

THURROCK CVS

(Council for Voluntary Service)



Membership Handbook

The Beehive Voluntary & Community Resource Centre
West Street, Grays, Essex RM17 6XP



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WHAT IS A CVS?

CVS are at the very heart of the local voluntary and community sector – leading local activity and linking up across sectors. Without CVS, organisations falter and individuals miss life-changing opportunities. Put simply, CVS make things happen.

CVS does this by working behind the scenes to ensure the long-term future of essential services. Most of all, it is about the lives of local people, which are touched, enriched and transformed as a result of their work. Much of the work that a CVS does focuses on several key areas:

- Services and support;
- Development work;
- Liaison;
- Representation; and
- Strategic partnerships

What this means on the ground is that a CVS provides many of the resources that local groups depend on, from access to meeting rooms, photocopiers and ICT equipment, to community accountancy. Other support includes regular newsletters, training, funding advice and specialist services.

By assessing and responding to local needs, CVS can effectively meet a huge gap in service provision.

Supporting role

Many of the essential public services we now take for granted were pioneered by the local voluntary and community sector. This tradition has continued into the 21st century, and today CVS take the lead, identifying gaps in service provision and developing innovative new ways to meet local need.

As a focal point for the local voluntary and community sector, CVS encourage networking between individuals and groups within the sector, and between local groups and the statutory and private sectors. Groups can learn from each other, establish contacts and work more effectively.

With government encouraging the involvement of voluntary and community groups in shaping and delivering services, CVS enables the views of local groups to be represented.

CVS help many local groups to participate in a wide range of partnerships. These include regeneration, neighbourhood renewal, health and social care, learning and other government initiatives. They may be sub-regional, district wide or neighbourhood based.

MEMBERSHIP

General Membership

Membership fees are based on the annual income of individual groups and organisations as follows:-

Unfunded	Free *
Annual income under £50,000	£10-00
Annual income £50,000 - £100,000	£15-00
Annual income over £100,000 - £150,000	£20-00
Annual income over £150,000 - £200,000	£25-00
Annual income over £200,000 - £250,000	£30-00
Annual income over £250,000	£35-00

* If your group / organisation does not currently receive funding you will need to complete a waiver

Please note that groups / organisations are required to have:-

- A governing body, e.g. management committee, board or steering group
- A written constitution or rules } *If you are still working towards putting these in*
- An equal opportunities policy } *place and would like assistance contact CVS*

Associate Membership

If your group / organisation is new, very small and/or does not have a governing body or document in place, you can still join Thurrock CVS as an Associate Member. You will receive all the information and support offered to General Members but would *not* have voting rights.

If you wish to apply for membership please complete:

- ✓ General or Associate Membership Application Form
- ✓ Remittance Advice or Fee Waiver Request
- ✓ Agreement to CVS Equality & Diversity Statement of Intent

All of these are included with this pack. Please return the appropriate forms (*together with a copy of your rules and equal opportunities policy if you are applying for General Membership*) to:-

Sharon Wright
Thurrock CVS
The Beehive Voluntary & Community Resource Centre
West Street
Grays, Essex RM17 6XP

INFORMATION & RESOURCES

SPEAKOUT

National, regional and local news and information on topics such as governance, funding, training and events



CVS members are notified when the newsletters are available via the website and email bulletins sent out in between quarterly issues.

INFORMATION, SUPPORT & LIAISON



Help for groups getting started or working on unmet needs in the community, signposting to other organisations and agencies, keeping up to date with legislation, and providing voluntary and community groups with a voice.

POLICIES, PROCEDURES & GUIDELINES

Copies of model documents or those adopted by CVS are available on request, for example

- Confidentiality
- Equality & Diversity
- Data Protection
- Flexible Working
- Retention of Information

THE BEEHIVE TRAINING & MEETING SPACE

Access to low cost use of meeting and training rooms plus community hall and kitchen



EQUIPMENT for use at the Beehive

- Photocopier
- Laminator
- Franking Machine
- Comb Binder
- Display Boards
- Digital Projector
- Overhead Projector

£££ FUNDING £££

Information and assistance with sources of funding and grant applications

COMPLAINTS PROCEDURE

Thurrock CVS (Council for Voluntary Service) aims to provide to its members and to other organisations and individuals who may from time to time request it, the best possible service. Thurrock CVS recognises that from time to time there may be occasions when users of such services feel that the quality or level of service provided has been less than they could reasonably expect. In such circumstances:

1. The Chief Executive shall acknowledge in writing the receipt of any complaint (normally within seven days). The Management Board shall be regularly informed of the number and nature of any complaints.
2. The Chief Executive shall undertake to investigate the circumstances leading to the complaint.
3. The Chief Executive shall communicate the results of the inquiry to the complainant within a reasonable time (normally twenty one days).
The complainant shall have the right if dissatisfied with the results of this inquiry to put his/her case personally to the Management Board.
4. Where appropriate, Thurrock CVS shall make a written apology (signed by the Chairperson of the Management Board) to the complainant.

