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This document sets out:

- What you can expect from CCVS when you use our services.
- What we expect from you.

It is not legally binding, but provides a useful basis from which we can work effectively together by identifying clear roles and expectations for both parties.

What you can expect from CCVS

To be dealt with promptly in a professional manner

We will endeavour to acknowledge your initial enquiry within five working days from receipt.

To receive a service that is impartial, objective and confidential

We will treat your enquiry in confidence and only disclose your details to people outside of CCVS with your knowledge. We will ensure all data is stored in line with the data protection act.

To receive a service based on up to date and accurate information

We are committed to the professional development of our staff and to ensuring that we use and access up to date information and resources to deliver a quality service. All advice and support is given, based on good faith; if we do not have the necessary information or expertise we will refer you to the most appropriate service to help you find it.

To receive a service that will empower you but not do things for you

Our services aim to assist you to confidently meet your needs by providing relevant support, guidance and information.

To be informed of potential partners in your work

We will inform you of any similar charitable or compatible activity that we are aware of at appointments and encourage co-operation between groups wherever possible

To be provided with support to enable you to access our services

We are committed to ensuring equal opportunity and strive to ensure that CCVS is accessible to all the communities we work with. If you need extra support we will do our best to meet your needs.

To be given an agreed action plan to be completed after the meeting

We will keep a record of each advice session and the actions that both parties will have to do before another meeting

To provide you with at least 48 hours notice if we need to cancel a booked meeting/session (unless the cancellation is due to an emergency, ill health or inclement weather)

To treat you in a professional manner with courtesy and respect.

To be encouraged to feedback your views on the service you have received to help us evaluate and improve the quality of our services.

We will use the feedback you give us to continually improve the quality of our services to better meet the needs of local voluntary and community organisations.

CCVS is a charity set up to support voluntary & community groups in Cambridge, South Cambridgeshire and Fenland.

What we do:

- Organisational Development
- Representation
- Networking

Our services include:

- One-to-one advice, guidance and information
- Fundraising support and help to identify funders
- Regular newsletter, e-bulletins and funding alerts
- Free training
- Work to get the sectors views heard and to raise its profile

Membership

Free to groups with an income of £5,000 or less or £20 or £50 per year for larger groups.

Cambridge Council for Voluntary Service

Charity no. 1074947

Ltd Company no. 3731848

CCVS Service Charter

In order to make the most from our services, and to help us to provide the best service we can, we expect you to make the following commitments.

Your commitment to us

To join CCVS

We can offer non members a maximum of 1 hours support to help you decide if CCVS are able to help. After this you will be expected to join.

To provide the information necessary for us to effectively deal with your enquiry

This could include your group's constitution, accounts, policies, project plans, details of any previous funding you have applied for. It might also include any other services or networks you are working with.

To book an appointment if you would like to see a staff member

If you turn up unannounced we will endeavour to see you but may need to book a separate appointment to enable us to deal with your enquiry fully.

To attend any agreed meetings/training or if you can't attend let us know

Ideally 48 hours in advance unless the cancellation is due to illness, an emergency or inclement weather. This is to help us make alternative arrangements if necessary. If you fail to turn up, or give notice, for a training event you will be charged an administration fee of £60

To commit to equality and diversity

If you are a local organisation, looking to volunteer locally or are representing CCVS we expect you to be inclusive in your role and support our commitment to equal opportunities and diversity. To become a member of CCVS you must agree to sign up to our equal opportunities policy. This is available on our website

To complete all agreed actions

We have to be fair to everyone who asks for support and may ask you to do some things before we can help you further. If you have any problems with doing this, or haven't had enough time, please let us know so we can either provide additional support or alternative arrangements.

To treat CCVS staff and volunteers with courtesy and respect.

To give feedback

Take the time to give us feedback and complete any surveys we send you regarding our services. This gives us vital information to demonstrate our outcomes and helps us to continually improve our services.

To share your success stories and experiences with us

We always like to hear how you or your organisation are getting on. We would ask that you let us know how CCVS has helped your organisation and the difference you have made thanks to our support. We would like to use this information to promote CCVS, the work of the sector as well as your organisation.

To spread the word about CCVS services

If you have found our services useful, please let others know.

Disclaimer

Please note that there is high demand for our services. We want to be fair to everyone who accesses our services and reserve the right to refuse services to groups who are unable to make the above commitment. If you are unable to meet these commitments, yet still wish to receive support, please contact us using the information on page 1.

If you feel that you have been treated unfairly, or that we have discriminated against you, you can make a complaint using the CCVS procedure that is available on the website.