

charter

VOLUNTARY SECTOR



number one for
service and value

This third edition of the Voluntary Sector Charter is published alongside the Local Compact for Wandsworth.

Should you have any queries about the Charter or any of the other services provided by the Economic Development Office, please contact:

Enid Black
Service Development Assistant
Economic Development Office
The Town Hall
Wandsworth High Street
LONDON SW18 2PU

Tel: (020) 8871 7598
Fax: (020) 8871 8200
email: eblack@wandsworth.gov.uk
website: www.wandsworth.gov.uk/Business/

The Economic Development Office achieved



Wandsworth Voluntary Sector Charter and Local Compact

March 2007



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

number one for
service and value



WANDSWORTH BOROUGH COUNCIL

VOLUNTARY SECTOR CHARTER

FOREWORD

I welcome this third edition of the Council's Voluntary Sector Charter. The Charter contains information about all the services that voluntary organisations and community groups (and your users) in the Borough might want to access. We hope it will answer questions you might have or help you to find the right person to deal with your day-to-day concerns.

The Council has established a long and fruitful relationship with voluntary organisations and community groups in Wandsworth. This is a time of enormous change and opportunity for voluntary organisations and community groups. There are new challenges and needs to be addressed, and new structures and partnerships to participate in.

This Charter has been significantly extended. In addition to a section on specific Council services which the voluntary sector use on a regular or occasional basis, it now embodies the principles of the Local Compact, which we signed up to in January 2006.

The Charter is intended to reinforce the Council's commitment to a strong and independent voluntary sector. The Charter will also be used as a model to encourage the Council's statutory partners to adopt a similar approach.

We recognise the role of the voluntary sector in helping to identify community needs, providing innovative solutions to meet these needs and maximising voluntary effort to manage and deliver services. In so doing, it would act as a catalyst for further improvements to the quality of life in the Borough.

Meanwhile, I hope you will also take the opportunity to comment on this Charter, so that we may all be better able to achieve improvement in services to our customers.

Councillor Heaster
Deputy Leader and Executive Member for Corporate Resources

March 2007

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INTRODUCTION

The Council recognises the contribution of the voluntary sector to the quality of social, cultural and economic life in Wandsworth. The sector is a major employer, provider of services, and enhances the Borough's quality of life, often focusing its attentions upon the least well off. We recognise that the needs of the voluntary sector differ from those of individual residents and businesses. We also recognise the diversity and the enormous range of endeavour the voluntary sector covers. In particular, it can:-

- offer scope for innovation and responsiveness to new and changing needs;
- bring added value to services, often arising from being based in the community being served. Typically, this might mean additional voluntary support to users as well as a good knowledge of other formal and informal resources available to support the users. This may be particularly relevant in the case of racial minority communities whose members may not be able to benefit equally from mainstream Council services;
- can provide value for money because of the low overheads arising from having a volunteer-based management committee as well as the use of volunteers in the delivery of their service; and
- they can attract funding from fund raising and charitable sources.

This Charter embodies the Voluntary Sector Compact agreed with voluntary sector in Wandsworth and approved by the Wandsworth Local Strategic Partnership.

It also includes all our specific departmental services which voluntary organisations and their users might have dealings with. The Charter describes the standards of service, details of who to contact and, if the need arises, how to complain and what to do if you are not satisfied with the results of your complaint.

We consult widely on the services we provide and on the needs and expectations of the diverse communities in Wandsworth. This Charter aims to set out the breadth of the Council's services for voluntary organisations and community groups.

Have we got it right? We need your views and contribution. Please fill in the feedback form at the end of this Charter and send me your views about how we can improve further.

Mike Brook,
Economic Development Officer,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: 020 8871 6202
Fax: 020 8871 8200
Email: mbrook@wandsworth.gov.uk

THE COUNCIL'S OVERALL AIMS

Our overall aims are to:-

- deliver high quality, value for money services;
- improve opportunities for young people;
- make Wandsworth an attractive, safe and healthy place;
- provide care and support for those in need – including elderly people, those with physical or mental disabilities and those in housing need; and
- build a prosperous and vibrant community.

To help us achieve these aims we:-

- manage budgets efficiently, maintain a policy of competitive tendering, minimise waste and risks, keep costs low, seek efficiency improvements each year, and where possible, pay for service improvements from savings in other areas;
- set and publish performance targets and measure our performance against them;
- monitor and publish performance results;
- measure quality against external objective standards;
- continually look for ways to improve the way we provide our services;
- ask and involve voluntary and community agencies, residents, businesses, service users and key stakeholders what they think of our services and publish the results;
- involve voluntary organisations, residents, businesses, service users and key stakeholders in the development and implementation of our key policies; and
- work with the voluntary and community sector to help provide better services and information for Wandsworth residents..

RELATIONSHIP BETWEEN THE COUNCIL AND VOLUNTARY SECTOR

In many respects the Council treats the voluntary sector as part of its mainstream services. The Council will aim to actively promote a rich and varied range of relationships with the voluntary sector, including:-

- looking to the voluntary sector to deliver a wide range of important service contracts, including some of strategic importance;

- consider the services provided by voluntary organisations in the context of similar activities carried out by other agencies in the Borough;
- funding permitting, offering one-off grants to a much wider range of voluntary organisations and community groups, particularly small groups;
- developing the voluntary sector in the Borough, by providing a ready conduit for gathering and distributing information to the voluntary sector;
- involving the voluntary sector in developing an increasing number of the Council's strategies and policies (e.g. Local Strategic Partnership, Local Agenda 21, etc.);
- including the voluntary sector in partnerships which have become a major feature of much of the Council's work in delivering key programmes (e.g. regeneration partnerships, town centre partnerships, Surestart, etc.);
- offer advice on training and disseminate information on the practices of other organisations;
- encourage community engagement, including a commitment to openness; and
- ensuring the voluntary sector is represented on the Wandsworth Local Strategic Partnership to be able to contribute to cross-agency, Borough-wide and strategic priorities.

COUNCIL FUNDING TO THE VOLUNTARY SECTOR

The purpose of the Charter is to provide the framework for all funding relationships between the participants. The Council will aim to:-

- ensure value for money from funded services;
- recognise the need for the long-term stability and funding arrangements, where appropriate, to assist longer term planning and stability;
- promote equal opportunities in access to funding programmes;
- endeavour to make appropriate forms of funding available, taking into account the diversity of the voluntary sector, the objectives of voluntary and community organisations and their need to operate effectively and efficiently;
- take into consideration the needs of black and minority ethnic communities in the design and delivery of services;

- take account of the needs of smaller community groups in the design and delivery of services;
- ensure objectivity and, subject to any proper constraints, transparency, in the administration and assessment of contract tenders and grant applications;
- publish clear and consistent draft terms and conditions and specifications for contracts, service level agreements and grants;
- provide clear information on deadlines in all tender documents, service level agreements and grant application forms;
- wherever practicable, give voluntary organisations tendering for contracts or funding under service agreements at least 5 clear working days to comment on Committee reports concerning their organisation;
- set specific, measurable, achievable, realistic and timely performance targets and standards;
- provide details of the named Council officer responsible for dealing with their contract, service level agreement or grant;
- encourage greater self-reliance by voluntary organisations;
- seek to enable you to manage your budgets effectively taken in the context of a medium term context; and
- seek to help you access a wider range of alternative sources of funding.

MANAGING YOUR FINANCES

To help you manage your finances we aim to:-

- make payments on agreed dates or inform organisations promptly in writing of the reason for any variation;
- where funding arrangements allow, make regular quarterly revenue payments part of which will be linked to the achievement of agreed targets and standards;
- subject to any legal constraints, inform you of the outcome of any tender bid, service agreement or grant application together with accompanying terms and conditions within 7 days of the Executive making the decision;
- provide guidance on all financial procedures and standards expected by the Council;

- conduct a service delivery and financial monitoring visit at least once a year and provide a copy of the officer's subsequent report within 14 days of its completion in the case of a typical visit;
- review any targets that have been set and advise on new targets
- provide relevant information about other funding bodies for the purposes of raising income;
- pay 91% of undisputed invoices within 30 days;
- recognise the need for the long-term stability and funding arrangements; and
- seek to provide financial assistance, where appropriate, for liabilities in respect of funded schemes which may arise from the termination of funding following a service failure since the Council recognises that voluntary sector management committees provide a 'not for profit' service for the community and they cannot necessarily be expected to carry all the risks involved should a service fail.

MANAGING YOUR COUNCIL-OWNED PROPERTY AND ASSETS

Your lease, licence or other documentation provides detailed terms and conditions in relation to your premises and this Compact does not, in any way, affect those terms and conditions. We will also aim to:-

- ensure, as far as reasonably practicable, that Council-owned premises and equipment are suited to the needs of individual organisations; and
- consider the needs of your organisation in any proposals that would affect your current premises.

Contact for property matters

Dunlop Haywards,
10 Queen Anne St,
London W1G 9LH.

Telephone: 0870 703 7000
Fax: 0870 703 6999
Email: info@dunlophaywards.com

Contact for account matters

Dunlop Haywards
Commercial Property
Accounts (WBC)

Saffron House
Saffron Hill
London EC1N 8YB

Telephone: 0870 703 9221
Fax: 0870 703 2815
Email: sharon.lowe@dunlophaywards.com

DELIVERING QUALITY SERVICES

To help us achieve this we aim to:-

- always be polite, open and efficient;
- show you our staff's and, if relevant, our contractors' identity card, which includes a photograph, when they visit you;
- answer telephone calls within fifteen seconds or 5 rings. If you leave a message, we will reply within one working day;
- deal immediately with emergencies;
- answer all letters and emails within 10 working days. If we need longer to produce a detailed reply, we will acknowledge your letter within 5 working days;
- give complaints priority treatment and deal with them efficiently; and
- carry out checks to make sure we pay invoices and other due payments on time.

MANAGING YOUR AFFAIRS

We will aim to help voluntary organisations and community groups to achieve and maintain the highest standards of day to day management practice and public accountability by:-

- working collaboratively with funding organisations on risk management, monitoring and evaluation systems and requirements;
- providing a simplified form of contract and monitoring requirements for services costing below £4,000 per annum;
- providing support to organisations to set up appropriate management systems and governance arrangements which reflect the size and nature of the organisation and include a commitment to the principles of standards in public life;

- providing detailed contract conditions to ensure the appropriate standards of management and probity expected by the Council;
- telling you promptly of any identified breaches of these conditions and standards and spelling out the action we expect you to take in order to put matters right;
- provide guidance on effective constitutional arrangements that set out the roles and responsibilities of members and officers, and includes a scheme of delegation of authority to officers; and
- ensuring value for money from all funding activities.

