

Bringing community & voluntary groups together

**Hillingdon**  
Association of Voluntary Services



Newsletter January 2012

Newsletter

### About us

Hillingdon Association of Voluntary Services exists to support and develop the voluntary sector in the London Borough of Hillingdon. See the back page for our aims.

### Newsletter

We welcome your news items and articles. To contribute to the next edition please contact us before 31st March 2012.  
wsletter

### Website

Visit our community website [hillingdon-connected.org.uk](http://hillingdon-connected.org.uk) for our directory of voluntary organisations, information about our projects and latest news.

### Contents

Please go to page two to find out what's inside this issue.



## LENDING A HAND – partnership in action!

HAVS and two other London Councils of Voluntary Services are keeping support services going for voluntary organisations in a neighbouring borough.

It follows the closure of Harrow CVS amid allegations of mismanagement and financial irregularities which left a huge void and groups seeking help.

Last September HAVS joined forces with Ealing CVS and Hammer-smith & Fulham CVS to assist Harrow organisations and help get things back on track for the future.

The two-day-a-week interim service runs until the end of March 2012 and is being funded by Harrow LB Council which is currently considering how it wishes to support the voluntary sector from April.

Earlier it commissioned an independent investigation into the former CVS and has taken a number of decisions in line with recommended improvements for the governance of a replacement CVS.

Considerable headway has been made since the partnership started work. The CVS premises in Pinner Road, Harrow have been reopened to callers and to groups who rent accommodation there.

Following an examination of the tenants' leasing arrangements HAVS drew up a draft lease for Harrow Council to consider, based on the one for tenants of Hillingdon Resource Centre (Key House).

HAVS has also reviewed the rents charged to groups. Now there is a standard, transparent and consistent approach to rentals that also allows for ongoing building maintenance costs.

On a day-to-day basis responsibility for such things as opening and closing the premises, reception duties, organising lets, security and health and safety has been taken on by Harrow Community Transport, one of the permanent tenants.

### Inside:

- **HAVS' Chief Executive moves on**

*Continued on page 4*



- Cover story** - Partnership in action
- 2)** HAVS' Chief Executive moves on
- 3)** Help for young job seekers
- 4)** Partnership (cont from cover)
- 5)** Protecting vulnerable adults
- 6)** Employment law changes and Health & Safety reminder

- 7)** Let's do it awards
- 8)** Volunteer Centre's advice for managers
- 9/10)** ICT services and news update
- 12/13/14)** Help desks and funding opportunities
- 15)** Advice for managers (cont from page 8).
- 16)** Contact details

## HAVS' Chief Executive moves on

Ted Hill, HAVS' Chief Executive, has been appointed Chief Executive of the British Polio Fellowship based in Ruislip. He takes up his new job in February.

Prior to joining HAVS in 2007 Ted was Chief Executive of Barnet Citizens' Advice Bureau and Mind in Barnet and has also worked for Save the Children and several homeless persons charities. In his spare time Ted is a volunteer instructor with the Sea Cadets in his home city of St. Albans.

Last October Ted was presented with the MBE by the Princess Royal for services to the voluntary and community sector in Hertfordshire, Bedfordshire and London over the past 30 years.



Speaking about his new appointment Ted said: "I shall be sad to leave HAVS and the dedicated trustees, staff and volunteers who have helped to ensure we keep providing a range of support services to the local voluntary and community sector even in these tough times.

"However, I am looking forward to the challenges of running a national organisation and helping to raise support for the many people who increasingly suffer the after effects of polio as they get older."

Added Ann Chad, Chair of HAVS' Board of Trustees: "Under Ted's guidance HAVS has introduced innovative new services, modernised others and formed strong partnerships with a number of voluntary and statutory organisations.

"The trustees and staff at HAVS will miss Ted for his many qualities, including his strong leadership and sound advice. We wish him every success for the future."

***Pictured above: Ted outside Windsor Castle following his Investiture***

## HAVS' helps young People

Another young person looking for that all important first job has been employed by HAVS through its successful apprenticeship programme.

