

May 2009

Dear Colleagues,

We make Newham a better place to live!

Aston-Mansfield Community Involvement Unit conducted a survey of local voluntary and community organisations in March and April 2009, on behalf of Newham ChangeUp. The results from a sample of 51 groups may surprise you – they show that Newham's voluntary, community and faith (VCF) sector brings millions of pounds into the borough, is a significant local employer, works with thousands of volunteers and tens of thousands of local residents.

This information pack shows that local VCF groups play a vital role in providing positive outcomes for people in Newham. As well as more details of our survey, the pack includes information on the important networks that exist locally, how Newham would lose out without a flourishing VCF sector and how the Newham Compact enables genuine collaboration between the voluntary, community and faith sectors and bodies like the council, NHS Newham and the police.

If you would like further information on the issues highlighted in this pack, please do not hesitate to contact me. To find out more about Newham ChangeUp, visit www.newhamchangeup.info

Yours faithfully,



Kevin Blowe
Coordinator
Community Involvement Unit
Aston-Mansfield



INVESTOR IN PEOPLE





What Newham Loses Without a Thriving Third Sector *

Newham's Local Strategic Partnership has agreed a number of Local Area Agreement 'Shared Outcomes' and targets for improvement through joint working across partner agencies. Without a thriving third sector, these targets are far more difficult to successfully achieve.

Shared Outcome 1: Investing in Children & Young People

- Without a thriving third sector it will be more difficult to encourage the positive involvement of children and young people in community and public life.
- Young people care about issues that matter to them and without voluntary, community or faith groups, there would be fewer avenues for them to become active citizens and fewer opportunities to get their voices heard and to address their concerns constructively.
- Groups that are independent and that are run by local people who volunteer their free time can motivate many young people in a way that, for example, compulsory full-time education cannot always do.
- Groups that care passionately about making change happen can inspire children and young people to see an alternative to selfish individualism.

Shared Outcome 2: Better Health and Wellbeing

- Without a thriving third sector it will be more difficult to encourage individuals and communities to take more responsibility for improving their own health and wellbeing.
- Third sector groups enable mutual support for local people with shared health problems and provide practical, non-medical means of improving local people's health and wellbeing.

**** 'Third Sector' is a short-hand for Newham's charities, voluntary & community organisations and faith groups***

- Third sector groups are often able to offer flexible, creative and cost effective means for persuading local people to improve their own health and wellbeing.
- Taking responsibility for improving health and wellbeing is more likely with increased self-confidence. Participation in independent voluntary, community and faith groups reduces isolation and provides greater confidence to those who participate in group activities.

Shared Outcome 3: Making Newham Safer

- Without a thriving third sector it will be more difficult to reduce the fear of crime and increase public confidence.
- People's fear of crime does not necessarily drop as crime figures reduce and communicating with the public to increase confidence is difficult. A thriving third sector has established connections with a broad range of local people who often have more trust in community organisations than in they have in public authorities. This could help remove obstacles to on-going contact and make regular communication far more effective.
- People who are isolated and lack the established mechanisms of support that third sector groups provide are more likely to have a heightened fear of crime.
- The majority of young people will never become involved in crime, not least because youth activities provided by third sector groups, from sports to social projects, provide alternatives to the peer pressure that can lead to youth crime.

Shared Outcome 4: Building an Active and Inclusive Community

- At present the government is encouraging people to take part in 30 minutes of exercise, three times a week, but in Newham only 14.7% do so, compared to a London average of 20.2%. More alarmingly, 60.8% of the population of Newham do no exercise of 30 minutes duration at all.
- Without a thriving third sector it will be more difficult to encourage people to become more active, because there would be fewer sports groups and fewer opportunities for local people to sample a variety of low-cost or free activities that promote healthier living, such as swimming or walking.
- Without a thriving third sector it will also be more difficult to build strong and unified communities. Voluntary, community and faith groups provide a huge range of local activities, which includes flourishing community centres that bring local people together. They are also a major provider of English classes for new communities and have been the driving force behind the creation of the ESOL Exchange, one of the borough's most successful partnerships between the statutory and voluntary sectors.

