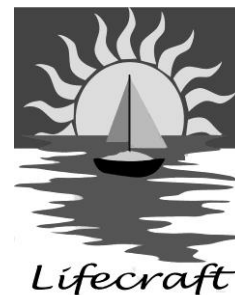


The Bath House ◦ Gwydir Street ◦ Cambridge ◦ CB1 2LW
T: 01223 566957 ◦ E: info@lifecraft.org.uk ◦ W: lifecraft.org.uk
Registered Charity in England and Wales Number 1195632



Lifecraft Membership Enquiry

Thank you for your enquiry regarding Lifecraft membership. Enclosed in this Membership Pack is:

- Guide for Completing the Lifecraft Membership Form
- Membership Application Form
- Equal Opportunities Monitoring Form
- Lifecraft Members' Code of Conduct
- Your Information and Your Rights: Lifecraft Membership leaflet
- Information about Lifecraft's services

Please read through all the information carefully.

Please note Lifecraft is not an alcohol or drug service, however, we work closely with drug and alcohol services to ensure that people are supported to become members and that substance/alcohol misuse and/or mental health is not a barrier to services.

To become a Lifecraft member you need to complete the Membership Application form and return it to us at the above address. Completing the Equal Opportunities Form is voluntary. You will be contacted to arrange a membership application meeting at Lifecraft. This will involve having an informal chat with staff to tell us a little more about yourself and explore which services you would like to access.

As part of the membership application process, we may contact the other services you are currently accessing to request additional information about you. Details of the questions we may ask are included in the Guide for Completing the Lifecraft Membership Form. This may happen before and/or after your membership application meeting. If you haven't heard from us within one month of sending us your paperwork, please contact us to check on the progress of your application.

If you have any questions regarding Lifecraft membership, please do not hesitate to contact us on (01223) 566957, or email membership@lifecraft.org.uk.

Best wishes,

Tao Hu
Membership Team



Lifecraft Members' Code of Conduct

How we work together at Lifecraft

Lifecraft is a user led organisation and welcomes as members people living in Cambridgeshire and Peterborough who have and have had lived experience of mental illness or mental health issues.

Lifecraft believes that every member can make their own valuable contribution to Lifecraft and that we can build on each other's strengths. As a user led organisation Lifecraft involves its members in the running of the organisation.

Lifecraft has the aim of mutual support between members and aims for a friendly, relaxed and supportive atmosphere at all times.

Lifecraft welcomes people regardless of their ethnicity, nationality, religion, gender, sexuality, disability, age, or any other grounds which may make them subject to discrimination.

Lifecraft does not tolerate any form of discrimination and has a zero-tolerance policy towards any verbal or physical violence or intimidation and will take any complaint seriously. Any member who displays this behaviour will be asked to leave.

What we ask of members:

- Treat everyone, whether member, staff, volunteer, or guest, with respect.
- Be supportive of each other.
- Respect other members' confidentiality.
- Uphold the user led and self-help ethos on which Lifecraft was founded.
- Attend at least two Members' Meetings per year and the Annual General Meeting.

Lifecraft's policies and procedures are available to all members and should be followed at all times.

Drugs and alcohol

Lifecraft is not an alcohol or drug service, however, we work closely with drug and alcohol services to ensure that people are supported to become members and that drug/alcohol misuse and/or mental health is not a barrier to services.

Please note –

- We do not allow alcohol on Lifecraft premises.
- If members come to Lifecraft under the influence of drugs or alcohol, they will be asked to leave immediately.
- The preparation, possession or use of illegal substances is not allowed on the premises or in the vicinity of Lifecraft premises and, if discovered, will be reported to the police and the member will be excluded for a minimum of three months.



Guide for Completing the Lifecraft Membership Form

This guide will help you complete the membership application form. Please read our Your Information and Your Rights: Lifecraft Membership leaflet for information about how we process your personal information.

First Name and Surname: Please give us your name as it appears in formal records. If you are commonly known by a different name, you can give it to Lifecraft in **Preferred Name**.

Gender: A list of possible answers include:

- Female
- Gender Non-Conforming
- Male
- Non-Binary.

You can choose a different term or choose not to answer by responding Prefer Not To Say.

Pronouns: A list of possible answers include:

- he/him/his
- she/her/hers
- they/them/theirs.

