

# COMPACT



BETWEEN  
LONDON BOROUGH OF EALING  
AND  
EALING COMMUNITY NETWORK

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# CHAPTER ONE:

## Introduction to Compact

### Purpose of Compact

The Compact is an agreement between the London Borough of Ealing (LBE), and Ealing Community Network (ECN). It is closely based on the national Compact agreed between Government and the voluntary and community sector with supplementary elements added to reflect local circumstances. The Compact has been drawn up and will be implemented through extensive involvement with the voluntary and community sector and LBE Departments.

Ealing's Compact is not exhaustive, and recognises the diversity of the voluntary and community sector. The Compact aims to be a general framework defining the roles of LBE and ECN and enhancing working relationships between LBE departments and voluntary and community groups.

The Council is currently delivering a radical change programme designed to make itself a truly customer centred organisation by the end of 2005. Community and voluntary organisations are identified as one of the five key customer groups of the Council. The Council recognises that its staff must behave in ways that support delivery of the desired customer outcomes. It is committed to ensuring that their staffs demonstrate consistently **enabling, partnering, innovating caring and committed (EPICC)** behaviours towards each other, their stakeholders and customers. These behaviours underpin all commitments made by the Council in this Compact.

In common with the national Compact, this Compact is a memorandum on relations between local government and the voluntary and community sector. It is not a contract or a legally binding document. The authority of the Compact is derived from its endorsement by LBE, and by the voluntary and community sector through ECN.

This Compact applies to ECN and LBE. ECN is currently developing further Compacts with the local Health Trusts and Local Strategic Partnership (LSP) based on the model agreed with LBE.

The Compact is a single document. It aims to be short and easily understood by the widest range of people and groups. The Compact has been collectively agreed by ECN on behalf of organisations in the local voluntary and community sector.

As well as strategic statements of intent, the Compact contains detailed sections that specify agreed ways forward on funding, consultation and communications, strategy development, support for BMER groups and volunteering.

## Shared Vision and Values

LBE and ECN agree that the following values will underpin the Compact:

1. Voluntary and community activity is fundamental to the development of a democratic, socially inclusive society and the well being of local residents, communities and neighbourhoods.
2. Voluntary and community groups, as diverse, independent, non-profit organisations fulfil a role that is distinct from both the public and the private sectors.
3. Voluntary and community organisations reflect a wide range of local interests and have a right to campaign within the law on behalf of those interests.
4. Voluntary and community organisations make a major contribution to the development of the social, cultural, economic, environmental and political life of our borough. They help to alleviate poverty, improve the quality of life, involve the socially excluded, contribute to sustainable development and make an important direct economic contribution as employers and purchasers.
5. LBE officers and voluntary and community groups act as pathfinders for the involvement of users in the design and delivery of local services and often act as advocates for those who otherwise have no voice. In doing so they promote both equality and diversity.
6. LBE and the community and voluntary sector have distinct and also increasingly shared responsibilities and functions in meeting local needs and through the development of public policy and delivery of local services.
7. Both LBE and the community and voluntary sector acknowledge the importance of actively promoting equality of opportunity for all people, regardless of race, age, disability, gender, sexual orientation or faith.
8. LBE and the voluntary and community sector recognise the vital contribution of volunteers in our local communities and neighbourhoods, and the important role of voluntary and community organisations in helping individuals develop their skills, experience and confidence through voluntary action.
9. LBE and the voluntary and community sector add value by working together towards common aims and objectives. Meaningful consultation and involvement builds relationships, improves policy development and enhances the design and delivery of services and programmes.
10. LBE as a local authority has statutory responsibilities and unique democratic accountabilities that require service delivery and strategy development

undertaken by LBE to extend beyond the voluntary and community sector to include local residents, businesses, partners and other stakeholders.

