

January 2011

Newsletter

The Newsletter for Kingston's
Voluntary & Community Sector



Children's Services Perform Excellently

A recent OFSTED report has been welcomed by the Children's Trust Board. The report states, "The very large majority of services, settings and institutions inspected by Ofsted are good or outstanding and very little is inadequate. Most provision is highly effective in helping children and young people learn and stay safe."

"High numbers of children and young people participate in sport and report that they are very satisfied with the parks and playgrounds in the area. Young people are sensible about the risks they take. The numbers of teenage girls who become pregnant are low and reducing. Fewer young people than elsewhere say they drink alcohol and misuse drugs. Services to support children, when they are troubled, are increasingly prompt in responding to needs and a specialist service is helping prioritise support for children and young people in care."

Partnership working is recognised as key factor contributing to Kingston's success. "The local authority and its partners are well placed to work together to provide the necessary services. Partnerships are strong and committed to detecting needs and providing support early."

Alongside this, it remains vital that the voluntary and community sector retains a strong voice at Children and Families Strategic meetings. It is important that the very popular Children's and Young People's Organisations Network continues to function successfully, as it has done for over seven years. The Network is a forum for the exchange of information and a place to share resources and facilities. It has also significantly developed the participation and representation of voluntary and community organisations in the borough.

Incorporating the
KVC Newsletter
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Increase in the VAT rate to 20% on 4 January 2011

As you will be aware, the VAT rate will increase to 20% with effect from 4 January 2011. There are no changes to the current zero rates (0%), reduced rates (5%) and exemptions from VAT.

The basic principle is that goods and services supplied on or after 4 January 2011 will be liable at the 20% rate, but there are some additional complications when supplies, payment or invoicing occurs just before and after this date:

- Where goods are provided or services are completed before 4 January 2011 but are invoiced after the supplier would normally charge VAT at 20% but can choose to charge VAT at 17.5% if they wish.
- Where an invoice is issued or payment is

received before 4 January 2011 for goods or services provided after that date the supplier should normally charge VAT at 17.5%, but can choose to charge at 20% if they wish.

- Where goods or services are provided over a period of time which spans the rate change, e.g. supplies of electricity and gas or consultancy services, the supplier can either just use the rate applicable when they raise the invoice, or can choose to apportion the charge between the VAT rates before and after the rate change, using any reasonable apportionment method.

Further information is available at www.hmrc.gov.uk/vat

£100 million Transition Fund Launched

The £100million Transition Fund to support charities, voluntary groups and social enterprises affected by public spending reductions has been opened for applications by Minister for Civil Society Nick Hurd.

The fund is available to organisations with a turnover between £50,000 and £10million which have derived much of their funding from state sources. It will provide grants of between £12,500 and £500,000 to enable organisations to make the changes they need to become sustainable in the longer-term.

The Transition Fund is managed by the Big Fund, the non-lottery funding arm of the Big Lottery Fund. Applications can be made by visiting the website www2.biglotteryfund.org.uk or calling 0330 303 0110 (textphone 0845 602 1659).

The application process will close on 21 January 2011.

For more funding sources, see page 11 of this newsletter.

Free Press for Community Organisations

Community Newswire is a free news distribution service provided by Media Trust and the Press Association to support community organisations to get press coverage. If you have a newsworthy story, a dedicated Press Association journalist will write it up into an article and send it out to

newsrooms via the Press Association's newsfeed.

More information on this service can be found on the Media Trust website www.mediatrust.org

Understanding and Using an Outcomes Focus

Thursday 24 February and Wednesday 23 March

Access Learning Centre, North Kingston Centre



LOTTERY FUNDED

A fully subsidised two-day training course for voluntary and community organisations

How much do you know about the effects of your organisation's work?

Would you like to know more about outcomes?

Are your funders asking about outcomes monitoring?

If so, you'll be interested in this fully subsidised training course, which will include:

- Learning how to assess your effectiveness
- Learning about what works, to improve your services.
- Increasing morale for staff and users by showing that change is happening.
- Demonstrating to funders that you are making a difference

The course aims to equip participants to introduce an outcomes focus within their own organisation. For this reason, organisations are encouraged to send two or three people from their organisation on the course, whether trustees, paid staff,

volunteers or a mixture. Participants from the same organisation should all attend the same course.