You can choose different pronouns, multiple pronouns or choose not to answer by responding Prefer Not To Say.

Address: If receiving post from Lifecraft would put you at risk, please give us your home address for our records and add an additional note that we should not send post to you.

GP Surgery: Please provide us with the name of the GP surgery you are registered with. It will help us refer you for additional support if you require it or request it.

Where did you hear about Lifecraft: This question is **optional** but answering will help Lifecraft understand our reach and make informed choices about our advertising and outreach.

Communication Preferences: Lifecraft will only leave voicemails with your consent, tick the box(es) if you consent to us leaving you messages. Lifecraft uses the services TextAnywhere and MailChimp to send text messages and emails to our members. We use these services to keep in touch with you and to provide updates about:

- our services
- our upcoming events and activities
- consultation opportunities
- services and opportunities from other organisations

You must opt in to receive text message via TextAnywhere to be notified if Lifecraft groups or activities are cancelled or changed at short notice. If you do not opt in Lifecraft may still contact you by phone and email directly, but you will not receive the regular updates.

You can opt out from the TextAnywhere and MailChimp services at any time by clicking the unsubscribe link in the footer of any MailChimp email you receive from us, or by contacting us at communication@lifecraft.org.uk.

About Me: Please provide us with some information about your mental and physical health by selecting all the options that apply to you.

Other Services I Am Currently Accessing: Please provide us with the details of all other services you are currently accessing that relate to your application. If you are not accessing any other services, please tick the box. As part of the membership application process, we may contact any services listed to request additional information about you. We may ask:

- How long have you been known to the service/individual?
- If they are aware of any issue with drugs and/or alcohol?
- If there is an issue, do they feel that you have the skills to cope with it?
- If they are aware of you previously presenting as a risk to yourself and/or to others?
- If there has been a previous risk, details of that risk and strategies used to minimise future risk.
- If they think Lifecraft membership is appropriate for you.

If you have any questions regarding completing the Lifecraft membership application form, please do not hesitate to contact us on (01223) 566957, or email membership@lifecraft.org.uk.



Lifecraft Membership Application Form

Information about completing this form is available in the Guide for Completing the Lifecraft Membership Application Form. Please read our Your Information and Your Rights: Lifecraft Membership leaflet for information about how we process your personal information.

Please return your completed form to: membership@lifecraft.org.uk or Lifecraft, The Bath House, Gwydir Street, Cambridge, CB1 2LW.

Applicant Information

PLEASE COMPLETE IN BLOCK CAPITALS

First Name		Surname	
Preferred Name		Date of Birth	
Gender		Pronouns	
Address			
		Postcode	
Mobile		Landline	
Email			
GP Surgery			
Where did you hear about Lifecraft?			

Communication Preferences

- Mobile Landline I consent to Lifecraft leaving voicemail messages for me.
- I want to receive text message notifications from Lifecraft.
- I want to receive email updates from Lifecraft.

About Me

Which of these categories represent your experiences? (select all that apply)

- I am struggling with my mental health
- I have a diagnosed mental health condition
- I use mental health services
- I have previously used mental health services
- I have suicidal thoughts
- I self-harm
- I use alcohol to manage my mental health
- I use drugs to manage my mental health
- I sometimes get angry
- Other (please specify)

Applicant Information

Full Name		Date of Birth	
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Other Services I Am Currently Accessing

Please provide contact details for **all** other services you are currently accessing e.g., drug and alcohol services, counselling, CPFT, social services, other charities. Please continue on a separate sheet if necessary.

I am not currently accessing any other services.

Full Name		Job Title	
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Organisation		Telephone	
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Address			
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		Postcode	
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Email			
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Full Name		Job Title	
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Organisation		Telephone	
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Address			
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		Post code	
--	--	-----------	--

Email			
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Full Name		Job Title	
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Organisation		Telephone	
--------------	--	-----------	--

Address			
---------	--	--	--

		Post code	
--	--	-----------	--

Email			
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Full Name		Job Title	
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Organisation		Telephone	
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Address			
---------	--	--	--

		Post code	
--	--	-----------	--

Email			
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Applicant Declaration

- I confirm that I wish to apply for membership of Lifecraft.
- All the information provided on this form is correct to the best of my knowledge.
- I have read and will follow the Lifecraft Members' Code of Conduct.
- I have read the Your Information and Your Rights: Lifecraft Membership leaflet.
- I give my permission for Lifecraft to contact the services named above to request further information about my mental and/or physical health. I understand that a copy of this form may be sent as proof of my agreement.

