

## Voluntary, Community and Social Enterprise Sector glossary

Term	Definition
ACAS	Advisory, Conciliation and Arbitration Service. A government body set up to set standards of good practice in employment and provide support, advice and solutions in industrial disputes.
Acceptance form	An online form used by applicants to accept offers of funding and submit key documents.
Actual measurement	A measurement that you actually make, as opposed to an estimated measurement that you aspire to (that is, a target).
Adults at risk	Any person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of himself or herself or unable to protect himself or herself against significant harm or serious exploitation
Articles of association	Rules for the internal management of an organisation. Together with the memorandum of association, this makes up the constitution of a legally incorporated organisation.
Assessment	Evaluation of bids for funding to determine which groups will receive funds.
Asset	The word "asset" is often used in a phrase such as "publically owned asset" or "community asset". In this context, it usually means a building or land owned by a statutory organisation, such as a council or the national health service. <a href="#">Click here to find out how voluntary and community groups are encouraged to apply to manage certain assets.</a>
Business plan	A business plan puts down on paper what your organisation will do to turn its vision into reality. It summaries the activities, systems, skills and resources need to achieve your short, medium and long term aims.
Business rates	A tax on the occupation of non-domestic properties
Browser	A computer software programme that allows to to access information on the internet, such as Microsoft Internet Explorer.
Capital expenditure	Payment for objects with a life of more than 12 months.
Capacity	Resources, for example an indication that your organisation has the skills, personnel, facilities to provide the services described
Commissioner	The person responsible for the funding programme

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Commissioning	The process of 'specifying, securing and monitoring services to meet people's needs at a strategic level.' Making Ends Meet, Audit Commission (October 2003).
Community asset	The word "asset" is often used in a phrase such as "publically owned asset" or "community asset". In this context, it usually means a building or land owned by a statutory organisation, such as a council or the national health service. <a href="#">Click here to find out how voluntary and community groups are encouraged to apply to manage certain assets.</a>
Community cohesion	A cohesive community is one where; there is a common vision and sense of belonging for all communities; the diversity of people's different backgrounds and circumstances is appreciated and positively valued; those from different backgrounds have similar life opportunities; strong and positive relationships are being developed between people from different backgrounds.
Community interest company	A new type of company introduced by the United Kingdom government in 2005 under the Companies (Audit, Investigations and Community Enterprise) Act 2004, designed for social enterprises that want to use their profits and assets for the public good.
Community strategy	Croydon's highest level planning document, developed by the Local Strategic Partnership
Company limited by guarantee	An incorporated firm without share capital, in which the liability of its members is limited by the amount each one of them undertakes to contribute at the time the firm is wound up, usually £1.
Co-operative society	A commercial enterprise owned and managed by, and for the benefit of, customers or workers.
Consortium	Where two or more organisations have joined together under a formal agreement that effectively binds them into a single organisation (a single legal entity).
Constitution	Regulations that govern the conduct of an organisation.

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Core costs	Your organisation's overheads. These may include rent, rates, utilities, insurance premiums and costs associated with staff who work for the whole organisation (for example your manager).
Criminal Records Bureau	An agency of the Home Office set-up to help organisations make safer recruitment decisions. Replaced by the Disclosure and Barring Service.
Croydon Observatory	<a href="#">Website</a> that includes accurate demographic information about Croydon.
Croydon Voluntary Action (CVA)	An umbrella organisation for third sector groups in Croydon.
Disclosure and Barring Service	Replacement for the Criminal Records Bureau.
Employer's liability	An employer has duties towards their employees. If they fail to meet any of these duties, the employee may claim compensation. The term is usually used for a type of insurance employers must have to make sure that employees can claim compensation if this applies.
Friendly society	A mutual organisation, composed of a body of people who join together for a common financial or social purpose.
Funding agreement	A written agreement, signed by representatives of both the council and the organisation, including payments, how disputes will be resolved, the services to be delivered and how their success will be measured.
Funding bid	An application for a grant.
Funding panel	A group of council officers (and sometimes community members) who meet to recommend which organisations should receive funding
Governance documents	Documents that state how an organisation manages itself, for example a constitution.
Indicator	What is measured to gauge the performance of an organisation.