PROMOTING INCLUSION AND EQUAL OPPORTUNITIES

The Council is committed to the promotion of equality of opportunity and to combat unfair discrimination. Equality of opportunity is about trying to overcome the problems experienced by some individuals, groups and communities, who are excluded unfairly from the wealth of opportunities enjoyed by most people. The Council will ensure fair access and equality of opportunity for all communities to access the Council's services and in terms of the recruitment and retention of its staff.

Our vision is an inclusive one. The Council recognises that the black and minority ethnic-led (BME) voluntary organisations and community groups, including faith groups, have an important and continuing role to play in helping the Council achieve its ambitions. The BME sector brings distinctive value to Wandsworth. It contributes to the important work of supporting and empowering active communities to participate in the life of the Borough.

It is our aim to establish an open and accountable framework for consulting and involving the voluntary sector in all its guises in decision-making and policy development that has an impact on the communities they serve. In so doing we will:-

- aim to identify and meet the needs of all service-users;
- respond to the needs of groups for whom English is not the first language and where necessary provide translated information;
- ensure accessible format of written material and the use of clear, concise and accessible language;
- consider all relevant and available information on equal opportunities when awarding contracts, service agreements or grants;
- make provision for equal access;

- ensure the BME community groups and voluntary organisations have access to available resources and services;
- recognise the importance of the voluntary sector in promoting community involvement including BME community groups;
- promote capacity building to develop the skills and knowledge of the voluntary sector to ensure full and meaningful participation;
- have due regard to the need to promote equal opportunities, eliminate unlawful discrimination, eliminate disability related harassment, promote positive attitudes towards disabled persons, encourage participation by disabled persons in public life and give due regard to the need to take steps to take account of disabled persons' disabilities, even where that involves treating disabled person more favourably than other persons;
- monitor the take-up of Council funding to ensure that the distribution of funding reflects the needs of different parts of the local community; and
- review the mechanisms for inviting and assessing funding applications to ensure they are accessible to all communities in the Borough.

ECONOMIC DEVELOPMENT

Your Charter

- we are working towards economic prosperity in Wandsworth by encouraging the development of a strong and independent voluntary and community sector;
- where appropriate, we will act as the voice for the voluntary sector within the Council and promote the value of the voluntary sector in all policy areas;
- we will carry out an annual survey of the voluntary and community sector;
- we will produce an annual programme and will discuss these with you;
- we will involve the appropriate voluntary organisations and community groups in the partnerships supported by the Economic Development Office;
- we will provide information to help develop the voluntary sector;
- we will fund advice and volunteering services for the benefit of Borough residents; and
- we will lobby funding bodies to secure funds for Wandsworth's voluntary sector.

Contact

Christopher Blyth,
Economic Development Office,
Town Hall Extension,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 7810

Fax: (020) 8871 8200

Email: cblyth@wandsworth.gov.uk

Voluntary Information Service

Your Charter

- we will compile a database of voluntary organisations and community groups;
- we will develop a web site with useful information for the voluntary sector;
- we will produce and circulate a quarterly newsletter;

- we will hold information exchanges on topics of interest to the voluntary sector;
and
- we will support bids to win funds for the voluntary sector.

Contact

Stefan Kuchar,
Wandsworth Voluntary Sector Development Agency,
Voluntary Information Service,
170 Garratt Lane,
London SW18 4DA.

Telephone: (020) 8875 2846

Email: ceo@wvsda.org.uk

Web site: www.wvsda.org.uk

CHILDREN'S SERVICES

The new Children's Services Department brings together all the services working with children and young people in the Council, including all the current Education Service, Children's Social Care and the Integrated Youth Service and the Play Service. The Director of Children's Services is tasked with leading the strategic coordination of services for children and young people in Wandsworth delivered by all the agencies including the Primary Care Trust, and the private, voluntary and independent sectors, to ensure services are helping children and young people to achieve the 5 Every Child Matters Outcomes; Being Healthy, Staying Safe, Enjoying and Achieving, Making a Positive Contribution and Achieving Economic Well Being.

Business and Education Succeeding Together (BEST)

BEST is an organisation within the Education Department whose role is to broker relationships between education and the business world to:-

- motivate students, help them learn new skills and gain important insight into the world of work;
- improve the standing of businesses in the community;
- allow businesses to enhance the curriculum and develop employability skills relevant to their sector; and
- enable staff, by working with students, to practice leadership, team working and communication skills.

Your Charter

- BEST will promote joint working between schools, colleges and businesses in Wandsworth.
- BEST will work collaboratively with all partners to ensure quality programmes are delivered.

Contact

Work Related Learning Manager

Ellie Boorer

Telephone: (020) 8871 8630

Email: eboorer@wandsworth.gov.uk

Work Experience Coordinator

Tina Dennis

Telephone: (020) 8871 8633

Email: tdennis@wandsworth.gov.uk

The Professional Centre,
Franciscan Road,
London, SW17 8HE

Lifelong Learning

The Lifelong Learning team seeks to provide a high standard of education. This section describes what you are entitled to when you join an adult and community education course in any of the venues described on this website.

Pre course, you can expect front line staff:-

- to be courteous and helpful and to respect the cultures of the communities served by Wandsworth LLL;
- deal with your enquiry quickly and helpfully;
- have a good and up to date knowledge of the courses and activities offered;
- supply information on fees and any other costs;
- are able to advise you on whether the course/activity is appropriate for you and if not will suggest alternative.

You can expect that your teacher

- will be suitably qualified and experienced;
- will give you an outline of what the course involves and what you will be able to do or understand as a result of the course;
- will have an induction programme in place at the beginning of the course so that you are aware of your rights and responsibilities, how to complain, equal opportunities statement, facilities at the centre, any smoking and mobile phone restrictions, telephone number to report absences, health and safety issues linked to the course, first aid arrangements and emergency evacuation procedures, key people who you may need to get in contact with;
- will discuss with the group and with individuals to check if you wish to add anything to the list of what you will learn;
- will offer all learners an opportunity to meet in confidence with someone from the organisation to alert it to your learning support needs. For example, you may need a larger sized font in handouts, a signer, audiotapes, help to access to the classroom, computer adaptations;

- will give you regular information on how you are progressing;
- will give you information and advice on how to take your learning further;
- refer you for guidance and support on job opportunities, if required; and
- will give you a chance to give your views on the quality of your course.

Contact

Santino Fragola,
Head of Lifelong Learning and 14-19 Developments,
The Professional Centre,
Franciscan Road,
London, SW17 8HE.

Telephone: (020) 8871 8491
Email: sfragola@wandsworth.gov.uk

Early Years Development and Childcare

Your Charter

- the Early Years Development and Childcare Partnership works to ensure that childcare places are increased in the Borough, ensures provision is of high quality and that good practice is available;
- work with the voluntary sector to sustain childcare places, providing business support, training and information;
- promote childcare services through the Children's Information Service offering advice and information to providers of childcare and potential providers of childcare;
- provide training to promote quality childcare and support the development of childminders;
- providers of nursery education registered with the Early Years Development and Childcare Partnership can receive a grant for each eligible three and four year old child to fund a part-time place;
- we support an extensive training and support programme for childcare providers and for anyone interested in pursuing a career in early years. Introductory seminars and information packs are also available;

- we support training for practitioners of early years education. An extensive training and support programme is available and includes for example pre and post Ofsted support and training for the Foundation Stage curriculum.

Contact

Early Years Services,
Wandsworth Council,
Education Department,
Town Hall Extension, Fourth Floor,
Wandsworth High Street,
London SW18 2PU.

Telephone: 020 8871 7899

Email: edearlyyears@wandsworth.gov.uk
edcis@wandsworth.gov.uk

- New and existing childcare providers of out of school hours care, are able to apply for a grant to extend or set up childcare.
- It is advisable to contact the Business Support Officer to find out whether the start up of new or extension of existing provision fits into the strategic plans for childcare in Wandsworth.

Contact:

Mary Atkins
Early Years Development and Childcare Section
Telephone: (020) 8871 7899

The Children's Fund

Your Charter

- The Early Years Development and Childcare Partnership is working with voluntary and public sector representatives to manage the Children's Fund programme. This is a government initiative aimed at supporting children 5-13 and their families at risk of social exclusion.
- Services delivered by both the voluntary and public sector will work with children and families to promote health, improve confidence and self-esteem, offer social support and reduce social exclusion. The service will be accessible to 21 schools in the Borough.

Contact

Paul Martland,
Extended Schools Development Officer,
Town Hall Extension 4
Wandsworth High Street,
London SW18 2PU

Telephone: (020) 8871 7156
Email: pmartland@wandsworth.gov.uk
childrensfund@wandsworth.gov.uk

Other education grants

Your Charter

- We will also offer other small grants to voluntary sector organisations and community groups providing educational services. Applications for funding will be considered under the following criteria:-
- to promote the role of parents as partners in their child's education, and enhance their ability to make informed choices and support their child's educational progress;
- to develop good working relationships between the business sector, the voluntary sector and schools and promote examples of good practice;
- to support and enhance the National Curriculum through non-statutory aspects of education;
- to support and enhance the National Curriculum in schools through a planned programme of arts in education;
- to support the National Curriculum in schools through a planned programme of ethnic minority educational initiatives; and
- to support and enhance the Local Education Authority's service plans and priorities through innovative and imaginative community projects.

Applications should be requested in August and must be returned in September and decisions made by January/February the following year.

Contact

Laura Hooper,
Voluntary Provision Planning Officer,
Town Hall Extension, Fourth Floor,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 8333
Email: lhooper@wandsworth.gov.uk

Children and families

The priorities which follow are shown against each of the 5 Children Act outcomes.

