

Introduction

The Suffolk Association of Voluntary Organisations (SAVO) provides comprehensive, accurate, up to date information on a range of services for Third Sector organisations in the county Suffolk, with the intention of helping clients make informed decisions.

About our IAG service

The services we provide are intended to support our clients in making informed decisions on how they operate and develop.

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SAVO may, from time to time, be involved in the delivery of other projects and / or services, either as a contractor or sub-contractor. If these projects / services fall within the service categories above they will be covered under this **Statement of Service**, but if they do not then they will not be covered.

How we deliver information

Telephone

Information is available via telephone Monday-Friday 09:00-16:30, with a voicemail facility to leave messages out of hours.

Team meetings and training events are very important to the quality of the services provided. It may therefore be necessary at certain times to offer a voicemail service only during normal opening hours.

Face to Face

SAVO staff are happy for clients to visit them at our office, or a visit can be arranged to the client to deliver information and advice 'face to face'. This can be on a group or a one-one basis. Visits can be arranged by contacting us.

Websites

Information on SAVO services is available online through our websites:

- SAVO main website www.savo.co.uk
- Suffolk Volunteering Federation www.volunteeringsuffolk.org.uk
- Suffolk Learning Consortium www.suffolklearningconsortium.org

All our website have the facility to enquire online and download a range of resources.

Written information

A range of written information is available including;

- regular newsletters; VOLLIES and the Members Briefing from SAVO, Suffolk Learning Consortium News Update
- leaflets advertising the individual services provided by SAVO
- A PIVOTAL newsflash sent out via the website to a mailing list
- a leaflet detailing training courses delivered by SAVO
- other leaflets on a range of topics

Volunteering

Contact: Gill Robinson, Suffolk Volunteering Federation Manager
T: 01638 602711 E: gill@volunteeringsuffolk.org.uk

What we do

Promote and develop volunteering in Suffolk through:

- Representation on county, regional and national bodies

Enable best practice through:

- One to one information, advice and guidance

Raise standards of volunteer management through:

- Training, briefings and publications

Manage volunteer involving projects:

- Suffolk InfoLink, Young InfoLink and Volunteer Suffolk Coastal

What we do not do

We do not recruit individual volunteers other than volunteers for our specific projects - Suffolk InfoLink and Young InfoLink. We do however direct any enquiries from individuals wishing to volunteer to their nearest Volunteer Centre.

What clients can expect from us

Level of Service

SAVO will make a commitment to respond to all telephone and email enquiries the same working day. Enquiries taken away from our office will be responded to the following working day if they are not able to be dealt with immediately.

Where this is not possible, the client will be informed and an estimated response time given. Enquiries left on voicemail will be responded to the following working day.

SAVO Staff

All staff will maintain a friendly, helpful and courteous manner at all times. Staff are trained to understand and adhere to SAVO policies including confidentiality, impartiality and complaints.

The Suffolk Learning Consortium Information Officer has an NVQ Level 3 in Information, Advice and Guidance.

Impartiality

Respect and support to the range of services in Suffolk is important. SAVO is not biased towards certain types of service and does not make recommendations. It allows clients to make their own choices on the basis of the information they are given. When looking for information, clients are advised, wherever possible, to visit a range of offers so that they are able to make an informed choice.

Confidentiality

We ask permission from all enquirers to record their details for monitoring purposes only. Clients' details will not be shared except where a child or vulnerable adult is perceived to be at risk or provision fails to meet legal requirements. A procedure is in place to ensure that any such enquiries are dealt with confidentially and appropriately.

SAVO complies with the Data Protection Act 1998 and ensures that all information stored complies with the Act.

Equality of Access

SAVO abides by its Equal Opportunities Policy. Every step is taken to ensure that, with the resources available, all potential clients in the county have access to the service. This is achieved through a range of delivery methods and reaching out to people who might otherwise have difficulty in taking advantage of the service.

Monitoring and Evaluation

SAVO staff monitor the usage of our services regularly. All clients are offered the opportunity to provide feedback, which will allow us to continually improve and develop our services.

Information is also gathered from non-users of our services through outreach work, and feedback from partners, providers and suppliers.

