



blueprint

February
2011

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Communication & Information Update

Hi Everyone and welcome to our latest edition of blueprint - CVS Rochdale's quarterly Newsletter.

In this issue you will find:

- A Report on our Community Conference – Thinking the Unthinkable
- Human Resources Management: Health & Safety issues and information on the CEO/Mangers Forum.
- Quality Assurance- Why we need it, PQASSO Mentor support & devotees plus Quality Area 8 Managing Resources
- Funding – Information, Training & Update from Lloyds TSB Foundation.
- Governance - Update with news from the Trustee Forum and write ups on Set Up's and Training.
- Community Accountancy – Budgets, where to start, expenditure, income, proposal & decision and how to use the budget.
- VCS Forum Updates – news and updates from Children's & Young People Forum, Health & Wellbeing Forum, Quality of Place Thriving Third Sector Sub Group and the Third Sector Forum
- Communication & Information – Update on past and current issues
- Volunteer Centre – Comprehensive Information regarding Volunteer Expenses
- involved – Article on Make a Difference Day 2010
- CVS Rochdale Training Courses for February & March 2011
- information regarding the 2011 Census

We hope you enjoy this edition and find information you can use within your organisation/group.

Many Thanks and Best Wishes
VCS Co-ordination Team



CVS Rochdale AGM/Community Conference

Almost 100 representatives of the Borough of Rochdale's voluntary and community sector attended CVS Rochdale's 'Thinking the Unthinkable' Conference and AGM in November.

The conference, which was the first of its kind in Rochdale, was focused on equipping the sector with the knowledge and skills that will be vital in facing up to the post-efficiency savings landscape. As such, the seminars, presented by CVS staff and visiting specialists, covered a range of subjects from collaborative working and opportunities in the Big Society, to the legal and HR issues involved in making redundancies and closing or merging organisations.

At 'Meet the Funders', delegates were able to pose their questions directly to representatives from Lloyds TSB Foundation, Heritage Lottery Fund and Community Foundation for Greater Manchester. "I've been planning my questions for a while," said one delegate, "and I'm looking forward to getting answers direct from the horse's mouth."



Six seminars and workshops were presented, with each being repeated in the afternoon to give opportunities to as many people as possible. Despite this, several seminars were fully-booked in advance, such was the interest from the sector.

"I was delighted by the number and variety of organisations that were represented at the conference," said Kathy Shaw, CEO of CVSR. "In these challenging times, the sector needs to come together, and events like these can be a perfect springboard for innovative new partnerships and collaborations, as well as sharing of vital knowledge and skills."

CVS Rochdale's AGM also formed part of the day's events. Staff and Board Members paid tribute to Sheila Acton as she stepped down from her position as Chair of the Board after many years' service. Kenny Farrar also resigned from his position as Vice Chair of the Board.

Four new members were elected to the Board: Paul Flounders and Carol Moore from Back Door Music Project, Ghulam Rasul Shahzad of Castlemere Community Centre and John Beasley of High Level.

CVS Rochdale is dedicated to working to achieve a strong and thriving voluntary, community and faith sector in the Borough of Rochdale, a vision which becomes reality when the sector is able to come together to share resources and knowledge, to network and to exchange ideas at events such as these. We look forward to hosting similar events in the future.





Advice, Information & Support Services

Manager - Michelle Warburton (formerly Ling)

Quality Assurance Officer – Elaine Grace

Advice & Information Officer (HR, Learning & Development) – Rebecca White

Administrative Officer – Denise Lancashire

Human Resources Management

Be Prepared . . .

How long is it since your organisation's **Redundancy Procedure** was reviewed? While everyone hopes to avoid redundancies, in these uncertain times it seems only prudent to ensure that policies and procedures are up to date and in line with current legislation.

For instance, what does your procedure say about employees on fixed term contracts? Since 2002, employees on such contracts have enjoyed many of the same employment protections as employees on permanent contracts, meaning that they may be entitled to a full redundancy procedure if their contract is not renewed after more than one year of working continuously for your organisation. If they have been employed for more than two years then they might also be entitled to redundancy pay.

At CVS, we have a comprehensive **Redundancy Factsheet** to help you navigate through the subject, as well as a **template Redundancy Policy** which can easily be adapted to suit the needs of your organisation. Contact Becky White (r.white@cvsr.org.uk) for more information, or to arrange a meeting to discuss your specific situation.

HR Training

Delegates at the '**Workforce Management and Development**' training day in October described the course as "interesting", "excellent", "very informative" and a "very precise outline" of the main issues involved in managing a workforce.

This course will be running again at CVSR on Wednesday 9th February (10am-4pm), followed by '**Workforce Planning and Recruitment**' on Friday 11th February (10am-4pm).