- Be healthy. Our priorities for Wandsworth are to:-
 - improve the health and well being of children under 5;
 - promote healthy lifestyles to all children and young people;
 - ensure that all children and young people have access to comprehensive and integrated mental health services; and
 - ensure adequate provision of young people-friendly and accessible health and support services.
- Stay safe. Our priorities for Wandsworth are to:-
 - keep all children and young people safe from harm and protect those known to be at risk of abuse;
 - ensure that children looked after have security and stability; and
 - make the local environment safer.
- Enjoy and achieve. Our priorities for Wandsworth are to:-
 - make sure children under 5 get the best start;
 - continue to improve educational standards at all key stages;
 - improve the achievement of children looked after, those with special education needs, medical needs or disabilities and certain Black and minority ethnic groups;
 - promote inclusion and good standards of behaviour; and
 - improve access for all children and young people to a range of play, social and recreational activities.
- Make a positive contribution. Our priorities for Wandsworth are to:-
 - encourage all young people to develop law abiding and positive behaviour;

- increase and improve the way in which young people participate in the community and contribute to decision making;
 - maximise the life chances and general development of children; and
 - develop self-confidence and enterprising behaviour particularly at transition points.
- Achieve economic well-being. Our priorities for Wandsworth are to:-
 - improve the educational achievement of older pupils, particularly post-16;
 - increase the number of young people in employment, education or training, including those from vulnerable groups;
 - make the best use of the Council's housing stock to support the well-being of children and young people;
 - ensure that childcare is accessible and meets the needs of parent in work or seeking work;
 - promote employment programmes for parents and carers; and
 - Children and Young People's Plan for Wandsworth 2006 – 2008.

The Department has plan covering all commitments and standards for these services (Children's and Young People's Plan for Wandsworth 2006 – 2008).

Contact

CareLine Information Centre for Wandsworth,
PO Box 33439
London SW18 1XH

Telephone: (020) 8875 0500.
Email: careline@clara.net
www.careline.org.uk

Integrated Youth Service

The Integrated Youth Service (IYS) covers three areas of work with young people in the Borough aged 13 - 19 years:-

- the Youth Work Service aims to help young people to develop from childhood to adulthood by improving their basic life skills and arranging challenging activities;
- the Youth Offending Team aims to prevent offending by children and young people up to the age of 18; and
- Connexions provides support and guidance to help young people aged 13 - 19 years to make decisions on a wide range of issues including careers, health, relationships and housing. Connexions also work with young people up to 25 if they have learning difficulties or disabilities.

Your Charter

Youth Work Service

- We aim to establish an effective partnership between the statutory and voluntary sectors of the Youth Work Service;
- we will monitor and respond effectively to local, national, and international trends and legislation which affect young people;
- we will help support the Wandsworth Voluntary Youth Conference (WVYC) to represent the interests of voluntary youth groups in Wandsworth; this properly constituted organisations Executive is responsible for day-to-day business; the Head of Youth Work Services is an advisory member of the Executive;
- we will support the Wandsworth Voluntary Sector Liaison Panel which meets regularly to consider applications for grant aid to voluntary youth organisations and consider general policy formulation and other issues of relevance to the voluntary sector;
- we will support new and existing voluntary youth organisations through Support Workers and by full and part time seconded posts. Locally based support workers offer practical help, advice and information to small voluntary organisations;
- organisations may apply to us for tutors to run short specialist skills courses;
- we can help voluntary youth organisations with grants towards equipment, transport for young people with disabilities, residential trips and small building works;
- the training centre in Alma Road, SW18, has a wide range of books, posters, magazines and ICT equipment to lend to registered youth groups;
- we will provide training for volunteers and Youth Work Service staff so they can improve the services offered to young people; and
- we will provide details of youth groups in Wandsworth on our website.

Contact

Kathy Johnson,
Head of Youth Work Service,
Leisure and Amenity Services,
Town Hall,
London SW18 2PU.

Telephone: (020) 8871 8112.

Email: kjohnson@wandsworth.gov.uk

Youth Offending Team (YOT)

- the YOT recognises the important a contribution that voluntary and community sector agencies can make in assisting young people who have offended, and the expertise that many voluntary organisations have of working in this field;
- we aim to be aware of the varied voluntary sector services available so that appropriate referrals can be made, and partnership work undertaken;
- we seek to work in partnership with the voluntary sector on specific projects or services whenever possible. For example, with voluntary organisations with specialist knowledge in the provision of certain services or interventions; e.g. mentoring, appropriate adult work, and youth inclusion. The YOT is particularly keen to work with organisations where young people can undertake unpaid community reparation; and
- a number of volunteering opportunities exist within the YOT. The YOT routinely has approximately 50 volunteers actively engaged in specialist areas such as Community Panel Members, Appropriate Adults or Mentors. Initial and on-going training is provided along with on-going support and enumeration for all reasonable expenses.

Contact

Telephone the Youth Offending Team on 020 8682 7074 for further information.

Connexions

- Connexions recognises the important and specific contribution that voluntary and community sector agencies make to both information and guidance, and the general welfare of young people;
- our staff will aim to be aware of the different voluntary sector services available so that they can make appropriate referrals and work in partnership to meet the individual needs of young people; and
- we will also seek to work in partnership with the voluntary sector on specific projects or services when possible. For example, joint work with asylum seeker and refugee groups, with an agency for young people with disabilities, groups for counselling, drugs and alcohol outreach services, sexual health agencies; housing associations and groups for lesbian and gay young people.

Contact

Virginia Wall,
Connexions Manager,
Leisure and Amenity Services,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 7609
Email: vwall@wandsworth.gov.uk

Use of school facilities by voluntary organisations and community groups

Your Charter

- We will encourage schools to consult with local voluntary organisations and community groups to take advantage of school facilities;
- we will encourage schools to provide before and after school sessions including After School Care, Homework and other clubs, Holiday Play schemes, etc.; and
- we will examine the possibility of letting surplus school accommodation to competitive users, including the voluntary sector.

Contact

Bruce Glockling,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 8311
Email: bglockling@wandsworth.gov.uk

FINANCE

Business Rates

Your Charter

- Voluntary organisations and charities can apply for a reduction under the charitable relief plan;
- the service will send out yearly business rates bills and adjust the rateable values assessed by the Valuation Office Agency;
- we give advice and deal with enquiries on all matters relating to business rates, except valuation queries;
- we will send you a yearly rates bill 14 days before you have to pay the first instalment;
- if your bill is not correct because it is based on inaccurate information we will send you another bill within ten working days of receiving the relevant information;
- we will keep a copy of the rating list available for inspection at the Finance Department reception desk between 9.30am and 4.30pm every working day;
- we will review your rates account every three months and make a refund within ten working days of receiving your application; and
- if you visit the Finance Department reception desk, we will see you within 10 minutes.

Contacts

Kevin Cummins,
Liberata UK Ltd,
Contract Manager,
Wandsworth Borough Council,
Business Rates Service,
PO Box 51511,
London SE1 9AJ.

Telephone: (020) 7378 5941 (main number)

Email: brates@wandsworth.gov.uk

Finance Reception (For general enquiries and charitable relief application forms),

Ground Floor,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Opening hours: Monday to Friday 9am to 4.30pm

Valuation Office Agency
(for rateable value enquires),
2nd Floor,
1 Francis Grove,
Wimbledon,
London SW19 4DT.

Telephone: (020) 8276 8600

HOUSING

Resident participation

Your Charter

- We are committed to community empowerment through the formation of Residents' Associations and have more than 30 years of Resident Participation in housing;
- we will actively encourage a partnership between residents and the Council in the management of their homes through forums such as Housing Overview and Scrutiny Committee, Borough Residents Forum, Area Housing Panel;
- a housing officer will attend your first meeting and advise you on setting up a residents' association;
- relevant training will be made available to committee members of accredited associations; and
- small grants may be made available to your association in accordance with accreditation criteria and membership numbers.

Co-operatives and tenant management organisations

Your Charter

- We will support residents who want to explore tenant management options for their housing estate; and
- a named member of the Resident Support Team will support and advise existing Co-ops and TMOs on day to day running and council policy.

Contact

Central Area Team,
Telephone: (020) 8871 8695

Southern Area Team,
Telephone: (020) 8871 8639

Eastern Area Team,
Telephone (020) 8871 8910

Address for all above:-
17/27 Garratt Lane,

Wandsworth,
London SW18 4AE.

Western Area Team,
Telephone (020) 8789 4143
38 Holybourne Avenue
Roehampton
London SW15

Supported housing

Your Charter

- We work with local voluntary sector providers in developing and remodelling supported housing projects for people with a range of special needs such as learning disabilities, physical disabilities, mental health problems, young vulnerable people and people with a chronic illness, including those who are homeless or at risk of homelessness;
- we will produce at least quarterly information newsletters for providers and run quarterly provider forums to discuss changes in policy and practice and share information;
- we will invite representation from the provider forum onto the Core Strategy Group of the Supporting People programme to influence more detailed policy decisions;
- we will publish a 5 year strategy and update our Annual Plan in consultation with voluntary sector providers. Drafts will be sent out in advance and discussed at the quarterly provider forums; and
- we will continue to develop and adapt 'floating support' schemes to enable vulnerable people with a range of special needs to sustain a tenancy in their own permanent homes.

Contact

Stacy Smith,
Supporting People Manager,
Flat 1, 3rd Floor,
Municipal Building,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 7268
Email: ssmith@wandsworth.gov.uk

LEISURE AND AMENITY SERVICES

The Department maintains an established programme of voluntary sector funding to a wide variety of Borough-based organisations providing leisure, cultural and community services.

Leisure and sports services

We provide a range of quality sports venues and aim to increase involvement in sport and physical activity by everyone in Wandsworth.

Your Charter

- the Sports Development Service will work to develop links between local sports clubs and primary, secondary and special needs schools;
- we will provide advice, guidance and grant aid to support local sports people, coaches, volunteers and local sports clubs as well as training opportunities for coaches and volunteers; and
- we will offer information, support and advice to individuals and organisations interested in taking part in sport and physical activity.

Contact

Simon Ingyon,
Head of Leisure and Sports,
Town Hall Prefab. No. 2,
Leisure and Amenity Services,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 8114
Email: singyon@wandsworth.gov.uk

Joanna Robinson,
Acting Sports Services Manager,
Leisure and Amenity Services,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 6756
Email: jrobinson@wandsworth.gov.uk

Parks Service

- Our aim is to create excellent and enjoyable green spaces for all. To provide a cohesive service of beautiful green spaces to encourage fun and relaxation. These will support a range of activities and opportunities encompassing goals of biodiversity, access, learning, safety, well-being and continuous improvement.