## **Operating Principles**

*The following principles will frame how the Compact operates in practice:*

1. The Compact is based on mutual recognition and respect for the different but complementary roles both within and between LBE and the voluntary and community sector.
2. LBE and the voluntary and community sector jointly own the Compact, which has been signed by the Leader on behalf of LBE and Chair on behalf of ECN.
3. The Compact will be reviewed annually and reports submitted to the LBE Cabinet and ECN. The Compact will also be jointly monitored by LBE and ECN through the Voluntary Sector Liaison Forum.
4. LBE and ECN will develop a joint Compact Action Plan and meaningful and measurable standards to be achieved over short and longer term time-frames
5. LBE and ECN will be proactive in identifying and building on their own and external good practice and delivering consistency in practice standards across departments and groups.
6. LBE and ECN will work together to increase awareness and understanding between voluntary and community groups, elected members and council officers.
7. LBE and ECN will nominate senior officers in each organisation to jointly monitor progress on delivery of the Compact.
8. LBE and ECN will by mutual agreement jointly establish independent mediation arrangements to be used if disputes arise regarding operation of the Compact.
9. Partnerships and working relations between LBE and the voluntary and community sector should be based on honesty, openness, trust and a willingness to explore problems in a non-confrontational way.

## **Glossary of Terms**

A Glossary of terms, relevant definitions and acronyms used in this Compact is attached as an appendix to the Compact.

In addition a short information leaflet outlining what the Compact is and how it will operate is available from LBE or ECN

## CHAPTER TWO: Funding and Resources Section

### Context

1. The funding position for voluntary and community groups is rapidly changing and there is a range of new funding sources, both nationally and locally. In Ealing there are also various small grant chests controlled locally.
2. The Government has announced three major new national funding programmes –the *Future builders* fund, Infrastructure fund and Civic Renewal fund and increased programmes through the Active Community Unit. It is also planning major changes in charity law and financial regulations for voluntary and community groups.
3. The ALG has introduced major changes in its grants programmes and priorities and wishes to encourage increased funding for projects in outer London boroughs.
4. Lottery funders and major trusts – such as City Parochial Foundation and Bridge House - have announced new long-term funding priorities. Ealing groups have historically lagged behind other West London boroughs in accessing lottery funds and joint action is needed to address this.
5. Given this changing position the voluntary and community sector recognises that the long-term independence and sustainability of groups depends on a variety of funding sources and that LBE cannot by itself meet all the funding needs of local groups. LBE and ECN will aim to work together to assist and support local groups to access external funding.
6. LBE will nevertheless remain a key funder of voluntary and community activity in Ealing – particularly for core costs and voluntary sector infrastructure development - and in addressing local needs not reflected in national funding programmes. LBE will also have a role in providing wider support to voluntary and community groups.
7. Many voluntary and community groups struggle with short-term project based funding arrangements. LBE recognises the benefits of long-term sustainable

funding and will look to extend the use of existing three-year sponsorship agreements and commissioning (together with bodies such as the PCT).

8. LBE also recognises that when voluntary and community groups take on new projects this has a direct impact on the organisations management, financial and administrative systems and these additional costs should be properly recovered through project management charges.
9. The voluntary and community sector recognises the need for high standards of governance and proper accountability in the use of public funds.
10. The sector also recognises the need to submit regular monitoring reports to LBE and other funders and provide proper information on service take-up and equalities monitoring.
11. LBE and ECN both provide funding to local groups and accept the need for effective customer care systems –including proper funding letters, making grant payments on time and prompt replies to funding enquiries.
12. LBE and ECN both accept that groups have a right to complain about poor customer care without this affecting their future funding

## **b) Joint Commitments**

*LBE and ECN will work together to:*

1. Assist groups to access external funding (e.g. through regular joint advice surgeries, the ECVS FLASH e-mail funding newsletter and the 'Finding Funding For Your Group' booklet).
2. Promote effective governance and accountability in the use of public funds (making particular use of the new national Treasury guidelines).
3. Regularly review local funding programmes, priorities and procedures (through the Voluntary Sector Liaison Forum).
4. Co-ordinate and streamline local small grant programmes (through the Voluntary Sector Liaison Forum and Ealing LSP)
5. Ensure all groups receiving grants or other funding agreements are given a formal letter confirming the level of funding, funding conditions and payment arrangements.