What do we expect from clients?

- As much relevant information as you can give us so that we can answer your enquiry fully
- To treat all members of staff with respect.

Feedback, Comments and Complaints

To help us to continuously improve our service and address points raised by clients, we actively invite suggestions, comments, compliments or complaints (this may be anonymous if preferred).

All courses and conferences run by SAVO and the Suffolk Volunteering Federation include a written feedback sheet. Alternatively, points can be raised at any time with a member of staff.

We hope you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience.

There is a clear complaints policy which specifies how complaints are handled and where unresolved complaints may be directed. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with our complaints procedure.

Training

Contact: Robin Hodgkinson, Training Manager

T: 01473 275194 E: robin.hodgkinson@savo.co.uk

What we do

- Run Open College Network accredited courses in Managing a Voluntary and Community Organisation
- Run short accredited or certificated courses in 1st Aid for the Appointed Person, Food Safety in Catering (Levels 1 & 2), Health and Safety (Level 2), Manual Handling, Risk Assessment, Stress Awareness (Level 1) and Fire Marshal training
- Run non-accredited courses in managing organisations or personal skills in subjects such as Managing staff and volunteers, business planning, committee skills, trustee skills, minute taking, speaking and presentation skills, writing good funding applications etc.
- Develop toolkits and e-learning programmes containing information on legislation, good practice guidelines and a variety of template policies/procedures and forms. E-Learning programmes vary from short practical programmes in Minute Taking, Policies and Procedures and Staff Management to the longer 12 module E-Learning Programme on Trusteeship
- Work with individual organisations where we are commissioned to run in-house courses. Common themes include Trustee Roles and Responsibilities, Team meetings, Committee Skill, Business Planning.

What we do not do

Run courses on specific work subject areas such as health, social care, environment, working with children etc.

Suffolk Learning Consortium

Contact: Simon Waldron, Information Officer
T: 01638 721179 E: simon.waldron@savo.co.uk

What we do

- Act as single point of contact between the Third Sector and Public or Private Sector organisations for learning related matters
- Publish learning related news, information, funding opportunities on the Suffolk Learning Consortium website and by e-newsletters
- Publicise learning related contracts and funding opportunities which require partnership applications, collate expressions of interest, and compose / submit partnership bids
- Provide representation for Third Sector learning users/providers in Suffolk on county, regional and national forums / events
- As an Institute for Learning (IfL) Connection Volunteer, provide support and signposting for IfL matters (teacher qualifications, continuing professional development, REFLECT)
- Provide a Third Sector Workforce Development offer which embeds 'Learning Champions, the Apprenticeship Scheme, and Train to Gain
- Signpost Third Sector learning providers to sources of training and development
- Manage an element of Neighbourhood Learning in Deprived Communities funding for Third Sector organisations in Suffolk.

What we do not do

Directly provide training courses.

Limitations of SAVO

SAVO offers information about the services detailed in this document within the county of Suffolk only. Clients may be signposted to other services in the county as appropriate.

SAVO makes every effort to keep the information it holds up to date. However, accuracy depends, to a large extent, on providers informing us of any changes to the service they offer. Whilst we try our best, we cannot guarantee the accuracy of the information provided.

Information will not be made available for business or commercial use and such enquirers will be directed to the website.

Suffolk Association of Voluntary Organisations

Dickson House, 43a Woodbridge Road East, Ipswich, Suffolk. IP4 5QN

Telephone: 01473 273273

Email: enquiries@savo.co.uk

Website: www.savo.co.uk

Date for review August 2010

This IAG Statement of Service is available to download from our websites and a paper copy is also available from our office.

Criminal Records Bureau checks

Contact: Tom Bright, Corporate Services Manager
T: 01473 275193 E: tom.bright@savo.co.uk
Louise Bradshaw, Administrative Assistant
T: 01473 275190 E: louise.bradshaw@savo.co.uk

What we do

- Provide organisations which have signed umbrella agreements with CRB (Criminal Records Bureau) application forms and, more importantly, advice and guidance on how to complete them
- Check completed application forms for accuracy and liaise with organisations to correct any inaccuracies before sending the application form to the CRB for processing, thus preventing delays with the CRB rejecting incomplete or incorrect forms
- Process POVA First checks when appropriate
- Track the progress of your applications with the CRB and identify any potential delays
- Ensure the CRB prioritises overdue applications
- Send organisations the Disclosure certificate to allow recruitment decisions to be made.

