



About us: HAVS exists to support and develop the voluntary &

community sector in the London Borough of Hillingdon

News letter: We welcome your news and articles for the next

edition of the HAVS Newsletter. Please tell us what you are doing & your successes. Please forward items by **1st August 2011**

TIMES ARE HARD BUT HAVS FORGING AHEAD



It's hard not to be down beat as the sector goes through the pains of the recession but HAVS like many local groups have dusted themselves down and are looking to the future.

Already, despite the cuts to funding we have seen new services emerging and new partnerships forming in the local

sector. In short we have kept on smiling!

In March, and funded by Big Lottery—Awards for All, HAVS held the first of 5 **free** workshops on getting ready for business. During these workshops key skills on delivering to the business community will be explored.

In June HAVS plans to launch a new on-line training programme to allow groups to train staff at a time, location & speed to suit the individual and in April we moved ahead on our plans to work with Nick Hurd MP & local business through Pilot-Light, the national charity who engage with entrepreneurs.

Top News

- **ICT Update-** page 8
- **On line Training** page 7
- **Free Business to Business training** page 8

THIS EDITION:

CRB update , Funding Opportunities, Fair Play, Good-byes, HR update, Training latest, Volunteering, News, Updates & more...

FUNDING

Everyclick

Everyclick provides a comprehensive range of online fundraising tools for charities of all sizes opens up potentially significant additional revenue stream - Give as you Live.

Website: <http://charities.everyclick.com/>

LawWorks

LawWorks is an independent charity and is the working name of the Solicitor's Pro Bono Group. The charity exists to encourage and support solicitors to carry out pro bono work (for free), and runs several projects to encourage solicitors to do this, and to provide free legal support to individuals, communities and small voluntary organisations who are

unable to afford or access legal advice. You can see more information on the charity itself on their Website: www.lawworks.org.uk

PC4 Recycling

PC4 Recycling is a leading computer disposal and recycling company offering a nationwide IT recycling service. Whether you want to recycle 1 item or 100, they can provide safe and environmentally friendly solutions at affordable prices.

Contact Tel: 0800 121 6045 Email: info@pc4recycling.co.uk Fuller details and pricing are on Website: <http://www.pc4recycling.co.uk>

Big Issue Invest

Big Issue Invest is a specialised provider of finance to social enterprises or trading arms of charities that are finding business solutions that create social and environmental transformation. Big Issue Invest provides Loan Finance from £50,000 to £200,000 at competitive rates of interest. <http://www.bigissueinvest.com/>

AERC - the Alcohol Education and Research Council

The Council will fund small projects up to a maximum of £5,000. Small grants could fund small research projects, pilot research studies or demonstration projects with a strong evaluation component. They could also fund projects that increase the capacity of individuals and organisations to deal with alcohol issues.

Website: <http://www.aerc.org.uk/grants.html>

More funding opportunities on pages 13 –14.....

Criminal Records checks on people working with children and vulnerable adults – update

What is the vetting and barring scheme (VBS)?

The VBS had been created to help safeguard children and vulnerable adults, following the Richard Inquiry and was designed to check the records of those who wanted to work with vulnerable groups.

Many thought the VBS, while well intentioned, was a disproportionate response to the risk posed by a small minority of people who wished to commit harm to vulnerable people. In June 2010, government ministers announced that the planned implementation of the VBS was to be halted, pending a thorough review. The government has now announced provisions to revise its vetting and barring arrangements, to ensure fair and proportionate regulation of those who want to work with vulnerable groups.

As part of the Protection of Freedoms Bill (due to be implemented in 2012), the Deputy Prime Minister, Nick Clegg, has unveiled a new scaled back employment vetting scheme and a fundamental reform of criminal records checks as summarised below:

1. to maintain a barring function
2. to abolish registration and monitoring requirements
3. to redefine the requirements of 'regulated activities'
4. to abolish 'controlled activities'

to establish whether volunteers with minimal contact with children or young people need to be checked.

Safeguarding regulations continue

On commencement of the relevant parts of the Protection of Freedoms Bill (expected early 2012), the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) will merge. In essence, this will combine the criminal records disclosure responsibilities of the CRB, with an independent barring function which is currently the responsibility of the ISA.

