

National Hubs

Improving support for the voluntary and community sector

The essential guide to our services
and support for charities

SIGN UP FOR FREE HELP AND INFORMATION



National Hubs

Improving support for the voluntary and community sector

The essential guide to our services
and support for charities

CONTENTS

Introduction	4
Finance Hub	6
Governance Hub	8
ICT Hub	10
Performance Hub	12
UK Workforce Hub	14
Volunteering Hub	16
Key words	18
Sign up	Inside back cover

Editorial

Editor: Richard Piper, richard.piper@performancehub.org.uk

Contributors: Sarah Young and Penny Lambert (Finance Hub), Jolanta Lasota (Governance Hub), Michelle Edmunson (ICT Hub), Julie Pottinger (Performance Hub), Della Davis (UK Workforce Hub), Chris Penberthy (Volunteering Hub).

Merry-go-round photograph: Iain McDonnell

Designed and produced by Public Life, www.publiclife.co.uk

Legal notices

Every effort has been made to ensure that the information in this document is accurate. However, the National Hubs, their accountable bodies and lead partners accept no responsibility for any errors, nor for any issues that might arise from use of the information provided. Copyright: NCVO 2006.

How we can help you succeed

We guarantee that using our services will benefit your charity and the cause it is fighting for.

We don't know much about your charity or organisation. Not yet.

But we imagine that you are working hard to change something about the world. And we guess you are fighting for your cause while facing a range of challenges.

These may include:

- getting funding
- finding, keeping and managing volunteers
- managing and developing staff
- understanding your purpose and tracking your achievements
- making good decisions and having good senior staff and trustees
- making good use of computers and other information technologies

If you face any of these challenges, we can help.

Who are we?

We are a group of six national partnerships – called *national hubs* – that offer free services, information and support on these six topic areas to charities like yours. We are charities and voluntary organisations ourselves and each of us is committed to helping you stay true to your cause; helping you make improvements where needed and helping you achieve more.

Each hub is a partnership that combines the expertise and knowledge of a range of support agencies. We aim to offer the best available national support on each topic. We are funded through a ten year Government initiative called ChangeUp. This aims to increase the quality and quantity of advice and support that is available to voluntary and community organisations, which includes charities, community groups and social enterprises.

Between us we offer a great range of **free** services and support. Using our services will benefit your charity, its work and the cause it is fighting for. We guarantee it.

What is this guide?

We want you to know how to get the most out of what we offer. This guide is the essential introduction to the six national hubs.

We are always developing and improving our services to better meet your needs. So this is not a complete guide to all our services, support, advice and information. But it is a great introduction and an opportunity to stay in touch.

Why is signing up so important?

Most importantly, this guide lets you **sign up to receive free updates and information** from all the hubs, or just the hubs you are most interested in. Signing up means you won't be one of those charities that's left behind. Instead you'll have access to the best information, advice and support available.

We've invested in producing this guide in order to reach you. We've done this because we believe in what you're trying to do. We're also convinced about the value and relevance of our services. Please sign up so that we don't lose touch with you.

Share the benefits

Signing up is so valuable that we have included two FREEPOST sign up cards at the back of this guide so that you can pass them on to friends and colleagues. You can also sign up online at www.hubs.org.uk – so please pass this information on to anyone you know who might benefit.

This guide is the essential introduction to the six national hubs.

BENEFITS OF OUR WORK

Many VCOs are unaware of the different financing options available and their relevance. The funding and financing world is a large, overgrown and confusing forest. One of the key objectives of the Finance Hub is to help organisations find their way through the forest.

Researching gaps and planning ahead

We commissioned an extensive programme of market research in our first year to identify gaps in provision or variance in service uptake.

Responding to sector needs

This research informs planning for a range of pilot services to share learning including toolkits, training and a comprehensive website.

Raising awareness

The research also informs the way in which we will seek to positively influence the policy and practices of funders and other policy makers.

Who can benefit?

We aim to work with:

- frontline and infrastructure in the sector, including social enterprise
- policy makers and funders
- private sector
- public sector.

In particular, we are committed to ensuring that our programme is accessible to BME, rural, faith, disability and other diverse groups.

