## Quality Assurance Monitoring 2007/2008

**Organisation:** CVS Hounslow

<table>
<thead>
<tr>
<th>Category</th>
<th>Met</th>
<th>Part met</th>
<th>Not met</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>EW Note 2005/6 report</td>
<td></td>
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<tr>
<td>Achievement Work Programme:</td>
<td>✓</td>
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<tr>
<td>Quantitative outcomes:</td>
<td>✓</td>
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<tr>
<td>Qualitative outcomes:</td>
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<tr>
<td>Client access to services:</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>Ground floor area only</td>
</tr>
<tr>
<td>Management Committee:</td>
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</tr>
<tr>
<td>Balanced Representation</td>
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<td></td>
<td>Skills audit undertaken</td>
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<tr>
<td>Training</td>
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<tr>
<td>Client group rep.</td>
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<tr>
<td>Staff:</td>
<td></td>
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<td>Will be implemented 2008</td>
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<tr>
<td>Formal Appraisal System</td>
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<tr>
<td>Training/Development</td>
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<tr>
<td>Use of volunteers</td>
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<tr>
<td>Client Confidentiality:</td>
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<tr>
<td>Service Users consulted:</td>
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<td>Annual user satisfaction survey</td>
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<td>Adequate Insurance Cover:</td>
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<td>Health and Safety:</td>
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<td>Risk Assessment Undertaken</td>
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<tr>
<td>Fund-raising Strategy:</td>
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<td>Monitoring/Evaluation records:</td>
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<td>Race Relations Amendment Act 2000:</td>
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<td>Complaints procedure:</td>
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<td>Section 17 Crime and Disorder Act 1998</td>
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<td>Quality Assurance System</td>
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<td>Level 3 of PQASSO achieved</td>
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<td>Business Plan:</td>
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<td>2008-2011</td>
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<tr>
<td>Conditions of Grant fulfilled</td>
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Officer Comments:

Hounslow Voluntary Sector Forum changed its name to CVS Hounslow by Special Resolution at the Annual General Meeting in February 2007

CVS’s aims are:
* to build the capacity of voluntary/community organisations in Hounslow
* to increase communication and understanding between the VCS and the statutory sector.
* to empower the VCs to draw down appropriate funding.
* to enable the VCs to improve its governance structure.
* to enable organisations to gain greater access to information.
* to increase provision of activities that encourage community cohesion.

CVS Hounslow has a staff of 2 full-time and 5 part-time workers. The full-time workers are West London network staff based at the CVS.

CVS HOUNSLOW

Aims: To promote and support community and voluntary sector development in the London Borough of Hounslow and to facilitate the development of a well informed, well trained, socially inclusive, professional and appropriately funded voluntary sector that is responsive to the needs of local people.

Nos. in Hounslow benefit from activities: 190 member organisations and the users of these organisations.

Staff Numbers (F/T - P/T): 2 full-time, 5 part-time and 1 volunteer

Rent Subsidy: £ No

Grants (LBH) – 2007/2008: £15,000

Purpose of Grant: Contribution towards running costs

1.0 BACKGROUND

1.1 Hounslow Voluntary Sector Forum (HVSF) was formed in April 1994, and is both a registered charity and a company limited by guarantee. The organisation changed its name to CVS Hounslow in February 2007.

1.2 The Forum is affiliated to the London Voluntary Service Council, the National Association of Councils for Voluntary Service and the National Council for Voluntary Organisations.

2.0 MANAGEMENT AND EMPLOYMENT PRACTICE

2.1 The executive committee of 9 members was elected in February 2007 from among the Forum’s membership and represent different areas of voluntary activity in the Borough. All committee members manage or work in voluntary groups in Hounslow. Committee meetings take place every 6 - 8 weeks. The Head of Community Development and Regeneration Unit, London Borough of Hounslow, attends meetings.
2.2 Staff
1 part-time interim director (28 hours per week)
1 part-time development officer
1 part-time training officer (35 hours per week)
1 part-time admin. officer (10 hours per week)
1 part-time finance officer (3.5 hours per week)

2.2.1 A full-time director and development officer of the West London Network are based at the CVS. Posts funded by London Councils and Capacity Builders. WLN is a sub-regional partnership of six borough CVS and 12 voluntary organisations representing area and issue based groups.

2.3 Health and Safety
HVSF has contents, public liability, employer's liability and professional indemnity insurance cover.