The Independent Safeguarding Authority will continue to carry out its work as an independent decision making body as well as continuing to maintain the barred lists. They will also continue to accept referrals from organisations concerned about the conduct of a member of staff or a volunteer.

What do voluntary and community organisations need to do now?

The safeguarding regulations introduced in October 2009 continue to apply. These include:

- a person who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups
- an organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law .

Continued...

if your organisation works with children or vulnerable adults and you dismiss a member of staff or a volunteer because they have harmed a child or vulnerable adult, or you would have done so if they had not left, you must tell the Independent Safeguarding Authority

Until the exact detail of the Protection of Freedoms Bill come in to force in 2012, you should continue to use the CRB system as you have done in the past for all staff and volunteers who come into contact with children or vulnerable adults.

Footnote

CRB checks are only a small part of the process of recruiting staff and volunteers safely. If you need more advice on how to recruit safely, please contact Fiona Millar on fmillar@havs.org.uk Safe recruitment practice may become more crucial to the voluntary sector in the future when the forthcoming Protection of Freedoms Bill means it will not be necessary to use the CRB check for some volunteers or staff.

Fiona Millar - Hillingdon Association of Voluntary Services

Register and be ready to receive.

A national awareness campaign is being launched by the online charity **Giving World Online** over the next few weeks which will benefit charities and community groups around the UK.

Giving World Online is a charity set up to offer a simple solution for companies with surplus goods to dispose of. They register with Giving World Online and publicise their goods onto charities and community groups who can access the items free of charge to support the people they work with.

Efforts are being focused on engaging more businesses to use Giving World Online to directly help community groups in their locality access surplus stock. Television giant Discovery Networks UK are sponsoring a television advert to get the message out.

Now is the time for charities and community groups to register to be able to access those goods.

As goods become available on the website, only those charities and community groups already registered will have immediate access. Giving World Online director, Rama Bhalla, explained: "Often goods are snatched up as soon as we make them available online, which is great news for those already registered to receive but it means that others will miss out if they have still to register. By registration charities and community groups can be alerted as and when their desired items become available.

Details from Nicola Ward
Communications Officer
Giving World Online

Email: [ni-
cola@givingworldonline.com](mailto:nicola@givingworldonline.com)

Charities lead the way in Fair Play

A survey published in March by *Charity Finance* shows that, on average, charities pay their top earners only four times more than their lowest-paid employees. Compare that with FTSE-100 companies, where the pay ratio is 232:1. At local councils, where the salaries of many chief executives outstrip that of the PM, the ratio is 15:1; for NHS trusts it's 14:1 and 19:1 for leading universities. The ratio between the top and lowest paid employee in an organisation can be a marker for where on the "moral compass" they sit and so how "fit" they might be to deliver the moral Big Society.



Andrew Hind, former chief executive of the Charity Commission, and editor of *Charity Finance* magazine, said:

"The Prime Minister's Big Society cannot grow in an environment of unfairness and a widening rich/poor divide.

The results of the first ever Charity Pay Ratio Survey demonstrate just how capably most charities are dealing with the difficult challenge of paying salaries which are high enough to attract talented leaders at the top, while still maintaining a sense of equity and fairness amongst the workforce as a whole."

Ted Hill, Chief Executive at HAVS added:

"In HAVS our ratio is 3.5 times the lowest paid employee and I guess for many local charities the ratio is even less.

Source: Charity Finance 1st March 2011.

FAREWELL

During the first quarter of 2011, HAVS said goodbye to some key staff as a result of reduced funding.

We say goodbye to:

Gurdip Rai who provided much needed HR advice and support to the sector. This was funded by Capacity Builders, itself now dissolved by the Government.

Catherine Herriott who as Health & Social Care Manager was the lead for HAVS in this work.

Shoba Vijayakumar who provided admin support to the Volunteer Centre.

Tania Murrell who for the last 5 years provided first class training, quality assurance and Business Development support to local groups.

We wish them all good luck in their future ventures—their skills and experience will be greatly missed.

HAVS Congratulated

HAVS have been congratulated by the National Council for Voluntary Services (NCVO) for its good practices on HR and staff involvement.

NCVO highlighted HAVS work on developing key policies and the involvement of staff in the process on their Good Practice pages of their website. This was picked up by *Third Sector Magazine* who reported the process in more detail.

Ted Hill commented: “The need to update our many policies was self evident and we began the work back in October. We are now nearly at the end of the process which will pay dividends for the future.”