6. Take decisions on funding in an open way and with written reasons being provided to funding applicants if requested.
7. Reply to letters, phone calls or e-mail enquiries from groups regarding funding arrangements or grant payments within 10 working days.
8. Reduce the bureaucratic burden on small groups by keeping funding applications and monitoring information simple and short.

### **c) Commitments by Ealing Community Network**

*The ECN will encourage voluntary and community groups to:*

1. Reply promptly to requirements for grants monitoring by LBE.
2. Maintain proper accounts and financial records in accordance with the law.
3. Maintain proper records of service take-up and number of service users (including ethnic monitoring).
4. Develop quality systems such as PQASSO and Investors in People (through training and funding support).
5. Meet appropriate legislation on employment rights, rights of part-time workers, working hours directives, health and safety, national minimum wage, stakeholder pensions and offer all staff access to trade union membership.

### **d) Commitments by LBE**

*LBE will:*

1. Extend the use of three-year sponsorship agreements and commissioning (within available budget and where groups meet the criteria).
2. Publish the criteria for three year funding or commissioning and make these available to voluntary and community groups.
3. Normally pay agreed grants or commissioning funding in advance.
4. Give groups a minimum three months notice of decisions to withdraw funding (with a right of appeal to elected members).
5. Consult local groups on significant changes to monitoring requirements and give at least three-months notice before implementation.

6. Include within long-term funding or commissioning agreements flexibility to meet future essential inflation increases or alternatively make clear in the award of the funding agreement that this is not available.
7. Set aside specific development funding to support new groups and meet voluntary sector infrastructure needs (such as ICT development or e-government support to allow groups to access council services or information online).

## CHAPTER THREE

### Strategy Section

#### a) Context

1. ECN recognises the statutory responsibilities and unique democratic accountabilities of LBE and that strategy development undertaken by LBE extends beyond the voluntary and community sector to include local residents, businesses, partners and other stakeholders.
2. LBE recognises the experience, knowledge and community representation role of the voluntary and community sector and the positive contribution it can make to strategy development
3. Subject to considerations of urgency and/or confidentiality, LBE and the voluntary and community sector will involve each other at an early stage in their respective strategy development processes, and in the delivery, review and monitoring of existing strategies for which they are responsible or lead in developing.
4. There are existing local models of good practice in relation to strategy development and delivery (such as voluntary and community involvement in the neighbourhood renewal strategy). LBE and ECN will work together to identify and extend these good practice models across other areas of local strategy development.
5. LBE recognises that effective involvement by the voluntary and community sector in strategy development requires:
  - Adequate resourcing and support for the sector, particularly regarding capacity and access to ICT.
  - Consultation to be timely and allow adequate time-scales for responses, taking into account the need of organisations to consult their users, beneficiaries and stakeholders.
  - Production of draft strategies should be in short and easy-to-read formats.
6. ECN recognises the need to engage constructively with LBE in strategy development and will seek, wherever possible, to present co-ordinated collective responses to LBE.

7. LBE and ECN recognise that consultation must involve unpaid workers in small community groups as well as paid officers in large groups.
8. ECN recognises that the voluntary and community sector has a responsibility to use its own resources effectively and employ proper quality monitoring and to deliver services and projects to clearly defined and achievable standards.

## **b) Commitments by LBE**

*LBE will:*

1. Where appropriate, involve voluntary and community groups at an early stage in strategy development, before final decisions are made by elected members and in the development of draft strategy proposals and action plans. In particular to take account positively of the specific needs, interests and contributions of underrepresented groups\* (see appendix for full list)
2. State clearly in all appropriate strategy documents and proposals how voluntary and community groups will be involved in the delivery, future monitoring and review of strategies that they are involved in developing. e.g. the model of the Health and Social Care Partnership Boards.
3. Invite relevant voluntary and community representatives to be elected through ECN to appropriate best value working groups.
4. Involve voluntary and community groups in the development of future public service agreement targets, the development and monitoring of its Race Equality Scheme and the review of major borough-wide strategies such as the Community Strategy and Neighbourhood Renewal Strategy.
5. Work in partnership with the voluntary and community sector to identify and secure additional funding to invest in ICT infrastructure to allow effective community engagement in strategy development.
6. Respect the confidentiality of information provided by the voluntary and community sector, within the constraints of the law and the proper performance of public duties, when given access to it for the purposes of strategy development.