At the same time more university students are being sought by HAVS as interns to give them work experience whilst studying for their degrees.

It's all part of HAVS' commitment to help young people to get on the employment ladder and give them a taste for the world of work.

Apprentice Jake Southwood, 19, recently began work as ICT Support Assistant at HAVS' Key House, Yiewsley headquarters.

Educated at Abbotsfield School, Hillingdon, Jake has a passion for different types of computer technology and software. He is also keen on sport and a member of the Air Training Corps.

Jake's responsibilities include supporting HAVS' ICT projects - such as developing its website *Hillingdon Connected* - working with voluntary and community groups on their ICT needs, and undertaking general ICT tasks including training for staff and volunteers.

He also helps to empower local disadvantaged groups to use e-communication and the internet through our website.

The latest university student to work with HAVS has recently finished a six-month internship and helped to promote the Digital switch-over to older residents of the borough. This work is being continued by our staff. Now HAVS' is hoping to sign up more university interns to work on other projects.

Ted Hill HAVS' Chief Executive said: "Both these schemes have proved worthwhile with our apprenticeships providing a good introduction to the workplace.

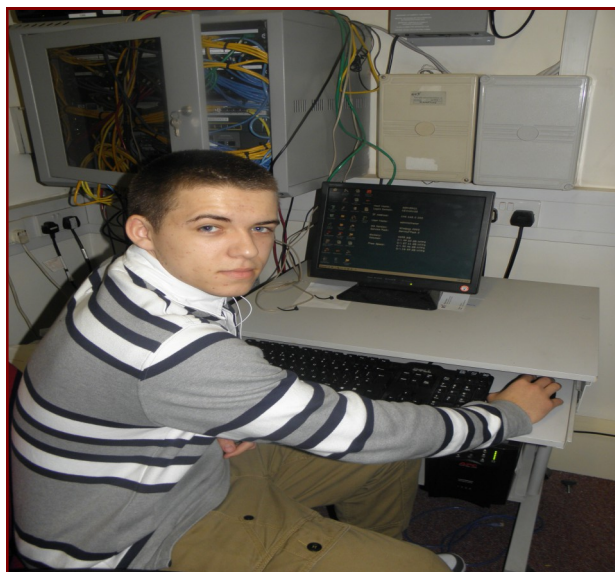
"The internships are in their third year and HAVS is now hoping to attract students from a wider pool of universities, both local and further afield."

*Jake gets down to work at Key House*

### Information Communication Technology (ICT)

Bringing community & voluntary groups together

**Hillingdon**  
Association of Voluntary Services



## **Lending a hand** *from page one*

**Ted Hill, HAVS' Chief Executive**, said: "With our colleagues from Ealing and Hammersmith & Fulham we have been pleased to support voluntary organisations in Harrow during this difficult time.

"We've also been helping establish a sound framework for an effective replacement CVS modelled on best practice and good governance."

### **Improving services**

The partnership has been working to improve a range of services at Harrow to make a new CVS fit for purpose. To date the partnership has:

- **Updated the original Harrow CVS database**, including the directory of affiliated organisations. This has resulted in a 25 per cent increase in names. The new database will be used to market the services of the partnership to the revised membership.
- Dealt with more than a dozen enquiries from Harrow groups requiring **ICT assistance** via a combination of online and telephone support while several community visits have also been made by ICT support staff.
- Conducted an **audit of IT equipment** and cleaned and reinstalled the computer systems at Harrow CVS' ten work stations ready for future use.
- **Supported more than 80 potential volunteers**, primarily online, which research has shown prospective volunteers prefer to visiting a building. With the database now complete would-be volunteers are now being matched to potential placements.

The database currently shows: 12,147 volunteers on record; over 80 new ones since September; more than 800 registered opportunities, including five since the autumn.