- A third sector that is genuinely thriving has strong second-tier organizations, whose role is to bring groups from different communities together and encourage them to work collectively. Second-tier organisations are also often the first point of contact for new communities, providing support in the creation of new community groups and integrating them into existing networks.
- Creating a sense of belonging within neighbourhoods will be harder without a thriving third sector, which is able to provide a bridge between communities and decision-makers. This is particularly true for smaller community groups that have direct contact with 'hard-to-reach' individuals and communities.

Shared Outcome 5: Shaping Sustainable Communities

- Without a thriving third sector it will be more difficult to sustain the appropriate social and physical infrastructure for new and existing residential areas. Voluntary, community and faith groups play a key role in creating a sense of community within a neighbourhood. The experience of urban development projects like the London Docklands Development Corporation, where this was not sufficiently taken into account, has been far from positive.
- By virtue of its independence and charitable status, a thriving third sector can help to lever in funding and resources to develop the social and physical infrastructure of an area, which would otherwise be inaccessible by the statutory sector.
- In tackling the overwhelming need to reduce carbon emissions and tackle the impact of climate change, a thriving third sector can turn individual goodwill into practical collective action, based on commitment rather than coercion.

Shared Outcome 6: Housing

- Without a thriving third sector it will be more difficult to increase the number of decent homes.
- With a mobile and changing population, the borough continues to face the problem of multiple-occupancy housing, inadequate rented accommodation and unscrupulous landlords. Local voluntary and community organisations play an important role in providing advice and support to local people, especially those from new communities and people whose first language is not English, who might otherwise be unaware of their rights to decent housing.

Shared Outcome 7: Business Growth and Access to Jobs

- Without a thriving third sector it will be more difficult to ensure that the borough has a workforce that is job-ready, with skills that employers need.
- At a time of recession, with greater competition for jobs, volunteering opportunities offered by voluntary and community groups are recognised as a route to gaining crucial skills and experience.
- Research by the Institute for Volunteering Research (IVAR) published in April 2009 found that “volunteering offers a unique opportunity to strengthen employability - through the flexibility of roles on offer, the people-centred support received by volunteers and the practical experience it can give individuals.”
- IVAR also found that “for those who are recently unemployed, volunteering is seen as a good way of maintaining existing skills and demonstrating to potential employers personal proactivity and commitment. For the longer term unemployed volunteering offers a chance to show determination and ‘fitness’ as well as the opportunity to receive a positive reference.”
- The more the third sector thrives, the more job opportunities are available to local people. Aston-Mansfield identified 930 jobs within the fifty-one groups who took part in its survey in April 2009, with 490 of these full-time, making the third sector as a whole a significant local employer.

A Thriving Third Sector can help improve Newham’s CAA ratings

- The introduction of Comprehensive Area Assessments (CAA) in April 2009 places a renewed emphasis on partnerships to deliver an area’s priorities and on the measurement of the improved quality of people’s lives against the Shared Outcomes listed above.
- Without a thriving third sector it will be more difficult to deliver improvements on the issues that matter to people within a local area and to demonstrate how the priorities set in an area reflect those of the people who live there.

A thriving third sector can help make Newham a better place to live – not least because the fundamental reason that voluntary and community groups exist is to change and improve the lives of local people.

What Our Survey Said...



Aston-Mansfield

Generating community wealth for social change

Community Involvement Unit

Thousands of local people benefit from or participate in local voluntary action

Local groups make a significant contribution to active citizenship in Newham.

A total of **3913 local volunteers** are supported by the fifty-one groups who completed our questionnaire.

Local groups also provided **164,896 local people** with activities, services, advice and support in 2008-2009.

This is equivalent to **66% of the people of Newham**, based on the most recent estimated population of the borough.

Groups raised £ millions in 2008/09

Income from outside of Newham

£18,298,646

Total Income in 2008/09

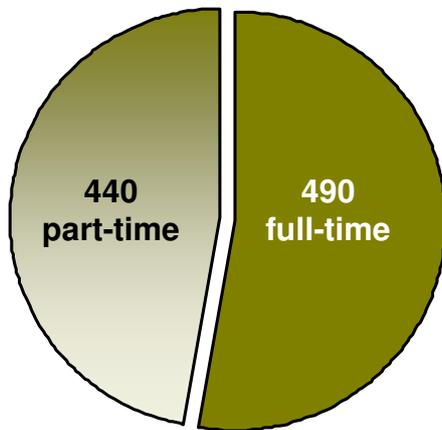
£31,060,731

At least **£18.2 million** of additional income was levered into the borough by Newham's voluntary and community organisations in 2008-2009.