## **c) Commitments by ECN**

*ECN will:*

1. Circulate voluntary sector draft strategies (e.g. ECN annual work plan) to LBE for comment.

2. Make appropriate external reporting documents (e.g. annual ECN performance review report) publicly available to LBE.
3. Invite and facilitate LBE representatives' access to ECN meetings and other forums (e.g. BME Forum, Ealing Refugee Forum) to present and discuss draft strategy documents.
4. Co-ordinate an annual joint meeting between LBE, EREC, ECN, BME Forum and Ealing Refugee Forum to discuss the Race Equality Scheme.
5. Ensure representation of all sections of the voluntary and community sector in strategy development and make specific efforts to involve small groups, women, under represented groups and BMER groups.
6. Respect the confidentiality of information, provided by LBE when given access to it on that basis.

## CHAPTER FOUR: Consultation and Partnerships Section

### a) Context

1. LBE and ECN recognise the benefits that effective partnership working can achieve for Ealing residents, neighbourhoods and communities. Effective partnership working depends on good consultation methods and open, transparent and effective methods of communication.
2. Partnership working, consultation and communication are dependent upon shared respect, tolerance and a willingness to listen to alternative viewpoints.
3. LBE and ECN recognise that partnership working, consultation and communication should take account of the different levels of expertise, experience, confidence and capacity amongst the voluntary and community sector.
4. Active efforts are needed to encourage effective engagement of groups with limited experience of formal partnership structures or limited capacity to respond to formal consultation processes. LBE and ECN also recognise that specific barriers to engagement may include language and cultural differences, physical, mental or sensory disabilities, childcare or dependency care responsibilities, lack of access to ICT or economic disadvantage such as the cost of travel to meetings.
5. LBE and ECN recognise the resource and time demands of partnership working and will work together (in conjunction with Ealing LSP) to simplify and streamline the number of partnerships in the borough.
6. LBE and ECN are committed to effective accountability and representation in partnership structures. Voluntary and community representatives should (unless determined by legislation or external agencies) be elected rather than selected by other partners.
7. LBE and ECN recognise the need to develop a diverse range of consultation and communication methods beyond traditional written documents - such as focus groups, resident panels, e-mail newsgroups, IT networks, community advocates, ICT networks and local neighbourhood or service user forums.

8. LBE recognise that sufficient time must be allowed for consultation to receive good quality feedback and to prevent discrimination against small groups and under represented communities.
9. ECN recognise the resource constraints on LBE in terms of the cost of consultation and that challenging deadlines are sometimes set by external agencies.
10. LBE and ECN recognise that consultation and communication methods should be based on short, easy to read documents that minimise the use of jargon.
11. LBE and ECN also recognise that an essential element in good consultation is feedback to those who respond regarding the outcomes resulting from their responses. This feedback should include any changes made to policies, strategy, documents or service delivery as a result of consultation.

#### **a) Joint Commitments**

*LBE and ECN will:*

1. Develop and agree a joint guide for good practice in consultation (and submit this to the LSP for endorsement by other partners).
2. Identify and promote examples of good practice in partnership working, consultation and communication in the borough.
3. Allow a minimum of three weeks for consultation and six weeks in the case of major strategy documents, policy or service changes subject to any externally set deadlines.
4. Avoid consultation exercises during school holiday periods except where deadlines are set by external agencies and/or national government.
5. Ensure that mechanisms to deliver feedback on consultation processes are identified and developed.
6. Develop partnership structures based on equitable treatment and respect, with all members having the same voting and speaking rights.
7. Aim to ensure that wherever possible at least 3 weeks notice is given of partnerships meetings (with papers sent out at least five working days in advance).