The Finance Hub aims to enable voluntary and community organisations (VCOs) to be effective and independent because they are financially sustainable.

About the hub

The hub is a consortium of organisations representing a broad range of VCO expertise, in areas relating to grant aid, other sources of finance, procurement and income generation.

We work with and for the sector to build on existing expertise and develop capacity, by:

- researching and filling in gaps in resources, information or support
- positively influencing the policy and practices of funders and other policy makers.

Many VCOs are unaware of the different financing options available and their relevance.

How we can help you

Frontline

For information on our plans and how to participate, visit our website www.financehub.org.uk

Services and support that we will be offering include:

- signposting organisations to relevant information
- an information pack for new/small organisations
- networking of funding advisers
- an interactive toolkit on funding
- support for community accountancy
- pilot training for funding advisers
- policy and advocacy on behalf of BME organisations.

Infrastructure and support

For information on our plans and how to participate, visit our website www.financehub.org.uk

We are offering the same services and support to infrastructure and support organisations as to frontline organisations.

Others

For information on our plans and how to participate, visit our website www.financehub.org.uk

Our first year programme was based on mapping out what is already in existence in England. From this work we will be working closely with funders and policy makers on issues such as BME policy and advocacy work. We will also be offering services and support for local authorities on asset transfer and support for funding/funders' forums.

How the hub is run

The accountable body is Charities Aid Foundation (CAF), registered charity number 268369.

The hub is a consortium involving 18 partners with a broad range of expertise:

- Action with Communities in Rural England
- Association of Charitable Foundations
- Association of Chief Executives of Voluntary Organisations
- Can-online
- Charities Aid Foundation
- Charity Finance Directors Group
- Community Development Finance Association
- Community Foundations Network
- Development Trusts Association
- Directory of Social Change
- Funderfinder
- Institute of Fundraising
- National Association for Voluntary and Community Action
- NCVO's Sustainable Funding Project
- New Philanthropy Capital
- Social Enterprise Coalition
- South Yorkshire Funding Advice Bureau
- Voice East Midlands

CONTACTS

Email

financehub@cafonline.org

Web

www.financehub.org.uk

Delivery team

Catherine Moloney Hub Administrator
020 7832 3016

Postal address

The Finance Hub, Charities Aid Foundation, St Andrews House, 18-20 St Andrew Street, London EC4A 3AY

BENEFITS OF OUR WORK

"An ideal charity board is dynamic and has the right mix of skills. It embraces healthy debate by bringing people from a range of ages, backgrounds, skills and experiences to the table. A diverse trustee board is a firm foundation for an efficient and effective charity." Tess Woodcraft, Commissioner, Charity Commission

"Being a charity trustee is a fantastic opportunity to make a real difference to a cause you care about. Everyone has skills and experiences that could be useful to charities – from marketing skills to understanding the mental health system or simply knowing your local area well." Dame Anita Roddick, Founder of the Body Shop

Who can benefit?

The Governance Hub is here to help anyone involved, or considering getting involved, in the governance of VCOs. We provide support to:

- **individuals** including trustees, chairs, staff working in VCOs and members of the public who are interested in becoming trustees
- **organisations** including VCOs and infrastructure.

Good governance is key to the health and success of an organisation.

The Governance Hub aims to lead and facilitate initiatives that enable a significant improvement in the quality of governance of voluntary and community organisations (VCOs) in England. We focus efforts at national, regional and local levels.

All our initiatives respond to specific needs identified in the sector, through ChangeUp and in other previous research.

About the hub

Good governance is key to the health and success of an organisation. It is high on the agenda in all sectors – public, private and voluntary. As VCOs working for public benefit, we are increasingly held accountable for our outcomes and expected to demonstrate how well we are governed.

Quite simply, the Governance Hub champions good governance and aims to:

- increase the **supply of trustees** or board members
- enhance the **knowledge and skills** of trustees or board members
- increase the **governance capacity** of organisations to deliver their missions.

We recognise that all boards are unique. For this reason, we are presenting pathways and options for governance improvement, rather than imposing inflexible models or standards.