Contact

Simon Cooper-Grundy,
Head of Parks,
The Managers Office,
Battersea Park,
London SW11 4NJ.

Telephone: (020) 8871 8117

Email: scooper-grundy@wandsworth.gov.uk

Arts Service

Your Charter

- we will help you find out about, or take part in, arts activities in Wandsworth;
- we will give you advice and discuss our ideas for arts activities in Wandsworth;
- we will help you find people to fund your ideas, and help you to fill in the applications forms;
- we will offer a range of ways to help you organise your events, through technical advice, budgeting, publicity, event planning and in some cases, by jointly promoting events;
- we will support arts activities in Wandsworth so that voluntary groups can contribute to the artistic and cultural life of Wandsworth in local and community festivals; and
- we will run the Arts About Wandsworth grants scheme so that organisations can apply for funding for their project with three deadlines each year. We will process your application and give you our decision within five weeks of the deadline. We will send you an application form on request, as well as publishing the form on our website; and
- we produce information about arts, including a register of artists, arts organisations and arts venues, and a guide to Wandsworth's public art.

Contact

The Arts Office,
Room 224a,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 7380
Email: arts@wandsworth.gov.uk

Community Centres

We run two Community Centres ourselves:-

- Open Door Community Centre, Beaumont Road, SW19; and
- Wilditch Community Centre, Culvert Road, SW11.

We also provide funding to local management committee to run community centres at:-

- Balham Community Centre, 91 Bedford Hill, SW12;
- Derinton Road Community Centre, 101 Derinton Road, SW17;
- Garfield Community Centre, 64 Garfield Road, SW11;
- Louvaine Area Residents Association (LARA), 92C St Johns Hill, SW11; and
- St Paul's Community Centre, 116 Augustus Road, SW19.

Your Charter

- we will encourage new users and meet regularly with group organisers to discuss any problems and offer support if it is needed;
- you can hire rooms for meetings, classes, receptions, training, rehearsals, social events and a wide range of other activities. You can book available space up to 12 months before your event;
- we will advise you on setting up and promoting your regular or one-off activities. Future events and activities may be displayed on the notice boards. Regular users will be able to have their activity advertised in the centre's publicity booklet;
- we will help you to find the most appropriate facility from a range of locally-managed clubrooms, community centres and halls. Leaflets are updated regularly and give details of facilities and services;
- we will try to meet your booking needs seven days a week;

- we will be polite, helpful and sensitive to your needs;
- we will keep our centres tidy and they will be cleaned every day. The staff will try to make the centres and their rooms as pleasant as possible; and
- we offer an information point and services for local residents on different local issues at Community Centres.

Contact

The Community Centre Managers
Telephone: 020 8871 8172/74

Events and Filming

The Events Team aims to provide a variety of safe, family events across the Borough, throughout the year.

Your Charter

- the Events Team are responsible for booking and using Wandsworth's parks and open spaces for public and private events;
- the Events Team give local groups advice about how to run events successfully and safely;
- the Film Office promotes and co-ordinates filming in the Borough and we give residents, businesses and local groups advice about filming on their premises;
- the Pump House Gallery in Battersea Park provides a centre of excellence for the contemporary arts in an award-winning, renovated Grade II listed building;
- the gallery is responsible for staging challenging and innovative visual arts exhibitions to encourage people to learn about, participate in and enjoy the visual arts;
- the gallery is responsible for developing educational projects and family friendly workshops involving schools, community groups and members of the public from all sections of society;
- the gallery provides a forum for members of the public to meet artists and talk to them about their work;
- the gallery is responsible for booking the gallery for private events, including weddings, corporate functions and parties;

- the Public Halls Service is responsible for running both the Wandsworth Civic Suite, in the town hall complex, and Chatham Hall, opposite the library in Northcote Road, Battersea;
- the service aims to provide affordable, quality venues with staff to supervise both private and public events; and
- charities which support our community and which are registered in Wandsworth can use the Civic Suite for free 10 times each year.

Contact

Jack Adam,
Head of Security and Events,
Leisure and Amenity Services,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 7636
Email: jadam@wandsworth.gov.uk

Library Service

Your Charter

- we support the Borough's information and advice services for the voluntary and community sector through twelve libraries and a reference library at Battersea, open 72 hours a week Monday-Sunday;
- we provide free access to information and books on a range of voluntary sector issues at every library including free access to up-to-date online information for funding sources;
- we distribute computers, which can be booked up to seven days ahead, for use free of charge by the voluntary and community sector;
- we distribute information and publicity and voluntary and community groups to all libraries and display appropriate notices of local meetings and events; and
- you can hire halls or rooms for meetings, classes, receptions, training, rehearsals, social events and a wide range of other activities at Balham, Earlsfield, Putney, Southfields and York Gardens Libraries – email libraries@wandsworth.gov.uk <mailto:libraries@wandsworth.gov.uk> for more details or phone 020 8871 6369.

Contact

Steve Murphy,
Library Support and Resources Manager,
Leisure and Amenity Services,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 8536
Email: libraries@wandsworth.gov.uk

SOCIAL SERVICES

Adults

Our priorities for Wandsworth are:-

- promote the independence of adults assessed as needing social care support, respecting their dignity and economic participation;
- enable adults assessed as needing social care to live as safe, full and normal life as possible in their own home wherever feasible;
- ensure that people of working age who have been assessed as requiring community care service, are provided with these services in ways which take account of and, as far as possible, maximise their and their carers capacity to take up, remain in or return to employment;
- work with the NHS, users, carers and other agencies to avoid unnecessary admission to hospital and inappropriate placement on leaving hospital; and maximise the health status and thus the independence of those they support; and
- enable informal carers to care or continue to care for as long as they and the service user wish.

The Department has a plan - Better Care Higher Standards (Adults) – which covers all commitments and standards for these services.

Contact

CareLine Information Centre for Wandsworth,
PO Box 33439
London SW18 1XH

Telephone: (020) 8875 0500.
Email: careline@clara.net
www.careline.org.uk

Funding the voluntary sector

The Department recognises that voluntary organisations, from large national organisations to local groups, have a long history in supporting vulnerable, frail and disabled people. Consequently, the Department maintains a well-established programme of funding voluntary sector activities.

Your Charter

- we may fund activities and services where they are consistent with the Department's overall strategy and objectives;
- we will involve voluntary organisations in planning services and developing new initiatives;
- funding will be for specific projects or direct services; generally under the terms of minor or major contracts which will specify the services being provided and the levels of activity;
- funding may be made for an organisation core costs if this is required to ensure the continued viability of an organisation where its existence is central to achieving the Department's overall objectives; and
- where funding is available for new initiatives, contracts will be tendered or organisations will be invited to submit proposals against a service specification.

Contact

Grants Unit,
Social Services Department,
Fairfield Annexe,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 7209
Email: ssgrants@wandsworth.gov.uk

TECHNICAL SERVICES

Community Safety

Your Charter

- we will support Neighbourhood and Business Watch schemes involving residents and businesses to help prevent crime and improve community safety;
- together with the Police Safer Neighbourhood Team, we will arrange your group's first meeting and explain how Neighbourhood Watch works;
- a Community Safety Officer will attend the first meeting to help you sort out the priorities for your area;
- we may offer security grants to voluntary organisations. These grants can cover up to 75% of the total costs up to a maximum of £7,000 for security work on property used by a voluntary organisation;
- we may offer security grants to Neighbourhood Watch organisations. These grants can cover up to 90% of the total costs up to a maximum of £7,000 for security work in an area covered by a recognised Neighbourhood Watch. Where there is a Managing Agent, 50% of the total costs up to a maximum of £3,500. Neighbourhood Watches have to be established for at least 12 months before applying for a grant;
- we may offer security grants to Business Watch organisations. These grants can cover up to 50% of the total costs up to a maximum of £7,000. The grant is available for projects which are beneficial to the Watch as a whole and is not intended to deal with internal security needs of individual businesses. However, consideration is given to isolated single businesses applying for a grant up to a maximum of £3,500 on a 50% funding basis;
- we may offer security grants for Community Safety. These grants can cover up to 50% of the total costs up to a maximum of £5,000 for a mixed communal area e.g. shops, offices and/or residential;
- we will assist recognised Neighbourhood Watches by providing a weekly e-mail crime messaging service if requested;
- we will offer crime prevention information and resources to support Business Watches; and
- we will provide support to first time victims of burglary through the services of our Wandsafe Burglary Aftercare Officer and refer to the free lock fitting service, where appropriate.

Contact

To apply for a Neighbourhood Watch, Voluntary, Business Watch or Community Safety grant, contact:-

Denys Bowden

Telephone: (020) 8871 7696

Email: dbowden@wandsworth.gov.uk

To report suspicious incidents and crimes call Crimestoppers on 0800 555 111.

Victim Support

Victim Support Wandsworth's trained local volunteers will help victims by:-

- providing someone to talk to in confidence;
- giving information on police and court procedures;
- liaising with other organisations on your behalf;
- informing you about compensation and insurance matters; and
- putting you in contact with other sources of help.

Victim Support Wandsworth's Witness Service will help witnesses, victims, their families and friends in every criminal court in Wandsworth by:-

- providing someone to talk to in confidence;
- taking you on a visit to the court and a look round a court room, where possible;
- informing you about court procedures;
- finding a quiet place to wait before and during the hearing;
- offering someone to accompany you into the court room when giving evidence;
- giving practical help, for example, with expenses forms;
- putting you in touch with people who can answer specific questions about the case. (The Witness Service cannot discuss evidence or offer legal advice); and
- giving you a chance to talk over the case when it has ended and to get more help or information.

Contact

Helen Burdock,
Victim Support Wandsworth,
231A Lavender Hill,
London SW11 1JR.

Tel No. (020) 7223 1234.

Email: hburdock@vswandsworth.org.uk

If you prefer, you can contact Victim Support's national telephone supportline, phone **0845 30 30 900**.

Trading Standards

Services

We encourage fair trading to protect the consumer and the honest trader by inspecting premises, carrying out routine sampling and testing of goods and services, giving help and advice to businesses, checking weighing and measuring equipment, and investigating all complaints involving criminal breaches of consumer protection legislation.