- Plans to deliver five **training workshops** before the end of March following agreement between a forum of organisations and Ealing CVS.
- Provided **administrative support** (Ealing CVS) to the forum and the Harrow CVS Board of Trustees and produced a paper on the options for the future of Harrow CVS.
- Facilitated fundraising **and capacity building** for a new Harrow CVS (Hammersmith & Fulham CVS).

# PROTECTING VULNERABLE ADULTS

Organisations working with vulnerable adults in the London Borough of Hillingdon should now be following the New London Procedures for protecting them. The older Hillingdon procedures are now obsolete.



## Context

Protecting adults at risk represents the commitment of organisations in Greater London to safeguard adults at risk by:

- working together to prevent and protect adults at risk from abuse
- empowering and supporting people to make their own choices
- investigating actual or suspected abuse and neglect
- supporting adults and providing a service to adults at risk who are experiencing abuse, neglect and exploitation.

The new policy and procedures apply to the different agencies and individuals involved in safeguarding adults. This includes managers, professionals, volunteers and staff working in public, voluntary and private sector organisations.

## Purpose

The procedures aim to make sure that:

- the needs and interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act 2005.

## Audience

The report is relevant to all organisations that have responsibility for safeguarding adults at risk in London. Each local partnership in London is asked to adopt the policy and procedures so that there is consistency across London in how adults at risk are safeguarded from abuse.

This document is available, electronically only, at: [http://www.hillingdon.gov.uk/media/pdf/f/q/PLSAR\\_policy\\_and\\_procedures\\_\(latest\).pdf](http://www.hillingdon.gov.uk/media/pdf/f/q/PLSAR_policy_and_procedures_(latest).pdf)



## Employment Law - important dates in 2012

In **February** new Employment Tribunal awards come into force increasing the compensatory amount for unfair dismissal to £72,300.

**April** sees the qualifying period for unfair dismissal protection increase from one year to two years and the Employment Tribunal rules are to be fundamentally reviewed.

The standard rates of statutory maternity, paternity and adoption pay increases from £128.73 to £135.45 per week and the standard rate of statutory sick pay increases from £81.60 to £85.85 per week on 6 April.

In **October** large employers have to enrol eligible employees automatically into a pension scheme and make mandatory employer contributions, into a qualifying workplace pension scheme or the National Employment Savings Trust (Nest).

Additionally, the national minimum wage may rise on 1 October 2012, subject to the prevailing economic conditions and the Low Pay Commission's recommendations to be delivered to the Government in February 2012.



## Health and Safety - a reminder

Did you know that employers have a legal duty to display the latest Health and Safety Law poster in a prominent position in each workplace?

Alternatively you must provide each worker with a copy of the approved (free to download) Health and Safety law leaflet.

The newest poster was published in 2009 and employers have until no later than 5<sup>th</sup> April 2014 to display it. It replaces the one issued in 1999

The 2009 poster and leaflet set out in simple terms what employers and workers must do as well as showing what to do if there is a problem.

Are you now displaying the new poster, shown top right, or the previous one shown bottom right?

For more information go to [www.hse.gov.uk](http://www.hse.gov.uk)





## When to say "No" to a volunteer

To anyone who is actively involved with a non-profit organisation, the thought of turning away people who want to help seems a little crazy. When all of us are so over-worked and over-stressed, we should welcome those who wish to make our loads lighter, right? Well, sometimes we have to simply say 'No'.

### The 'ill-suited' volunteer

If you have ever spent time working for a non-profit organisation, you know that you'll encounter a volunteer who loves to be involved, but just isn't that effective for the cause. Maybe they don't have a great work-ethic. Maybe they like to talk too much. Sometimes, they can even distract others or have a negative impact.

If you find yourself in this situation, you must call upon all the diplomacy and tact you can muster. You must find that delicate line between not hurting feelings and preserving your organisation.

Instead of being overly blunt and just dismissing a person from a task, redirect them to something that is better suited to them, but which is also less crucial. If your volunteer is an over-talker, perhaps they could be best used for telephone work. Explain how important this task is and how they would be a terrific asset on the phone. If your volunteer isn't a fast worker, maybe envelope stuffing would be a more suitable task.