2.4 Fire precautions were last inspected May 2007.

3.0 LEVEL AND QUALITY SERVICE
3.1 The organisation provides:
- use of resources to member groups in Hounslow
- support and advice to voluntary groups on project development, fund-raising; management; constitutions; charitable status; trustee responsibilities; business plans, financial management and equal opportunities policies. Some groups require more in-depth work than others.
- training courses tailored to the needs of small community groups;
- a regular bi-monthly informative newsletter on subjects relevant to the local voluntary sector, which also includes leaflets and relevant information from other organisations;
- representing the voluntary sector at a strategic level with local politicians and chief officers from the voluntary and statutory sectors;

Co-ordinating involvement of the voluntary sector and community groups in community partnership initiatives with the statutory and private sectors in areas that include health, community safety and regeneration;
- encourages networking between voluntary groups, appropriate partnerships and capacity building.
3.2 HVSF develops networks and partnerships between public/private bodies and with the statutory and private sectors, which attract external funding to the Borough. Current projects include
- Local Strategic Partnership
- Government Office for London ‘Capacity Builders’ Programme
- Local Strategic Partnership
- Compact with the London Borough of Hounslow
- Children's Fund Partnership Board
- Mental Health Manager's Group
- Health and Social Care Partnership
- West London Network Steering Group
- Community Plan Working Group
- Community Accountancy Self Help Project (CASH)
- Community Cohesion Steering Group
- Community Safety Partnership Board

3.3 CVS worked in partnership with the Council to develop a local Compact in 2000. The Compact is reviewed regularly, most recently in 2007 and authorised by the Local Strategic Partnership in September 2007.

3.4 CVS' Business Plan 2008-2011 has four main strands: a comprehensive training programme for the VCS in Hounslow; capacity building with Black and Ethnic Minority Refugee organisations and helping groups from disadvantaged white communities in Feltham, the West of the Borough; representing the VCS at a range of partnerships; and monitoring and evaluation of all projects. The Plan includes a new post of a community cohesion officer to work with white communities in Feltham.

4.0 QUALITY ASSURANCE

4.1 HVSF has implemented PQASSO (Practical Quality Assurance System for Small Organisations) to Level Three. The CVS’s development officer is a qualified PQASSO mentor and supports voluntary organisations to implement PQASSO.

5.0 EQUAL OPPORTUNITIES

5.1 The Forum has an equal opportunities policy, which is displayed in the office, is included in the organisation’s information pack and appears in the newsletters.

6.0 SECTION 17 OF THE CRIME AND DISORDER ACT 1998

6.1 HVSF has contributed to the reduction of crime and disorder in the Borough by being represented on the Community Safety Partnership Board. HVSF prioritises the relevance of community safety issues in its work with voluntary sector groups.

7.0 FINANCIAL ISSUES

7.1 The Council awarded a corporate grant of £15,000 to HVSF in 2007/2008.
LB Hounslow Housing and Community Services £12,500 (2007/08).

7.2 Fund-raising
- Home office Capacity Builders £60,000 (2007/08)
- Thames Community Foundation £2,000 (2007/08)
- Learning and Skills Council £6,000 (2007/08)
- London Councils £21,852 (2007/08) for West London Network Project
7.3 CVSH together with other voluntary community groups works to access external funding sources to ensure the sustainability of their organisations. In 2007/08 CVSH was granted additional Capacity builders money; and had also reached the second stage of the BASIS Big Lottery Fund at the time of the monitoring visit in November 2007. The application was for 62% of the organisation’s running costs to deliver a new business plan 2008-2011. If the bid is successful it is unlikely to take effect until 2008.

7.4 Premises
The group occupies 1,000 square feet of modern office space with an accessible mini resource centre.

8.0 COMMENTS OF THE ACTING DIRECTOR OF FINANCE

8.1 The Acting Director of Finance confirms that this organisation has been allocated the following grants by the Council in 2007/08: £15,000 of corporate grant. £12,500 from LBH Housing and Community Services. The organisation’s audited accounts for 2006/07 show reserves of £181,243 at 31 March 2007, of which £116,385 is West London Network’s, a decrease of £14,490 on the previous year. Of these reserves £141,307 are restricted, of which £79,569 is West London Network’s and £39,571 is designated funds for running costs of which £36,816 is West London Network’s. Excluding the grants received from the Council a further £251,186 of income was received in 2006/07 in the form of donations, other grants and interest, of which £157,131 is West London Network’s.

9.0 DIRECTOR OF LEGAL SERVICES COMMENTS

9.1 The Council has statutory powers to provide financial assistance under the provision of the Local Government Act 2000 (Section 2).