The total income of **£31 million** in 2008-2009 reported by the fifty-one groups who completed our survey is equivalent to more than half of the record turnover reported by London City Airport in 2007.

PLEASE TURN OVER

Local groups are significant local employers



Together, Newham's voluntary and community organisations are a major source of local employment.

A total of **930 staff** are employed by the fifty-one groups who completed our survey.

About the Third Sector Survey

The survey of local voluntary and community organisations was conducted in March and April 2009 through a paper questionnaire and an online survey at:

www.aston-mansfield.org.uk/thirdsectorsurvey.php.

The following basic questions were asked:

- How many full-time and part-time staff do you employ?
- How many volunteers do you work with?
- Roughly how many local people benefit from your activities?
- What was our total income in 2008/09?
- How much of your income comes from outside of Newham?

A total of 51 local organisations completed the survey, which provides a snapshot of the voluntary and community sector in Newham in 2009.



Using The Compact To Strengthen Partnerships in Newham

The National and Local Compact

A Compact is an agreement between government and the voluntary and community sectors to improve their relationship for mutual advantage and community gain.

At a national level, there is a National Compact that applies to all central government departments and its key agencies, including non-departmental government bodies, public bodies and regional Government Offices.

At a borough level, Local Compacts are agreements between local government, public bodies and local voluntary and community sectors, aimed at improving local relationships. 99% of local authority areas are now covered by a locally negotiated Compact. Central government requires every local authority to develop a Compact for joint working.

What is the Newham Compact and what does it cover?

The Newham Compact is a written agreement between four of Newham's key statutory sector organisations (Newham council, Newham Primary Care Trust, Newham University Hospital Trust and Newham Police) and Newham's voluntary, community and faith (VCF) sectors. It was drawn up after a long period of negotiation and consultation over three years, with the aim of guiding effective working between statutory sector organisations and VCF sectors in Newham.

The Newham Compact is therefore not about setting policy or providing new resources, but instead provides a mutually agreed process for greater co-operation when statutory bodies introduce new policies or make decisions on new resources. It was launched in November 2006 but remains a largely untested agreement.

Because the Newham Compact makes commitments on both sides, it should help to clarify what partners can expect from each other and how to work together. But the Compact is more than a document:

- **It is a reference** to be cited and followed but also used to hold each other to account, ensuring through compliance mechanisms that partners stick to what they have signed up to do.
- **It is a way of working**, a means to build relations that change how partners behave, engage and work together at an individual, organisational and partnership level.

The Newham Compact only covers relationships between the VCF sectors and statutory bodies. It does not include businesses, or the way that statutory sector bodies work with each other.

The full Newham Compact including its Codes of Practice can be downloaded from:

http://www.newhamcompact.org.uk/compact_docs/nccg.pdf

The Newham Compact Codes of Practice

The Newham Compact includes a shared vision for joint working and offers Codes of Practice and practical guidelines on the following key areas:

- Consultation
- Funding and Procurement
- Volunteering
- Equalities and Human Rights
- Diversity
- Communication
- Governance

Each Code of Practice includes more detailed information on the way that statutory bodies promise to work with VCF sector groups and the commitments that VCF sector groups make in return.

Some Examples

Under the **Consultation Code of Practice**, statutory sector bodies have promised that consultation will be *“built into plans and procedures for designing and developing policies, services and regeneration”* and committed to ensure that VCF sector groups *“can be involved, prior to consultation, in the development of proposals and effective consultation methods.”*

Statutory sector bodies have agreed that *“a best practice period of 12 weeks for written consultation should be sought as standard, with reasons provided when a shorter time scale is required, particularly when timescales are outside the control of statutory providers.”*

In return, VCF sector groups promise to *“ensure accuracy and objectivity in the preparation of consultation feedback for the statutory sector”* and, where possible, to ask service users, volunteers, members and supporters about their opinions before responding to consultation.

Under the **Funding and Procurement Code of Practice**, statutory sector bodies have promised that they will *“make each funding and contracting process as simple as possible and appropriate to the amount of money available”*, that they will *“consult in good time on any significant changes to funding arrangements, processes or agreements.”* and will ensure that funding payments are made in advance, where appropriate, and are paid on time.