Remember that all volunteer work is important. It is our job as volunteer managers to find the right fit for the volunteer and the right fit for the organisation.

If you cannot find a suitable place for this particular person, you still must consider the overall goal of your organisation. Perhaps you would be able to find a way to defer their help for a future event. Politely tell them that you have a big task coming up, so you'd like to save their energy for that event.

Be careful not to just dismiss a person willing to help, even if he or she presents a challenge. It is possible that other, more productive volunteers wouldn't understand and would be offended to see you push help out the door. By re-assigning a person, you can present a much better case for saying "no". You can also suggest that they contact the Volunteer Centre and see if their skills are able to be better used in an alternative organisation.

*Continued on page 15*

## LET'S DO IT COMMUNITY AWARDS

### LAUCHED BY UXBRIDGE GAZETTE AND BARCLAYS BANK

Charities and not-for-profit groups in Hillingdon have the chance to win cash prizes, and expert financial skills training, in an exciting scheme designed to support organisations most in need.

Called **Let's Do It**, the scheme offers a total of more than £3,000 in prizes and has been launched recently by the **Uxbridge Gazette** newspaper and **Barclays Bank**.

So if you know of a deserving registered charity, or you are involved in a not-for-profit group that you think deserves recognition, why not put their name forward for an award?

A top prize of £1,000 will go to the winning organisation together with a **Barclays Money Skills** award. There are also two runner-up prizes of £500 each.

The £1,000 Money Skills award provides expert training in money management to the winning organisation and

includes budgeting, making informed financial choices and knowing where to get help.

A final prize makes a volunteer team of local Barclays staff available to a charity or community organisation for a day. This prize also includes a Volunteering Grant of up to £750 specifically for the purchase of materials, or to cover the costs of associated volunteering.

To nominate an organisation all you have to do is to look out for the special coupon in the newspaper and provide supporting information on an A4 sheet. The closing date for nominations is April 5, 2012. Shortlisted entrants will be notified and there will be an award ceremony in May 2012.

#### Looking for extra publicity?

If you are seeking extra publicity for your organisation's news and events *The Uxbridge Gazette* local newspaper could be interested in running a story.

The paper has recently appointed Mort Smith as Community Editor of the paper. His brief is to liaise with community groups and organisations and to look for ways to work with them.

His post has been especially created by the paper's publishers, Trinity Mirror. This is because they have recognised that local newspapers need to re-engage with the communities that they serve if they are to encourage more people to buy the titles and to use their associated websites.

If your organisation has not yet heard from Mort email him at: [ian.morton-smith@trinitymirror.com](mailto:ian.morton-smith@trinitymirror.com)

## **HAVS Information Communication Technology (ICT) Development**



**LOTTERY FUNDED**

***Troubleshooting– both hardware and software, ICT best practice, ICT healthcheck and development, Signposting to other support services and useful ICT resources, ICT training for staff / volunteers and trustees, Development of ICT initiatives, Support with ICT Accessibility issues, Targeted BMER groups via Refugees in Effective and Active Partnerships (REAP)***

HAVS ICT Services are promoted like all HAVS services on our community website- [www.hillingdonconnected.com](http://www.hillingdonconnected.com). ICT news bulletins that made the front page include:

**Almost half the UK's adult non-internet population lives in social housing.** The UK digital champion, **Martha Lane Fox**, calls on housing professionals to help in bridging the digital divide. The social and economic case for encouraging these 4.1 million tenants online is compelling: lack of access entrenches disadvantage, making it harder to find work, or to achieve in education. It also bars tenants from opportunities to save money by accessing goods and services online. <http://www.hillingdonconnected.org.uk/news/almost-half-offline-population-lives-social-housing>

**Elderly people would be less lonely if they were “plugged in” to the world wide Web.** The **Lastminute.com** founder, now the Government's digital champion, said that grandparents could speak to their families over **Skype**, could order groceries online and learn more about their favourite pastimes. She admitted that keeping in touch with people over the internet is not the same as face-to-face contact, but added that it is still better than being completely alone as many older people are. <http://www.hillingdonconnected.org.uk/news/elderly-less-lonely-if-plugged-internet>