Full story on: <http://www.thirdsector.co.uk/news/Article/1056963/Interview-Ted-Hill/>

Average pay deals approach 3 per cent in Private Sector.

While workers in the public, voluntary & community sector struggle on, *People Management* have reported that average pay rises increased by 3 per cent in the private sector this year, according to the latest figures released by Incomes Data Services (IDS).

There are now worries of increasing inflation as RPI inflation hit 5.1 per cent in January.

The TUC warned that despite the various pay increases, spiralling inflation and the current public-sector wide pay freeze were squeezing the majority of real-term incomes.

“As more companies move back into the black, increased profits are being reflected in improved pay settlements,” said TUC general secretary Brendan Barber.

“But wages are still losing ground to rising living costs and the government is pushing through a downward wage spiral in the public sector – with pay freezes and increased pension contributions – while inflation is around five per cent.”

Source: *People Management*

HR – ADVICE

As you will be aware the Free HAVS direct HR advice & support provided via the Capacity Builders programme ceased on 31st March as Capacity Builders was closed down.

While HAVS will be able to provide basic HR advice we will now be referring more complex questions to PEACE HR.

Peace HR is a social enterprise based at London Council for Voluntary Services (LVSC) providing helpline subscription support, one-off HR consultancy and mediation, HR and Employment Law Compliance Health Check service and training.

The bad news is that they do charge for their services:

14 hours subscription £700 +VAT,
Pay as you go £30 +VAT for 30 minutes,
HR Health Checks £600 +VAT,
Consultancy £455 +VAT per day.

If you are interested in finding out more about any of the new services email peace@lvsc.org.uk or contact Shirley on 0203 349 8913 or Clare on 0203 349 8914

SAD TIMES FOR INFRASTRUCTURE ORGANISATIONS

It was with great sadness that we learnt that CVS Hounslow (formerly as Hounslow Voluntary Sector Forum) was to close after 18 years. The closure came as a result of lack of funding and was effective from 31st March.

The news followed earlier announcements at the CVS in both Brent & Harrow were also shutting their doors due to funding deficits.

Accordingly HAVS is now the **only** CVS in outer west London.



Bringing community & voluntary groups together

Hillingdon
Association of Voluntary Services



HAVS—Open for Business!

HAVS TO LAUNCH ON-LINE TRAINING

Working with the Charity Learning Consortium HAVS is able to provide access to a wide variety of online training workshops. The workshops cover a wide range of courses including - IT training, Microsoft of applications, Organisational Management, Personal Development, Communication Skills, Budgeting and Finance and many more.



Training is a key feature of any organisation; it helps keep staff on top of their work, also allowing easing into developing new skill sets to the ever growing business.

You can complete the courses at your own pace – in one go or in short sessions, and come back to where you left off and progress from there.

HAVS Free Training Back—for a bit anyway

Funded by *Awards for All*, HAVS is providing free training.

Over 50 people attended the first in a series of free workshops run by BtoB to enable the sector to understand how to bid for contracts.

The next free training is:

5th May—*Understanding your place in the supply chain*

26th May—*Consortium Building*

23rd June—*Writing Winning PQQ*

7th July—*Successful Tendering.*

All at Key House. Contact Fergus on 020 7697 1972 to book your free place



LOTTERY FUNDED



HAVS Information Communication Technology (ICT) Development Work



Troubleshooting— both hardware and software, ICT best practice, ICT health-check 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 through signposting from Refugees in Effective and Active Partnerships (REAP).



HAVS ICT Services is promoted like all HAVS services on the community web portal developed to support the voluntary and community organisations - www.hillingdonconnected.com. Information Communication Technology (ICT) news bulletins that made the front page of the community web include -

- Mobile phone provider **Orange** has teamed up with 12 UK charities to create an app which enables people to volunteer through their mobile phone for the first time.

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Designing

Volunteer Roles

Designing volunteer roles is, oddly, often overlooked in the development of a volunteer programme. Volunteer task design is critical if organisations want to recruit and retain volunteers. A volunteer role has to be appealing, rewarding, something the volunteer looks forward to - better than a job.

What tasks need to be done?