Please contact Denise Lancashire (d.lancashire@cvsr.org.uk) to book your free place.

Health and Safety

HSE Risk Assessment Tool

The Health & Safety Executive has developed an online risk assessment tool to enable risk assessments for low-risk office environments to be carried out in around 20 minutes.

For more information or to use the tool, please visit <http://www.hse.gov.uk/risk/office.htm>



CEO/Managers Forum

The next regular meeting of the CEO/Managers Forum will be held on Tuesday 29th March, 10am-12noon at CVS Rochdale. All senior managers of voluntary sector organisations are welcome.

Please contact Becky White for more information (r.white@cvsr.org.uk).



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Quality Assurance

Why do we need a Quality Assurance?

At the recent Community Conference Emad Uddin and myself facilitated a workshop titled - 'Funding through contracts - what you need to know'. The focus was on the commissioning and procurement process. As the funding climate shifts from being predominantly grants based to contracting the issue of a quality assurance system becomes more significant. By asking for a quality system to be in place funders are ensuring that services delivered are of a consistently high standard. There are many formal quality assurance systems available; PQASSO, Investors in People, ISO 9001, REACH, EFQM to name just a few. Working towards or being awarded a quality mark demonstrates to funders that an organisation has an awareness of its wider environment and that by looking internally to its own processes, an organisation can become more robust. Keep a look out for the imminent case study on why funders like PQASSO - Coming Soon.

PQASSO Mentor Support

As I work with organisations supporting them through the process of implementing PQASSO I can also offer support in developing resources for your organisation which can in turn be used as evidence. Groups I am currently working with are also receiving support with developing business plans, a trustee induction pack, a funding strategy, annual operational plan.

If you need any support please don't hesitate to contact me, Elaine Grace on Tel: 01706 510834 or email: e.grace@cvsr.org.uk

Help for PQASSO devotees!

As PQASSO is both an evidence based system and holistic, it is for your organisation to decide if it meets the required standard and if so how this can be shown. There are however, areas in which you can draw on the experience and expertise of others (and use resources developed by someone else thereby saving you time and money!) which will then leave you more time to deliver services. A few ideas of resources to use and where to find help are below;



Quality Area 8 Managing Resources

Performance indicator 8 states;

Level 1 - The organisation considers its environmental responsibilities, and takes steps to save energy, reduces waste, re-use or recycle materials, and shop ethically.

Level 2 - The organisation clearly specifies its requirements and compares suppliers to maximise value for money

A useful resource to tap into for this indicator is the project The Market Place, which has been developed by GMVSS (Greater Manchester Voluntary Sector Support). They have been working to save time and money for voluntary and community organisations by negotiating bulk purchasing deals. Any voluntary, community or faith group in Greater Manchester can register to access exclusive deals on a range of goods and services. These include insurance, stationery, IT services, telecoms and more. The Market Place is also developing information and training on a range of subjects including ethical purchasing, negotiation skills and more. Use the website www.gmvss.net/marketplace which endeavours to support you in this quest.





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Funding

As grant based funding becomes increasingly competitive to obtain and with funding trends also suggesting that groups will need to start focusing on contractual work, I will be publishing information through the CVS website on where to source relevant tenders.

CVSR will also be meeting with Procurement Officers from the RMBC to discuss how we can share information and work together in order to prepare third sector organisations for any forthcoming tendering opportunities.

A number of groups have accessed the “**Funding Portal**” through the CVSR Website to search for funding opportunities after it was advertised in the previous blueprint newsletter. If you would like to find out how to use the portal please visit the CVSR website - <http://www.cvsr.org.uk/greater-manchester-funding-portal>

You can also access the latest funding bulletins through the CVSR website. Click [here](#) to view the page.

Training

I have been working closely with Stuart Golding (Finance Officer) to continue delivering the “**Funding and Full Cost Recovery**” course which has been well received by groups.

- The next “**Funding and Full Cost Recovery**” course will be on Friday 25th March 2011.

CVSR has also worked closely with the Greater Manchester BME Network to develop a training course around “**Income Generation**”, this was delivered on 1st February 2011. Initially aimed at BME groups in the borough, the course explored the different methods groups can use to income generate and the legal implications behind trading.

If you would like to make a booking to use the GrantFinder system or just need some support with researching and securing funding, contact Emad Uddin on (01706) 510831 or alternatively e-mail e.uddin@cvsr.org.uk.



Advice, Information & Support Services

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Update from Lloyds TSB Foundation

Lloyds TSB Foundation for England & Wales is pleased to announce its increased income for 2010 as £25.24m (£20.8m in 2009) and is delighted to confirm that this higher level of funding will be sustained for 2011, 2012 and 2013.