How we can help you

Frontline

The Governance Hub helps frontline organisations by:

- identifying their **needs** through research and advisory groups
- disseminating **standards** developed in partnership with others to improve the quality of governance. The Code of Governance aims to help boards work more efficiently. The National Occupational Standards for Trustees and Management Committee

Members aim to enable trustees to develop the appropriate skills to fulfil their role successfully

- providing **support** via the telephone helpline, website, training and numerous other learning and support schemes
- **recruiting** new trustees via a public campaign that will take place in Autumn 2006. Our Pocket Guide to Trustee Recruitment is a useful guide in this area.

Infrastructure and support

The hub works with and for infrastructure organisations to support them in their work with frontline organisations and individuals.

To date over 60 partners are working with the hub to deliver its services across all nine English regions. These partners have become involved via our groups, commissioning process and partnership programme. We are keen to hear from and involve infrastructure organisations in our future work to make the greatest possible impact on the sector.

Individuals – how we help them get on board

Smaller organisations are often happy for any of their volunteers, stakeholders or beneficiaries to play a more active role in helping to run their organisation. For larger organisations, there tends to be a formal interview, followed by an induction.

There are a number of organisations that you can contact if you are considering becoming a trustee. The Governance Hub can put you in touch with them. Please contact our helpline or visit our website www.governancehub.org.uk. We also have a host of resources and tools for existing trustees, with a range of experience.

How the hub is run

The Governance Hub is a partnership of eight umbrella organisations: acevo, bassac, BTEG, Charity Trustee Networks, East Cornwall CVS, NAVCA, NCVO, and Volunteering England. We have an independent Chair, Gill Edelman. The accountable body is NCVO, charity number 225922.

Advisory Group

This group meets quarterly and provides advice, guidance, information and expertise to help shape the hub's plans. It also reviews the hub's activities. Members include representatives of volunteering, rural, BME, faith, social enterprise, and public sector organisations; funders; the private, public and academic sectors and regional and sub regional bodies.

Reference Group

This group consists of individuals and organisations from the sector with a specific interest in governance. It receives regular email reports on the Governance Hub's work and plans for their feedback and input. Everyone is welcome to join.

CONTACTS

HelpDesk

Call our helpline on 0800 652 4886. It is available from 9am to 9pm Monday to Friday and 9am to 1pm on Saturdays.

Web

www.governancehub.org.uk

Email

governance.hub@ncvo-vol.org.uk

Postal address

Governance Hub, c/o NCVO, Regent's Wharf, 8 All Saints Street, London, N1 9RL

BENEFITS OF OUR WORK

Well managed ICT can help you:

- save money, time and resources
- communicate with people more quickly and easily
- manage information
- provide services in more innovative ways

To help achieve these benefits, the hub encourages VCOs to develop robust ICT strategies and operate effective ICT based operations.

Who can benefit?

The ICT Hub has developed a range of resources, addressing different levels of skills and knowledge, for two key audiences:

- frontline organisations
- ICT support workers

We also have resources for funders, corporate organisations, policy makers, infrastructure organisations and circuit riders.

Well managed Information and Communications Technology (ICT) can save time and money – and increase innovation.

The ICT Hub's mission is to create a sustainable environment within which voluntary and community sector organisations can practically take steps to use and benefit from ICT, supported at a local level.

About the hub

The ICT Hub is a partnership of national voluntary and community organisations (VCOs) who provide a range of services to help organisations in the voluntary and community sector benefit from ICT.

The hub is focusing on:

- raising **awareness** of the strategic benefits of ICT
- improving the ICT **funding and procurement** environment
- building appropriate models of **ICT support** at a local level

The ICT Hub is working with:

- funders to improve the funding of ICT
- the corporate sector to increase the availability of relevant and affordable products and services
- policy makers to highlight the advantages ICT can bring to VCOs

How we can help you

Frontline

Through our website, we provide **information** on key aspects of ICT including:

- accessibility
- databases
- websites
- how to manage ICT
- how to find help from volunteers or circuit riders

We have a series of no cost or low cost **events** on a variety of topics. These provide practical hints and tips you can take away and implement in your organisation.

Our **HelpDesk** can help you with a range of queries. It can offer details of events, explain how to access our resources and signpost you to local support.