**Four million disabled people not getting advantage of the Web.** UK digital champion **Martha Lane Fox** says more needs to be done to allow online access to the four million disabled Britons who have never accessed cyberspace. Lane Fox has teamed up with ICT disabled access and 'e-accessibility' charity **AbilityNet** to end what the latter's chair calls the “increasing isolation” of citizens not taking advantage of the Web. <http://www.hillingdonconnected.org.uk/news/four-million-disabled-people-not-getting-advantage-web>

**eAccessibility Forum (improving everyone's access to technology)** A new website allowing disabled people to tell government and business how to make the Internet more accessible has been launched by **communications minister Ed Vaizey**. <http://www.hillingdonconnected.org.uk/news/eaccessibility-site-aims-feedback-disabled-ict-users>

**How digital media can transform charities reach.** Media Trust brings together leaders from across charities, communities and the digital industry to debate the future of digital communications. <http://www.hillingdonconnected.org.uk/news/how-digital-media-can-transform-charities-reach>

*Continued over*

**CTX Programme.** Donated technology products for charities. Go to: <http://www.ctxchange.org/>

**Parents website will ease media complaints** UK media regulators have joined together to launch ParentPort.org.uk. The new website aims to help parents make their views heard on issues relating to inappropriate programmes, adverts, products and services. <http://www.parentport.org.uk/>

**E-petitions –create and sign petitions online.** e-petitions are an easy way for you to influence government policy in the UK. You can create an e-petition about anything that the government is responsible for and if it gets at least 100,000 signatures, it will be eligible for debate in the **House of Commons**. <http://www.hillingdonconnected.org.uk/news/e-petitions-%E2%80%93create-and-sign-petitions-online>

**Microsoft completes acquisition of Skype** Microsoft has completed the acquisition of **Skype** for \$8.5 billion (£5.3 billion) after boards of directors from both companies approved the agreement. The computing giant will add the internet communication company to its operation as it concentrates on improving real-time communications for internet consumers and enterprises. <http://www.hillingdonconnected.org.uk/news/microsoft-completes-acquisition-skype>

**Video conferencing in the cloud from BT. British Telecom** has launched a new video conferencing product (**Video Bridging 3.0**) that enables businesses to make video calls on practically any mobile device, including smartphones and tablets. BT hopes that the cloud computing infrastructure will result in the widespread rollout of video conferencing solutions beyond the boardroom. <http://www.hillingdonconnected.org.uk/news/video-conferencing-cloud-bt>

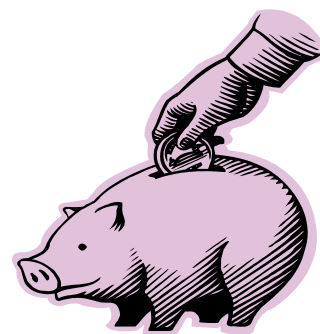
**Lasa European Not for Profit Technology Conference 2011** Powering Up The Third Sector, at IBM Forum London on 14 November. <http://www.ictknowledgebase.org.uk/nfpconf11overview>

**Digital TV Switchover Help Scheme.** We are doing all we can to ensure everyone who is eligible knows about the Switchover Help Scheme. We need your help to ensure that those most in need get the help they're entitled to. <http://www.hillingdonconnected.org.uk/Switchover-Help-Scheme/>

**Computer Aid launches Best Practice Guide to it Disposal!** Computer Aid and the independent market research company Vanson Bourne recently conducted research into IT disposal among senior IT decision makers in UK companies with over 1,000 employees. The research established current practices and the key areas in need of improvement.