EQUALITY & DIVERSITY STATEMENT OF INTENT

Thurrock CVS (Council for Voluntary Service) recognises that many people in our society experience discrimination or lack of opportunity for reasons which are not fair. These include: race, religion, creed, colour, national and ethnic origin, political beliefs, gender, sexual orientation, age, disability (including mental illness), HIV status, marital status, responsibility for dependents, appearance, geographical area, social class, income level or criminal record.

Thurrock CVS will challenge discrimination and lack of opportunity in its own policy and practice and will help other organisations and individuals to do the same.

Thurrock CVS aims to create a culture that respects and values each others' differences. CVS sees these differences as an asset to our work as they improve our ability to meet the needs of the organisations and people we serve.

All volunteers, employees, management board members and member organisations must declare their support for the objectives of this Equality & Diversity Policy. *Failure to do so may result in disciplinary action and/or ineligibility for membership.*

A copy of the full Policy document is available from the office on request

All groups / organisations applying for Thurrock CVS membership **must** agree to abide by this Statement of Intent - please sign the form included in this Handbook and return with the relevant Membership Application Form. If not received we will be unable to accept your application for membership.

STATEMENT OF CONFIDENTIALITY

Staff members and volunteers, including Management Board members, shall not (except in the proper course of duty) during or after any periods of employment with Thurrock CVS (paid or unpaid) divulge to any person whatever or otherwise make use of any confidential information concerning the Volunteers, Thurrock CVS staff, or other service users.

Staff members and volunteers, including Management Board members, shall endeavour to prevent the publication or disclosure of any confidential information concerning the Volunteers, Thurrock CVS staff, or other service users.

All documents of all media containing confidential information concerning Volunteers, Thurrock CVS Staff or other Service Users shall be immediately surrendered on the termination of any employment period or on request by the line management or the Management Board.

INFORMATION SECURITY POLICY

Information takes many forms and includes data stored on computers, transmitted across networks, printed out or written on paper, sent by fax, stored on tapes and diskettes or spoken in conversations over the telephone. It is the Policy of Thurrock CVS to ensure that:-

- Personal or sensitive information will be protected against unauthorised access or disclosure
- Confidentiality of information will be assured (CVS have separate Confidentiality Policy which all Management Board, Staff and CVS Volunteers are required to sign)
- Regulatory and legislative requirements will be met (CVS is registered under the Data Protection Act and complies with Charity Commission regulations)
- Standards will be produced to support this policy (CVS have separate Policy on use of Internet and E-mail which staff are required to sign)
- The accuracy and completeness of information will be checked and safeguarded
- All CVS Management Board Members, staff and volunteers are required to adhere to this policy
- All breaches of information security, actual or suspected, will be reported to and investigated by the CVS Chief Executive and/or Management Board

CVS has policies, procedures and guidelines which cover, for example:-

- Confidentiality
- Harassment
- Internet and E-mail
- Retention of Information
- Disciplinary
- Travel Expenses
- Flexible Working
- Lone Working

Some of our policies are available as model documents which can be downloaded from the website or can be obtained from the office.

MANAGEMENT BOARD

Officers

Neville Baldwin	Individual Member	Chairperson
Diana Hale	Davy Down Trust	Vice-Chairperson
Mike Hursthouse	Individual Member	Treasurer
Mike Kelly	Open Door	Company Secretary

Elected & Individual Members

Sheila Coates	South Essex Rape & Incest Crisis Centre
Tony Fish	Individual Member
Yash Gupta	Thurrock Asian Association
Mike Rawlings	Thurrock Citizens Advice Bureau
Don Sydney	Thames Gateway African Caribbean Council
Senan Walsh	Individual Member
Peter Warner	Individual Member
Neil Woodbridge	Thurrock Coalition

STAFF TEAM

Core Services

Kristina Jackson	Chief Executive
Sharon Wright	Infrastructure Support Manager
Sheera Abdulla	Finance Officer
Rena Laybourn	Facilities Manager
Julie Rawson	Bookings Administrative Support
Gary Murphy	Caretaker

Older Persons Support

Karen Glazzard	Development Worker
Barry Castro	Volunteers In Action (VIA) Co-ordinator