What we do not do

Make recruitment decisions for another organisation's employees or volunteers

Quality (PQASSO)

Contact: Robin Hodgkinson, Training Manager
T: 01473 275194 E: robin.hodgkinson@savo.co.uk

What we do

- Provide advice and mentoring for organisations interested in self-assessing themselves against the PQASSO standards
- Provide information on PQASSO
- Run workshops on the PQASSO standards.

What we do not do

Although a SAVO staff member is trained as a PQASSO peer reviewer, we cannot undertake formal external assessment peer reviews unless these have been commissioned by Charities Evaluation Service which created PQASSO.

Partnership Development

Contact: Laura Hack, Partnership Manager
T: 01473 275197 E-mail: laura.hack@savo.co.uk

What we do

- Offer information, signposting and support to any strategic body or partnership wishing to engage representation from the voluntary and community sector
- Champion the Compact in Suffolk for the county and undertake advocacy around any Compact breaches, working with national agencies to signpost organisations to access legal or specialist support
- Ensuring effective and efficient communication networks are in place to ensure information flows to and from strategic frameworks
- Provide and facilitate representation and lobbying within key decision-making forums to give voice to the Third Sector on general issues that affect the Sector, including training and access to resources through the Representation website
- Work to shape policy by being at the table to influence strategic decision making or, where appropriate, facilitating others to do so
- Develop and support partnerships and relationships to secure a robust future for the Third Sector
- Offer funding and development support to Third Sector organisations on a one-to-one basis in the district of Suffolk Coastal, including advice on governance, financial planning, training, capacity building and organisation structures
- Plan training activities as relevant.

What we do not do

Write funding bids for organisations or provide legal or specialist advice on breaches to Compact or contract law.

Diversity

Contact: Tracy Ray, Diversity Officer
T: 01473 275198 E: tracy.ray@savo.co.uk

What we do

- Act as point of contact between the Third Sector and Public or Private Sector organisations for diversity related matters
- Publish diversity related news / information in Vollies and by e-mail
- Provide representation on diversity for the Third Sector in Suffolk on county, regional and national forums / events
- Develop diversity programmes, training and events in consultation with local forums and networks
- Signpost Third Sector providers to diversity training / development
- Work in partnership with all sectors to develop the Minority Ethnic Community Action Network in Suffolk
- Work in partnership with all sectors to ensure consultations are publicised to BME, Faith and the wider community
- Capacity build small minority ethnic and faith groups on a one-to-one basis with their training and development needs
- Develop toolkits and other resources on diversity issues
- In partnership with SAVO's Partnership Officer to develop and promote the BME and Diversity Compact Code
- promote relationships / networks with / between infrastructure groups and the Third Sector (including BME and Faith)

What we do not do

- Write your Diversity Policy
- Carry out Equality Impact Assessments (EIA)
- Provide representation on behalf of the BME and Faith community during consultations

General Enquiries

Contact: Sue Stephens, Office Manager
T: 01473 275275 E: sue.stephens@savo.co.uk

What we do

- Advise callers about SAVO's services and benefits of membership
- Signpost callers to appropriate services if and when the service is not provided by SAVO.

What we do not do

Governance / Organisational Development

Contact: Robin Hodgkinson, Training Manager
T: 01473 275194 E: robin.hodgkinson@savo.co.uk

What we do

- run courses on governance, committee skills, meetings and minute taking skills and organisational management for staff, trustees and management committees
- run tailored courses on the subjects listed in previous section for individual organisations
- provide advice and signposting on governance and management issues
- run a free national trustee e-learning programme which trustees, management committee members and staff can enrol on.

What we do not do

Whilst we can provide advice and guidance on governance and organisational development, we always urge organisations to seek expert advice on matters of legalities, charity, company and employment law.