8. Actively involve BMER groups, small groups, socially excluded groups and tenants and resident representatives in consultation on major strategies such as the Ealing Community Strategy, Ealing Race Equality Scheme and Neighbourhood Renewal Strategy.
9. Work together to review the need for community translation, either whole documents, explanatory introductions or summaries.
10. Work together to establish effective and comprehensive community databases and (subject to Data Protection Act requirements) avoid duplication or gaps in communication and information mailings.
11. Avoid holding partnership meetings or consultation events on major religious or cultural holiday dates.

## **b) Commitments by ECN**

*ECN will:*

1. Be accountable and feedback to the wider voluntary and community sector on local partnerships to which it elects representatives.
2. Organise effective, open and fair processes for the election of representatives requested by local partnerships.
3. Provide practical support to elected voluntary and community representatives on local partnerships (including travel costs, childcare or dependency care expenses, information circulation and community feedback events).
4. Provide free community skills training for voluntary and community representatives (such as public speaking skills, evaluation for real skills, community research skills).
5. Work constructively with LBE officers to plan and co-ordinate effective forward consultation and communication programmes.
6. Make ECN resources (including mailings, newsletters, email lists and web sites) available to assist LBE consultation programmes and encourage voluntary and community groups to respond to LBE consultation documents and participate in consultation events.
7. Actively encourage voluntary and community groups to involve staff, service users and volunteers in responses to consultation.

8. Ensure regular attendance by ECN representative at partnership meetings (including where necessary the use of deputies).

## **9. Commitments by LBE**

*LBE will:*

1. Make available if requested written feedback on how many groups responded to consultation (including the number of BMER groups), the main issues raised and what changes if any were made as a result of the consultation.
2. Co-ordinate partnership meetings led by LBE and consultations activities and communication exercises between departments to avoid overload on local voluntary and community groups.
3. Work with ECN to ensure all relevant groups are consulted and make particular efforts to consult small groups, BMER groups and faith groups.
4. Recognise the specific role of umbrella bodies such as ECN, Ealing BME Forum, Ealing Refugee Forum, Southall Community Alliance, Acton Community Forum, Pre-School Learning Alliance, EREC, ECVS, Local Agenda 21 and Area Community Networks in assisting consultation and communication and look to provide practical support where necessary (including payment for specific mailings or additional ICT investment).
5. Recognise that voluntary and community groups have an important role in representing the views of service users and carers (as well as supporting users and carers direct representation).

## CHAPTER FIVE

### Equality and Diversity Section

#### a) Joint Commitments

*LBE and ECN will work together to:*

1. Promote equality, diversity and cohesion within and between the voluntary and community sector regardless of the race, ethnic origin, gender, age, disability, or sexuality of users, staff and trustees.
2. Challenge and tackle institutional racism in terms of treatment, funding, consultation, involvement and membership of local decision-making bodies and partnerships.
3. Jointly review available funding to the community and voluntary sector managed by LBE and ECN to ensure BMER groups are receiving a fair share of funding based on local needs and to ensure there is a fair geographical spread across different areas of the borough.
4. Monitor and publish the allocation of funding (including grants, service contracts and other funding) provided by LBE and ECN to BMER groups and to small and newly established groups.
5. Jointly review (with the LSP), the membership and levels of representation on local partnerships to ensure there is a fair representation from the diverse social groups in the borough, including BMER communities, women, older people, young people, people with disabilities and carers and if necessary consider use of co-opted places or advisers to redress any imbalance.
6. Jointly support the development of local representative networks for BMER communities, older people, people with disabilities, people with mental health issues, young people and other under represented communities and actively consult and engage with these networks in the implementation and review of this Compact.
7. Recognise the particular needs and barriers facing BMER communities, newly arrived communities, carers and homeless people in establishing sustainable groups and networks.

8. Work together to develop good practice in agreeing and implementing the Race Equality Scheme and ensuring good practice is exported to other partners.
9. When requested to ensure information on ECN and LBE funding priorities and grant application procedures is made available in community languages and formats accessible to people with disabilities.