Database / Website Development

Terry Piccolo	Development Officer
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THURROCK CVS MEMBERS

as at June 2011

AGE CONCERN ESSEX
AGE CONCERN THURROCK
AVELEY VILLAGE COMMUNITY FORUM
BASILDON & THURROCK FRIEND
BATIAS INDEPENDENT ADVOCACY SERVICE
BRAINWAVE CHILDREN'S THERAPY CENTRE
C100EVENTS
CARERS UK (THURROCK BRANCH)
COALHOUSE FORT PROJECT
CORRINGHAM & FOBING COMMUNITY FORUM
DAVY DOWN TRUST
DIAL
EPILEPSY ACTION (BASILDON & THURROCK BRANCH)
ESSEX COALITION OF DISABLED PEOPLE
ESSEX COMETS YFC
ESSEX GAY MEN (THURROCK)
FAMILY FIRST
GATES OF PRAISE INTERNATIONAL CENTRE
GAY ESSEX MEN'S SOCIAL GROUP (GEMS)
GRAYS CENTRAL COMMUNITY FORUM
HEADWAY ESSEX
INTERACT
LOOK ESSEX
MCCH SOCIETY
MULTIPLE SCLEROSIS SOCIETY (THURROCK BRANCH)
NGAGE
ONE COMMUNITY DEVELOPMENT TRUST
OPEN DOOR
PARENTS AID, SOUTH ESSEX
PARENTS 1ST
PARKINSON'S UK (THURROCK SUPPORT GROUP)
PROBUS CLUB OF THURROCK
RELATE SOUTH ESSEX
RESTORATION OF HUMAN RIGHTS (ZIMBABWE)
SIKH TEMPLE & COMMUNITY
SNAC (SPECIAL NEEDS ACTIVITIES CLUB)
SOUTH ESSEX RAPE & INCEST CRISIS CENTRE (SERICC)
SOUTH OCKENDON COMMUNITY FORUM
SSAFA FORCES HELP
STANFORD FORUM
SURESTART
TEMPLESPRINGS
TEMS (THURROCK ELDERLY MULTICULTURAL SOCIETY)
TERRENCE HIGGINS TRUST
THAMES GATEWAY AFRICAN CARIBBEAN COUNCIL
THAMES SPORTS BOWLS CLUB
THAMESIDE LACEMAKERS

THURROCK AFRICAN GROUP

THURROCK ALLOTMENTS SOCIETY
THURROCK & DISTRICT CEREBRAL PALSY SOCIETY
THURROCK ART SOCIETY
THURROCK ASIAN ASSOCIATION
THURROCK CHRISTIAN FELLOWSHIP
THURROCK CITIZENS ADVICE BUREAU (CAB)
THURROCK COALITION
THURROCK COMMUNITY CHEST
THURROCK DISABILITY NETWORK
THURROCK EASTERN EUROPEAN COMMUNITY GROUP
THURROCK INDEPENDENCE RESOURCE CENTRE (TIRC)
THURROCK LAWN TENNIS CLUB
THURROCK LOCAL HISTORY SOCIETY
THURROCK MENCAP
THURROCK MIND
THURROCK NEPALESE GURKHA COMMUNITY
THURROCK OPERATIC SOCIETY (TOPS)
THURROCK OVER FIFTIES FORUM (TOFF)
THURROCK PLAY NETWORK
THURROCK SOCIETY FOR ARTISTS WITH DISABILITIES
THURROCK STROKE CLUB
THURROCK U3A (UNIVERSITY OF THE THIRD AGE)
THURROCK WOMEN'S AID
TOGETHER (FOR MENTAL WELLBEING)
TRANS-VOL
T.R.U.S.T. (THURROCK RACIAL UNITY SUPPORT TASKGROUP)
VICTIM SUPPORT ESSEX
WADERS (WATER ASSISTED DISABLED EXERCISE & REHABILITATION SCHEME)
WEST THURROCK & SOUTH STIFFORD OVER 50s CLUB
WHITEHALL LANE ALLOTMENTS ASSOCIATION
YOUTH LEAGUE UK

Thurrock CVS are members of:-

EACVS (Essex Association of Councils for Voluntary Service)

NAVCA (National Association for Voluntary and Community Action)

NCVO (National Council for Voluntary Organisations)



<p>CORE SERVICES / INFORMATION</p>	<p>☎ 01375 389881 info@thurrockcvs.org.uk</p>
<p>THE BEEHIVE / ROOM BOOKINGS</p>	<p>☎ 01375 389890 / 389885 bookings@thurrockcvs.org.uk</p>
<p>FINANCE</p>	<p>☎ 01375 389891 sheera@thurrock.org.uk</p>
<p>DATABASE / WEBSITE DEVELOPMENT</p>	<p>☎ 01375 389892 Terry.piccolo@thurrockcvs.org.uk</p>
<p>OLDER PERSONS SERVICES Supporting the development and delivery of strategies in Thurrock which promote the active life of older citizens</p>	<p>☎ 01375 389889 karen@thurrockcvs.org.uk</p>
<p>VOLUNTEERS IN ACTION Volunteers helping vulnerable people with basic gardening, DIY and small tasks</p>	<p>☎ 01375 389895 info@thurrockcvs.org.uk</p>