At the same time, VCF sector organisations have committed to *“have good systems in place for managing finances, service delivery and performance monitoring and for meeting accountability responsibilities”*.

‘Compact Ways of Working’

These promises and commitments only have any real meaning if they are carefully considered, consistently adhered to and implemented as part of the day-to-day relationships between statutory sector bodies and the VCF sectors. Otherwise, the Newham Compact is just a document, rather than a **process** that improves relationships for mutual advantage and for the benefit of local communities.

This process of actively using the Newham Compact to improve relationships between VCF sector groups and statutory bodies is called a “Compact way of working”.

A Compact way of working means putting agreed partnership values into practice.

How is the Compact implemented?

The Compact is implemented by everyone who has agreed to adopt a “Compact way of working”.

In theory this includes every employee of Newham council, Newham Primary Care Trust, Newham University Hospital Trust and Newham Police who has any kind of working relationship with VCF sector groups.

As central government is actively encouraging the greater involvement of the VCF sectors in local decision-making and service delivery, this could mean an increasing number of officers and staff within statutory bodies.

In practice, it tends to mean statutory sector employees who are responsible for drawing up policies, developing services or are involved in regeneration, who work with VCF sector organisations as funders, or who are required to consult with local people.

The Compact is also implemented by every voluntary, community or faith group that wants to develop better relations with statutory sector bodies and has committed to a “Compact way of working” by individually signing up to the Newham Compact.

If local VCF groups have not yet signed up, they should seriously consider doing so, as the more support there is for a “Compact way of working”, the stronger the Newham Compact becomes. You can download a Sign Up Form from:

http://www.newhamcompact.org.uk/compact_docs/Compact_SignUpFormwebfinal.pdf

The Compact Implementation Group

When the Newham Compact was finally agreed, a new partnership body called the Compact Implementation Group was set up. Its role is to lead on the continuing development of the Compact and its Codes of Practice, to monitor and audit the progress of its implementation by recording and analysing successes and breaches, and to encourage greater understanding of how partners can adopt a “Compact way of working”, particularly with reference to new initiatives and policies.

The Compact Implementation Group includes representatives from the four statutory bodies and five representatives from the VCF sectors. Its role is strategic – it seeks to encourage improvement and effectiveness, rather than to make policy itself or decide on the way that resources are allocated or spent.

As part of the Compact Implementation Group’s efforts to encourage greater understanding of what a “Compact way of working” means in practice, it also supports and advises the activities of the network of Compact Champions.

Working with Compact Champions

Technically, every employee of a statutory body who works with VCF sector groups, along with every VCF organisation that is committed to improving its relationships with the statutory sectors, has a responsibility to follow a “Compact way of working”. But this does not mean that everyone has to become an expert in the Newham Compact.

To begin with, much of the Compact is simply common sense. A commitment to improving relationships does require a little thought and a greater willingness to involve others, but these are skills that most of us use every day in our relationships with the people we work with.

However, in the course of day-to-day work or especially when planning changes that could have an impact on building more effective working relationships, it may be necessary to seek clarification and advice. Statutory bodies and the VCF sectors have therefore agreed to identify and train Compact Champions who can help colleagues develop Compact ways of working.

The London Borough of Newham, Newham Primary Care Trust and Newham University Hospital Trust has agreed that there will be a Compact Champion in every department and service area that has, or is likely to have, a working relationship with VCF sector groups. Newham Police is developing the role of its Safer Neighbourhoods Teams as Compact Champions.

The role of a Compact Champion is to promote their department’s commitment to a “Compact way of working”, to guide colleagues towards information about the Newham Compact and the commitments it makes and, whenever necessary, to refer queries or concerns to senior officers and the Compact Implementation Group, so that good practice can be spread as widely as possible.

If VCF sector groups or statutory sector staff are unsure who the Compact Champion is within a particular council department or other statutory sector service area, they should contact the senior officer for the department.

If there is currently no Compact Champion in post, senior officers and local groups should seriously consider starting a discussion to identify and establish a departmental Compact Champion, because there are real benefits for everyone – statutory sector employees and VCF groups – of spreading a “Compact way of working”.