The independently run Foundation is keen to hear from **registered charities** working across **Rochdale** who can demonstrate how their work is making a difference to the lives of disadvantaged people, and helping them to play a fuller role in the community.

If you are interested in learning more, please visit the Foundation's website at www.lloydstsbfoundations.org.uk. The website includes details on how to register an enquiry; and once you fill in a short eligibility questionnaire, and your charity appears to be eligible, your details are passed to the Grant Manager for **Lancashire & North Manchester, Yvonne Taylor**. Yvonne will then contact you for a chat about your request for funding to see if it is something that the Foundation could potentially support. Yvonne is particularly interested to speak to charities that support carers, the elderly and ex-prisoners.

The average grant size in Lancashire & North Manchester will be around £20,000, but grants are made which are appropriate to the size and needs of the charity, so they could be less or more than this depending on your charity's circumstances. Funding is available for core costs, including salaries and rent, as well as project costs. Charities must be targeting disadvantaged people, and must be able to show how their work makes a difference, so they will need to have appropriate monitoring systems in place.

Lloyds TSB Foundation for England and Wales is one of the UK's leading grant-makers and funds small and medium-sized charities working at the heart of communities to tackle disadvantage across England and Wales.



Lloyds TSB Foundation
for England and Wales



Advice, Information & Support Services

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Governance Officer – Tariq Khandoker
Funding Officer – Emad Uddin
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Governance

Over the last year, and in particular in the last quarter, there have been a number of groups that have been worried by the effects of the cuts on the sector. As a result CVS organised the “Thinking the Unthinkable” Community Conference on Tuesday 23rd November 2010. The conference helped provide direction to the sector and help coordinate its response.

We also looked at worst case scenarios and how the sector could face up to these challenging times.

My colleague (Rebecca White) and I delivered presentations on what groups should do in situations where they are faced with having to make people redundant or even worse, having to close down or dissolve. Our presentations give an overview of the legal and moral responsibilities of groups in such circumstance and how they can make redundancies, and if need be, dissolve in an orderly way so as to minimize the impact on their users and stakeholders.

If you would like the full presentations or are faced with any of the issues outlined above please do not hesitate to contact me.

Trustee Forum

The forum is an opportunity for Trustees of Voluntary, Community and Not for Profit Organisations to meet, network and collaborate.

The forum meets on the 2nd Wednesday of every other month. The next meeting will take place on the Wednesday 9/02/2011 at 6.00pm at CVS Rochdale. Please confirm your attendance.

Governance & Set Up's

CVS is committed to supporting and strengthening the sector. However, due to the severity of the possible cuts, over the coming months I will continue to work with groups to “think the unthinkable” and reduce staff costs, cut services or formally dissolve and develop an exit strategy.

In addition, I continue to support groups to improve their governance and overall effectiveness by helping them to improving their management skills and providing them training on the roles of the Chair, Secretary and Treasures. I am also helping them improve their accountability by helping to develop policies procedures.

Governance Training

I am currently working with 3 groups providing them with one to one training on general governance, roles and responsibilities and their legal obligations.

I also did a workshop on the 10th of November on the above issues and will be scheduling some more workshops soon.

If you have any topic in relation to governance that you would like me to tackle in the new year, please contact me and I will see if it is feasible to have a one day training session on the issue.

My contact details are as follows: Tariq Khandoker
Advice & support Officer
Tel. 01706 510822
t.khandoker@cvsr.org.uk



Community Accountancy

Development Officer - Stuart Golding
Apprentice - Joe Wilkinson

Budgets

This is the time of year, not only for sitting in front of a nice warm cosy fire with a mug of hot cocoa, but also for starting to plan for the next financial year. It's time to start thinking about next years budget.

What is a budget and where to start

A budget is how you can monitor the actual expenditure. It allows you to see whether a project is likely to be worthwhile in money terms. If you are planning a budget for the whole organisation, it may be easier to break it down into individual projects. When preparing a budget it is important to involve the people who are going to be responsible for working with it.

There are several ways of producing budgets. You could simply take last year's figures and add a bit or start from scratch. You may have different funds within the organisation that may require their own budget these can then be combined to form the overall budget. Usually a budget is for 12 months, but, it could be for any length of time.

The best time to prepare a budget is when figures for the first three quarters of the previous year are available. If, for example, the financial year-end is 31st March, figures will be available at the end of December.

It is not essential to have 'balanced' Budget. The organisation may have low reserves, the aim therefore might be to run a 'surplus' for a year or so in order to build up reserves or it may have excessive reserves and could therefore run a deficit budget for a period to use up some of these reserves. Running a deficit budget for prolonged periods is not a good idea.

Expenditure

To start producing a budget ask the question 'what does the organisation want to do next year?' This could be, 'the same as last year', or there may be plans for developments of new activities or expansion.