We have a **free monthly newsletter**. This provides news, event details and information on new developments in ICT and highlights resources.

We are developing a range of **free publications** covering topics such as: 'How to cost and fund ICT' and 'How to make an accessible website'.

Infrastructure and support

Our website, HelpDesk and newsletter are useful to you. In addition we are working with infrastructure organisations by:

- hosting **regional network meetings** with similar organisations
- identifying local projects to make a **suppliers directory** of local support
- working in partnership to organise **regional conferences**
- offering an **exchange scheme** so you can learn from another organisation.

Others

We are working with **funders** to educate them about the total amount of funding needed to fund ICT appropriately, along with other ways that they can improve.

We are working with **the corporate sector** to highlight the importance of ICT for VCOs. They can help VCOs by providing discounted products and services, donated computers and skilled volunteers, among other things.

We are providing a series of events with **circuit riders**. These events promote the circuit rider method of service delivery to managers and leaders of small organisations.

They also give circuit riders the opportunity to meet, share knowledge and develop resources.

How the hub is run

The National Council for Voluntary Organisations (NCVO) is the accountable body for the ICT Hub registered charity number 225922.

The hub is a partnership consisting of:

- AbilityNet
- iT4Communities
- London Advice Services Alliance (LASA)
- National Association for Voluntary and Community Action (NAVCA)
- NCVO.

Each of the partner organisations is represented on the Project Steering Group, which is responsible for taking managerial decisions.

The hub has three commissioned delivery partners: Media Trust, National Computing Centre and Community Sector Coalition.

An Advisory Group meets quarterly. It consists of nearly 30 VCOs, including rural and BME representatives.

CONTACTS

HelpDesk

Telephone 0800 652 4737 or
email helpdesk@icthub.org.uk.
Lines are open 9am to 6pm
Monday to Friday.

Web

www.icthub.org.uk

Delivery team

Hub Administrator
ictresources@icthub.org.uk
020 7520 2509

Postal address

ICT Hub, NCVO, Regent's
Wharf, 8 All Saints Street,
London N1 9RL

BENEFITS OF OUR WORK

Assessing and reviewing performance can help your organisation:

- stay focused on its mission
- meet or exceed aims and objectives
- plan for the future
- identify and manage risk
- improve efficiency
- motivate staff and volunteers
- increase engagement with stakeholders

Who can benefit?

The hub offers products and services for:

- frontline third sector organisations
- infrastructure organisations who support the frontline to improve their performance
- funders

We are keen to reach all parts of the sector, especially BME, rural, faith and other diverse groups

Performance improvement can help your organisation meet or exceed its aims.

The Performance Hub works to help third sector organisations achieve more.

Our vision is of third sector organisations, including charities, voluntary organisations, social enterprises and community groups, having a positive impact upon the lives of millions because they are performing excellently.

Our overall aim is to increase the ability of these organisations to achieve their missions by placing performance improvement at the heart of the sector.

About the hub

There are a number of approaches to performance, including

- strategic planning (thinking ahead)
- monitoring and evaluation (tracking progress)
- quality assurance
- benchmarking (sharing learning)

We aim to:

- increase understanding of and ability to use performance improvement approaches
- increase the quantity and quality of support available locally, regionally and nationally
- develop a more relevant and effective knowledge base
- develop a more supportive funding and policy environment for the sector.

How we can help you

Frontline

Website

Use our website to find out about the different approaches, access resources and find further support www.performancehub.org.uk

Publications

Access practical publications and case studies at www.performancehub.org.uk/publications

Events

Our events programme includes conferences, seminars and workshops.

See www.performancehub.org.uk/events for details.

Free phone helpline

Call our advisers for information on performance improvement, the hub's services and where to go for further support: 0800 652 5787.

Free quarterly magazine *Achieve More*

Our magazine provides practical knowledge to help your organisation make more of a difference. To subscribe, join the Active Network at www.performancehub.org.uk/signup

Infrastructure and support

See www.performancehub.org.uk/givingsupport for more information on the resources outlined below.

Free regional training courses

We offer training in all nine English regions. Our courses are suitable for those who have limited experience of supporting organisations to improve their performance.