- **For more Information Communication News and Updates** follow link <http://www.hillingdonconnected.org.uk/ict-news-and-updates>
- **Register for training with HAVS Training and Learning Centre and Hillingdon Connected Training.** <http://www.hillingdonconnected.org.uk/havs-training-2011>

## HELP DESKS & FUNDING OPPORTUNITIES



**Cutswatch.org.uk** aims to provide up-to-date news, case studies guides and information on how to deal positively with spending , together with links to useful events and services.

[www.cutswatch.org.uk](http://www.cutswatch.org.uk)

**HIPPOWASTE Grant up for Grabs** scheme supports community groups and charities across the UK to access free waste disposal

[.www.hippobag.co.uk/grants-up-for-grabs](http://www.hippobag.co.uk/grants-up-for-grabs)

**Ready for Change Tool** helps you explore how well your governance, financial management, communication and development activities are working and identify where you may need to focus your energies to ensure that plans for sustainability are realistic and achievable.[http://www.rocketsciencelab.co.uk/what\\_we\\_do/toolkits/ready\\_for\\_change\\_tool/](http://www.rocketsciencelab.co.uk/what_we_do/toolkits/ready_for_change_tool/)

**Community Toolkit** includes guidance on some legal, health and safety, insurance and planning issues.<http://www.communitytoolkit.co.uk/>

**Able Internet Payroll** has steps to help you to complete your payroll over the Internet, 24/7. [www.ableinternetpayroll.co.uk](http://www.ableinternetpayroll.co.uk)

**HMRC and Gift Aid (Tax relief for charities)** is an easy way to help your charity or CASC maximise the value of its donations, as you can reclaim tax from HM Revenue & Customs (HMRC) on its 'gross' equivalent - its value before tax was deducted at the basic rate. [http://www.hmrc.gov.uk/charities/gift\\_aid/basics.htm](http://www.hmrc.gov.uk/charities/gift_aid/basics.htm)

**PAYROO Free Accredited Payroll** offers a free payroll package over the Internet for organisations with less than 50 employees who can use it free of charge. [www.payroo.com](http://www.payroo.com)

**CAF Bank** focuses exclusively on delivering banking services to charities. It offers free day-to-day banking and minimum charges on other areas.[https://www.cafonline.org/charity-finance--fundraising/banking-and-investments.aspx?amp;wt.mc\\_id=944](https://www.cafonline.org/charity-finance--fundraising/banking-and-investments.aspx?amp;wt.mc_id=944)

**PC4 Recycling** is a leading computer disposal and recycling company offering a nationwide IT recycling service. <http://www.pc4recycling.co.uk>

**Global Action Plan (Free Green IT Support for SMEs) London** is an independent environmental charity which has been helping businesses reduce their environmental footprint for over a decade. <http://greenict.org.uk/sme>

**Community Development Finance Association** has a website called 'Finding Finance' to help third sector organisations search its membership for sources of loan finance. <http://www.findingfinance.org.uk/find-finance/>

**Breaks4kids - YHA** helps to fund youth group and school trips for children from low income households by contributing up to 50% of the cost of their youth hostel accommodation and food. [www.breaks4kids.co.uk/schools-and-groups/index.aspx](http://www.breaks4kids.co.uk/schools-and-groups/index.aspx)

*Continued over*

**CO2sense - Environment Voucher Scheme.** Apply for two days of free consultancy and up to £8,000 funding for new equipment that will help your business cut costs and carbon emissions.<http://www.co2sense.org.uk/environment-voucher>

**Allen Lane Foundation** is interested in funding work which benefits people in the following groups, or generalist work which includes significant numbers from more than one such group: *Asylum-seekers and refugees (but not groups working with a single nationality); Gay, lesbian, bi-sexual or transgender people; Gypsies and Travellers; Migrant workers; Offenders and ex-offenders; Older people; People experiencing mental health problems; People experiencing violence or abuse*: It will not fund beneficiaries solely in London.[www.allenlane.org.uk](http://www.allenlane.org.uk)

**Esmee Fairbairn Foundation - Main Fund** is responsive to requests for support across the broad range of their interests. They are the arts, education and learning, the natural environment and enabling disadvantaged people to participate more fully in society.[www.esmeefairbairn.org.uk](http://www.esmeefairbairn.org.uk)