To make the most of this opportunity, we ask you to commit to:

- Attending both days of the course
- Fully engage in the take-away task between the two training days. This involves holding a meeting in your own organisation on outcomes and on the implications of adopting an outcomes focus.
- Taking further actions to introduce an appropriate outcomes focus within your organisation after Day 2 of the course.

To find out more, please contact Sanja Kane on 020 8255 3335 or training@kva.org.uk. Further information will also be available in the Training section of the Kingston Voluntary Action website www.kva.org.uk

Training Needs Analysis Survey

Kingston Voluntary Action will be putting together a new programme of training courses for the voluntary and community sector, to take place in Spring 2011. To ensure that the training courses meet the needs of all groups in Kingston, we are conducting a Training Needs Analysis Survey. This has already been sent by post and/or email and a link to the survey can be found on the homepage of our website at www.kva.org.uk

We are grateful to those organisations who have completed it, and would encourage groups who have not done so yet, to take a few minutes to do so. As an extra incentive, one completed survey will be drawn at random and that organisation will be entitled to one free place on a KVA course of their choice.

If you would prefer to discuss your training needs, please contact Sanja Kane at KVA (see above).

The Public Health White Paper **Healthy Lives, Healthy People; Our strategy for public health in England**

The Government has launched this latest White Paper which recognises the significant public health challenges that local authorities, the NHS and public health practitioners face. The paper outlines how they propose to fundamentally reorganise how public health is funded, provided and delivered by both national and local healthcare services. The White Paper plans to go further and faster in tackling the causes of premature death and illness as well as better address health inequalities across society.

Subject to parliament, the communities and local government will be at the heart of improving health and wellbeing for their populations and tackling inequalities. A new integrated public health service will be

created 'Public Health England' to respond to national health protection issues.

During 2011 the Department of Health (DH) will publish documents that will build on the new public health approach for Mental Health; Health Protection; Tobacco Control; Obesity; Sexual Health, together with documents from other government departments, addressing many of the wider determinants of health. This paper sets out the timeframes for the transitional process, incorporating all the changes to our health and social care arrangements; with details of the new bodies to be established and outlining their responsibilities.

See the Department of Health website www.dh.gov.uk for the full document.

Any Willing Providers?

Francis Maude, Minister for the Cabinet Office, has announced the launch of a new 'Right to Provide' programme giving all public sector employees the right to take over and run their services as mutual organisations. Whether in the arena of hospitals, prisons or Sure Start Centres, the belief is that giving employees a stake in their organisation improves productivity, reduces absenteeism and enables services to be run more efficiently as well as increasing accountability to service users.

Within the Government there is clear political support for a new diverse market of provider organisations and the presence of two Government ministers at the Guardian's Social Enterprise Event in November reinforced the Coalition's commitment to

harness the talents of social enterprises and charities in delivering health and social care services.

The 'Right to Request', the forerunner of the Right to Provide, was available to NHS staff wanting to spin out service delivery. The third and final wave of Right to Request providers has also been announced. The new Right to Provide applies to the NHS and also extends the offer to all Government Departments, with a presumption that employers will accept suitable proposals submitted by their staff. In some cases, proposers will not need to go through a full tender process. Proposers must show they can deliver savings to the taxpayer or improve the quality of services, and appropriate guarantees must be met.

GP Commissioning Consortia

Whilst there is still no national template for a GP commissioning consortium, Kingston has been approved as one of 52 early adopters that has just been named as part of the Government's pathfinder programme to road-test the new commissioning arrangements and identify any issues. Meanwhile Health Secretary Andrew Lansley has confirmed that documents will be published before Christmas spelling out how consortia are to be established. With an ambitious timetable to take over PCT functions from April 2013, GPs are thinking now about the governance structures they should establish and how they would manage the transition from PCTs. Unlike the GP Fundholding system of

the past, the GP Consortia commissioning budget will be held separately from the practice budget and will be based on the health needs of the locality.