Then put a cost on these activities. This should follow the format of the accounts, beginning, for example, with all staff costs, then premises costs, then administration costs and then activities. List all the 'cost headings', ensuring that you haven't missed anything, then consider the following:-

The projected actual figures for the last year (taken from the actual figures for the first three quarters).

The estimated cost of inflation and any pay increases.

Any increases that are known precisely, e.g., rent.

Considering these factors you can then work out the desired expenditure of the organisation. The aim is to be as accurate as possible, do not cut corners at this stage.



Community Accountancy

Stuart Golding - Development Officer
Joe Wilkinson - Apprentice

Income

Begin by listing all current and potential sources of Income, beginning with the most secure and important. Some may be new if new activities are planned and some may be dependent on successful grant applications. Other income may be more secure and predictable.

To put the actual figures down you will need to consider the following:-

The projected actual figures for the last year (built up from the actual figures for the first three quarters).

The estimated cost of inflation.

Any factors that are known precisely.

Considering these factors you can then work out the estimated income for the year. Again, be as accurate as possible and do not be too optimistic.

You then need to compare the income and expenditure figures. If they do not match up, even after they have been checked, the task of re-thinking begins. The aim is NOT to simply manipulate the figures until they balance. If the first two steps have been done correctly the task is now to reconsider the individual factors within income and expenditure.

Assuming there is no room for changes on the income side, the question simply becomes one of reducing the expenditure to an acceptable level. You may need to run a small deficit on the year. However, this depends on you having sufficient 'reserves' and sufficient cash in the bank to cover the deficit. This is not a good policy in the long-term for obvious reasons.

Making cuts is always painful and difficult. One of the reasons for doing the budget early is so that you can cut 'plans' rather than things already in place. The first step is to prioritise, e.g., your rent may be fixed by a lease. It is easier to cut items which have not yet taken place.

The Proposal and Decision

If the budget now includes changes from the original plans agreed by the Committee, the reasons should be given. When people disagree, they should be asked to give an alternative suggestion. It is possible that other committee members may have ideas that have not been considered. Don't forget that the management committee have overall responsibility for the good financial management of the organisation and therefore need to approve and monitor the budget.

How to Use the Budget

Once you have drawn up a budget, do not simply put it away in a filing cabinet. The actual income and expenditure need to be compared regularly (i.e. monthly) against the budget to ensure that everything is running smoothly this will highlight quickly any areas of significant over or under spend that need to be addressed.



VCS Co ordination

Manager - Michelle Warburton
Communication & Information Officer - Sarah Harper
Administrative Officer - Nicole Mulligan

VCS Forums Update



Children's & Young Peoples Forum

This forum continues to focus on current policy and service issues facing the Children's & Young Peoples groups. Representation on all lead groups of the Children's Trust from the Children & Young People forum means that feedback from reps is increasingly becoming invaluable. At the November meeting all not for profit organisations providing services to children & young people within the Borough were invited to meet and put questions to Cheryl Eastwood, Director of Children's Services. The second half of the meeting the organisations were asked of the issues currently being faced and agenda items which they would like in the future. Even though the meeting was low in numbers good questions were put to Cheryl and she agreed to come back in the future to update on the current issues.

Health & Wellbeing Forum

The forum meets each month discussing issues facing the health & wellbeing of residents in our borough. The group was visited by Dan Cassell from Heywood, Middleton, & Rochdale, PCT who spoke about the new way of how patient transport will be provided in the future. The forum continues to look at the Health reform agenda and have taken part in consultation on the White Paper 'Equity & Excellence: Liberating the NHS', Healthy Lives, 'Healthy People: Public Health' and continue to look at how these changes will affect community/voluntary organisations in our Borough. We seek to ensure effective representation from this group to the LSP Health & Wellbeing Partnership to enable our sector to be involved in shaping future services. We seek to invite more speakers in the New Year so we can have a clear understanding on how the shape of the new health & wellbeing structure will be. We would like to invite new groups who work in this area to come and join us. Please contact myself Sarah Harper or Nicole Mulligan for the next forum dates.

Third Sector Forum – (Formally Open Network)

This forum is represented from many voluntary groups/organisations from the Borough. Over the last months we have of course been given much information regarding the efficiency savings, and policies on the Big Society and again the white paper 'Equity & Excellence: Liberating the NHS' regarding the new NHS structure. The forum has received presentations on SROI (Social Return on Investment) and the Big society plus the consultation regarding the RMBC efficiency savings. We will continue to bring to the forum any current issues, consultations and debates which many of the voluntary/community organisations are facing.

BME Network

This is a new network open to BME not for profit organisations and members of the BME Community. This network aims to influence local policy, shape service delivery and provide a voice for and engage BME Communities in local decision making structures.