Action learning sets

Meet regularly with a group of peers to find joint solutions to issues you are facing.

Visits programme

Visit, or host, another infrastructure organisation and learn from each other what works. The hub can match you with an appropriate organisation and help fund costs.

E-community

Debate issues, raise questions and share ideas with your peers around the country online. Join at www.performancehub.org.uk/e-community

Others

Funders

We offer good practice guidelines, case studies and workshops on how to make your money do more by funding third sector organisations to improve their performance.

How the hub is run

Charities Evaluation Services (CES) is the accountable body, while CES and the National Council for Voluntary Organisations (NCVO) are joint lead partners. CES charity no. 803602.

The Partners Group is chaired by Eric Appleby and oversees strategy. The partners combine expertise in performance and represent sector diversity. They include: Advice UK, BASSAC, Black Development Agency, BTEG, CES, East of England Development Agency, Homeless Link, NACVA, NCVO, New Economics Foundation, Quartet Community Foundation.

CONTACTS

Helpline

Freephone: 0800 652 5787

Textphone: 0800 01 88 111 (minicom)

Email: helpline@performancehub.org.uk

(Open Monday to Friday, 9am to 6pm)

Web

www.performancehub.org.uk

Active Network

Kate Damiral, Administrator

020 7520 2540

kate.damiral@performancehub.org.uk

performancehub.org.uk

Postal address

Performance Hub,
4 Coldbath Square,
London, EC1R 5HL

BENEFITS OF OUR WORK

Working and volunteering
Working For A Charity offers courses and information for people interested in working or volunteering.

Skills development
We provide information on training and qualifications, as well as other types of learning such as coaching, networking, action learning and learning by doing. We work with learning providers, training providers and funders to help them meet the needs of our sector.

Good employment practice
Our publications, networks and online resources give advice on best practice and provide information on how to comply with employment legislation. They also offer the chance to share information and suggestions with other organisations facing similar issues.

Leadership
The Third Sector Leadership Centre supports leaders and provides them with easier access to leadership development tools and resources.

Who can benefit?

- Voluntary and community organisations
- Advisers in sector support organisations (These include: generalist organisations such as Councils for Voluntary Service, Rural Community Councils and Volunteer Bureaux; and specialists that support specific communities such as BME and faith based groups.)
- Potential recruits who are currently outside the sector (including young people starting their careers, career changers and prospective volunteers and trustees)

The UK Workforce Hub helps organisations to attract, develop and keep the staff, volunteers and trustees they need to fulfil their missions and make a positive difference to society.

About the hub

The UK Workforce Hub aims to lead and facilitate action that helps voluntary and community organisations to:

- Be great places to work and volunteer
- Be better employers
- Embrace a culture of learning and development.

We are working to:

1. Encourage **more people** to come and work or volunteer in the sector
2. Ensure people in the sector have the **skills** they need to do their jobs well
3. Encourage and support organisations to be **better employers**
4. Enable people to develop **leadership** and management skills.

Providing a great environment to work and volunteer, encouraging learning and managing people well can help your organisation fulfil its mission.

How we can help you

Frontline

- Our website and freephone helpdesk offer news, information and links on learning skills and employment issues.
- Our 20 day placement scheme matches volunteers (usually career changers) to organisations to carry out many types of project. www.wfac.org.uk See the 'Work placement' area.
- Training courses for paid and voluntary workers new to the sector. See the 'Training' section on www.wfac.org.uk
- Publications and free online factsheets on good employment practice. See 'Human resources and employment practice'.
- Three free networks: Personnel Network, Diversity Forum, Charity Trainers' Network helping voluntary and community organisations to share knowledge and expertise. See 'Networks' on our website.
- Our information and research can be useful when developing funding bids.

Infrastructure and support

Many of the services above will also be useful to infrastructure organisations. In addition

- we fund the SKILD project which provides learning and training for development workers in infrastructure organisations. www.skild.org.uk
- we have a forum for regional workforce development staff to share information and assist communications.
- the regional pages on our website provide information and links in your region.
- we are developing mini-sites on Learning and Skills Councils and Sector Skills Councils.
- our information and research can help support organisations identify future training needs and issues.