The NHS Kingston Board, at their public meeting in November, recognised the importance of strong partnership arrangements with the voluntary sector and of finding ways of working to support the VCS through the changes with the new commissioning boards. There was also a commitment from the GP community to develop relationships with the voluntary sector to enable significant future working arrangements.

NHS Kingston – Transitional Management Structure

NHS Kingston has set out their proposal for a Transitional Management Structure to manage changes that are proposed by the Government's White Paper. The structure sets the scene for an integrated service model for health and social care in line with the development of 'OneKingston'.

Consultation on the proposal began on 22nd November. Under the new arrangement, the NHS Kingston Chief Executive will be a joint post with the Royal Borough of Kingston, combining responsibilities of the Director of Adult Services.

Health and Wellbeing Board

The arrangements for the Health and Wellbeing Board were provisionally set out in the latest Health White Paper to be a more 'Strategic' arrangement. The new Health and Wellbeing Board has now been established in shadow form, with Kingston being an early implementer. The first meeting was held on 24th November 2010 with a membership drawn from the statutory sector, RBK, NHS Kingston, GP Commissioners etc with LINK

(soon to be HealthWatch), representing patient and public involvement. At the first meeting held in November, it was agreed that the KVA Chief Executive would be the Voluntary Sector Representative and have voting rights. Although the first meeting was held in private at the Guildhall, for the sake of transparency, we should expect to see further meetings held in public.

For further information or to discuss issues relating to Health and Social Care, please contact Maria Tunmer, Health & Social Care Manager at Kingston Voluntary Action on 020 8255 3335 or email health@kva.org.uk

2011 Census – help tomorrow take shape

In March, all residential households in the UK will be taking part in a census. Since 1801, a day has been chosen every ten years for this purpose with the next one being **27 March 2011**

The census provides an excellent source of information about the population. This enables central and local government, health authorities, and many other organisations, to identify need for housing, education, health and transport services for years to come.

Water companies use the census data to plan the pipes for clean and waste water – to make sure there's enough for everyone. Fire brigades and the police use census data to help communities, putting fire alarms and crime prevention measures in specific areas. The census statistics also feed into the allocation of funding for local authorities and play a major part in identifying need for local services in communities, so it is crucial the population estimate is as accurate as possible. The personal details from each form are kept confidential and secret for 100 years and are not shared with any other government departments or local authorities.

In previous censuses a number of key population groups were under counted. These included:

- Older people
- Students
- Young adults
- Ethnic minorities
- People with disabilities

To avoid this happening again in 2011, the Census Area Manager for Kingston and Richmond, Jonathan Crook, is looking to form partnerships with local community groups and voluntary organisations to ensure all residents are informed about the census, are able to participate and are pro-actively encouraged to complete census questionnaires. The aim is to help arrange and to attend events which promote the census by explaining its importance and relevance to each group and completion events, around the time of the census on 27 March 2011 to actively assist people who are having difficulties completing the form. If your organisation works with people who fall into these groups, please contact Jonathan to see how you can work together to ensure your community is able to take part.

There is also a wide range of help options available (such as language guidance booklets, large print format, Text Relay and census field staff on hand, as well as online help and telephone helplines).



More information about the 2011 Census can be found at www.census.gov.uk

If you think your organisation can help engage the local community in the census, please contact Jonathan Crook on 07801 331 447 or h129@census.gov.uk

Celebrating 40 years of Volunteering in the Royal
Borough of Kingston upon Thames

The Principles of Volunteering

Kingston Volunteer Centre thinks it is an appropriate time to define volunteering to prevent exploitation of goodwill, prevent the blurring of lines between individual benefit and mutual benefit, being able to challenge bad practice and justify volunteering roles and to manage expectations for both the individual and the organisation. The act of volunteering is to get things done in the community that wouldn't happen otherwise, and it is not a statutory obligation.

Best practice in volunteer management is the essential ingredient to helping pave the way to the 'Big Society' and investment is crucial in this if we are to modernise volunteering. Therefore, let us remind ourselves of the definition of volunteering, as agreed and endorsed by the London Stakeholders Volunteering Forum and members of Greater London Volunteering ... "any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment."