If you would like to attend this or any other of the forums please do not hesitate to contact myself Sarah Harper s.harper@cvsr.org.uk. I would be happy to visit your organisation to speak about any of the above forums.



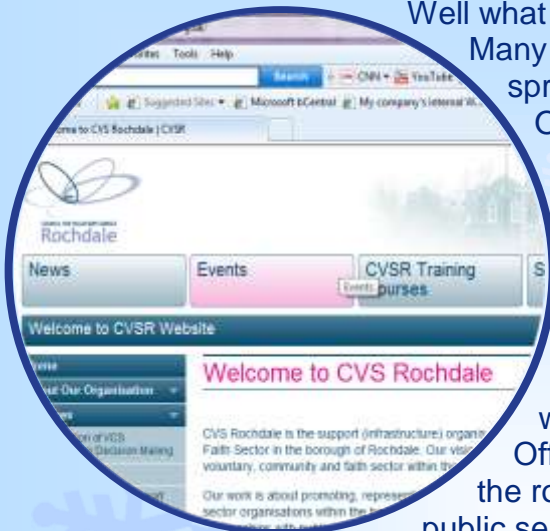
VCS Co ordination

Manager - Michelle Warburton
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Communication & Information

Well what a busy few months I have had to the end of 2010. Many new policies have been published with the new Government springing into action.

Of course the big headlines have been the introduction of the Big Society Agenda – we are now getting to know and understand what the government is outlining and sees the involvement of the voluntary and community sector. A new White Paper document came out 30th November 'Healthy Lives, Healthy People' and we have started to disseminate how it will affect community and voluntary groups with the added introduction of commissioning, speaking of which in late December a new document from the Cabinet Office on 'Modernising Commissioning' was released, increasing the role of charities, social enterprises, mutual's and cooperatives in public service delivery. These are just some of the briefings which are coming from National Government. I will of course keep you up to date on any new issues arising.



Joined with all the above our own Local Government announced the phase 2 efficiency savings which resulted in our borough's voluntary & community groups/organisations lobbying cabinet in early December.

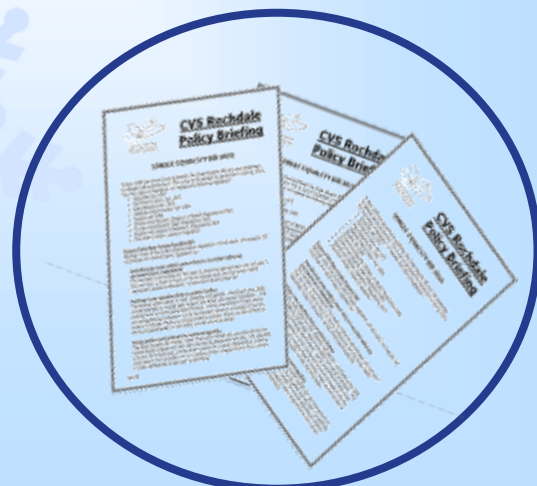
Since then we have had a change in party control, Labour have now taken over the running of the Borough Council, we have been made aware of a new budget which they have put together and we can hope that the proposed cuts to our sector will be again looked on and dealt with sensibly.

During the last quarter I have taken over facilitation of some of our forums here at CVS Rochdale, I will of course keep you informed with forum updates (see above) and continue to support the groups for a voice within the Thematic Partnerships of the LSP (Local Strategic Partnership).

With taking on the forum facilitation I have attended many meetings outside of the borough to feed back to the forums so they have first hand knowledge what is happening in other areas of the country. This will continue to happen and I hope the knowledge I give will enable the forums to become more strategic in their approach and we can deal with current issues with asking the relevant people to come and speak to us.

My diary is getting fuller by the minute and I will continue to give you information when it gets to me.

Sarah Harper
Communication & Information Officer





Volunteer Expenses

Why reimburse expenses?

It's not unknown for managers of organisations to query why they should reimburse expenses. Some volunteers too might feel that they shouldn't take money from a charity. There are good reasons why an organisation should reimburse volunteers for any reasonable out-of-pocket expenses that they incur whilst volunteering.

Equal opportunities

The reimbursement of volunteer expenses can help an organisation to meet its commitment to offering equal opportunities to all by helping to reduce a barrier to volunteering that may otherwise be experienced by those on low incomes or in receipt of state benefits.

Research by the Institute for Volunteering Research has shown that volunteers with lower incomes can often find it more difficult to afford to volunteer.

It should be remembered that the cost of travelling and a meal eaten out is significant to someone on a low income or who receives state benefits. Therefore organisations are advised to build volunteer expenses into all funding applications or budgets as part of the regular costs of a volunteer programme.