Your Charter

We will:-

- carry out a risk-based programme of inspections of trading premises in the Borough;
- initiate action the same day in relation to complaints relating to aspects of safety which pose an imminent treat;
- in all other matters, start at least 90% of investigations within 2 working days of receipt of the complaint. The complainant will be contacted by the investigating officer within this time;
- arrange appointments for the verification of weighing and measuring equipment for the day requested, whenever possible; and
- if you require consumer advice or wish to make a complaint you will be referred initially to Consumer Direct, a telephone and online consumer advice services, which is supported by all local authorities and by the Office of Fair Trading. Where a complaint relates to criminal legislation enforced by Trading Standards, then Consumer Direct will refer details of the complaint to Trading Standards for further investigation.

Contact

Les Eames
Chief Trading Standards Officer;
Telephone: (020) 8871 6177

General Enquiries
Telephone (020) 8871 7720

Complaints
Telephone (020) 8871 6160

Further information is available on our website www.wandsworth.gov.uk

Planning and conservation

Your Charter

We will-

- consult widely on planning matters. Applicants are entitled to know how their applications will be publicised, and neighbours and other interested parties should know what opportunities they have to comment;
- deal with your application within 8 weeks although this is not always possible. Forms and additional information can be accessed from our website at www.wandsworth.gov.uk;
- investigate complaints about possible breaches of planning control and take appropriate steps;
- aim to protect and enhance the Borough's natural and built heritage, and in particular will deal with conservation areas, listed buildings and tree preservation;
- advise on building work and deal with building control applications and dangerous structures to ensure a reasonable standard in and around the Borough;
- publish, review and keep up to date a Local Development Framework setting out planning policies; and
- provide a clear and fair service to all users regardless of the outcome of their case.

Contact

Borough Planner,
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 6636

Building Control,
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 7620

For both planning and building control

Email: boroughplanner@wandsworth.gov.uk

To comment on planning applications

Email: planningapplications@wandsworth.gov.uk

Transport

Your Charter

We will:-

- consult key groups within the voluntary sector about the ongoing development of the Council's Transport Strategy;
- work with the key transport providers to develop a fully accessible transport network within the Borough; and
- support the provision of community transport services in the Borough. Wandsworth Community Transport have been providing services under agreement with Wandsworth Council, to operate until October 2006. This provides transport for individuals and voluntary groups and includes the shoppers' shuttle and shop-mobility in Wandsworth town centre. The Council is seeking to extend this arrangement subject to the provision of available funding and agreement reached between both parties to provide the services required.

Contact

John Stone,
Head of Forward Planning and Transportation,
Town Hall,
Wandsworth High Street,
London SW18 2PU.

Telephone: (020) 8871 6662

Email: jstone@wandsworth.gov.uk

Community Transport

Wandsworth Community Transport (WCT) aims to:-

- provide transport options for people, both as individuals and groups, who find it difficult to use public transport;

- provide training, employment and volunteering opportunities for Wandsworth residents;
- develop new and existing services that enhance the services that we currently offer and contribute to the regeneration of Wandsworth;

WCT will provide:-

- low cost, safe, accessible and reliable minibuses for use by voluntary and community groups in Wandsworth;
- quality, accredited training to enable safe and equal access to our services;
- a professional and value for money vehicle management service to manage and share vehicles on behalf of and for the benefit of other voluntary and community organisations;
- a Shop-mobility and door-to-door shopping service for residents of Wandsworth who cannot use public transport;
- high quality accredited training courses for the sector and develop training opportunities for the residents of Wandsworth in all areas of WCT's work and training courses for other transport providers in Minibus Drivers Awareness Scheme, Passenger Assistance, First Aid, etc. and work placements for volunteers, New Deal and other candidates; and
- with local and national bodies, develop innovative transport options that will create a user centred local integrated transport network.

Contact

Manuel Button,
Wandsworth Community Transport,
1B Yukon Road,
London SW12 9PZ.

Telephone: (020) 8675 7460
Email: w.c.t@btconnect.com

WANDSWORTH INTERPRETING SERVICE

Your Charter

Over 100 languages are spoken in London making it the most cosmopolitan and culturally diverse city in Europe. This linguistic mix is reflected in the population of Wandsworth. We will:-

- aim to overcome the language difficulties experienced by the Borough's non-English speaking residents in their dealings with Council Departments, Government Agencies and Advice Centres;
- provide a fast and confidential service; and
- employ staff who can interpret Punjabi, Gujarati, Bengali, Hindi and Urdu. We also have access to a freelance pool of approved interpreters and translators to cover other commonly used languages in the Borough.

Contact

Ms. Yanna Dandolou,
WIS Manager,
Wandsworth Interpreting Service,
215 Balham High Road,
London SW17 7BQ.

Phone: (020) 8672 3649/1043

Email: ydandolou@wandsworth.gov.uk

HOW TO COMPLAIN IF YOU ARE NOT SATISFIED WITH THE SERVICE WE PROVIDE

Services

Unfortunately, there are times when things go wrong. As part of our commitment to providing high-quality services, we are making sure that we listen to your complaints.

All complaints are important to us because they tell us what you think of our services. We know there is always room to improve, so we are making every effort to meet our Citizen's Charter commitment - putting things right as quickly as possible.

This section is designed to help you make your complaint. It tells you who to get in touch with and what we will do to put things right.

Our commitment

Our Citizen's Charter set out our commitment to dealing with all complaints in an efficient and understanding way. To do this we will:-

- take all complaints seriously;
- treat you politely and with respect;
- make sure we treat your complaint in confidence;
- aim to solve problems whenever possible at the local level;
- resolve complaints as quickly as possible and within the time limit;
- deal with all complaints fully;
- make sure you get a letter explaining the result of your complaint; and
- look at the pattern of complaints and try to improve areas with continuing problems.

You should:-

- receive an acknowledgement letter within 5 working days of receipt of the complaint if we cannot deal with your complaint immediately;
- receive a final written response as quickly as possible and generally within 10 working days of receipt; and
- be kept regularly informed of progress if we cannot answer you in 10 working days.

How to make a complaint

Step 1

Wherever possible we will try to deal with your complaint at the service point involved. For example this may be at the leisure centre or the Town Hall. We can

usually sort out simple mistakes or misunderstandings straightaway. Remember that you can make your complaint in person, on the phone or in writing.

Step 2

If you are not happy with the way your complaint has been dealt with, you should contact the Director of the Department involved. The Director will look into your complaint and write to you.

The Directors' names and addresses are shown in this Charter. You can get copies of our Citizen's Charters for all services from libraries and reception points. These also contain details of who to contact.

Step 3

If you are still not happy you can write to the Chief Executive. The Chief Executive will look at your complaint independently and make sure that it is thoroughly investigated. You can contact the Chief Executive at Wandsworth Town Hall.

The Chief Executive will only investigate your complaint if it has already been investigated under steps 1 and 2 of the complaints procedure.

Your Councillors

You can also contact your local Ward Councillor for help if you have a complaint. You can write to or phone them or visit them at their local surgery. You can get their names and addresses from your local library or the Town Hall Information Point. Telephone: (020) 8871 6060.

The Local Government Ombudsman

We hope it will not be necessary for you to go through all these steps. But if you are still not satisfied, you can write to the Commissioner for Local Administration - Ombudsman.

The Ombudsman deals with cases of maladministration – that is the way in which a council takes a decision, not the decision or the policy itself. The Ombudsman will accept complaints directly from members of the public but will ask the council to try to settle the matter locally before starting an investigation.

Contact

Local Government Ombudsman
The Oaks,
No. 2 Westwood Way,
Westwood Business Park,
Coventry CV4 8JB

Tel: (024) 7682 000.

Special complaints procedure

By law some departments or Council services have to set up special complaints procedures. For example, there are already special procedures for Social Services cases and working out Housing Benefit claims. In most cases you should still start by making your complaint to your usual contact or member of staff. They will let you know if there are then separate steps to follow.

Wandsworth Council Directors

Gerald Jones,
Chief Executive and Director of Administration,
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 6001
Email: gkjones@wandsworth.gov.uk

Chris Buss,
Director of Finance
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 8300
Email: cbuss@wandsworth.gov.uk

Paul Robinson,
Director of Children's Services
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 7890
Email: probinson@wandsworth.gov.uk

Roy Evans,
Director of Housing,
17-27 Garratt Lane,
London SW18 4AE.
Telephone: (020) 8871 6780
Email: housingdirector@wandsworth.gov.uk

Peter Brennan,
Director of Leisure and Amenity Services,
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 6353
Email: pbrennan@wandsworth.gov.uk

Paul McCue,
Interim Director of Adult Social Services
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 6291
Email: pmccue@wandsworth.gov.uk

Bill Myers,
Director of Technical Services,
Town Hall,
Wandsworth High Street,
London SW18 2PU.
Telephone: (020) 8871 6651
Email: wmyers@wandsworth.gov.uk

Useful Contact Phone Numbers

Service	Telephone
Abandoned vehicles	(020) 8871 6709
Building control	(020) 8871 8871
Business development loans and grants	(020) 8871 7031
Business Rates	(020) 7378 5941
Business Watch grants	(020) 8871 7966
Careline	(020) 8875 0500
Childcare Information	(020) 8871 7899
Childcare Recruitment Information	(020) 8871 7899
Childcare Training	(020) 7627 0646
Council contractors	(020) 8871 6005
Crimestoppers	0800 555 111
Crossovers	(020) 8871 6568
Economic Development	(020) 8871 6884
Emergency calls out of hours (Emergency Services Officer)	(020) 8871 6900
Environmental policy (including Local Agenda 21 Programme)	(020) 8871 6182
Fire-safety advice	(020) 8871 7620
Fly tipping	(020) 8871 8558
Food hygiene	(020) 8871 6139
Graffiti	(020) 8871 7049
Gritting	(020) 8871 6708
Gullies	(020) 8871 6716
Health and safety	(020) 8871 6160
Highway problems (public utilities)	(020) 8871 7897
Highway maintenance problems	(020) 8871 6708
Highways drains and flooding	(020) 8871 6686
Interpreting Service	(020) 8672 1043
Land charges	(020) 8871 6034
Licensing	(020) 8871 6160
Life Long Learning Section	(020) 8871 8731
Litter	(020) 8871 8558
Noise line (private and commercial property)	(020) 8871 7869
Parking helpline	(020) 8871 8871
Parking signs, bays and queries about attendants	(020) 8871 8871
Parking permits	(020) 8871 8871
Pest control	(020) 8871 6143
Planning	(020) 8871 8871
Pavement trip hotline	(020) 8871 8710
Recycling	(020) 8871 8558
Reference library	(020) 8871 7467
Scaffolding or hoarding licences	(020) 8871 8871
Sewer connection	(020) 8871 6623