Volunteering:

- Is mutually beneficial (to individual and organisation)
- Is independently chosen and freely given
- Is enabling and flexible wherever possible
- Has a community or social benefit
- Is offered to not-for-profit activities

These principles guide best practice in volunteer management advice and guidance that the KVC team deliver when working with organisations in Kingston.

In addition, the following considerations when developing a volunteering opportunity need to be addressed:

- Any financial benefit from the involvement of volunteers is reinvested to the community or allows a not-for-profit to continue to exist
- Organisations need to be clear where paid roles should be protected or reinstated again when affordable
- Volunteering roles should be designed with a Mutuality of Expectations statement to clarify expectations of commitment without entering into a contract which changes the role into one with employment rights
- Any other form of unpaid work of experience should not be labelled volunteering

Whilst we at KVC welcome the Government's acknowledgement of the impact of volunteering in contributing to stronger, more cohesive communities that benefits society in many ways, we wait to see what level of financial help they will give to support the volunteering infrastructure. It needs to be noted that although volunteers give their time and skills freely, there is still a cost involved in managing voluntary activity and this needs investment for the future.

Maria Jarvis
KVC Manager
volunteering@kva.org.uk



Volunteering Good Practice Project

How to Say 'No' to a Volunteer Workshop - November 2010

Have you ever said YES to a volunteer when you really should have said NO?

This was the theme of the new KVC workshop. Volunteering is mainly a positive experience for everyone involved, but sometimes things can go wrong. Volunteering England receives many calls on this subject, and found that the biggest stumbling block can be managers' reluctance to deal with problems, as they feel embarrassed to be critical when volunteers are giving their time freely. Whilst understandable, it does nothing to resolve the issues which can then impact on the organisation and other team members.



The workshop covered the following:

- What sort of problem occur
- Preventing problems (what you need to have in place)
- Key stages in identifying problems
- Dealing with problems
- Problem solving procedure
- Saying goodbye to a volunteer

Involving Volunteers In-House Training Session

Pat Stanley, Volunteer Good Practice Advisor, recently delivered a short training session to a committee to help them focus on why and how they want to involve volunteers, along with the practical steps needed before starting the recruitment process.



14 organisations signed up and took part in the interactive problem solving session. Here is what some of them thought

"Very useful, pitched at right level with not too much detail on policies"

"A very informative, well thought out and well presented training"

"Overall very good and very much enjoyed, thank you. Great delivery"

If you think you could benefit from this training, we plan to run it again on the KVA Spring Training programme, so watch this space for dates.

If your organisation is new to involving volunteers and want to develop volunteering opportunities and feel that you would benefit from this session then please get in touch with Pat on 020 82558068 or outreach@kvc.org.uk

Volunteer Co-ordinators Forum

Wednesday 16th Feb 10-12.30

Richard Mayo Centre, United Reformed Church

Supporting Volunteers with Learning Disabilities Richard Craig – Buddy Scheme Co-ordinator

The next Volunteer Co-ordinator forum will focus on working with and encouraging volunteers who have learning disabilities.

The session will help you overcome apprehensions about including volunteers with learning disabilities and give clearer guidance on the following:

- Introduction to disability awareness
- Overcoming communication difficulties
- Introduction to autism

If you would like to know more about supporting volunteers with learning disabilities, then come along to this free workshop.

To book a place please contact Pat Stanley, KVC Volunteering Good Practice Advisor, outreach@kvc.org.uk 020 8255 8685

The Good Practice Project offers quarterly Volunteer Co-ordinator Forums, which are your opportunity to network and share examples of volunteering good practice. If you have ideas or topics that you would like to see on future forums then please get in touch with Pat Stanley.

Experts in Volunteering - an Update



Experts in Volunteering works in partnership with London's Volunteer Centres to promote good volunteer management practice. Their aim is that Londoners should have good volunteering experiences, and that the amount and range of volunteering opportunities should increase.