## **b) Commitments by LBE**

*LBE will:*

1. Treat all voluntary and community groups fairly and equally based on the needs of the communities they serve.
2. Ensure that the corporate complaints procedure is accessible and responsive to the full range of community and voluntary groups in the London Borough of Ealing.
3. Commit specific funding and officer time to meet the development and capacity building needs of BMER groups, small groups and new community groups.
4. Consult and involve the voluntary and community sector in setting and monitoring priorities and policies under the LBE Race Equality Scheme and report at least annually on progress.

## **c) Commitments by ECN**

*ECN will:*

1. Support the development of self-organised forums/networks for BMER communities, faith groups, older people, young people, people with disabilities, carers, lesbians and gay men and other excluded communities.
2. Ensure that existing networks (such as the BME Forum, Refugee Forum, Carers Consortium and Mental Health Forum) and new networks are fully consulted and engaged with ECN and have specific representation on the ECN Steering Group.
3. Ensure that ECN representation on Ealing LSP includes specific representation for BME group, refugee groups and small groups.

4. Monitor membership and participation in ECN annually to ensure ECN properly reflects involvement of voluntary and community groups across different communities and different areas of the borough.
5. Tackle and challenge racism, sexism, disability discrimination, homophobia and other forms of discrimination within the voluntary and community sector.
6. Encourage voluntary and community groups to review and amend their policy and procedures to ensure fair treatment and access to services and facilities based on the needs and capacity of community groups.
7. Encourage and support voluntary and community groups to establish effective equalities and diversity monitoring procedures in plain English and also in service delivery and employment.

## CHAPTER SIX

### Volunteering and Community Participation Section

#### Context

1. ECN and LBE recognise the value of volunteering and community activity in supporting local communities and neighbourhoods. Thousands of Ealing residents give their time freely each week such as volunteers, fundraisers, councillors, school governors and befrienders. This work and the contribution this makes to Ealing is often unacknowledged and unrecorded.
2. Voluntary and community organisations are themselves largely volunteer based. The 'Sustaining Success' report showed that 60% of organisations in west London operate without paid staff. Even those organisations, which have staff, rely on volunteers as management committee members, trustees and helpers.
3. Democratic and community activity is also dependent upon volunteers -from members of tenants and residents associations to neighbourhood watches to being a local councillor.
4. Volunteering releases the enthusiasm, talents and ambitions of local people, reduces social isolation and brings communities closer.
5. Through volunteering young people can become active citizens and gain new skills and older people can make good use of their experience and contribute to their local community.
6. Volunteering can take many different forms - working for a voluntary group, fundraising, befriending and good neighbour schemes, coaching or training, mentoring and advocacy projects, providing free professional skills (e.g. Business in the Community).
7. New ways of volunteering are being developed locally: Ealing CVS has a Volunteer Outreach Project to encourage volunteering by people with mental health or substance abuse problems, people living on isolated estates and among BMER communities. Acton Housing Association has set up a

volunteer neighbour scheme for new arrivals on local estates. Ealing PCT is recruiting local volunteers as Community Health Educators and for the new PALS patient advice service.

8. Volunteering needs to reflect changes in peoples working and daily lives. The 'V-base' system at Ealing CVS allows Ealing residents to search volunteering opportunities online.
9. E-volunteering (where people can offer advice and support through e-mail) is a useful way of involving a wider range of professionals in volunteer activities.
10. All local residents who wish to volunteer and make their contribution to the local community should have the opportunity to do so.
11. ECN and LBE will work together to provide a range of sustainable opportunities for volunteers with additional support needs - such as people with disabilities, people with childcare responsibilities and people with English as a second language.
12. There is also a need to ensure practical barriers to volunteering are reduced (e.g. delays in criminal record checks) and proper support and advice mechanisms (e.g. child protection procedures) are in place. Through excellent joint work voluntary groups and LBE have already produced Child Protection Guidelines -successfully launched at a joint event with NSPCC.