**Tudor Trust** is most interested in helping smaller, under-resourced organisations which offer direct services and which involve the people they work within their planning.  
[www.tudortrust.org.uk](http://www.tudortrust.org.uk)

**Sport England - Small Grant Scheme** will support local community sports projects which seek to increase participation, sustain participation or develop opportunities for people to excel at their chosen sport. [http://www.sportengland.org/funding/small\\_grants.aspx](http://www.sportengland.org/funding/small_grants.aspx)

**Church Urban Fund - Mustard Seed Programme** provides grants to enable churches and faith-based organisations, working in very deprived communities, to engage in social action by supporting them to initiate or develop community work.<http://www.cuf.org.uk/funding.aspx>

**Peter Cruddas Foundation** aims to benefit disadvantaged and disengaged young people in society in the UK by ensuring its funding reaches those most in need.<http://www.thepetercruddasfoundation.org>

**Yapp Charitable Trust** makes grants to small registered charities to sustain its existing work with: *Elderly people; Children and young people aged 5 – 25; People with disabilities or mental health problems; Moral welfare – people trying to overcome life-limiting problems of a social, rather than medical, origin (such as addiction, relationship difficulties, abuse, offending); Education and learning (with a particular interest in people who are educationally disadvantaged, whether adults or children)*.<http://www.yappcharitabletrust.org.uk>

**Equitable Charitable Trust** is an education charity that makes grants totalling up to £1million each year towards projects for children and young people under the age of 25 who are from disadvantaged backgrounds or disabled.[www.equitablecharitabletrust.org.uk/](http://www.equitablecharitabletrust.org.uk/)

**Santander Foundation** directly helps disadvantaged people through one or both of these charitable priorities: *education and training; financial capability*. <http://www.santanderfoundation.org.uk/>

**LankellyChase Foundation (Arts programme)** values the contribution made by the arts to people's mental, physical and economic health. Trustees focus on three specific areas: promoting the use of the arts by people with severe mental ill health; encouraging vulnerable young people to participate in arts activities and, through a closed programme, helping young artists to pursue a career in the arts. In all three of these areas they place excellence in the arts as a core goal. [www.lankellychase.org.uk](http://www.lankellychase.org.uk)

**Field Studies Council - Kids Fund** aims to bring environmental understanding to disadvantaged young people at an FSC centre run course and helps young people to attend a course who may otherwise be excluded due to some form of disadvantage e.g. health, mobility, deprivation or financial. [http://www.field-studies-council-org/supporters/kidsfund\\_application.aspx](http://www.field-studies-council-org/supporters/kidsfund_application.aspx)

**Caron Keating Foundation** makes a considerable difference to many individuals and families affected by cancer. It targets and financially assists small but significant cancer charities, professional carers and support groups. <http://www.caronkeating.org/>

**True Colours Trust** is committed to supporting a large number of excellent local organisations and projects that support disabled children and their families on a daily basis. [www.truecolourstrust.org.uk](http://www.truecolourstrust.org.uk)

**Mars in the Community** Community groups within a 10 mile radius of Slough may be eligible for support. It supports the following: *Healthy Active Lifestyles; The Environment; Pet Welfare*. [www.marsinthecommunity.co.uk](http://www.marsinthecommunity.co.uk)

**Nationwide Foundation - Small Grants.** Grants are made to registered UK charities which offer financial and/or housing related support to: *survivors of domestic abuse; older people*. <http://www.nationwidefoundation.org.uk/grants.asp>

**Allchurches Trust.** Funding in support of churches, church establishments, religious charities, charities preserving UK heritage, theological colleges, schools promoting Christian religion, charities sponsored or recommended by the church, the local community and those concerned with the welfare of the disadvantaged and disabled. [www.allchurches.co.uk/applications/index.aspx](http://www.allchurches.co.uk/applications/index.aspx)