Volunteers make a gift of their time

The gift of a volunteer's time has substantial monetary value. They should not be expected to give up money as well. Any organisation that is serious about involving a diverse range of volunteers should reimburse expenses.

Which expenses should be reimbursed?

In general any reasonable expense incurred as part of the volunteering activity should be reimbursed. This can include:

- Travel to and from the place of volunteering.
- Travel while volunteering.
- Meals and refreshments taken while volunteering.
- Care of dependants, including children, during volunteering.
- Postage, phone calls, stationery etc.
- Cost of protective clothing/special equipment etc.

Limits on meals

It's fine to put sensible limits on some expenses to prevent the unlikely occurrence of a volunteer ordering steak and champagne for lunch then presenting your finance team with the receipt. But be sure to set your limit at a level that allows volunteers to have a hot meal and a hot drink in the local cafés.

Guidelines on transport usage

It is also reasonable to ask volunteers to travel by the cheapest reasonable form of public transport. Do remember though that it may be necessary for some volunteers to take taxis, perhaps because of a disability for example, so try to be flexible and budget for extra costs.



Volunteer Centre

Manager - Sheila Pilling
Development Officer - Connie Cryer
Development Officer - Stewart Dobson



Reimbursing vehicle mileage

HM Revenue and Customs (formerly the Inland Revenue) sets a rate for the reimbursement of driving expenses. They are set at a level to take into account depreciation and other running costs as well as fuel. This is a convenient method for volunteers and volunteer managers, because receipts and proof of expenditure don't need to be kept. Your volunteers just need to keep a record of their mileage.

HM Revenue and Customs approved mileage rates 2008-2009.

Cars and vans – 40p per mile for the first 10,000 miles, 25p per mile over 10,000.

Motorcycles – 24p per mile.

Bicycles – 20p per mile.

If volunteers would prefer not to be reimbursed at these rates, they can submit receipts for fuel and other driving costs and be reimbursed directly. This method involves more record-keeping over the tax year.

How to reimburse expenses

Stick to 'out-of-pocket' or actual expenses

It's extremely important to reimburse out-of-pocket expenses only. This means reimbursing against receipts and bus tickets etc. Some organisations prefer to pay a flat rate – e.g. £5 per day. While this might be simpler to administer in terms of paperwork, it can cause problems for both the organisation and its volunteers.

Problems with flat rate expenses

Volunteers in receipt of state benefits are entitled to receive out-of-pocket expenses only. Claimants receiving more than their actual expenses may lose part of their means tested benefit, and this may also call into question whether or not they are actually 'volunteering'.

Asylum seekers who volunteer are only allowed to receive out-of-pocket expenses. They must not be given something that would be regarded as income.

Money over and above out-of-pocket expenses is regarded as income by HM Revenue and Customs, and is therefore taxable. Note that the entire sum a volunteer received would be taxed, not just the portion above the actual expense. It is likely too that the organisation would have to put such volunteers through PAYE, as HM Revenue and Customs would treat such 'volunteers' as they would employees.

Local tax offices may in rare circumstances agree flat rates for volunteer expenses, but this would not prevent the payments being regarded as income for the purpose of state benefits. The flat rate expenses could also be regarded by a tribunal or similar body as payments forming part of a contract for work.

Expenses payments that exceed volunteers' actual costs may be regarded as a payment in return for the work they have carried out. This could be regarded as a contract by a tribunal or similar body, giving the volunteers the same rights as workers or employees – including the national minimum wage. This is a complex issue. For more information please refer to the guidance mentioned at the end of this document.



Volunteer Centre

Manager - Sheila Pilling
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Honoraria

Some organisations try to avoid the above problems by referring to payments to volunteers as 'honoraria'. While HM Revenue and Customs does accept genuine one-off payments as non-taxable gifts, such payments are likely to affect state benefits. If the honorarium is in any way expected it may also be regarded as a payment for work or services, and potentially affect the legal status of a volunteer. In any case, even for tax purposes, an honorarium should be a genuine one-off 'thank you' payment. If it is expected, hinted at or regularly given it would be treated as any other taxable income.

Use clear record-keeping

For all the above reasons it is important to reimburse out-of-pocket expenses only, which means asking volunteers to produce receipts and bus tickets etc. It makes sense to create a simple claim form that you can keep with copies of the documentation. A template expenses claim form is available in the 'Expenses and State Benefits' Theme of Volunteering England's Good Practice Bank.