### **a) Joint Commitments**

*ECN and LBE will:*

1. Work together to promote volunteering to local residents, businesses and the local media.
2. Provide joint advice to groups using volunteers on child protection policies and practical issues such as benefit entitlement and therapeutic earnings.
3. Make joint representations to local MPs and Government Departments to improve criminal record check procedures for volunteers.
4. Carry out joint research to demonstrate the 'value of volunteering' undertaken by thousands of Ealing residents.
5. Work together to produce an 'Ealing Volunteers Charter'.
6. Encourage local colleges and London West Learning and Skills Council to provide more accredited training for volunteers.

7. Work together to promote volunteering (including e-volunteering) to local businesses.

## **b) Commitments by ECN**

*ECN will:*

1. Encourage voluntary and community groups to actively involve volunteers within their organisations.
2. Produce guidelines for voluntary groups on ensuring volunteers have access to proper supervision, training and support and health and safety procedures.
3. Ensure volunteers have a dedicated representative and voice on Ealing Community Network.
4. Promote the new 'Investing in Volunteers' quality scheme to local groups and ASDAN accredited skills training for volunteers.

## **c) Commitments by LBE**

*LBE will:*

1. Nominate an officer to co-ordinate LBE policy on volunteering and liaise with ECN on volunteering issues.
2. Promote volunteering to its employees, including articles in LBE publications, circulation of volunteering opportunities to employees and regular in-house talks and displays on volunteering, and promote volunteering through 'Around Ealing' and tenant newsletters.
3. Follow government guidance in taking into account volunteer time as match - funding in appropriate funding applications (using the national minimum wage).
4. Promote volunteering through schools as part of the new citizenship skills curriculum.
5. Hold a specific event for LBE employees during the annual national Volunteer Week.

## CHAPTER SEVEN APPENDICES

### Categories of groups as agreed by ECN and LSP to be used for Compact monitoring

This list is by type of work or people who benefit from groups work

- Black and Ethnic Minorities
- Carers
- Children under 5
- Children 5-12
- Environmental Issues
- Faith Communities
- Homeless people
- Lesbians and gay men
- Lone parents
- People over 50
- People over 80
- People with Mental Health Issues
- People with physical disabilities
- People with learning disabilities
- Refugees
- Substance misusers
- Tenants and residents groups
- Travellers
- Unemployed and people on low income
- Volunteers
- Women
- Young People
- Other

## GLOSSARY OF TERMS/ACRONYMS

Active Communities Unit	A cross department unit of central government responsible for the development of policies and programmes for the voluntary sector
ALG	Association of Local Government
ASDAN	An accreditation for volunteer training
BMER	Black and Ethnic Minority and Refugee
BME Forum	A forum for groups operating in Ealing who represent black or ethnic minority people
Business in the Community	An organisation that works at local level to improve the impact of business in its community
Community Strategy	An Ealing strategy outlining the key future community targets
Compact	A partnership agreement between LBE & ECN on behalf of the voluntary and community sector
Data Protection Act	The regulations regarding the sharing personal information about people between organisations
Ealing Community Network (ECN)	A network of voluntary and community groups operating in Ealing
Ealing CVS	Ealing Community and Voluntary Service
Ealing LSP	Ealing Local Strategic Partnership comprising equal membership between statutory, voluntary and business sectors
EREC	Ealing Racial Equality Council

Ealing Refugee Forum	A forum for refugee led groups in Ealing
GLA	Greater London Authority
Health & Social Care Partnership Board	One of 7 partnership boards that reports into the LSP
ICT	Information & Communications Technology
liP	The Investors in People quality system
LBE	London Borough of Ealing also called The Council
London West Learning & Skills Council	The umbrella body in West London for over 16 educational funding
Local Agenda 21	The umbrella title for groups dealing with environmental issues
Neighbourhood Renewal	Government Funding to improve services to deprived areas
NSPCC	National Society for the protection of cruelty to children
PALS	The patient advice and liaison service based at each NHS Trust
PCT	Primary Care Trust
PQASSO	A quality system designed for the voluntary sector
Race Equality Scheme	The LBE programme to ensure equality of opportunities for all staff
Voluntary Sector Liaison Forum	A consultation group comprising the council and other organisations with a strategic interest in voluntary sector relations and capacity

V-base

A computer system link to the national  
Do-it volunteering site