One strand of the project is London's Volunteer Management Charter. It is a year since the Charter was launched and over 300 volunteer-involving organisations are now involved at one level or another. It has been endorsed by the Mayor of London, Boris Johnson, "I welcome the London Volunteer Management Charter as an exciting initiative

that will continue to improve volunteering experiences in our capital. Every hour donated by volunteers helps make London a more civilised and pleasant place in which to work, visit and live.

Experts in Volunteering also offers free action learning sets and training as a further way of directly supporting volunteer managers. Sets and training are delivered by Volunteer Centres and are open to anyone in London with responsibility for managing volunteers.

For further information, please visit www.expertsinvolunteering.org.uk

A Big Thank You to the Buddy Scheme Volunteers

It's been a very successful year for the Buddy Scheme as we doubled the size of the project by incorporating another scheme for teenagers with learning disabilities. But the good work we do would not be possible without our dedicated volunteers. They give up their time to improve the lives of people less fortunate than ourselves, and many of them have been part of the scheme for years now.

I have been particularly impressed to meet the new teenage volunteers, whose

enthusiasm and kindness are inspiring. I have several new volunteers coming into the scheme, and I am looking forward to matching them up with buddies in the New Year. Our volunteers are truly fantastic and committed, and I want to say thank you to them all.

Richard Craig
Buddy Scheme Co-ordinator
buddyscheme@kvc.org.uk



Good Sports Project

Sports Volunteers

Is your sports club or association looking for volunteers? The Good Sports Project at KVC is available to help.

One organisation currently looking for volunteers is Walk4Life. YMCA London South West and NHS Kingston run the Walk4Life scheme which encourages people to get active by regularly attending a walk, where they are able to exercise safely and sociably in a group of people from a range of different cultures, backgrounds and experiences.

Walk Leaders are needed to accompany groups on 30-90 minute walks around Kingston's scenic pathways. Enthusiasm,



flexibility and community spirit are more important than being super-fit.

To become a Walk Leader you must be able to:

- Lead at least one session per month in the Walking Scheme
- Attend the free British Heart Foundation accredited Walk Leader training course
- Attend a one-day first aid course
- Undertake a Criminal Record Bureau check

For more information please contact Hedley at goodsports@kvc.org.uk or on 020 8255 8685

Sport Kingston Website – A One-Stop Resource

Sport Kingston is the local collective voice for sport in Kingston, and their aim is to promote and encourage sporting activity throughout the borough. Earlier this year, they set up the Sports Kingston Website, **www.sport-kingston.co.uk**, which aims

to be a one-stop resource for sports clubs and association in Kingston, providing information and links on topics such as coaching, Active Kingston, funding and disability, as well as a directory of local organisations.



Heritage Lottery Fund

The Heritage Lottery Fund (HLF) funds heritage activity projects from voluntary and community groups, particularly under their two small grant programmes: Young Roots (£3,000 -£25,000) and Your Heritage (£3,000 - 50,000).

Kingston has not received as much HLF funding as other London boroughs, so they are keen for more local groups to apply. HLF's priorities are about learning, participation and conservation and they fund projects that encourage people from all kinds of backgrounds, ages and communities to get involved in sharing and making decisions about their heritage.

HLF can fund project staff, equipment, visits, training and learning materials, and you don't need to bring match funding to your application.

HLF's website gives examples of projects they have funded and introductory guidance notes www.hlf.org.uk.

If you have any questions please contact Lucy Hares, Kingston's HLF Development Officer on 020 7591 6174, by email on lucyh@hlf.org.uk

The W G Edwards Charitable Foundation

The Foundation assists with the provision of care for older people through existing charities, principally with capital projects but also innovative schemes for ongoing care. They prefer to give towards a named item, costing between £1,000 and £5,000 rather than into a pool building fund.

Applications are considered at the Trustees Meetings which happen four times a year in January, April, July and November.

Further information can be found on the Foundation's website

www.wgedwardscharitablefoundation.org.uk

Kelly Family Charitable Trust

The Trust aims to strengthen family ties. It supports charities whose activities involve all or most family members in initiatives that support and encourage the family to work as a cohesive unit in tackling problems that face one or more of its members. Applications are also welcomed from sports and health-related charities whose activities comply with the above criteria.