Have volunteer-friendly procedures

Some organisations only reimburse expenses on a monthly basis. This might be easier for the organisation to manage, but it can be very difficult for people on low incomes to wait that long to be reimbursed. Volunteers should be able to claim back expenses as soon as possible. Also, it's generally much better for volunteers to receive their expenses as cash rather than a cheque. Some people do not have bank accounts, and in any case cheques can take a little while to clear. For this reason, your organisation should consider reimbursing expenses in advance. This is now permissible for volunteers on benefits under the Social Security Amendment (Volunteers) Regulations 2001. This was introduced to recognise that it can be difficult for a person on benefits to find the money for travel, food etc even if it is reimbursed later. Note that this is still reimbursement. Any unspent money should be returned, and evidence of the expenses should still be collected.

Encourage all volunteers to claim expenses

As mentioned earlier, some volunteers may feel that they do not need or even should not be offered expenses. Explain the equal opportunities issue – that not everyone can afford to write off costs incurred through volunteering. It's important that there is no stigma attached to claiming expenses, so it would be better if everyone put in a claim, even if they returned the sum as a donation. Another key reason for encouraging everyone to take their expenses is so that organisations have an accurate picture of volunteer costs for funders. These costs can then be used to build the evidence for future funding bids. This also serves as a reminder that whilst volunteers give their time for free, volunteering activity itself is not cost-free.

Taken from Volunteering England fact sheet



Make a Difference Day 2010

Make a Difference Day is a national event organised by CSV – Community Service Volunteers, and one of the largest volunteering events of the year.

The vinvolved Team and The Volunteer Centre Rochdale were delighted to be a part of Make a Difference Day on Friday 29th October 2010. CVS Rochdale worked closely with RMBC who funded all the equipment and lunches for the volunteers to make a difference in Kirkholt which is one of the deprived wards in the borough. Various groups who operate in that area where approached to see if we could arrange with them to “make a difference” in a day.

The projects involved were Kirkholt Community Centre, which is a main focal point for local residents, The People Print Project, Kirkholt youth base and Kirkholt Community Church.

The volunteers were split between the 3 projects to tackle their particular needs, they transformed the patio area of the community centre making it a bright and colourful recreation area to be enjoyed by visitors to the centre.



They also painted the interior of the Peopleprint Project building brilliant white to produce a great backdrop for when filming takes place.



Volunteers also worked hard to clear weeds, moss and litter from the Community Church’s car park and paths.

During breaks from the painting, weeding and general tidying the volunteers, with help from the Environmental Department of Rochdale Council, made bird feeders from coconut shells. These were donated to various groups including Hopwood Hall College, Redwood School and St. Vincent's Housing Association.

As the day ran so smoothly there was also time to clear the pathways at the Community Centre and plant bulbs under the main sign at the entrance to give a beautiful show of daffodils to visitors in the spring. Sony UK donated a couple of video cameras which were used to make a record of the activities throughout the day.

Sony UK also provided employee time to train our volunteers in their use. The cameras were much appreciated and will be used again for future events.

All volunteers who attended enjoyed lunch provided by RMBC in the Community Centre and worked really hard to make a real difference to the area, having fun along the way - all received a certificate of thanks.



V Manager Iram Taj
Youth Volunteer Development Officer - Rosamund Hayes
Youth Volunteer Development Officer - Kelly Dawson
vinvolved Administrative Officer - Hayley Greenhalgh

Towpath Tidy

British Waterways & Students from Hopwood Hall College

Students from Hopwood Hall College took part in volunteering on two separate days on the Rochdale canal. The weather stayed fine and all students enjoyed the experience. They have signed up for the prestigious v50 awards, given out once 50 hours of volunteer work has been undertaken.

They were involved in clearing the tow paths near to lock 64 and lock 57 not far from the Middleton Campus. Trees were trimmed and undergrowth cut back, some students got to grips with the build up of moss on the old cobbles near the lock gates.

Principal Derek O'Toole said: *"I'm delighted with the voluntary work that our students have completed; we are a local college, serving the local community and we encourage our staff and students to get involved and help our local community."*

The College is now hoping to take part in a British Waterways scheme to adopt a piece of local waterway for 1 year; students from the College would then work to improve their 1 mile stretch of the Rochdale canal for the benefit of all in the local community.



British Waterways & Students from Redwood School

Students from Redwood School took part in yet another volunteering event on the canal. This is the second group to volunteer from the school.

As before, work was done to cut back hedges and overgrown trees and the cobbled areas were cleared from weeds and vegetation. To mark the achievements of the fantastic work the students had done, the school organised a special event whereby 'Thank You' certificates were presented to each student.





CVSR Training Courses (Feb/March 2011)

Business Planning

This one day course explains what a business plan is, the process needed to develop one and what the plan should include and how it is used.

Friday 11th March, 10.00am - 4.00pm at Partnership House, CVS Rochdale

Funding & Full Cost Recovery

This is a one day workshop which outlines the importance of submitting a funding application that will hopefully be successful. It looks at using full cost recovery so that the applications are completed in a way that will meet the financial needs of your organisation.

