



GLOSSARY OF TERMS

Access: The extent to which users are able to participate in or receive the services they want. Accessibility issues include physical access to buildings, opening hours, childcare, availability of interpreters, signers and large print, for example.

Accountable: Expected to report and justify actions or decisions to another party/person.

Accountability: Duty to report and justify actions to others.

Advocate: to put forward a cause; to enable others to present their own views.

Beneficiaries: People who benefit from something or use a service.

Best Value: The duty to deliver services to clear standards – covering both cost and quality – by the most economic, efficient and effective means available.

Black and Minority Ethnic Groups: A group run predominately by people from Black and Minority Ethnic communities for the benefit of the same community.

Capacity: An organisations ability to deliver the demands of a contract or service.

Capacity Building: Activities that ensure individuals, groups and communities have access to the knowledge, skills and resources they need to take action or work efficiently and effectively. This includes: information, training, consultancy, advice and networking.

Civil Society: The part of society that consists of organisations and institutions that are run for the benefit of people, are not for profit and are independent of government. The Office for Civil Society holds responsibility for charities, social enterprises and voluntary organisations in the Cabinet Office.

Commissioning: The systematic process of specifying; securing and monitoring services to meet identified and prioritised needs, including immediate and anticipated needs.

Community: Any group or organisation of people working together who identify with a common concern, interest, issue or place.

Community Cohesion: Promoting greater knowledge, respect and contact between various cultures, and establishing a greater sense of citizenship.

Community Development: Building communities at a local level by linking individuals and organisations working toward common ends. It involves forging and strengthening social ties between people, and developing the Voluntary and Community and Social Enterprise Sector.

Community Group: An informal group or a more formal organisation of people. Community groups are formed to pursue a common interest, meet a shared need or campaign for a common

cause. Most are run entirely by volunteers, and will be run by their members and a committee elected from members.

Community Ownership: Where the community takes responsibility for issues that affect them as a collective group.

Community Right to Challenge: Part of the 2011 Localism Act giving local organisations the opportunity to challenge local authorities to open up service delivery to competition.

Community Sector: A general term to describe small community groups who are typically managed by volunteers, do not employ staff, and do not have regular income or funding. (May also be included within the umbrella term; voluntary sector).

Compact: Compacts are partnership agreements between statutory bodies and the voluntary, community and social enterprise sectors to improve their relationships and provide a framework which enables the sectors to understand what to expect from one another.

Consultation: Providing effective ways for local people, service users and stakeholders to understand and influence decisions and policies that affect them.

Consortium: An association of two or more individuals, companies, organisations or statutory bodies (or any combination of these entities) with the objective of participating in a common activity or pooling their resources for achieving a common goal.

Contracts: Legally binding agreement specifying the services to be provided and the payment made for providing them.

Co-production: The partnerships that government bodies form with citizens, users and voluntary and community sector organisations in order to innovate and deliver improved public service outcomes.

Core Costs: The main costs incurred in running an organisation or services, including management, premises, administration, training, research and Information Technology.

Decommissioning: Applying commissioning principles to cut back or cease services which are no longer necessary or affordable.

Dispute: Misunderstanding or a disagreement between partners, or statutory and the voluntary, community and social enterprise sectors.

Diversity: In this context refers to the range of views, beliefs, values and priorities that exist within the wider community.

Evaluation: The systematic collection of information to judge the effectiveness of activities and outcomes of an organisation, a service or a piece of work. This information is used to reflect on how far it is achieving its aim and to inform decisions about future work, i.e. reviewing the work.

Full Cost Recovery: Full cost recovery provides a more sophisticated approach to funding the Voluntary and Community Sector than the many other approaches that have been used to date. Under full cost recovery, activities are costed to account for all expenditure associated with delivery and overhead costs are shared among different projects. In this way, any additional costs associated with delivering specific service or reaching dispersed users would be incorporated into funding bids as a matter of course, offering a transparent and realistic picture of the true cost of carrying out a project.

Funding: Offers financial assistance to an organisation. Funders could also be individuals providing cash or in-kind support.

Governance: This describes the way an organisation is managed, including its power, responsibilities and decision-making processes. This is often set out in the organisation's constitution or legal identity.

Grant: Non-repayable sum of money given to a voluntary and community organisation. May be given by public body to fund a specific project or service which the voluntary and community organisation will be required to monitor and report on.