Staff, existing volunteers, and management committees should all have a role in identifying tasks that need doing. This will ensure that the roles you offer volunteers are what your organisation really needs to be done. Ask colleagues the following questions:

- What activities and projects have you always wanted to do but have not had the time for?
- What would you like to see done that no-one has the skills for?
- What could be done to enhance the service we are offering?

Are there specific tasks or projects that volunteers could take on?

Everyone in an organisation can feed in to the process of identifying volunteer tasks at all stages. This can be in the form of a 'big ideas' board which people can add to, or a suggestions box, or a file on the shared drive. 'Big Ideas' isn't just about volunteer jobs; it's about identifying strategies for the organisation. These strategies can be about consolidating work done at present, improving standards, or taking on whole new projects. They may all offer scope for volunteer involvement on a range of levels, from stuffing envelopes, to designing and implementing a marketing strategy, to delivering direct services to clients.

In identifying volunteer roles care should be taken not to make too many assumptions. Many of us find envelope stuffing hopelessly dull, for example, but for some it is a meditation, a relaxing process that is a change from a stressful, thought intensive job.

Task descriptions

Having identified areas where volunteers could be involved it can be useful to take some time to develop task descriptions for each role. It might seem that written task descriptions are overly formal and bureaucratic and not suited to the flexible nature of volunteering, however they can allow you to work out what it is that a volunteer is required to do and the skills that are needed to do it. They are also useful for volunteers, to allow them to understand their role and responsibilities within the organisation and to see where the boundaries are.

They can allow you to more accurately match the needs of your organisation with the needs and skills of the volunteer. When developing task descriptions consider including:-

The purpose of the role

Do they know why the job needs doing? This might seem strange, but many volunteers, and sometimes staff in an organisation, have no real grasp of why they do what they do, beyond a vague impression that it supports the 'good work' of the organisation. Volunteers need to know in what ways they support the work of the organisation. For example: you have a volunteer who stuffs envelopes for you. Do they: - a) think they are helping the organisation achieve its objectives b) think they have to stuff envelopes to go to heaven c) think they are sending a nice newsletter to a long list of people d) understand that they are sending a newsletter to the community supported by the organisation, and that this small contact is just enough to reduce people's sense of isolation, making a real impact on their lives. Which of these understandings is going to motivate volunteers the most?

Suggested activities

Break down the role into all the possible activities that may be involved. For example, a task description for a volunteer kitchen assistant might include: to serve customers, to clear tables, to take payment from customers, to work with other staff to maintain a clean working environment etc. Listing all the activities involved in the volunteer role will help both volunteers and other paid staff understand exactly what is, and what is not, expected of them.

Required skills, knowledge and experience

Think about what a volunteer will need to know and be able to do in order to fulfil the role. If you need someone with specific skills, knowledge or experience, such as IT skills or previous experience of working with the client group, it is important to be clear about this as it will avoid wasting a potential volunteer's time if they do not have these. However, if the skills you are looking for are more to do with someone's personal qualities, such as able to get on with people, patience, a non-judgemental attitude, it is equally important to list these on a task description. If you don't include these some potential volunteers may feel that they are not adequately qualified for the role and may not bother getting in touch, but if you state that what you are looking for is actually someone just like them this may encourage them to make contact with you.

Where and when

You should state where the volunteering takes place and the expected time commitment that is involved.

Support and training

It can be useful to briefly describe the support that will be provided to volunteers and give details of any training that is required or offered. This can help to reassure volunteers that they are not going to be thrown in at the deep end and expected to know everything straight away. You should also state what expenses will be paid to volunteers as this can help remove a potential barrier to someone being able to volunteer with you.

Any other requirements

Give details of anything else that volunteers should know about the role, for example that

they would need to be able to use their own transport.

Developing written task descriptions can have a number of benefits for both your organisation and volunteers. Firstly, by breaking down the role (into the elements outlined above) can help you to determine if you have the resources that will be needed to support and train volunteers appropriately. It can also help you to see whether the role you have developed is actually realistic as a volunteer role. Once you have your task description, look at it objectively and consider if you are asking too much of the volunteer. If this happens then review the task description and see whether it could be broken down into a number of smaller roles that could be fulfilled by several volunteers.