Newham’s VCF sectors do not have the same hierarchical or management structures as statutory bodies, so their Compact Champions are the five VCF sector representatives on the Compact Implementation Group. Currently (April 2009), these representatives are:

Sarah Ruiz (Newham Voluntary Sector Consortium)	Representing second-tier organisations
Gurdial Bhamra (Volunteer Network Centre)	Representing second-tier organisations
Paul Leslie (NCY Trust)	Representing voluntary groups
Mulki Cumar (Somali Women's Advisory Network)	Representing community groups
Rev Ann Easter (Renewal Programme)	Representing faith groups

The lead contact for the VCF sectors is Sarah Ruiz.

A number of individual VCF sector organisations have also nominated their own Compact Champion.

Who benefits from the Newham Compact?

The Newham Compact potentially represents a real change in the way the VCF and statutory sectors work together. But change can often be met with resistance and it is vital that the benefits of the Compact is promoted within the statutory and VCF sectors.

Benefits for the London Borough of Newham, Newham NHS and Newham Police

Statutory bodies benefit from a stronger, more productive working relationship with VCF groups in a number of ways. A “Compact way of working” can:

- help to improve the quality of local services, by drawing on the knowledge and skills of local groups to identify gaps, using resources more effectively and avoiding duplication.
- help to cut red tape in the provision of grants and contracting.
- help to raise inspection and audit ratings, because central government increasingly demands the participation of the VCF sectors in local decision-making.
- Help, through better partnership working, in the achievement of the most pressing local priorities and
- assist in bringing in new external funding and resources to the borough.

Benefits for voluntary, community and faith sector groups

VCF sector organisations have less power than statutory bodies and one of the aims of the Newham Compact is to provide a more level playing field. Groups benefit by having an formally agreed mechanism for seeking to improve the way that statutory sector bodies work with them.

If the Newham Compact is successful and a “Compact way of working” becomes the established process for improving relationships, then VCF groups will benefit from having supportive local public bodies that understand how the VCF sectors work, value the difference that VCF groups can make in the borough and that recognise the levels of expertise many groups have developed.

**Potentially, the Newham Compact
can help everyone to get it right together,
rather than get it wrong alone**

Resolving disputes

If the principles of trust, equality, respect and fairness outlined in the Newham Compact were always fully upheld, then differences between partners will never become damaging disputes. However, the Compact represents a significant change in the relationships between statutory bodies and the VCF sectors and is a fairly new process. The reality is that until a “Compact way of working” becomes more fully embedded in day-to-day work, disagreements are inevitable.

When disputes arise, the Newham Compact can be used to resolve them. It includes a commitment that each party has the right to raise concerns, to be attended to positively and to receive a timely response.

If a disagreement should arise because a statutory sector body or a VCF sector group is believed by one of its partners to have failed to follow the shared principles of the Newham Compact or its Codes of Practice, then they can use a four stage 'Disputes Resolution' process to try and find an amicable solution.

Stage one

Whenever possible, parties will meet together to resolve the disagreement, without the use of a third party, using the Compact's shared principles and the specific commitments within the relevant Code of Practice.

Stage two

When a face to face meeting has been unsuccessful (or is too difficult for either party), an impartial third party, the Newham-based voluntary organisation Conflict and Change, can be called in by any of the parties with the agreement of the Compact Implementation Group. Conflict and Change has over 20 years experience of conflict resolution in the borough and their aim would be to facilitate better communication between parties so that it becomes easier to talk about the difficulties they are having and to find an agreed way forward. Conflict and Change mediators would also aim to assist in the development of skills that could be used by parties themselves in future situations of conflict.

Stage three

If agreement still cannot be reached, then an independent investigator will be appointed and will, if necessary, seek the support of the Home Office commissioned Compact Mediation Scheme run by the Centre for Effective Dispute Resolution (CEDR). The independent investigator will report their findings and recommendations to both parties and to the Compact Implementation Group.

Stage four

Should a VCF sector group remain dissatisfied with the outcome of mediation and the independent investigation, then they can seek support from the Compact Advocacy Programme at the National Council for Voluntary Organisations (NCVO) or take their concerns to the Parliamentary or Health Ombudsman, who both have statutory powers to investigate complaints

The Compact is a way of celebrating successful partnership working

But as well as a means of resolving disputes, the Newham Compact can also be used as a method of celebrating success.

Successful partnership working is often difficult to achieve. The relationships that different statutory bodies have had with the VCF sectors in Newham have often been fraught or non-existent. Time and energy that could be better spent positively working together is wasted on unnecessary and avoidable arguments or on endlessly negotiating the terms of partnerships built on mistrust.