Others

- Training for individuals wishing to enter the sector as paid workers or as trustees. See www.workingforacharity.org.uk
- Links and signposting to other careers information: www.workingforacharity.org.uk
- *Working for a better world* a publication for young people considering a career in the sector.
- National Occupational Standards (NOS) for trustees, which set out the role and responsibilities trusteeship entails. See our website for more.
- Signposting and information for leaders in voluntary and community organisations. www.thirdsectorleadership.org.uk from July 06.
- Information about voluntary sector qualifications, which you can find under 'Learning and skills' on www.ukworkforcehub.org.uk
- National Occupational Standards (NOS) for managers of volunteers and fundraisers and information on other relevant NOS (such as child care, management and administration). See our website for more information.

How the hub is run

NCVO is the accountable body for the hub, registered charity number 225922. The Third Sector Leadership Centre is based at Henley Management College. The hub is hosted by WCVA, SCVO and NICVA in Wales, Scotland and Northern Ireland.

Our work is guided by our England Committee. Members are drawn from local, regional and national support organisations as well as frontline voluntary organisations. They represent a range of interests and perspectives. For more information see the 'About us' section on our website.

CONTACTS

Helpline

0800 652 6737
help@ukworkforcehub.org.uk

Web

www.ukworkforcehub.org.uk
www.workingforacharity.org.uk
www.thirdsectorleadership.org.uk
(from July 06)

Postal address

UK Workforce Hub,
NCVO, Regents
Wharf, 8 All Saints
Street, London N1 9RL

Third Sector Leadership

Centre, Henley Management
College, Greenlands, Henley
on Thames, Oxfordshire,
RG9 3AU

BENEFITS OF OUR WORK

Volunteering is a gift of time freely given by individuals that plays a vital part in the life of our communities.

Volunteers tell us that they want to be treated with respect and appreciated for what they do. They also say that they do not want to waste their effort, and so want appropriate management, without feeling that they are still at work.

Making sure that your organisation delivers on its objectives at the same time as meeting the expectations and needs of volunteers can be difficult. The hub is working with a range of organisations to develop resources for people who manage volunteers.

Who can benefit from our services?

- People who manage volunteers
- People who work for infrastructure, such as Volunteer Centres
- Policy makers interested in the future of volunteering
- People within companies or organisations who are responsible for corporate social responsibility and employer supported volunteering schemes.

Delivering on your objectives while managing volunteers can be difficult. With our partners we are providing resources and support.

The Volunteering Hub wants more people to volunteer. We want those who do to be more diverse and to come from all parts of society. All volunteers should be well managed and supported, so that they remain committed and motivated, and continue volunteering.

We work with infrastructure organisations, especially Volunteer Centres, to support this mission.

About the hub

Our main areas of activity are:

1. Information, good practice and management development
Continuing the sector's excellent work in this area, we want to bring clarity, cohesion and consistency.
2. Modernising support
We are building on existing work to create a support infrastructure that is lean, robust and securely funded locally, regionally and nationally.
3. Management
We hope to involve all parts of the voluntary and community sector in the work of the hub, particularly under-represented communities and groups.

How we can help you

Frontline charities and groups

Good practice

Good practice materials are available online at www.volunteering.org.uk/goodpractice or contact the Volunteering England information team at information@volunteeringengland.org or on 0800 028 3304 (Monday-Friday, 9.30-5.30).

Support programmes

We are developing a range of support programmes for people who manage volunteers. Whether you are interested in

joining a free Learning Loop, accessing training or seeking accreditation there is probably something for you.

To see what is currently available visit www.volunteering.org.uk/evmp or contact Emily Lomax at emily.lomax@volunteeringengland.org.uk or on 020 7520 8958.

Risk management

People worry about risk and insurance when involving volunteers. Their fears include increases in insurance premiums for their organisations or negligence claims against volunteers.

We have researched the extent of the problem and will be making available good practice guidance for organisations that involve volunteers, as well as the insurance industry. See www.volunteering.org.uk/risk or contact the Volunteering England information team.