Task descriptions can also be a useful tool for the recruitment of volunteers. Advertising a specific role can make it easier for people to see themselves doing it and a task description will help potential volunteers decide whether or not the role is right for them. If a volunteer is clear from the start about what they are going to be doing and what is expected from them you are more likely to keep them. For existing volunteers, task descriptions can be helpful in clarifying the boundaries and responsibilities of their role. For example, if a volunteer feels that they are being asked to do too much, revisiting their task description will help you and them to see if this is the case, and may help to determine whether there is a need for more volunteers or if the role has changed and the task description needs reworking.

As with many areas of volunteer management it is important to maintain flexibility when developing volunteer roles and task descriptions. Just because someone cannot manage all the elements of a volunteer role does not necessarily mean that they wouldn't make an excellent volunteer. However, taking the time to carefully consider volunteer roles and

develop task descriptions is an important part of volunteer involvement that will help to provide clarity about the expectations and responsibilities of both volunteers and the organisation.



VOLUNTEERING TASK FORCE HAVS receives requests quite frequently from local employers wanting to hold some volunteering team building event and asking if any local groups need any help.

This usually includes, but not exclusively painting, decorating, gardening, clearance etc where lots of free labour is the key.



If your group needs a helping hand with such items please contact us at HAVS and we will put you in contact.

EQUALITIES ACT UPDATE!



The Government is proposing to delay the implementation of the specific public sector equality duties and to make significant changes to the duties.

Under the proposals, the deadline for publication of equality information is put back from 31 July 2011 to 31 December 2011.

The Government Equalities Office has also announced that the general public sector equality duty will now come into force on 5 April 2011, rather than 6 April 2011 as had previously been announced. It has said that it intends to bring the specific duties into force in July 2011. The general public sector equality duty under s.149 of the Equality Act 2010 requires public bodies to eliminate discrimination, advance equality of opportunity and foster good relations between different groups. The specific duties are aimed at enabling better performance of, and demonstrating compliance with, the general equality duty.

On 12 January 2011, the Government Equalities Office published draft Regulations setting out the specific duties. It has now published a policy review paper setting out changes to its proposals. It has also published new draft Regulations to replace those published in January 2011.

The main changes to the specific duties are that public bodies will not have to publish:

- evidence of engagement undertaken with interested parties on their policies and practices;
- evidence of equality analysis of their policies and practices;
- details of the information considered when undertaking equality analysis;
- details of engagement undertaken with interested parties when developing their equality objectives; or details of how progress towards their equality objectives will be measured.

Under the newly proposed specific duties, public bodies will be required to:

- prepare and publish one or more equality objectives;
- publish information to demonstrate compliance with the general equality duty, including information relating to persons who share a relevant protected characteristic who are: its employees; or other persons affected by its policy and practices.

The requirement to publish information on employees applies only to public bodies with 150 or more employees.

Public bodies (including schools) must publish the information to demonstrate compliance with the general duty no later than 31 December 2011. They must publish their equality objectives no later than 6 April 2012. Under the previous draft Regulations, the deadline for publishing information was 31 July 2011 (or 31 December 2011 for schools).

Public bodies will be required to comply with the general equality duty from 5 April 2011, notwithstanding that the Government does not intend to bring the Regulations setting out the specific duties into force until July 2011.

The Government's aim is to remove unnecessary procedural requirements and to assist public bodies to comply with the general duty by providing guidance, rather than regulation. It is inviting comments on the new draft Regulations, to be provided by 21 April 2011.

Source: Xpert HR.

More Funding Opportunities....

Peter Cruddas Foundation

The Foundation gives priority to programmes designed to help disadvantaged young people to pursue their education (including vocational) and more generally develop their potential whether through sport or recreation, voluntary programmes or otherwise.
<http://www.thepetercruddasfoundation.org>

Heritage Lottery Fund - Young Roots - currently undersubscribed

Young Roots is a grant programme designed to engage young people aged 13-25 with their heritage.

<http://www.hlf.org.uk/HowToApply/programmes/Pages/youngroots.aspx>

ACT Foundation

ACT provides grants to individuals and other charities, principally in the UK, with the aim of enhancing the quality of life for people in need, (specifically the mentally and physically disabled). www.theactfoundation.co.uk

Co-operative Charitable Foundation

If your community, voluntary or self-help group needs a grant of up between £100 and £2,000, you can apply using the online form.

<http://www.co-operative.coop/membership/local-communities/community-fund/>

Henry Smith's Charity

The Henry Smith Charity is a large grant making charity which supports initiatives and projects that address social inequality and economic disadvantage.