The Trust will consider capital and revenue grants and is happy to support requests for core funding. Grants are generally between £1,000 and £5,000.

www.kfct.org.uk

The Triangle Trust 1949 Fund

The Trust's areas of interest for support are:

- Carers
- Community arts and education
- Disability
- Older people (particularly projects which maintain independence)
- Poverty
- Integration and rehabilitation

Priority is given to smaller charities and activities where the Trust's financial contribution will have an identifiable impact. Project or core costs, rather than capital costs are supported.

www.thetriangletrust1949fund.org.uk

For more funding opportunities, visit the Funding section of the KVA website www.kva.org.uk. Alternatively, contact Zahida Saddiq, Community Development Manager who can assist with fundraising 020 8255 3335, zahidas@kva.org.uk

Kingston: a Fairtrade Borough for 6 years

Fairtrade is a certification scheme denoting products that meet certain independently monitored criteria. The UK works with 20 other rich countries and 7.5 million people in 59 poor countries benefit. Over 4,500 products have the Fairtrade Mark.

What does the Fairtrade Mark signify?

- Guaranteed minimum price, agreed with producers
- Additional community premium to be used as the community wish
- Pre-financing for producers who need it
- Long-term trading partnerships
- Minimum and progressive criteria ensuring conditions for production and trade of a product are socially and economically fair and environmentally responsible.

What is a Fairtrade Borough?

It is a Fairtrade Foundation award, which has to be regularly renewed, for places achieving certain goals:

- Set up steering group
- Fairtrade products used by local organisations, e.g. churches, university
- Certain level and range of Fairtrade products available locally
- Council resolution supporting Fairtrade
- Media coverage

In Kingston this was achieved in 2005. It is a community initiative supported by the Council.

Do Fairtrade products always cost more?

Fairtrade products cover a range of prices, e.g. there are 100+ different Fairtrade coffees (real and instant), something to suit everyone. Most supermarkets have 'own brand' Fairtrade products, usually cheaper than well-known brands.



Fairtrade Fortnight

28 February-13 March 2011

Theme: Show Off Your Label

Special Focus: Cotton

In Fairtrade Fortnight many shops have offers on Fairtrade products. We have stalls in local supermarkets highlighting their wide range of Fairtrade goods. Shops and cafes take part, e.g. Food for Thought in Kingston market place has displays and tastings. We often host a Fairtrade producer for a day. We have had a Caribbean banana grower, 4 Ghanaian cocoa growers, and a Brazil nut co-operative manager from Bolivia. We take them to schools and the university, and to see their products on sale in shops and the Rose Theatre.

Why focus on cotton?

Fairtrade has enabled over 7 million disadvantaged producers to transform their lives. Trade is the major route out of poverty if conditions are right, but millions remain at the mercy of an international system controlled by rich countries. The cotton situation is especially iniquitous. Cotton farmers in Chad, Mali, Burkino Faso, Benin (West Africa) can't sell their cotton because the USA and EU give their cotton producers £19.34 billion per year in subsidies. Their very cheap cotton is dumped on the world market, destroying the market for poorer countries who produce really competitively priced cotton.

www.fairtrade.org.uk

What can I do to help?

- Put a Fairtrade item in a newsletter
- Try some new Fairtrade products
- 3-4 times a year we ask supporters to lend a hand, e.g. on a stall.

For more information or to contact us visit www.kingstonfairtrade.org.uk or phone Jeannette or Doug James on 020 8399 6222

Connecting the Voluntary Sector



Superhighways provides ICT (Information & Communication Technologies) support and development services to the voluntary and community sector. Their aim is to build organisations' ICT capacity, enabling them to deliver more efficient and effective services in the community. Although based at Kingston Voluntary Action, Superhighways provides support across the whole of London, helping groups in 22 of London's Boroughs in the past year. Superhighways has just published their Annual Review for 2009-2010, which highlights the wide range of support they provide to the sector - this be found on their website via