Friday 25th March, 9:30am to 4:30pm at Partnership House, CVS Rochdale

Workforce Management & Development

This course outlines aspects of managing and developing employees, including training the best employees, ensuring they are high performers, dealing with performance issues & ensuring your personnel and management practices conform to various regulations.

Wednesday 9th February, 10.00am - 4.00pm

Workforce Planning & Recruitment

This course outlines workforce planning techniques to ensure that your organisation has sufficient employees at present and in the future. It also examines all aspects of successful and fair recruitment and selection practices.

Friday 11th February, 10.00am - 4.30pm at Partnership House, CVS Rochdale

To book a place on this training please contact Denise Lancashire on 01706 510825 or e-mail d.lancashire@cvsr.org.uk

Motivation & Retention of Volunteers

The course is designed to ensure that volunteer co-ordinators gain knowledge of how to make their volunteers feel valued, therefore are more likely to be motivated in their volunteering and remain with that organisation.

Wednesday 9th March, 9.30am-1.00pm at Partnership House, CVS Rochdale

To book a place on this training please contact the Volunteer Centre on 01706 510835 or e-mail vc.admin@cvsr.org.uk

NEW BOOKING POLICY FOR ALL CVSR TRAINING - CVS board of directors understand that organisations were having difficulties with paying the £25 deposit, as CVSR training courses are free of charge when people book and do not attend we incur unnecessary costs. CVSR are therefore implementing a new cancellation policy. In future organisations not turning up for training will be billed £25 administration charge, until you or your organisation pay this fee then your organisation will be ineligible to access CVS Rochdale training.



2011 Census - England expects!

In 1801, during the height of the Napoleonic wars the Government needed to know how many men were available to fight in the war against Napoleon Bonaparte's French Republic, and so a head count was arranged and the first national census in England was born.

With the exception of 1941 when WW2 interrupted proceedings the census has been taking place every 10 years with the next census taking place on Sunday 27th March 2011.

Sometime after 4th March 2011 the census questionnaire will be delivered to every residential address in every city, town and village in England and Wales. Under the Census Act 1920, the completion of the questionnaire is compulsory with a possibility of a fine of £1,000 for failing to complete and return the questionnaire.

However, a fine is no good to this borough, this borough like every other, receives government grants based on the amount of people living in it. For every person or family who fails to return the questionnaire, Rochdale Borough Council and its partners could lose tens of thousands of pounds of government grants - less money to spend on:

- Elderly care
- Our children's education
- Our social, leisure and communal amenities

But let's not dwell on the negative. If we all complete the questionnaire on Sunday 27th March 2011, not only will Rochdale Borough Council receive it's full entitlement of grants but the nation as a whole will be provided with a better picture of how the country looks regarding the age and gender of all the different cultures we have, the languages we may speak and how we identify ourselves. The Government will be able to plan for our future needs in housing, roads, even how much water we will require in the years ahead. The census is a rich source of information used by genealogist to research family history and academics use it to study trends.

In order to make 2011 Census a success, the Office of National Statistics (ONS) are trying some new ideas:

- The questionnaire, with sufficient forms for six persons will be delivered to your home by Royal Mail
- You can return the questionnaire by pre-paid envelope having completed it on Sunday 27th March 2011
- Alternatively, you can complete the questionnaire on-line

The questionnaire is required to be answered in English and there are support documents available in audio, braille, and large print as well as translation guidelines in 58 different languages to help people complete the questionnaire. In addition to this, at the time of the census there will be about 110 people in the borough employed by ONS who will be available for help, support and guidance. Hopefully, there will also be many more volunteers willing to help those who might have difficulty in completing the form.

The census will ask questions about you, your family and your home which you may consider sensitive information and you might worry about who sees this information, what happens to it and what ONS do with the information. The ONS are well aware of these concerns and take the confidentiality and security of the information very seriously. In order to allay any fears the ONS assure the following:

- No personal information, i.e. names is released for 100 years.
- Information is not shared with any government departments, i.e. UKBA, Home Office, DWP
- No information is sent out of the UK
- All staff are vetted and signed up to a confidentiality agreement.
- All computer systems are secure and reviewed by security experts

So, just as in the war against Napoleon, on Sunday 27th March 2011 England expects every man and woman to do their duty, to complete the questionnaire and help tomorrow take shape.

You can find out more about the 2011 Census by visiting www.census.gov.uk or get in touch with our local 2011 Census team on 01706 924302 or statistics@rochdale.gov.uk.



CVS Rochdale's Mission

“To work with voluntary, community and faith sector organisations to enhance the quality of life for people within the Borough of Rochdale by promoting, supporting and developing voluntary and community sector activity.”



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