**Alec Dickson Trust** is passionate about volunteering and about young people making a difference. Grants of up to £500 are available. <http://www.alecdicksontrust.org.uk/>

**Hedley Foundation.** The main objective of the Trustees' grant-making is to assist and encourage development and change. [www.hedleyfoundation.org.uk/](http://www.hedleyfoundation.org.uk/)

**The Triangle Trust 1949 Fund** invites applications from charity organisations for projects that support carers, community arts and education, disability, older people, poverty, integration and rehabilitation. [www.thetriangletrust1949fund.org.uk](http://www.thetriangletrust1949fund.org.uk)

**Capital FM's Help a Capital Child** aims to give opportunities to London's children and young people who experience: *poverty and disadvantage; have experienced/are experiencing abuse, neglect, homelessness, violence or crime; or who have an illness or disability*. [www.capitalfm.com/london/charity/about-us/apply-london-help-capital-child-grant/](http://www.capitalfm.com/london/charity/about-us/apply-london-help-capital-child-grant/)

## When to say “No” to a volunteer (continued from page 8)



### The ‘over-extended’ volunteer

Often organisations rely heavily on people who are over-extended in their personal or professional lives. They have the best of intentions and great hearts. They desperately want to help the organisation succeed. So, when no one else stepped forward to volunteer, they did.

This is a precarious position if your over-taxed volunteer has a family emergency, or gets sick or takes an unexpected holiday. Suddenly, the organisation finds itself in a bind. Your volunteer has become incredibly stressed out and probably feels guilty about leaving you in the lurch.

It is very easy to rely on the same people who have ably helped you in the past. You are busy yourself, and recruiting and training new volunteers further saps your time and energy. You often ignore the warning signs, just because you need the job handled smoothly.

As much as you are able to look at your volunteers' lives outside of the organisation. If you know that they are stretched very thin, don't put them in a position in which they could snap. If they insist, find a task that is limited in its scope and time requirements. Instead of being on a planning committee, maybe this person could, for instance, take tickets at the event. In the long run, you will be saving your volunteers and the organisation from a potentially very trying situation.

After a while, your volunteers will pick up on your concern for them and appreciate it. This kind of a volunteer culture is more conducive to recruiting new volunteers and keeping those already on board happy and rested.

As volunteer managers, we should be grateful to everyone who wants to help our cause. So often, we lament the fact that so few people actually get involved. However, when we realise that a particular volunteer might not be prepared, or suited, to offer the quality help we require, we have to find a way to say ‘no’ respectfully, politely and firmly .

## Our Aims

Committed to enabling the **DEVELOPMENT** of Hillingdon's voluntary sector so that it can meet the challenges of the twenty-first century

Committed to enabling the development of **LOCAL SERVICES** that meet the needs of local people

Committed to representing the **INTERESTS AND CONCERNS** of the voluntary sector at the strategic level within local statutory agencies

Committed to establishment of **REPRESENTATIVE** systems, procedures and structures, which enable the voices of the whole voluntary sector to be heard on all issues that concern the sector

Committed to promoting **LIAISON** between the voluntary sector and other organisations in the belief that joint working produces incalculable benefits for the local community

Committed to provide **SUPPORT** for the voluntary sector to enable it to achieve its many aims and objectives for the benefit of local people, and local environment

Committed to ensuring that all its work is based on **EQUALITY OF ACCESS** and **EQUALITY OF OPPORTUNITY** and that it works to address the issues of the whole voluntary sector within the London Borough of Hillingdon

## Hillingdon Association of Voluntary Services

Key House, 106 High Street, Yiewsley, Middlesex UB7 7BQ

**Phone: 01895 442722 Fax: 01895 442754**

**Website: [www.hillingdonconnected.org.uk](http://www.hillingdonconnected.org.uk)**

Hillingdon Association of Voluntary Services is a Council for Voluntary Service and shares these aims with all other Councils for Voluntary Service within the CVS network across England.

*Charity Registration Number: 1079371*

*Company Limited by Guarantee Number: 3685972*

