

GLOSSARY

Advocacy is speaking or acting in support, of or on behalf, of another person(s) in accordance with their wishes. It helps people to speak out for what they want or need, and encourages them to tell others about how they feel and what is important to them.

Best Value is a statutory responsibility for local authorities to achieve continuous improvement in services through a combination of economy, efficiency and effectiveness. All of an authority's services must be reviewed by challenging how and why they are provided, comparing them with the performance of others, consulting with stakeholders and testing their competitiveness against external providers.

BME refers to people from a black or minority ethnic group.

Campaign or lobby is to try to influence decision-makers to introduce specific, and/or change existing, policies and programmes.

Consultation is the process of seeking and listening to views within defined parameters. This includes seeking information and advice about future decisions, and testing the impact of decisions which have already been taken.

Contracts record the agreement between the purchaser (sometimes called the commissioner) of a service and the provider about the specification for the service to be delivered and the arrangements for delivering and paying for it. Also included are arrangements for monitoring and ending the contract. Contracts are legally binding.

Diversity simply means the varieties and differences within voluntary and community groups and the local community.

Evaluation is the assessment of the value of a project, piece of work, or service. Its purpose is to help an organisation decide whether it is achieving what it wants to and if it needs to do anything differently in the future.

Governance is the guidance, direction and supervision of a charity by its trustees, members etc, in accordance with its governing document or constitution.

Monitoring is the routine collection and recording of information, sometimes against statutory performance indicators, on the activities of an organisation. It provides information on what an organisation is doing, but makes no judgement about the value of the outcome or results of those activities.

Networking is basically getting to know people. It is the process by which relationships and contacts between people and organisations are

established, nurtured and used for mutual benefit. These links between people and organisations give access to ideas, information, resources and expertise, which might not otherwise be available.

Partnership is when one or more organisations work together to achieve a shared and clear set of objectives. There is a clear understanding of the contribution of each organisation, which takes into account their differences, and there is equal respect for the role and experience of all partners. A successful partnership depends on the sharing of information and decision-making.

Performance indicators are tools that measure, simplify and communicate important issues, trends and standards of performance. They provide a benchmark against which progress can be measured year on year and provide comparisons between organisations. They usually measure cost, economy, efficiency and effectiveness.

Service level agreements are written contracts that set out how two organisations will work together over an agreed period. They are not as onerous as a typical contract and usually contain less legalistic language but may be legally enforced.

Social Enterprises are competitive businesses, owned and trading for a social purpose. They seek to succeed as businesses by establishing a market share and making a profit. Social Enterprises combine the need to be successful businesses with social aims. They emphasise the long-term benefits for employees, consumers and the community. (Social Enterprise London- SEL)

The Statutory sector is the name given to organisations created through Acts of Parliament whose functions are determined by the law. Local authorities, including parish and town councils, are democratically elected and are accountable to the voters and central government. They have legal responsibilities for the social well-being, economic development, environment and health of the people they serve. Other statutory agencies, such as health authorities and the probation, police, fire & rescue and ambulance services, are not directly elected and are accountable to the appropriate Secretary of State.

The voluntary and community sector:

Voluntary organisations are: formally structured; not-for-profit (although they may make surpluses); independent and not part of government; managed by unpaid, voluntary management committees or boards of trustees; have paid employees and volunteers; may be registered charities and/or companies limited by guarantee.

Community organisations are: local community and self-help groups; more informal; often made up entirely of volunteers; any staff are likely to be part-time; independent; without regular income or funding

Trustees are the group of people responsible for the control and management of a charity, which includes members of a charitable association's management committee and directors of charitable companies. Certain specific statutory duties arise from being a trustee.

Umbrella organisations - also sometimes referred to as **intermediary organisations** - are an important force in the voluntary sector, fulfilling four main functions: development, services to other organisations, liaison and representation. However, it is acknowledged that not all umbrella organisations perform all of these functions. (Deakin Commission 1996)

Users are the people who benefit from or use a service. They are also called customers, clients, consumers, beneficiaries, and recipients.

Volunteering is an activity that a person (a volunteer) chooses to undertake, whereby they do something to benefit either an individual or a group (not relatives) or to benefit the environment, and for which they receive no payment.

References:

Full cost recovery: A guide and toolkit on cost allocation, Association of Chief Executives of Voluntary Organisations, 2004

Link: <http://www.acevo.org.uk/main/publications.php?content=pubcatalog>

Code of Practice for Working in Contractual Relationships with the Voluntary and Community Sector

The Southampton Volunteers' Charter <http://www.southamptonvs.org.uk/>

The Southampton Community Strategy <http://www.southampton.gov.uk/>

ODPM paper, Citizen Empowerment – Why Neighbourhoods Matter
<http://www.odpm.gov.uk/>