<http://bit.ly/shreview0910>

Helpdesk Service

Superhighways offers an invaluable Helpdesk service, which is free to voluntary and community organisations for queries that can be resolved within an hour by phone, email or remote access to your systems. Queries might include:

- Procurement advice e.g. finding best value quotes for a new laptop including details of software discounts for the voluntary sector
- Troubleshooting e.g. you can't access the Internet or print to a printer
- Technical advice e.g. on the different options for remote access to between offices or for homeworking

The Helpdesk service can be accessed by phoning us on 020 8123 8079 or emailing support@superhighways.org.uk

Superhighways has recently become a member of the Microsoft Partner Network and acknowledged as a Microsoft Small Business Specialist, which means that they are authorised support providers.

Factsheets and ICT News

Via their website, Superhighways offers a wealth of resources such as factsheets and guides to common ICT questions. The most recent guides you through embedding external content/functionality within your website e.g. Google maps and translation, surveys, event booking forms and calendars – with this guide, it really is very straightforward! Please see <http://bit.ly/shfactsheets> for a range of Superhighways guides and factsheets.

Superhighways also contributes to the London ICT e-bulletin, which offers news, training and tips, aimed at smaller voluntary and community organisations, managers, and accidental techies. You can sign up to this via the LASA website

www.lasa.org.uk/lasa/mailling-lists

Community Connected

Superhighways continues to support the Community Connected Project, including setting up wireless community broadband networks on a number of estates in the Kingston borough, refurbishing PCs and basic training. Community Connected drop-ins are now running every Wednesday afternoon in Piper Hall, Cambridge Road Estate and every Thursday afternoon at Kingsnympton Park Estate Community Centre. For further information email Sue at comconadmin@superhighways.org.uk or see www.communityconnected.org.uk and www.crcc.org.uk

To find out more about Superhighways, visit www.superhighways.org.uk

Full Cost Recovery

Costs such as management and leadership, research, development and innovation, and support functions like financial and personnel management are all essential, and integral, for any project to run efficiently and smoothly. If the full costs of a project or service are not funded or 'recovered' the sustainability of the project, and indeed the organisation, is put at risk. Full Cost Recovery (FCR) simply means securing funding for the direct costs of projects plus an amount to cover - or 'recover' – a proportion of general running (or overhead) costs. Every organisation needs to recover all its costs or it cannot pay its employees, rent office space, offer its products and services or plan for future development and delivery of its services.

Direct costs are incurred as a direct result of running a project or service.

Overhead / indirect / core costs are incurred by an organisation in order to support the projects that it runs.

The full cost of your organisation includes the direct costs of all your projects and services plus all your overheads. Therefore, the full cost of each of your projects should include both the direct costs and a portion of overheads.

Working out the cost of providing one service is relatively easy. When your organisation starts providing several different services, calculating the costs for each one becomes more complex, and it is likely that core costs cannot easily be allocated to any one activity. Remember that costs are incurred for a purpose – that purpose should be service delivery and therefore should be able to be allocated or apportioned. These costs all need to be fully analysed and understood in order to add a

fair proportion to the direct costs of running the service. The full cost of any project therefore includes an element of each type of overhead cost, which should be allocated on a comprehensive, robust, and defensible basis.

The total represents the total cost of delivery which should then become the price that needs to be paid for that service.

In principle FCR is a simple concept. Its implementation is likely to be more problematic. For example, doing the costing is one thing, obtaining the price from funders is quite another.

Recommendations for voluntary and community organisations

- Own the principle of full cost recovery;
- Use the term price for delivery;
- Cost projects and services on an accurate, defensible and sustainable basis.