But even successful partnerships between the VCF and statutory sectors rarely take the time to identify the aspects of their work that should be celebrated as good practice. Even when partners recognised that their relationships were mutual advantageous and helped to provide better services to local people, there was no process before the Compact for sharing these examples of good practice, either between individual departments or across different statutory bodies.

Because the Newham Compact encourages everyone to focus on improvement and greater effectiveness in their partnership working, and because a little thought, some common sense and a

greater willingness to improve relationships can often quickly bring positive results, the spread of “a Compact way of working” should lead to more success stories.

This is why having Compact Champions in place is so important, to make sure these successes are promoted and that others learn from them. These examples of good practice – what are sometimes called “Compact wins” – provide:

- evidence that statutory bodies need for central government audits.
- evidence that VCF groups need to make the case for new funding.
- Encouragement to others to adopt a “Compact way of working”.
- examples of learning for everyone struggling to establish and maintain effective partnerships.

As well as ensuring that “Compact wins” are passed on to your Compact Champion, successful partnerships can also creatively publicise their successes to the media, to staff, to service users and to funders.

For example, Kent County Council has decided to record their Compact’s success on its website, whilst West Berkshire County Council use Compact information packs that include successes for new staff and Surrey County Council have placed a Compact briefing in with payslips.

Newham ESOL Exchange Briefing

Background

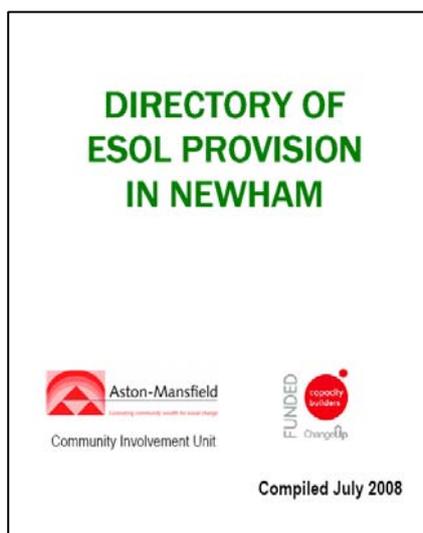
Almost two years ago, three workers based in community centres in Newham, but not directly involved in ESOL provision, began talking about the difficulties many people were having in accessing suitable ESOL training.

In some places there were just long waiting lists, but many clients could not access free tuition because of their immigration status, or because there was no childcare provision. We also had concerns about the geographical spread of classes, and the apparent shortfall of provision for pre-entry level learners.

We were surprised to discover that there was no co-ordination of ESOL service planning, commissioning, or delivery. In fact no-one had a clear picture of what was available, where, and when. Providers felt they were succeeding when their classes were full, but no-one was giving much attention to unmet needs.

Progress

We invited service providers to join our discussions. They were able to bring detailed additional information about ESOL provision and funding issues. We all agreed that much better information and planning for ESOL in Newham was needed. This would primarily help learners and potential learners, but would also help ESOL providers and commissioners.



The working group organised two significant half-day conferences in 2008. In February, 28 people from 21 organisations heard a speaker from the Department of Innovation, Universities, and Skills (DIUS) as well as local professionals, and gave a clear mandate to progress plans for the ESOL Exchange project. They elected a steering group which includes people from the voluntary, community, and statutory sectors. In May, 32 people attended a conference that looked at ESOL from the national perspective and at funding, child care and collaborative working.

Using a small grant from Newham ChangeUp a mapping exercise of ESOL provision in Newham was completed, and a Newham ESOL Directory was compiled. This was circulated electronically but it took 6 months to raise funds to get a few hundred copies printed.

The steering group represents a genuinely collaborative partnership of organisations from the voluntary and statutory sectors. It has continued to meet regularly to share information, clarify needs and work towards a funded project. It has also met with PCT staff who are concerned that people who do not speak English cannot understand or access preventative services. A second small grant from Newham ChangeUp has helped to formalise the structure of the steering group, and paid for the production of an information pack to help raise the project's profile.

