members of the Age of Experience group must follow during meetings and individual involvement opportunities. It is important that these are upheld by all members of the Age of experience group when interacting with other members of the group, members of BVSC's central programme team and delivery partner staff.

Equal Opportunity and Diversity:

1. Listen to each other and respect that everyone's opinions are valid
2. Challenge an issue raised and not the individual person
3. Don't make assumptions; respect individual differences
4. Do not discriminate against anyone based on, gender, race, age, sexual orientation, pregnancy, sex, disability, gender reassignment, marriage or civil partnership, religion or belief (protected characteristic)
5. Treat everyone fairly, with kindness and respect

Confidentiality:

6. Personal experiences and stories are confidential
7. Personal experiences and stories should not be repeated elsewhere without approval from the individual

Communication:

8. Be truthful, honest and open with each other and the team
9. Don't monopolise discussion and allow others to contribute



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.

REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.

10. Take space when needed
11. Good communication with each other and from the Ageing Better in Birmingham team
12. Make sure that everyone is in a good place after engaging in an opportunity or a meeting
13. Raise any concerns with Every Step of the Way Coordinator

Bullying and Harassment

14. Take care of each other - there may be times when sharing an experience will be difficult to tell but also difficult for someone to hear
15. Respect others personal space and boundaries and individual differences
16. Do not create an intimidating, hostile, degrading, humiliating or offensive group environment
17. Do not behave in a way that may make another group member feel mistreated
18. Do not engage in behaviour which is offensive, abusive, intimidating, malicious or insulting



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.

REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.

Appendix 2 - Social Media Policy

Ageing Better in Birmingham: Social Media Policy

The programme recognises that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, Instagram and LinkedIn. However, when using social media, the boundaries between professional and personal can become more blurred and users can unwittingly or wittingly publish things they may later regret as content might be available to be read by the masses for a long time. Members' use of social media can pose risks to the programme's reputation.

Personal Use of Social Media

Members of the Age of Experience group who are using social media are encouraged to use common-sense and a responsible approach to the use of social media. They should make it clear in any social media postings that they are speaking on their own behalf. Members are personally responsible for what they communicate in social media. Breach of this policy may result in disciplinary action up to and including dismissal.

“Views my own”

Including “views my own” on a social media profile page, can make it clearer that any personal views are not those of the programme or partners.

By signing below, I confirm that I have read, understood and agree to the above.



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.

REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.

The Disciplinary Procedure (Appendix 3)

The disciplinary procedure consists of 3 stages and will be triggered by the Every Step of the Way Coordinator if a member of the Age of Experience group does not uphold the terms in this agreement or an act of misconduct has occurred (for example, acting against the behaviours set out in the grounds rules) -

Some disciplinary problems can be solved by informal discussions (except in a situation of gross misconduct*). Before taking formal disciplinary action, the Groundwork Coordinator will make every effort to resolve the matter by informal discussions, which may include mediation, additional training, or support for the volunteer. This would not be recorded as disciplinary action and would be seen as a process of constructive dialogue. Only where this fails to bring about the desired improvement will the formal disciplinary procedure be implemented.

- I. **Informal meeting** – an informal meeting between a Groundwork employee and the volunteer where the act(s) of misconduct is explored and actions put in place for improvement. A confirmation letter will be given to the volunteer, stating that any further incidences of misconduct/no improvement may lead to progression to the formal Stage Two of the disciplinary procedure. If misconduct is proven to be more serious, the decision could skip to dismissal, or in cases of gross misconduct** the volunteer will be summarily dismissed, without notice.
- II. **Stage One** - where the act of misconduct outlined above or similar has been repeated, or improvements in misconduct have not been made in the timeframe specified. The hearing will be conducted by a Groundwork employee with a colleague present to take notes/act as witness and the volunteer has the right to be accompanied.

Potential outcome(s):- First Written Warning (remains on file for up to 12 months), OR if misconduct proven to be more serious, the decision could be to skip to a Final Written Warning (remains on volunteers file until end of programme) or in cases of gross misconduct**, summary dismissal (i.e. without notice).

- III. **Stage two** – where there is a failure to meet the required standard of conduct agreed at Stage One, or a repeat of the offence or similar from Stage One, or if the volunteer's actions are sufficiently serious to warrant skipping straight to Stage Two. The hearing will be conducted by Groundwork employee with a colleague present and the volunteer has the right to be accompanied.

Potential outcome(s):- Final Written Warning (remains on file for up to 12 months), OR if misconduct proven to be more serious, the decision could be to skip to dismissal, or in cases of gross misconduct** the volunteer will be summarily dismissed, without notice.

- IV. **Stage three** - where there is a failure to meet the required standard of conduct agreed at Stage Two, or a repeat of the offence or similar from Stage Two, or if the volunteer's actions constitute suspected gross misconduct. The hearing will be conducted by Groundwork employee with a colleague present and the volunteer has the right to be accompanied.

Potential outcome(s):- dismissal with notice or summary dismissal (without notice) if gross misconduct**, or action short of dismissal, e.g. demotion and Final Written Warning, to remain on the volunteers file until the end of the programme.



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.

REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.

** where the misconduct is of such a serious and fundamental nature that it breaches the verbal contractual relationship between the volunteer and the programme.

The following list is a non exhaustive list that indicates the type of actions that may constitute gross misconduct,

- theft, fraud, deliberate falsification of documents
- violent behaviour, fighting, assault on another person
- deliberate damage to company property
- harassment
- being unfit through alcohol or illegal drugs
- gross negligence
- gross insubordination.



GROUNDWORK WEST MIDLANDS

COMPANY REGISTRATION NO. 06823225. CHARITY REGISTRATION NO. 1128858.

REGISTERED OFFICE: GROUNDWORK WEST MIDLANDS, DOLTON WAY, TIPTON, WEST MIDLANDS DY4 9AL.