Skips	(020) 8871 6911 or 8123
Street furniture and lighting	(020) 8871 6717
Street cleaning	(020) 8871 8558
Town centre managers	
Balham	(020) 8767 4082
Clapham Junction	(020) 7627 3182
Putney	(020) 8785 0374
Tooting	(020) 8682 3658
Wandsworth	(020) 8871 2039
Town Centre Improvement Scheme	(020) 8871 7031
Trade refuse	(020) 8871 8558
Trading standards	(020) 8871 7720
Traffic signs/bollards – to report faults	(020) 8871 6717
Vacant commercial property (Council owned)	0870 703 7000
Vacant commercial property (Privately owned)	(020) 8871 6449
Valuation Office Agency	(020) 8276 8600

Royal National Institute for the Deaf TYPETALK

Textphone Users

- To use TextDirect dial 18001 followed by the full number you wish to call.
- To contact the emergency services dial 18000.
- To use Relay Assist dial 0870 240 95 98.
- To use the text-to-text only service dial 180015 followed by the full number you wish to call.
- To contact TYPETALK Customer Service Team dial 18001 0800 500 888.
- Fax: 0151 709 8119
- Switchboard: 18001 0151 709 94 94
- Email: helpline@rnid-typetalk.org.uk

Hearing Users

- To use TextDirect dial 18002 followed by the full number you wish to call.
- To use Relay Assist dial 0870 240 51 52.
- To contact TYPETALK Customer Service Team dial 0800 7311 888.
- Fax: 0151 702 0610
- Switchboard: 0151 709 94 94
- Email: helpline@rnid-typetalk.org.uk

TYPETALK and TEXTDIRECT are available 24 hours a day, 365 days a year including Christmas Day, Boxing Day and New Year.

The Customer Service Team are available from 8am – 8pm.

DISCLAIMER

This Charter is not intended to create legal relations and does not affect any conditions subject to which any grant is paid, or any contract or service agreement between the Council and any party. The Council may change the services outlined in this Charter from time to time.

1 Did you find the Voluntary Sector Charter useful? Yes No

2 Did it give you information that you did not know before? Yes No

3 Have you been in contact with any of the organisations listed? Yes No

If "Yes", which organisations?

4 How did you find the amount of information in the Voluntary Sector Charter?

Too much Too little About right

5 Do you have any other comments or suggestions on how to improve the Voluntary Sector Charter?

OPTIONAL

Your name/organisation: _____

Your address: _____

Your phone number: _____

Before posting:-

- (1) Fold along line A
- (2) Fold along lines B & C
- (3) Tuck flap in

First fold (A)

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RESPONSE SERVICE
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2



Enid Black
Economic Development Office
Wandsworth Council
Town Hall
Wandsworth High Street
LONDON
SW18 2PN

Third fold tuck in (C)

local compact

VOLUNTARY SECTOR



number one for
service and value

The Local Compact for Wandsworth is an agreement between the Voluntary and Community Sector and Wandsworth Council and Wandsworth Primary Care Trust which enables better working relationships to develop through the establishment of shared values, undertakings and principles. Along with being a document the Local Compact represents a development process, brought about by the combined efforts of a diverse and representative Compact Steering Group. The Local Compact provides a framework for partnership working which is reflected in key sections of the document relating to funding, communication and consultation and Black and Minority Ethnic organisations.

A Local Compact for Wandsworth

Wandsworth Compact Steering Group

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1. Building a local compact for Wandsworth

What is a compact?

- 1.1 A compact is an agreement between the public or statutory sector and the voluntary and community sectors to work together more effectively to serve the local community. A national compact was launched by the government in 1998 with cross-party support.
- 1.2 In Wandsworth, the local compact involves two of the largest statutory public sector organisations, Wandsworth Council and Wandsworth Primary Care Trust (PCT), and the many voluntary and community organisations in the borough.
- 1.3 A compact is not just a piece of paper. It is a part of a process of bringing the public and voluntary sectors together to share views and to be honest with one another about what they think works and what does not. Compacts are not legally binding documents. They rely on a shared commitment and mutual respect built through dialogue.
- 1.4 The Wandsworth Compact is part of that process of dialogue. It offers a set of principles and joint undertakings on issues such as funding, communication and consultation and support to black and minority ethnic organisations. Creating the right framework for partnership working will take time and commitment. This compact is only the beginning of a process of building better partnerships in Wandsworth.

Why does Wandsworth need a compact?

- 1.5 Relations between the statutory and voluntary and community sectors in Wandsworth are not always easy. Real tensions exist on funding and consultation that a compact cannot just wish away.
- 1.6 Wandsworth PCT and Wandsworth Council have legal statutory duties and responsibilities for public funds to provide a range of important services to the local community including health, education, housing and social services.
- 1.7 There are over 700 voluntary and community organisations in Wandsworth, from local offices of national charities to small community groups. These organisations are independent; many are part of the communities and client groups that support them; and, like the statutory sector, provide important services to local people, especially at the margins of society and those most in need.
- 1.8 Wandsworth Council and Wandsworth PCT rely on the expertise of those working outside the statutory sector, often on a voluntary basis, to help them consult on and provide local services. As a result, many voluntary and community organisations in the borough already work closely with, and are funded by, Wandsworth Council and

Wandsworth PCT. While the statutory and voluntary sectors may not always agree on what should be done – and there are important differences *between and within* the two sectors – they have much in common. They both have an interest in making Wandsworth a better place to live and work.

- 1.9 Local compacts are not magic wands. But with time and commitment, the Wandsworth Compact can bring advantages to all sides: to statutory providers delivering better services to local people; to voluntary and community organisations working in local communities; and to the people of Wandsworth. These advantages will come through improved partnership working brought about by mutual respect and recognition for the contributions that statutory, voluntary and community organisations make to the social fabric of Wandsworth. The objectives of the Wandsworth Compact are not just to make consultations more inclusive, policy-making more effective, contracts fairer and service level agreements more manageable, but also to contribute towards stronger and more cohesive communities in Wandsworth.

Producing the Wandsworth compact

- 1.10 Many statutory and voluntary sector organisations across the country have been involved in drawing up local compacts. Wandsworth can learn from this experience. The Wandsworth compact should be meaningful to those living and working in the borough. It must reflect their needs.
- 1.11 The Wandsworth Compact Steering Group brought together Wandsworth PCT, Wandsworth Council and organisations from the voluntary and community sectors. A full list of the steering group can be found in Appendix 1.
- 1.12 In January 2004, the steering group commissioned the Social Research Centre at Roehampton University to carry out a consultation with local organisations and to draft a compact that would take the process of compact development forward. This compact is the result of that consultation.
- 1.13 The consultation lasted four months. Voluntary and community organisations, as well as officers, managers, elected members and non-executive directors from Wandsworth Council and Wandsworth PCT were able to express their views on the relationship between the public and voluntary sectors. Strong opinions were voiced. But in spite of differences of view, all sides were agreed on the need to:
- (a) improve how organisations communicated with one another;
 - (b) encourage participation in consultation;
 - (c) make funding mechanisms more open and policy-driven;
 - (d) build the organisational capacity of under-represented organisations; and
 - (e) support volunteering.

- 1.14 Underpinning these points were concerns about the need to build mutual respect and recognition; and to value diversity and fairness.

Taking the compact forward

- 1.15 Writing a local compact is part of a process of establishing confidence and trust between the statutory and voluntary sectors. The Wandsworth Compact is not exhaustive. It offers a framework for building partnerships across the borough. It is a statement of intent.
- 1.16 There is work to be done. As the process of building a Wandsworth Compact continues, these principles of good practice will need developing and refining. In 2005, the development of the Wandsworth Compact will focus on three areas:
- (a) consultation and policy-formation;
 - (b) funding, resources and governance; and
 - (c) support for black and minority ethnic and under-represented organisations.
- 1.17 These will form part of a compact action plan that will set out a timetable for the implementation of the Wandsworth Compact; the mechanisms to disseminate the principles and undertakings of the compact to organisations across the statutory and voluntary sectors; and the means of monitoring and compliance. This action plan can be found in Appendix 2.

2. The Wandsworth compact: values and principles

- 2.1 What values should be built into the Wandsworth Compact? What principles should shape the working relationships between statutory and voluntary sectors?
- 2.2 Whatever may be current practice in Wandsworth, the aim of a local compact is to establish a new framework for partnership working. Any framework built to last needs a set of values and principles that organisations share. This does not mean that Wandsworth PCT, Wandsworth Council – members and officers – and the great diversity of voluntary and community organisations across the borough should always agree with one another. But it should mean that there is a framework that allows them to agree to disagree - and to keep working together in support of the local community.
- 2.3 The starting point, then, for any compact is diversity. The compact must recognise the diversity of organisations in Wandsworth; the diversity of the population that these organisations serve; the different views and interests that organisations may have (including campaigning and advocacy roles); and the different constraints organisations work under.

Principle 1: The statutory, voluntary and community sectors acknowledge the diversity of organisations across the borough; respect the contribution and

independence of other organisations; and will work to build mutual respect and understanding among those organisations.

- 2.4 Relationships between the statutory and voluntary sectors in Wandsworth can be strained because of a sense of inequality and unfairness, in particular, regarding funding and policy decisions. Wandsworth Council and Wandsworth PCT are bound by statutory obligations and responsibilities for public funds. Wandsworth Council is subject to local democratic politics. The voluntary and community sectors represent and support local communities, as well as providing services responsive to the needs of particular client groups. Within this framework, the Wandsworth Compact should work to instil fairness in relations between statutory and voluntary organisations, while recognising the important differences that will inevitably remain between them.

***Principle 2:** The statutory, voluntary and community sectors agree to build relationships with one another that are fair; which display honesty and openness; and which acknowledge the sharing of responsibilities between the statutory and voluntary sectors.*

- 2.5 Statutory and voluntary sector organisations exist to serve the needs and well being of individual people, the communities in which they live and the wider public good. The Wandsworth Compact should acknowledge the commitment to representing the people of Wandsworth and to improving the delivery of public services in the Borough.