Plans for the Future

There is widespread agreement that an ESOL Information Service is needed in Newham, and that this needs to be serviced by at least a half time worker. Lack of English language skills is a barrier to employment and promotion, but it is increasingly recognised as a barrier to health services, and to helping children achieve their educational potential. Social inclusion is impossible where there is no shared language. Helping the 30% of 16-64 year olds in Newham with entry level ESOL needs would contribute greatly toward their quality of life, as well as helping to meet local and central government targets.

The worker would be expected to gain detailed knowledge of the ESOL provision in Newham so s/he can deal with enquiries from community groups and potential learners, as well as maintaining an up-to-date database, and producing a directory of services annually. The worker would also help to identify gaps in services and work with Exchange members to ensure those gaps were filled. Links have already been made with over 80 organisations with an interest in ESOL locally.

We need to secure funding for the next 2 or 3 years to take these ideas forward. We are convinced that a relatively modest investment will provide enormous benefits for many Newham residents, and help provide better targeted ESOL services. It will also provide a model for local integrated ESOL services which might be replicated in many other areas of Britain.

For further information, contact Anne Crisp on 020 8536 3822 / anne.crisp@aston-mansfield.org.uk

The **Directory Of ESOL Provision In Newham** is available online at:

http://www.aston-mansfield.org.uk/pdf_docs/directory_of_esol_provision_2008.pdf



Forums and Partnership Networks in Newham

Compiled April 2009

FORUM / NETWORK	FOCUS	ACTIVITY	CONTACT DETAILS
Capacity Builders Working Group	Second-tier voluntary and community sector organisations providing capacity building support to local groups	Bi-monthly meetings, venues vary	Kevin Blowe, Community Involvement Unit 020 8536 3825 kevin.blowe@aston-mansfield.org.uk
Children & Young People's Service Providers Forum	Voluntary, community or faith sector groups working with children or young people	Bi-monthly meetings, venues vary	Sarah Ruiz (NVSC) 020 8522 5352 sarah@nvsc.org.uk
Community Centre Managers Forum	Network of the managers and coordinators of voluntary sector managed community centres in Newham	E-mail list and irregular meetings.	Kevin Blowe, Community Involvement Unit 020 8536 3825 kevin.blowe@aston-mansfield.org.uk
Council of African Voluntary Organisations	Approx 75 African groups, mainly but not exclusively Newham based. Capacity building, networking, sharing good practice.	Bi-monthly meetings at 48 West Ham Lane, E15	Charles Omorodion (CAVO) 020 8 522 1565. charlesomorodion@hotmail.com

FORUM / NETWORK	FOCUS	ACTIVITY	CONTACT DETAILS
Disability Partnership Board & Reps Forum	Groups working with disabled people in Newham. 90% membership is disabled.	Partnership meets quarterly; Reps Forum 4-6 weekly.	Jacky Gruhn, (LBN/PCT) 020 7 059 2373 jacky.gruhn@newham.gov.uk
Eastern European Communities Forum	Any group working with Eastern European communities.	Bi-monthly meetings – venue varies.	Elena Vinokourova (PCT) 020 8271 1416 Elena.Vinokourova@newhampct.nhs.uk
Newham ESOL Exchange Forum	Organisations with an interest in ESOL provision in Newham	Regular steering group meetings. Occasional events.	Anne Crisp 020 8536 3822 anne.crisp@aston-mansfield.org.uk
Newham HIV/AIDS Prevention Partnership (NHAPP)	Individuals and organisations involved with HIV/AIDS work in Newham	Events & meetings.	Ground Floor, City Gate House 246-250 Romford Road, E7 9HZ Wendy Hachmoller 020 8221 4560 wendy.hachmoller@newhampct.nhs.uk
Newham HIV / Sexual Health Forum	Organisations with an interest in HIV/sexual health in Newham	Bi-monthly meetings, events, capacity building.	Ground Floor, City Gate House 246-250 Romford Road, E7 9HZ Caleb Christopher 020 8221 4560 calebdafe@yahoo.com