Signed:

Date:



Equal Opportunities Monitoring Form

Lifecraft is committed to the implementation of its Equality and Diversity Policy in all aspects of its work, including the application for membership and use of our services. It would assist us greatly if you would complete the following equal opportunities monitoring form.

Completing this form is **optional**. You are not obliged to answer any of these questions but the more information you supply, the more effective our monitoring will be. By completing this form, you are consenting to Lifecraft processing your information. You can withdraw your consent at any time by contacting us. This information will be stored with your membership record. It will be used for ongoing statistical purposes to assess the diversity our membership and users of our services. It will not be used as part of the membership application assessment process. Please read our Your Information and Your Rights: Lifecraft Membership leaflet for information about how we process your personal information.

Your Ethnic Group					
Asian, Asian British, Asian English, Asian Scottish, or Asian Welsh					
Bangladeshi	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>				
Any other Asian background (specify if you wish)		<input type="checkbox"/>			
Black, Black British, Black English, Black Scottish, or Black Welsh					
African	<input type="checkbox"/>	British	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Any other Black background (specify if you wish)		<input type="checkbox"/>			
Mixed					
White and Black African	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>	White and Chinese	<input type="checkbox"/>
Any other Mixed background (specify if you wish)		<input type="checkbox"/>			
Traveller					
English Traveller	<input type="checkbox"/>	Irish Traveller	<input type="checkbox"/>	Romany Traveller	<input type="checkbox"/>
Any other Traveller background (specify if you wish)		<input type="checkbox"/>			
White					
White British	<input type="checkbox"/>	White English	<input type="checkbox"/>	White Irish	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	White Scottish	<input type="checkbox"/>	White Welsh	<input type="checkbox"/>
Any other White background (specify if you wish)		<input type="checkbox"/>			
Other Ethnic Group and Prefer Not to Say					
Any other ethnic group (specify if you wish)		<input type="checkbox"/>			
Prefer Not To Say	<input type="checkbox"/>				

Your Gender

Do you identify as transgender? For the purpose of this question “transgender” is defined as an individual who lives, or wants to live, full time in the gender opposite to that they were assigned at birth.

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer Not To Say	<input type="checkbox"/>
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Your Religion or Belief

Atheism	<input type="checkbox"/>	Baha’i	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Jain	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
No Religion	<input type="checkbox"/>	Prefer Not To Say	<input type="checkbox"/>		

Any other religion or belief (specify if you wish)

Your Sexual Orientation

Bi / Bisexual	<input type="checkbox"/>	Gay Man	<input type="checkbox"/>	Heterosexual / Straight	<input type="checkbox"/>
Lesbian / Gay woman	<input type="checkbox"/>	Pansexual	<input type="checkbox"/>	Prefer Not To Say	<input type="checkbox"/>

Any other sexual orientation (specify if you wish)

Your Disability

Disability is defined by the Equality Act 2010 as a physical or mental impairment that has a substantial and long-term adverse effect on someone’s ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability according to the terms given in the Equality Act 2010?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer Not To Say	<input type="checkbox"/>
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If you have answered Yes, please indicate the type of disability which applies to you.

If you experience more than one type of disability, select all the types that apply.

Physical disability, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches.	<input type="checkbox"/>
Sensory disability, such as being blind / having a serious visual disability or being deaf / having a serious hearing disability.	<input type="checkbox"/>
Mental health condition, such as depression or schizophrenia.	<input type="checkbox"/>
Learning disability, (such as Down’s syndrome or dyslexia) or cognitive disability (such as autism or head-injury).	<input type="checkbox"/>
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy.	<input type="checkbox"/>
Other, such as disfigurement (specify if you wish).	<input type="checkbox"/>

Signed:	Date:
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Thank you for completing our Equal Opportunities Monitoring form

Your data protection rights

You have various rights in respect of the information we hold about you. They are:

- Your right to be informed about what information held and what is done with it
- Your right of access to the information held about you
- Your right to rectification if the information is inaccurate or incomplete
- Your right to erasure of your information
- Your right to restriction of processing of your information
- Your right to object to processing
- Your right to data portability to yourself or another party
- Your rights related to automated decision-making and profiling.