Principles of full cost recovery

- Materiality - Analyse those core cost areas that are significant in your organisation; i.e. the ones that make up 80% to 90% of your costs. There is little point spending vast amounts of time on other cost areas.
- Average costs (rather than marginal costs) - Average costs take everything into account
- No cross-subsidisation - Ideally you shouldn't have one project supporting another
- Allocate costs - Analyse the activities that create the various costs

**Mafaz Ansari, Community Accountancy Adviser 07879 335390
communityaccountant@kva.org.uk**

Upcoming Events

13 January	SKiLD Training: Facilitation Skills course	Richard Mayo Centre
26 January	Understanding and Using an Outcomes Focus Training - Day 1	Access Learning Centre
3 February 10.00 - 1.00	Creating a Website using VOICE - Beginners	Access Learning Centre
3 February 2.00 - 4.30	Developing a Website using VOICE - Advanced	Access Learning Centre
4 February	TB Awareness seminar www.thetruthabouttb.org	London, venue tbc
16 February	Volunteer Co-ordinators Forum	Richard Mayo Centre
24 February	Understanding and Using an Outcomes Focus Training - Day 2	Access Learning Centre
28 February - 13 March	Fairtrade Fortnight Special Focus - Cotton	Various locations around Kingston
8 March	Community Development Network	Venue to be confirmed
17 March	SKiLD Training: From Development Worker to Manager course	Richard Mayo Centre
27 March	2011 Census	

Regular Events

Every Wednesday	Community Connected - Cambridge Road Estate	Piper Hall
Every Thursday	Community Connected - Kingsnympton	Kingsnympton Park Estate Community Centre
Alternate Saturdays	Kingston Community Furniture - Open Sale	Unit 33 Adams House

If you have any dates that you would like to be included in the next edition of this newsletter, KVA's e-bulletins or website, please send details to Justine Harvey, Information & Communications Co-ordinator at communications@kva.org.uk

Mission Statement

KVA leads community engagement, creating opportunities for organisations and individuals to become empowered to reach their full potential so they make a difference in their communities.

Kingston Voluntary Action 020 8255 3335

Hilary Garner	Chief Executive
Lynda Evans	Deputy Chief Executive
Keith Morton	Business Manager
Maria Tunmer	Health + Social Care Manager
Zahida Saddiq	Community Development Team Manager
Sanja Kane	Workforce Development & Training Co-ordinator
Justine Harvey	Information & Communications Co-ordinator
Judith Naylor	Children + Young People First Project Worker
Mafaz Ansari	Community Accountant
Polly Healy	Administrator
Susie Masters	LINK Co-ordinator
Debra McCarthy	LINK Administrator
Chris Wingrove	Kingston-i Project Manager

Newsletter Information

The Newsletter is distributed free of charge four times a year, to all known voluntary organisations in the Borough, key personnel in the statutory sector as well as to local councillors, libraries, doctors' surgeries and schools.

The Newsletter, along with the KVA website, provides opportunities to promote voluntary and community organisations and events. If you would like to submit details of inclusion, please contact Justine Harvey, Information & Communications Co-ordinator communications@kva.org.uk.

Inserts can be sent with the newsletter by prior arrangement. Please contact Polly Healy admin@kva.org.uk for costs and deadlines. If you would like to amend the contact details or you would prefer to receive the newsletter by email, please also contact Polly.

Kingston Community Furniture 020 8942 5500

Jim Christmas	Operations Manager
Adrian Collins	Business Manager
James Deane	Volunteer Co-ordinator
Bart Ricketts	Eco-Op Project Co-ordinator
Chris Williamson	Recycling + Repackaging Unit Supervisor

Superhighways 020 8255 8040

Kate White	Manager
Colin Cregan	ICT Support Worker
Maher Al-Ugaily	ICT Support Worker
Yaarub Aisa	ICT Support Worker
Sue Quilter	Admin Worker

Kingston Volunteer Centre 020 8255 8685

Maria Jarvis	Manager
Richard Craig	Buddy Scheme Co-ordinator
Meena Kapila	Youth Volunteer Advisor
Veronica Mulenga	Project Worker
Pat Stanley	Volunteer Good Practice Advisor
Hedley Featherstone	Good Sports Project Co-ordinator

The current and back issues of the Newsletter are available in PDF format on the KVA website. The newsletter can be put on tape if required.

Next Edition: April 2011

Deadline for Copy: 17 March 2011

Membership of KVA

Membership is open to all voluntary and community groups who are based or work in Kingston. For details of how to become a member contact Polly Healy, admin@kva.org.uk