

Membership Handbook



Community and Voluntary Services

*The Beehive Voluntary & Community Resource Centre
West Street, Grays, Essex RM17 6XP*

 **01375 389881**



info@thurrockcvs.org



www.thurrockcvs.org



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Registered Charity No. 1090253

Company Ltd by Guarantee in England No. 4300967

What is a CVS?

CVS are at the very heart of the local voluntary and community sector – leading local activity and linking up across sectors. Without CVS, organisations falter and individuals miss life-changing opportunities. Put simply, CVS make things happen.

CVS does this by working behind the scenes to ensure the long-term future of essential services. Most of all, it is about the lives of local people, which are touched, enriched and transformed as a result of their work. Much of the work that a CVS does focuses on several key areas:

- Services and support;
- Development work;
- Liaison;
- Representation; and
- Strategic partnerships

What this means on the ground is that a CVS provides many of the resources that local groups depend on, from access to meeting rooms, photocopiers and ICT equipment, to community accountancy. Other support includes regular newsletters, training, funding advice and specialist services.

By assessing and responding to local needs, CVS can effectively meet a huge gap in service provision.

Supporting role

Many of the essential public services we now take for granted were pioneered by the local voluntary and community sector. This tradition has continued into the 21st century, and today CVS take the lead, identifying gaps in service provision and developing innovative new ways to meet local need.

As a focal point for the local voluntary and community sector, CVS encourage networking between individuals and groups within the sector, and between local groups and the statutory and private sectors. Groups can learn from each other, establish contacts and work more effectively.

With government encouraging the involvement of voluntary and community groups in shaping and delivering services, CVS enables the views of local groups to be represented.

CVS help many local groups to participate in a wide range of partnerships. These include regeneration, neighbourhood renewal, health and social care, learning and other government initiatives. They may be sub-regional, district wide or neighbourhood based.

Membership

Approval of membership

All new membership applications will be considered individually and approved by Thurrock CVS' Board of Trustees.

Full Membership

Membership fees are based on the annual income of individual groups and organisations as follows:-

Annual income under £10,000	Free *
Annual income £10,001 - £50,000	£10-00
Annual income £50,001 - £100,000	£15-00
Annual income £100,001 - £150,000	£20-00
Annual income £150,001 - £200,000	£25-00
Annual income £200,001 - £250,000	£30-00
Annual income over £250,000	£35-00

* If your group / organisation does not currently receive funding you will need to complete a waiver

Please note that groups / organisations are required to have:-

- A governing body, e.g. management committee, board or steering group
- A written constitution or rules } *If you are still working towards putting these in*
- An equal opportunities policy } *place and would like assistance contact CVS*

Associate Membership

If your group / organisation are new, very small and/or does not have a governing body or document in place, you can still join Thurrock CVS as an Associate Member. You will receive all the information and support offered to General Members but would *not* have voting rights.

When applying for membership please return a completed form, your remittance or waiver and any supporting documents to:-

**Thurrock CVS
The Beehive Voluntary & Community Resource Centre
West Street
Grays, Essex RM17 6XP**

Current Costs/Benefits for members

Photocopying

A4 BLACK		A4 COLOUR		A3 BLACK		A3 COLOUR	
Single sided	Double sided						
4p per copy	8p per copy	15p per copy	30p per copy	6p per copy	12p per copy	30p per copy	60p per copy

Franking for example ...

	First Class		Second Class	
	Cost of Postage Stamps	CVS Charge	Cost of Postage Stamps	CVS Charge
Letter 0-100g	70p	69p	61p	58p
Large Letter 0-100g	£1.06p	£1.00p	83p	82p

Laminating

A4 = 20p per laminate

A3 = 30p per laminate

Meeting/Training Rooms

Member's subsidised rates per hour are ...

Whole Community Hall	=	£14.00
Half Community Hall	=	£ 9.50
Training Room	=	£12.00
Conservatory	=	£ 7.00
Interview/Counselling Room	=	£ 5.00

(+ Costs for tea/coffee/biscuits and out of hour's caretaker fee if required)

Thurrock Community Grants

The Community Small Grants programme is available to small charities, voluntary and community groups to help strengthen communities bring people from different backgrounds together and respond to local need. All members will be advised when the schemes become open for application.

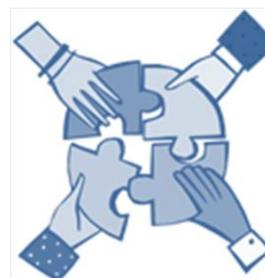
Information & Resources

Speak out



National, regional and local news and information on topics such as governance, funding, training and events CVS members are notified when the newsletters are available via the website and email bulletins sent out in between quarterly issues.

Information, support & Liaison



Help for groups getting started or working on unmet needs in the community, signposting to other organisations and agencies, keeping up to date with legislation, and providing voluntary and community groups with a voice.

Policies, Procedures & Guidelines

Copies of model documents or those adopted by CVS are available on request, for example

- Confidentiality
- Equality & Diversity
- Data Protection
- Flexible Working
- Retention of Information

Funding



Information and assistance with sources of funding and grant applications

Equipment

For use at the Beehive

- Photocopier
- Laminator
- Franking Machine
- Comb Binder
- Display Boards
- Digital Projector
- Overhead Projectors
- Flipcharts
- Coin Counter

The Beehive Training, Conference & Meeting Space

Access to meeting and training rooms plus community hall and kitchen at reasonable cost



Equality & Diversity



Thurrock CVS (Council for Voluntary Service) recognises that many people in our society experience discrimination or lack of opportunity for reasons which are not fair. These include: race, religion, creed, colour, national and ethnic origin, political beliefs, gender, sexual orientation, age, disability (including mental illness), HIV status, marital status, responsibility for dependents, appearance, geographical area, social class, income level or criminal record.