Please note, some of these rights only apply in certain circumstances. You can find more information about your rights on the Information Commissioner's Office's website. <https://ico.org.uk/your-data-matters/>

If you want to exercise any of these rights, you can do so by contacting Lifecraft. We will not charge you for exercising your rights, other than in exceptional circumstances. You will be asked for proof of identity for security reasons. We have one month to respond to your request.

Your right to complain

If you have any queries or concerns about our use of your information, you can make a complaint using the contact details included in this leaflet. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office.

Our contact details

Lifecraft, The Bath House, Gwydir Street, Cambridge, CB1 2LW
Telephone: 01223 566957
Email: info@lifecraft.org.uk
Website: lifecraft.org.uk
Registered Charity in England and Wales Number 1195632

This leaflet was updated in October 2022

Your Information and Your Rights: Lifecraft Membership

If you require this leaflet in an different format, i.e. Braille, audio, large print or another language, please contact us.

Lifecraft is committed to protecting your personal information and being transparent about what we do with it. This leaflet summarises our Privacy Notice in relation to information collected as part of Lifecraft Membership. If you want more details, or information about our other services, our complete Privacy Notice is available online or you can request a copy from a member of staff.

Purpose and lawful basis for processing your information

Our purpose for processing your personal information is to assess your suitability for Lifecraft membership, to administrate your membership and to provide you with services.

The main lawful basis we rely on for processing your information is article 6 (1)(b) of the UK GDPR, which relates to processing necessary to perform a contract or to take steps at your request, before entering a contract.

Data protection law recognises that some categories of personal information are more sensitive than others. This includes information about health, sexual orientation or religious beliefs and this is referred to as special category data. The main lawful basis we rely on to process your special category data is article 9(2)(b) of the UK GDPR, which relates to the provision of health or social care.

What information we have about you

The information we have includes:

- Personal details, such as, your name, gender, and your GP surgery
- Contact details, such as, your address, phone numbers and email address
- Information about your mental and physical health

- Information about any significant issue we support you with or any incident at Lifecraft, this can include information about safeguarding and/or risk
- Records of attendance with our services
- Correspondence between us and other professionals or agencies involved in your care or support
- Your sexual orientation, disability, ethnicity and religion (if you have provided them). These are used for equal opportunities monitoring purposes
- Name and contact details of your personal emergency contacts and additional support information (if you have provided them).

This list is not exhaustive, however, we will always explain why certain information is required prior to collecting it. It is essential that we have accurate information about our members, so please let us know any changes as soon as possible.

How we get your information

You provide information to us directly during the membership application process or as part of the services you receive. During the membership application process, with your agreement, we may also collect information about you from third parties, such as mental health professionals, support workers, and others involved in your support.

What we do with your information

Your information is used to:

- assess your suitability for Lifecraft membership.
- administer your Lifecraft membership.
- inform you about our services and activities.
- provide you with effective and appropriate support.
- to manage risk within Lifecraft
- monitor the support and services you access.
- help us investigate if you make a complaint.

How we protect your information

We have a comprehensive set of data and security policies and procedures to ensure we protect your information. Our physical, electronic and managerial procedures aim to safeguard and secure the information we hold and make sure that it can't be seen, accessed, amended or disclosed to anyone who shouldn't be able to access it.

Who we share your information with

We will not share any of your information with a third party—except where:

- the transfer is to a data processor working on our behalf
- we are required to do so by law
- it is necessary to protect the vital interest of an individual
- we have obtained your consent.

We will only share the minimum amount of information necessary. Where you have provided consent, you have the right to withdraw that consent at any time. If you withdraw consent, it means that we will stop processing your information and there may be implications to the support we can provide.

Transferring your information overseas

We may transfer your information to organisations in other countries on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws. A transfer overseas would only take place when information is shared as listed above.

Your information and the national data opt-out

Lifecraft complies with the National Data Opt-Out. You have the right to request that your information is not used beyond your own support, e.g. for research and planning. For more information visit: www.nhs.uk/your-nhs-data-matters.

How long we keep your information

We will only store your information for as long as necessary. The specified times are set out in our data retention schedule and comply with the UK GDPR legislation and good practice guidelines.