***Principle 3:** The statutory, voluntary and community sectors agree to work together to support and represent the people of Wandsworth and to provide services under the principle of Best Value (see glossary at Appendix 3).*

3. Communication and consultation

Communication

- 3.1 Good communication is essential in any successful partnership. It can foster a sense of value in another organisation's work. Good communication requires honesty and openness, even if the news is bad. It is as much about management culture as it about formal procedures. Channels of communication, especially those concerning funding, need to be simple, transparent and accessible. Informal communication for those not in the know can be a source of exclusion. Good communication should be two-way: a dialogue between partners that builds mutual understanding and respect.

***Undertaking 1:** The statutory, voluntary and community sectors agree to work towards establishing appropriate management and communication systems between the statutory and voluntary sector, within the statutory sector and across the voluntary sector.*

Action points:-

- (a) *All parties to support the setting up of a Borough-wide umbrella organisation for the voluntary and community sectors; business plan to be developed by June 2005;*
- (b) *new umbrella organisation to provide accessible information on funding opportunities;*
- (c) *statutory sector organisations to provide 'key contacts' information; and*
- (d) *all groups to have opportunity to publicise their work using statutory and voluntary sector communication networks.*

Consultation and community engagement

- 3.2 Getting the process of consultation and community engagement right is vital for good communication and for building effective partnerships in Wandsworth. Too often groups feel excluded from the policy-making process; that decisions have already been made; that consultations are last minute, coming at the end of a process not at the beginning; and that decisions are not fed back appropriately. Moreover, it is not always clear which groups should be consulted or who might have an interest in consultation.
- 3.3 Improving the process of consultation and community engagement with organisations, communities and users is about clarity, timing, representation, participation and making the process meaningful to all parties.

Undertaking 2: *The statutory, voluntary and community sectors will work to improve the process of consultation and community engagement as part of the policy-making process in the Borough.*

Action points:-

By August 2005, a Borough-wide model of best practice for consultation will be developed. Following the consultation for the Wandsworth Compact, this model will ensure that consultations and community engagements are:-

- (a) *made in good time, documentation is accessible, the purpose of the consultation clearly stated and the results fed back to relevant communities;*
- (b) *inclusive: special consideration should be given to reaching those organisations, communities and users not normally part of the policy-making process; and*
- (c) *supportive of wider participation and engagement of voluntary and community organisations in local policy-making processes*

4. Resources and Funding

- 4.1 Funding decisions by statutory bodies – national and local - to areas of policy, as well as to particular organisations, will always be a source controversy. Resources are limited and views will differ about what should be funded. A local compact cannot resolve such differences. But it can create a framework for partnership working that guarantees greater openness and transparency in the allocation, management and monitoring of resources.

Undertaking 3: *The statutory, voluntary and community sectors agree that the allocation of resources should be made against clear and consistent policy criteria in keeping with the principles of Best Value. Funding policies should:-*

- (a) *acknowledge the different objectives and capacities of statutory, voluntary and community organisations and their need to operate efficiently, effectively and strategically in response to local need;*
- (b) *recognise that voluntary and community sector organisations are not-for-profit and the balance of financial risk, therefore, should be shared in the pursuit of common goals;*
- (c) *take into consideration the legal and financial regulatory frameworks within which statutory, voluntary and community sectors work; and*
- (d) *acknowledge the political imperatives of national and local public policy-making.*

Action points:-

- (a) *Funding bodies to work towards multi-year funding, where appropriate, to assist longer term planning and stability; and*
- (b) *funding bodies to support the diversification of funding sources and resources to support the voluntary and community sectors.*

Undertaking 4: *The statutory, voluntary and community sectors agree to developing high standards of governance and conduct in meeting the obligations to funders and users. This includes reporting, accountability and the development of quality standards appropriate to the organisation.*

Action points:-

A funding and good governance framework will be developed by December 2005 as part of the first year compact action plan. Following the consultation for the Wandsworth Compact, this framework will include:-

- (a) *common, transparent and appropriate arrangements for agreeing and evaluating objectives, performance indicators and their associated targets;*

- (b) *appropriate monitoring arrangements and processes to facilitate prompt payment and the reviewing of financial support;*
- (c) *consultation procedures for changes to funding to ensure that contract and grant holders are informed about future funding as early as possible; and*
- (d) an accounting framework for charities and guidance from the Charity Commission, including guidance on political activities and campaigning.

5. Black and minority ethnic and under-represented organisations

- 5.1 Ethnically Wandsworth is a diverse Borough and becoming more so. Many voluntary and community groups represent the Borough's black and minority ethnic (BME) communities, as well as serving their particular needs. Some of these organisations are under-represented and are considered 'hard to reach': not well connected to the communication, consultation and funding networks of the Borough. There are other voluntary organisations, usually smaller community groups, which are also under-represented. Many of these organisations serve people like the disabled and young people who themselves can be hard to reach.
- 5.2 It was agreed by all parties in the consultation that a compact – its principles and undertakings – would serve *all* organisations, including BME voluntary and other under-represented community groups. But it was also acknowledged, that these groups have additional needs – and that a compact could go some way to help meeting those needs.
- 5.3 These needs reflect the capacity of many BME and other hard to reach organisations to participate in and engage with the policy-making process, including securing funding, on an equal footing. The consultation supported the view that the capacity of BME organisations, as well as other small community-based groups, to make their views known and to establish meaningful partnerships with the statutory sector towards shared goals was inadequate. The capacity of under-represented organisations to engage in partnership working should be supported by the statutory sector bodies through appropriate mechanisms of communication and consultation. To do this, the statutory sector should build its own capacity to communicate with under-represented organisations. It should also consider the best way to allocate resources to those organisations that serve the needs of under-represented communities.

***Undertaking 5:** The statutory, voluntary and community sectors agree to develop initiatives to support capacity-building programmes. These initiatives will enable black and minority ethnic and other under-represented organisations to access and participate in the consultation and policy-making processes in Wandsworth.*

Action points:-

- (a) *all parties agree to supporting equal opportunities in consultation and funding processes as a means of recognising and accessing BME and other under-represented organisations; and*
 - (b) *the 2005 Compact Action Plan to include the development of a learning plan to support the participation and involvement by under-represented organisations on borough-wide forums.*
-

6. CODE OF GOOD PRACTICE ON CONSULTATION AND POLICY APPRAISAL

Introduction

6.1 The voluntary and community sector is a vital part of civil society and public sector funders want to work more effectively with it. Consultation is an important part of partnership working and listening to and engaging with the sector effectively will lead to better planning and delivery of services. Consultation is an opportunity for the voluntary and community sector (VCS) to input their knowledge, experience and expertise to add value to public sector policy.

6.2 Key principles are:

- (a) planning and consultation should start early, right from the policy design stage;
- (b) there should be clarity about what areas are open to change, and any potential impact on the VCS;
- (c) information should reach those most affected and the Public sector should work with the voluntary and community sector to reach them;
- (d) written materials should be clear and available through a variety of formats and languages. Where this is not possible provision should be made to ensure that those with literacy/language issues are not excluded from the process;
- (e) maximum participation should be encouraged through accessible and varied consultation methods;
- (f) consultations should be announced in advance to maximise opportunities for responding; and sufficient time allowed for responses; and
- (g) all feedback should be analysed and communicated and promoted widely.

6.3 The public sector undertakes to:

- (a) talk with the VCS as soon as planning begins by involving voluntary and community sector representative's and interdepartmental stakeholder groups;
- (b) produce clear, concise and user friendly consultation documents;

- (c) give enough time for the VCS to respond and generally strive for a minimum of 8 weeks. (*This is a local target and maybe impossible if senior policy makers including central Government do not allow adequate timescales to consult*);
- (d) ensure the needs and interests of women, and minority and socially excluded groups are included;
- (e) review all feedback and take the results into account in future planning; and
- (f) be open with the VCS about its findings and the reasons for decisions.

6.4 The voluntary and community sector undertakes to:

- (a) work together to ensure effective responses to consultation;
- (b) consult their stakeholders directly whenever possible;
- (c) provide clear and objective information to the Public sector;
- (d) ensure the views of women, and minority and socially excluded groups are reflected in responses;
- (e) encourage their organisations to provide their own responses;
- (f) publicise the results of consultation as widely as possible; and
- (g) take into account other regulatory frameworks that the Public sector has to work within e.g. Overview and Scrutiny, Public and Patient Involvement etc.

7. CODE OF GOOD PRACTICE ON FUNDING AND PROCUREMENT

Introduction

- 7.1 The Public Sector (PS) in Wandsworth recognises that the voluntary and community sector (VCS) can make a significant contribution to achieving the vision of a fair society, with strong communities and opportunity for everyone. Many voluntary and community organisations (VCO) enter into a financial relationship with the public sector to deliver outcomes on its behalf.

It is important that the financial relationship is constructed in such a way that allows outcomes to be maximised. The Code of Good Practice on Funding and Procurement sets out a framework for the financial relationship and undertakings for both the public sector and VCS, based on what each side can expect from the other.

Key Principles

- 7.2 The following principles should apply at all stages of the financial relationship:-
- (a) promote equity of opportunities in access to funding including appropriate publicity and timeframes;
 - (b) focus on outcomes - the achievement of outcomes should be used as a key indicator of the success of funding. The outcomes should be SMART (specific, measurable, achievable, realistic and timely);
 - (c) simplicity and proportionality - funding processes should be as simple as possible and in proportion to the amount of money involved;
 - (d) consistency and co-ordination - funders and purchasers should endeavour to join-up or standardise parts of the funding or procurement chain to minimise burdens on organisations and ensure transparency, with a focus on delivery;
 - (e) timeliness - allowing time for planning, decision-making and action so they can have real effect;
 - (f) transparency and accountability - allowing informed decisions about spending priorities to be made and for both the public sector and the VCS to learn from previous work;
 - (g) discussion and dialogue - this helps build trust and can identify and overcome problems before they impact on the delivery of outcomes; and
 - (h) appreciate –try to understand each other’s needs and requirements should help avoid problems and help achieve positive outcomes.
- 7.3 The Wandsworth VCS undertakes to:-
- (a) respect confidentiality and to be clear about whom they represent and how they came to those views when consulted on programme design;
 - (b) make sure that they are eligible when applying for grants or contracts;

- (c) have clear lines of accountability, especially with joint bids;
- (d) agree terms of delivery at the outset and be aware of the risks for which they are responsible;
- (e) have good systems in place to manage finances and funded projects and account for them;
- (f) be honest and transparent in reporting; and
- (g) plan in good time for different situations to reduce any potential negative impact on both beneficiaries and the organisation if funding ends.