Grassroots: Groups or activities run by the people who benefit from them.

Independence: The voluntary and community sector have the right within the law to campaign, to comment on and to challenge government policy and to determine and manage its own affairs.

Infrastructure organisations: Exist to support the voluntary, community and social enterprise sector to achieve its aims.

In-Kind Support: Non-financial support or donations that can be "valued" against project outcomes.

Match-funding: Funds that are set to be paid in equal amount to funds available from other sources.

Milestones: Key events with dates, marking stages in the progress of a project or programme.

Monitoring: The regular collection, and analysis of data to determine outcomes.

Not-for-Profit: To make sure that any surplus unrestricted income is reinvested in the organisation/group as a whole and not distributed to individual shareholders.

Outputs and Outcomes: Outputs measure what was directly produced by a project or programme. Outcomes measure the longer-term changes to an area or the quality of people's lives that were brought about by the project or programme.

Participation: Participation is a process whereby individuals or groups are enabled to play an active role in decision-making processes or activities that are led by another agency.

Partnership: As in an alliance or joint work. A number of groups, organisations and individuals who agree to work towards common aims, objectives and outcomes. Members of a partnership share resources and responsibilities and agree to work together in a co-operative and mutually supportive way to achieve partnership aims.

Payment by Results: The practice of paying providers for delivering services after agreed results have been achieved.

Pre-qualification Questionnaire (PQQ): used to identify potential suppliers that are most capable of performing a contract.

Private Sector: Businesses likely to raise profits from the sale of goods and services.

Public Sector: Also called the Statutory Sector, consisting of bodies regulated and funded through public revenues i.e. hospitals, council, police etc...

Public Services: Public services are those services provided by the government, either directly (through the public sector) or by financing private provision of services, for the benefit of the community, such as fire and police protection, education, waste disposal, health services, street cleaning, etc.

Regeneration: the re-use or redevelopment of decaying or run-down parts of older urban areas to bring them new life and economic vitality.

Representatives: People who are appointed or elected, to put forward the views of others.

Resources: A general term, which can include funding, staff, volunteers, premises, information, assets and equipment.

Service Provider: An organisation that provides a direct service to the public.

Small Group: An organisation with no more than two paid staff, and frequently less. Often run entirely by volunteers.

Social Capital: The social capital of a society includes the institutions, relationships, attitudes and values that govern interactions among people. It contributes to economic and social development. It includes the shared values and rules for social conduct expressed in personal relationships, trust and a common sense of "civic" responsibility that makes a society more than a collection of individuals.

Social Enterprises: These are organisations with objectives that benefit the community. They reinvest any surplus to achieve these objectives, or invest it in community rather than distribute it as profit to shareholders and owners.

Social Exclusion: A term used to describe the negative impact on people's lives of discrimination, poverty, deprivation and a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime, bad health and family breakdown. It can also have a wider meaning, which encompasses the exclusion of people from the normal exchanges, practices and rights of society.

Socially Excluded: People that are affected by social exclusion.

Social Inclusion: The action that agencies such as councils, voluntary and community and social enterprise sector organisations take in order to overcome and combat social exclusion.

Social Investment: A loan or other financial investment that aims to make a positive economic, social or environmental impact in a community.

Social Value: The Public Services (Social Value) Act 2012 requires commissioning authorities to demonstrate how the services to be procured will, improve the social, environmental and economic well-being of the relevant area.

Stakeholders: Any group or individual who can affect or are affected by the achievement of an organisation's objectives.

Statutory Sector: Organisations that have been created through acts of parliament. The law sets out what they do.

Undertaking/Joint Undertaking: A promise made by one or more partners to other partners.

Users: Are the people who benefit from or use a service. They are also called beneficiaries, customers, clients, consumers, and recipients.

Voluntary Organisation: This is a formal non-profit-distributing and non-statutory organisation, usually set up as a charity, which aims to provide a service or meet a need that will benefit the public. Voluntary organisations often have paid employees.

Voluntary and Community Sector (VCS): A general term to describe not-for-profit neighbourhood based groups, communities of interest, faith groups, self help groups, campaigning organisations, voluntary organisations that employ staff, local charities and local branches of national charities.

Volunteering: Volunteering is unpaid and entered into freely for the benefit of others and the environment. People get involved through a process of community engagement. It is not work experience, enforced or entered into in the expectation of reward.