Thurrock CVS will challenge discrimination and lack of opportunity in its own policy and practice and will help other organisations and individuals to do the same.

Thurrock CVS aims to create a culture that respects and values each other's' differences. CVS sees these differences as an asset to our work as they improve our ability to meet the needs of the organisations and people we serve.

All volunteers, employees, management board members and member organisations must declare their support for the objectives of this Equality & Diversity Policy. *Failure to do so may result in disciplinary action and/or ineligibility for membership.*

A copy of the full Policy document is available from the office on request

All groups / organisations applying for Thurrock CVS membership must agree to abide by this Statement of Intent - please declare your agreeance on the Membership Application Form. If this is not received we will be unable to accept your application for membership.

Information Security

Information takes many forms and includes data stored on computers, transmitted across networks, printed out or written on paper, sent by fax, stored on tapes and diskettes or spoken in conversations over the telephone. It is the Policy of Thurrock CVS to ensure that:-

- Personal or sensitive information will be protected against unauthorised access or disclosure
- Confidentiality of information will be assured (CVS have separate Confidentiality Policy which all Management Board, Staff and CVS Volunteers are required to sign)
- Regulatory and legislative requirements will be met (CVS is registered under the Data Protection Act and complies with Charity Commission regulations)
- Standards will be produced to support this policy (CVS have separate Policy on use of Internet and E-mail which staff are required to sign)
- The accuracy and completeness of information will be checked and safeguarded
- All CVS Management Board Members, staff and volunteers are required to adhere to this policy
- All breaches of information security, actual or suspected, will be reported to and investigated by the CVS Chief Executive Officer and/or Management Board



CVS has policies, procedures and guidelines which cover, for example:-

- | | |
|----------------------------|--------------------|
| ■ Confidentiality | ■ Disciplinary |
| ■ Harassment | ■ Travel Expenses |
| ■ Internet and E-mail | ■ Flexible Working |
| ■ Retention of Information | ■ Lone Working |

Some of our policies are available as model documents which can be downloaded from the website or can be obtained from the office.

Management Board and Complaints

Management Board

Officers

Neville Baldwin	Individual Member	Chair
Mike Kelly	Open Door Services	Interim Chairperson/ Company Secretary
Mike Hursthouse	Individual Member	Treasurer
Hi Ching	Individual Member	
Tony Fish	Individual Member	
Mike Rawlings	Individual Member	
Don Sydney	Thames Gateway African Caribbean Council	
Scott Sullivan	Individual Member	
Lennie Short	Individual Member	

Complaints

Thurrock CVS (Council for Voluntary Service) aims to provide to its members and to other organisations and individuals who may from time to time request it, the best possible service. Thurrock CVS recognises that from time to time there may be occasions when users of such services feel that the quality or level of service provided has been less than they could reasonably expect. In such circumstances:

1. The Chief Executive shall acknowledge in writing the receipt of any complaint (normally within seven days). The Management Board shall be regularly informed of the number and nature of any complaints.
2. The Chief Executive shall undertake to investigate the circumstances leading to the complaint.
3. The Chief Executive shall communicate the results of the inquiry to the complainant within a reasonable time (normally twenty one days).
The complainant shall have the right if dissatisfied with the results of this inquiry to put his/her case personally to the Management Board.
4. Where appropriate, Thurrock CVS shall make a written apology
5. (Signed by the Chairperson of the Management Board) to the complainant.

Confidentiality and CVS members

Confidentiality

Staff members and volunteers, including Management Board members, shall not (except in the proper course of duty) during or after any periods of employment with Thurrock CVS (paid or unpaid) divulge to any person whatever or otherwise make use of any confidential information concerning the Volunteers, Thurrock CVS staff, or other service users.

Staff members and volunteers, including Management Board members, shall endeavour to prevent the publication or disclosure of any confidential information concerning the Volunteers, Thurrock CVS staff, or other service users.

All documents of all media containing confidential information concerning Volunteers, Thurrock CVS Staff or other Service Users shall be immediately surrendered on the termination of any employment period or on request by the line management or the Management Board.

Thurrock CVS members

Membership list is currently under review 13.2.20

Contact Us

Core Service Information Kristina Jackson Chief Executive Office Viv Nunn PA& Office Manager	01375 389880 Kristina.jackson@thurrockcvs.org 01375 389843 Viv.nunn@thurrockcvs.org
Finance Julia Rawson Bookkeeper	01375 389891 Julie.rawson@thurrockcvs.org
Organisational Development Vanessa Bennett Community and Voluntary Sector Development Worker Folarin Awosika Inclusion and Diversity Worker	01375 389893 Vanessa.bennett@thurrockcvs.org 01375389893 Folarin.awosika@thurrockcvs.org
The Beehive/ Room Bookings Debbie Buck/ Jane Crisp Bookings Administrator Robert Bowyer Caretaker/ Cleaner	013750389885 Debbie.buck@thurrockcvs.org Jane.crisp@thurrockcvs.org.uk 01375 389889 caretaker@thurrockcvs.org

Thurrock CVS are member of:

ACEVO (Association of Chief Executives in Voluntary Organisations)

EACVS (Essex Association of Councils for Voluntary Service)

NAVCA (National Association for Voluntary and Community Action)

NCVO (National Council for Voluntary Organisations)