7.4 The Wandsworth public sector undertakes to:-

- (a) provide whenever possible an opportunity for the voluntary and community sector to contribute to programme design and plan for sustainability;
- (b) ask for information on application forms which is relevant to deciding who will receive funding or be awarded the contract;
- (c) inform organisations of the outcome of any tender bid, service agreement or grant application together with accompanying terms and conditions within 7 days of the decision being taken;
- (d) discuss risks up-front with organisations taking on the delivery of services;
- (e) respect the independence and diversity of the sector;
- (f) recognise it is legitimate for voluntary and community organisations to include the relevant element of overhead costs in their estimates for providing a particular service;
- (g) make payments as expediently as possible within constraints of the financial policy of funders;
- (h) make payments on agreed rates or inform organisations promptly in writing of the reason for any variation;
- (i) provide details of a named contact responsible for dealing with the VCO's contract, service level agreement or grant;
- (j) implement longer term funding arrangements when these represents good value for money;
- (k) be proportionate in monitoring requirements and to focus on outcomes;
- (l) consider joining-up or standardising monitoring requirements; and
- (m) endeavour to give sufficient notice of the end of grants or contracts.

8. CODE OF GOOD PRACTICE ON GOVERNANCE

Principle 1: Board leadership

- 8.1 Every organisation should be led and controlled by an effective **Board of Trustees or Management Committee** which collectively ensures delivery of its aims and objects, sets its strategic direction and upholds its values. This **Code of Governance** aims to set out a range of principles to which all voluntary groups should consider working towards.
- 8.2 Small voluntary organisations are encouraged to seek assistance from the Wandsworth Voluntary Sector Development Agency's **Small Groups Service** for advice and training on developing an effective management committee 020 8875 2844 www.wvsda.org.uk. Larger organisations may wish to go further than this Code of Governance outlines and consider implementing relevant quality assurance schemes etc.
- 8.3 The supporting principles are:-
- (a) **The role of the Board:** Trustees have and must accept ultimate responsibility for directing the affairs of their organisations, ensuring it is solvent, well-run, and delivering the outcomes for which it has been set up; and
 - (b) **Strategic direction:** Trustees should focus on the aims of their organisation, and avoid becoming involved in day to day operational decisions and matters (except in the case of small organisations with few or no staff). Where trustees do need to become involved in operational matters, they should separate their strategic and operational roles.

Principle 2: Trustee responsibilities

- 8.4 The trustees as a board should collectively be responsible and accountable for ensuring and monitoring that the organisation is performing well, is solvent, and complies with all its obligations. The supporting principles are:-
- (a) **Compliance:** The board must ensure that the organisation complies with its own governing document, relevant laws, and the requirements of any regulatory bodies;
 - (b) **Internal controls:** The board should maintain and regularly review the organisations system of internal controls, performance reporting, policies and procedures;
 - (c) **Sound Judgment:** The board must act prudently to protect the assets and property of the organisation, and ensure that they are used to deliver the

organisation's objectives;

- (d) **Managing risk:** The board must regularly review the risks to which the organisation is subject, and take appropriate action; and
- (e) **Equality and diversity:** The board should ensure that it upholds and applies the principles of equality and diversity, and that the organisation is fair and open to all sections of the community in all of its activities.

Principle 3: Board performance

8.5 The Board should have clear responsibilities and functions, and should compose and organise itself to discharge them effectively. The supporting principles are:-

- (a) **Trustee duties and responsibilities:** Trustees should understand their duties and responsibilities and should have a statement defining them;
- (b) **The effective Board:** The Board should organise its work to ensure that it makes the most effective use of the time, skills and knowledge of trustees;
- (c) **Information and advice:** Trustees should ensure that they receive the advice and information they need in order to make good decisions;
- (d) **Skills and experience:** The trustees should have the diverse range of skills, experience and knowledge needed to run the organisation effectively;
- (e) **Development and support:** Trustees should ensure that they receive the necessary induction, training and ongoing support needed to discharge their duties; and
- (f) **The chief executive:** The Board should make proper arrangements for the supervision, support, appraisal and remuneration of its chief executive.

Principle 4: Board review

8.6 The Board should periodically review its own and the organisation's effectiveness, and take any necessary steps to ensure that both continue to work well. The supporting principles are:-

- (a) **Performance appraisal:** The board should regularly review and assess its own performance, that of individual trustees, and of sub-committees, standing groups and other bodies;

- (b) **Recruitment:** The board should have a strategy for its continuity. Recruitment of new trustees should be open, and focused on creating a diverse and effective Board; and
- (c) **Review:** The board should periodically carry out reviews of the organisation's work, and use the results to inform positive change and innovation.

Principle 5: Board Delegation

8.7 The Board should be clear what authority is given to sub-committees, officers, the chief executive, other staff and agents in a clear manner, and should monitor their performance. The supporting principles are:-

- (a) **Clarity of roles:** The board should define the roles and responsibilities of the chair and other honorary officers, in writing;
- (b) **Effective delegation:** The board should ensure that staff, volunteers and agents are given sufficient authority to carry out their duties. Clear limits should be set for budgetary and other matters; and
- (c) **Terms of reference:** The board should set roles and boundaries for subcommittees, standing groups, advisory panels, etc.

Principle 6: Trustee integrity

8.8 The Board and individual trustees should act according to high ethical standards, and ensure that conflicts of interest are properly dealt with. The supporting principles are:

- (a) **No personal benefit:** Trustees must not benefit from their position beyond what is allowed by the law and is in the interests of the organisation;
- (b) **Dealing with conflicts of interest:** Trustees should identify and promptly declare any actual or potential conflicts of interest affecting them; and
- (c) **Probity:** There should be clear guidelines for receipt of gifts or hospitality by trustees.

Principle 7: Board openness

8.9 The Board should be open, responsive and accountable to its users, beneficiaries, members, funders, partners and others with an interest in its work. The supporting principles are:-

- (a) **Communication and consultation:** Each organisation should identify those with a legitimate interest in its work (stakeholders), and ensure that there is a strategy for regular and effective communication with them about the organisation's achievements and work;
- (b) **Openness and accountability:** The board should be open and accountable to stakeholders about its own work, and the governance of the organisation; and
- (c) **Stakeholder involvement:** The board should encourage and enable the engagement of key stakeholders, such as users and beneficiaries, in the organisation's planning and decision-making.

This code of governance is based on the national code. For more information or to see the full code, go to www.governancehub.org.uk.

Wandsworth Compact Steering Group Membership

Fitzroy Beckford, Wandsworth Care Alliance
Chris Blyth, Economic Development Office, Wandsworth Council
Brian Colman, Social Services, Wandsworth Council
Stephen Driver, Roehampton University
Sean Farran, Wandsworth Primary Care Trust
Margaret Adjeye, Wandsworth Primary Care Trust
Maurice Heaster, Deputy Leader Wandsworth Council
Clare Kakembo, Wandsworth Access Association of Disabled People
Alex King (Vice Chair), Wandsworth African Caribbean Association
Stefan Kuchar (Chair), Wandsworth Volunteer Bureau
Diane Rooney, St Georges Hospital
Judith Roscoe, Economic Development Office, Wandsworth Council
Razia Shariff, Wandsworth Community Empowerment Fund Network
Alan Sharp, Tooting Churches Together
Eglijonna Treanor, Wandsworth Carer's Centre
Sally Warren, Generate
Henrietta Wells, Wandsworth Primary Care Trust

Wandsworth Compact Action Plan 2005

1. The Wandsworth Compact presented to the Wandsworth Local Strategic Partnership for endorsement - January 11 2005.
2. The Wandsworth Compact signed and endorsed by the statutory, voluntary and community sectors – January 2005.
3. A new Wandsworth Compact Working Group established (to include statutory and voluntary sector stakeholders)– April 2005.

This group will take over the work of the Wandsworth Compact Steering Group. It will report to the Local Strategic Partnership. Detailed terms of reference for the working group will be agreed after consultation with stakeholders.

The role of the Wandsworth Compact Working Group will be to:

- (a) promote the development of the Wandsworth Compact;
- (b) monitor progress towards achieving the first year action points;
- (c) review annually the Wandsworth Compact;
- (d) develop a model of best practice for consultation;
- (e) develop a funding and good governance framework;
- (f) learning plan to support the participation and involvement by under-represented organisations; and
- (g) act as the first point of contact for disputes arising from the Wandsworth Compact and report back to the LSP.

The Wandsworth Compact Working Group will oversee the implementation of the action plan with the following milestones and target dates:-

4. Wandsworth model of best practice for consultation completed - August 2005.
 5. Funding and good governance framework completed - December 2005.
 6. Learning plan to support the participation and involvement by under-represented organisations on borough-wide forums completed – December 2005.
 7. First annual review and report from the Wandsworth Compact Working Group – April 2006.
-

Glossary

Best Value. The duty of continuous improvement for local authorities as set by the Local Government Act 1999. The objective of Best Value is to ensure that management and business practices in local government deliver better and more responsive public services. Best value seeks to balance the quality of service provision against costs; to ensure accountability, transparency, local consultation and equal opportunities; and to deliver local services economically, efficiently and effectively.

BME. Black and minority ethnic

Local Strategic Partnership (LSP). The [Wandsworth] Local Strategic Partnership is an organisation bringing together the statutory, voluntary and community sectors in order to 'look at ways to improve the quality of life for those living and working in the borough'.

PCT. Primary Care Trust

Wandsworth's Economic Development Office supports the voluntary sector by:

- **Funding** advice services for residents.
- **Funding** voluntary services.
- **Helping** voluntary organisations access sources of funds.
- **Providing** useful information to voluntary organisations.
- **Involving** the voluntary sector in key partnerships.

Wandsworth Council also contributes funding to the London Councils Grants Programme to support the VCS in London.

To find out more about the Economic Development Office Telephone (020) 8871 6884.

Visit our website:
www.wandsworth.gov.uk/business

Download key documents such as the Voluntary Sector Fact File, Advice Services Directory.

charter

VOLEUNTARY SECTOR

If you have difficulty understanding this in English, please contact:
Wandsworth Interpreting Service: (020) 8672 1043/3649 English

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