<http://www.henrysmithcharity.org.uk>

Henry Smith's Charity - Outings for young people

Applications can be made for grants towards holidays or outings within the UK for children aged 13 and under who are from areas of high deprivation, are experiencing disadvantage, or those who have a disability.

www.henrysmithcharity.org.uk/notice.html

PRS - Awards to Festivals

The Awards to Festivals scheme aims to support a wide range of festivals with a commitment to programming new UK music of any genre. Grants of up to £3,000 are available. <http://www.prsformusicfoundation.com/funding/festivals.htm>

All England Netball Association - Youth Trust

The All England Netball Association Youth Trust supports individuals and organisations in the development of sport for young people under the age of 21 in England. <http://www.englandnetball.co.uk/>

Trust for London

funding priorities are: Improving employment opportunities for disadvantaged people Promoting the inclusion of recent arrivals to the UK Promoting social justice (policy change and campaigning work) Strengthening the skills of the voluntary and community sector <http://www.trustforlondon.org.uk/grants/funding-guidelines/>

Hedley Foundation

Most grants will be of capital or one-off nature, but the Trustees sometimes agree to help fund the introduction of new and innovative projects with a series of up to 3 annual grants. www.hedleyfoundation.org.uk

Kelly Family Charitable Trust

The overall objective is to reinforce the potential benefit and support the family members as a unit can give to each other. Applications are also welcomed from sports and health-related charities whose activities comply with the above criteria.

<http://www.kfct.org.uk>

Skinner's Company

One-off grants of up to £1,000 are made to small registered charities and not-for-profit organisations. The priority areas are Disability, Local Heritage, Local Community and Performing & Visual Arts. www.skinnershall.co.uk



ICT Continued....

- Civil society's ability to use communications technology to reach out to service users and other stakeholders will be badly hampered by cuts to support providers' budgets, the project manager in charge of NAVCA's regional ICT champion scheme.
- After launching its package for nonprofits in the US, **Google** has confirmed that UK charities will also be able to benefit from **Google for Nonprofits** in the future.
- Eight of the UK's top funders met last month to plan how to help increase charities' use of technology. The event was organised by the government-funded campaign **Race Online 2012**, in order to find out what role it could play in supporting the modernisation of charities and thereby ensuring their end users can benefit from being online.
- Past and present news bulletins can be viewed on Hillingdon Connected.

Training with Hillingdon's community web portal

Working with the Charity Learning Consortium HAVS will be providing access to a wide variety of online training workshops. The workshops will cover a wide range of courses including - IT training, Microsoft of applications, Organisational Management, Personal Development, Communication Skills, Budgeting and Finance and many more.

Training for HAVS members to design their profile page on the community web portal (www.hillingdonconnected.com) has been set for Wed 15/06/2011 from 14.00 – 19.00 in Dereck Stobs Training Room, Key House, 106 High Street, Yiewsley.

This month's tips and tricks - Jargon Buster

Moodle: (abbreviation for *Modular Object-Oriented Dynamic Learning Environment*) is a free and open-source e-learning software platform, also known as a Course Management System, Learning Management System, or Virtual Learning Environment (VLE). Educators can use and create effective online learning sites for free using this web application.

Google Docs: Is a free, Web-based word processor, spreadsheet, presentation, form, and data storage service offered by Google. It allows users to create and edit documents online while collaborating in real-time with other users. Google Docs combines the features of Writely and Spreadsheets with a presentation program incorporating technology designed by Tonic Systems. Data storage of any files up to 1GB each in size was introduced on January 13, 2010.

Dropbox is a Web-based file hosting service operated by *Dropbox, Inc.* that uses cloud computing to enable users to store and share files and folders with others across the Internet using file synchronisation.



Cloud Computing: Cloud computing is a general term for anything that involves delivering hosted services over the Internet. These services are broadly divided into three categories: Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS). Cloud computing refers to applications and services offered over the Internet.

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 need of local people

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

Committed to establish of REPRESENTIVE systems, procedures and the structures, which enables the voices of the whole volunteer sector to be at 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 the SUPPORT for the voluntary sector to enable it to the achieve its many aims and objectives for the benefits of local, and local environment

Hillingdon Association of Voluntary Services

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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.

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**A sincere thank you
to all our funders & supporters**