FORUM / NETWORK	FOCUS	ACTIVITY	CONTACT DETAILS
Newham CAMHS Forum	Organisations working with parents, children and families.	Quarterly Meetings at Old Stratford Town Hall	Percy Aggett (CFCS) 020 7055 8400 Percy.Aggett@eastlondon.nhs.uk
Newham Youth Providers Partnership	Statutory and voluntary sector youth service providers	Meets monthly	Dave Stevens (LBN) 020 8430 4049 dave.stevens@newham.gov.uk
NVSC sector meetings for voluntary, community and faith groups	Voluntary, community and faith groups working in Newham.	Quarterly meetings for each forum, venues vary	Sarah Ruiz 020 8522 5352 sarah@nvsc.org.uk
Play Forum	Play providers in Newham	Four meetings a year, venues vary	Sarah Ruiz 020 8522 5352 sarah@nvsc.org.uk
Transform Newham	Churches and Christian groups.	Occasional events & meetings, small grants scheme, support	Kim Dopson 020 8472 6363 office@transformnewham.com



quality support for local groups



NEWHAM CAPACITY BUILDERS WORKING GROUP

Capacity Building Standards in Newham

Voluntary and community groups in Newham that seek capacity building support from second-tier or 'local infrastructure organisations' (aimed at developing, strengthening and increasing the sustainability of the third sector) should be able to expect the following basic standards.

A capacity building organisation will:

- clarify whom it aims to benefit and at what point its intervention is helpful.
- employ staff with the knowledge, experience and skills to offer quality advice and support that is appropriate to the needs of not-for-profit groups.
- ensure that it develops and trains its staff to ensure that their knowledge is kept updated.
- provide regular supervision for its frontline staff members to ensure continuous professional development is taking place.
- carry out an initial assessment when a frontline group first uses its services, as a baseline against which it can measure the support it provides.
- seek to provide incremental support to the frontline groups it works with, that achieves measurable progress towards each group's greater sustainability.
- avoid encouraging frontline groups to become over-dependent by supporting groups to learn new skills, rather than undertaking work on their behalf.
- strive to ensure that the information it provides to frontline groups is current and accurate and to warn groups when information should not be relied upon as a definitive legal opinion.

- keep clear records of the support it provides to each frontline group it works with.
- make effective referrals to other second-tier organisations when this is appropriate for helping a frontline group to become stronger.
- identify its *own* capacity to provide levels of quality support and if necessary limit or reduce the number of frontline groups it works with.
- adopt procedures for sharing information on frontline groups with other capacity builders that respect issues of confidentiality and comply with the Data Protection Act.
- seek feedback from frontline groups that are either existing and potential users of its services, to establish how it can provide support most effectively.
- avoid competing for funds against those it aims to assist.
- work in partnership with other local capacity building organisations to avoid duplication and make the best use of limited resources.
- work with other capacity builders through the Newham ChangeUp steering group and the Capacity Builders Working Group to ensure these standards are adopted, developed and maintained.
- use the 'Capacity Building Newham' logo to help publicise and raise awareness of these standards

SURVEY



Aston-Mansfield

Generating community wealth for social change

Community Involvement Unit

PLEASE RETURN COMPLETED SURVEY FORMS TO:

Aston-Mansfield, FREEPOST, Durning Hall, Earlham Grove, London E7 9BR

Help Us Prove the Value of Newham's Third Sector Groups

This survey is designed to find out some basic facts about the value of Newham's voluntary and community organisations, both financially and as employers of staff and volunteers. Information collected will be used to promote the benefits of voluntary action in the borough, to potential funders of local groups and to statutory sector agencies.

PLEASE DO NOT COMPLETE THIS SURVEY IF YOUR ORGANISATION IS BASED OUTSIDE OF NEWHAM.

Unless you complete Question 8, which is optional, your responses will be completely anonymous. If you provide us with contact details, these will not be linked to the other answers you provide and all information will be treated in the strictest confidence.

Apart from Question 8, all other questions require an answer.

1	Please tick the box to confirm that your organisation is based in the London Borough of Newham?	<input type="checkbox"/>
2	How many full-time staff do you currently employ?	
3	How many part-time staff do you currently employ?	
4	How many volunteers have worked with you over the last 12 months?	
5	Roughly how many people have benefited from your organisation's work over the last 12 months?	
6	What was your TOTAL income in the financial year 2008/09?	£
7	How much of this income came from funding sources OUTSIDE of Newham?	£

8	THIS QUESTION IS OPTIONAL
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If you are willing to be contacted in future by Aston-Mansfield Community Involvement Unit to contribute to further research on Newham's voluntary, community and faith sectors, please fill in the boxes below.

NAME			
ORGANISATION			
ADDRESS			
TELEPHONE		E-MAIL	