Infrastructure and support

Volunteer Centres

Volunteer Centres are all independent local charities, forming an England-wide network supporting people and organisations that manage volunteers. The hub is developing training for Volunteer Centre Managers. We are researching the impact of Volunteer Centres, and are developing a funding framework for them.

Volunteer recruitment

Volunteer Centres match potential volunteers to available opportunities. The hub is promoting this work and will run a marketing campaign for new volunteers in late 2006. We are also working with www.do-it.org.uk to encourage more people to volunteer. For information, contact your local

Volunteer Centre, which is listed in your local Thompson's Directory, or see www.volunteering.org.uk/finder. People who want to volunteer can contact their local Volunteer Centre or visit www.do-it.org.uk.

Policy

We cannot remember a time when volunteering has been so prominent in policy making. The hub is sponsoring the Commission on the Future of Volunteering established by the England Volunteering Development Council. The Commission is looking at volunteering in all sectors, not just the charity sector. It will look at specific issues relating to hard to reach groups, including faith, rural and black and minority communities. The Commission is committed to ensuring that "volunteers are kept at the heart of volunteering".

The Commission will listen to a wide range of opinion and wants to hear from both volunteers and people who manage them. To find out more visit www.volcomm.org.uk, email admin@volcomm.org.uk or call Louise Norgate on 0121 633 5538.

How the hub is run

The accountable body for the Volunteering Hub is Volunteering England, registered charity number 1102770. The England Volunteering Development Council acts as our Advisory Group. To find out who sits on the Council nationally and in the regions, and to view Council papers see www.volunteering.org.uk/evdc.

Decisions about our work are made by the Volunteering Hub Scrutiny Committee. For information see www.volunteering.org.uk/scrutiny.

CONTACTS

HelpDesk
Helpline number
0800 028 3304

Web
www.volunteering.org.uk/hub

Email
volunteeringhub@volunteeringengland.org.uk

Postal address
Volunteering Hub, 4th Floor
New Oxford House, 16
Waterloo Street, Birmingham
B2 5UG.

Key words

Action learning

This is a process that occurs in a group called a 'set' which meets regularly to support each other in learning. The focus is both on the learning we do, which should lead to action, and the actions we take, which should lead to learning. The primary role of the action learning set is to help each set member to learn from finding solutions to their own problems.

Benchmarking

Learning more about your results or processes by comparing with other organisations or projects.

Circuit riders

Circuit riders are mobile technology development and support workers, each of whom supports a caseload of organisations.

Coaching

This is a one-to-one relationship which helps the individual to increase effectiveness through focused learning.

Evaluation

Using information from monitoring and elsewhere to judge the performance of an organisation or project.

Frontline

These are organisations within the voluntary and community sector that provide services directly to individuals or the community.

ICT

Short for Information and Communications Technology. This covers a wide range of computer-based tools, including databases and the internet.

Infrastructure

Organisations and facilities available to support voluntary and community organisations at national, regional and local levels.

Learning by doing

This is carrying out a job role or tasks and reflecting on and analysing the experience to learn from it. Also known as experiential learning.

Monitoring

Collecting and recording information in a routine and systematic way to check progress against plans and enable evaluation.

Networking

Building relationships and contacts and learning from others, as well as raising awareness of what you/your organisation does.

Quality assurance

Reviewing performance against agreed standards with a view to improving your organisation's services and internal processes.

Strategic planning

The process of agreeing the steps your organisation will take to achieve its mission over the next few years.

VCO


Short for voluntary and community organisations. This is an imperfect term used to describe a wide range of organisations working for the benefit of society, including charities, social enterprises, voluntary organisations and community-based groups.

VCS

Short for voluntary and community sector.

Voluntary and community sector

Similar to VCO, this is an imperfect term used to describe a sector covering a wide range of organisations that are working for the benefit of society. The terms 'charity sector' and 'third sector' are also sometimes used.



We are a group of six national partnerships
– called national hubs – that offer free services,
information and support to charities like yours.
We are charities ourselves – and each of us
is committed to helping you achieve more.

Between us we offer a great range of free
information and support. Using our services
will benefit your charity, its work and the
cause it is fighting for. We guarantee it.

www.hubs.org.uk