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Industrial and provident society	An organisation conducting an industry, business or trade, either as a co-operative or for the benefit of the community, registered under the Industrial and Provident Societies Act 1965.
Local Strategic Partnership (LSP)	A partnership between the public, private and third sectors which takes an overall view of the borough. It is supported by a 'range' or 'family' of partnerships which look at specific areas such as health, children and the economy.
London Child Protection Procedures	Procedures laid down by the London Safeguarding Children's Board, a body that provides strategic advice and support to London's local safeguarding children's boards.
Long term illness and disability	Any long term illness or disability which limits someone's daily activity or the work that they do.
Memorandum of association	Rules for managing the external affairs of an organisation. Together with the articles of association, this makes up the constitution of a legally incorporated organisation.
Minutes	A written record of what decisions were made at a meeting and who agreed to carry out certain tasks.
Monitoring	Measuring whether and organisation is providing the services agreed in the funding agreement
Monitoring officer	The person working for the London Borough of Croydon who will read and evaluate the information you provide in your progress report. They will then give you some feedback on the information provided and may agree new actions. For example, if you have already exceeded your targets during the first monitoring period, they may agree new targets with you for your second and subsequent monitoring periods.
Not for profit organisation	An organisation that does not issue stocks or distribute its surplus funds to owners or shareholders, but instead uses surplus funds to help achieve its goals. Not for profit groups can include community interest companies, companies limited by guarantee, co-operative societies, friendly societies, social enterprises and unincorporated associations.

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Online account	In order to apply for a grant using one of our online forms, you have to set up an "account" that will store all the online application and progress forms you have started. <a href="#">Click here to find out how to set up and manage your online account.</a>
Outcomes	Outcomes describe the effect or "difference" a service would make, for example "increase in the proportion of Asian women that take regular exercise".
Outputs	Outputs describe the size or scope of the service provided, for example the number of Asian women that attend sports sessions.
Partnership	Two or more distinct groups who work together to provide either the same service or similar services in two different areas. The Small Grants Fund encourages groups to submit joint applications where <b>three</b> or more groups come together to run similar services in different areas of Croydon.
Professional indemnity	Insurance taken out by organisations which give advice. The aim is to help protect them against claims for compensation for providing poor or incorrect advice.
Project	A set of activities that take place within a finite period
Proportionality	We do not expect small organisations to have sophisticated documentation or processes. However, we will expect you to have something in place which is reasonable for your size and income and to fill in every section of this form.
Prospectus	A document describing the aims of a particular funding programme and how organisations can make bids to it
Publically owned asset	The word "asset" is often used in a phrase such as "publically owned asset" or "community asset". In this context, it usually means a building or land owned by a statutory organisation, such as a council or the national health service. <a href="#">Click here to find out how voluntary and community groups are encouraged to apply to manage certain assets.</a>

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Public liability	Insurance taken out by organisations to protect them against claims from the public for compensation after an accident, for instance, or anything else where the organisation may be held responsible. If the public have access to these organisations, then the organisation must have this insurance.
Quality assurance standards	Awards that indicate that your services are of the type and quality needed.
References	By references, we mean written statements, NOT just the contact details of your referees. References should describe your group's qualifications, experience and suitability to manage your proposed activities. If your group is not already established, references should describe the qualifications, experience and suitability of the main individuals who will manage the activities. The references should be written specifically for your bid. Ideally, they should refer to work undertaken within the last three years. Your referees must not be members of your group or related to members of your group. Members of the different groups involved in a partnership application should not provide references for each other. Council staff can provide references, but only if they are not involved in the assessment of the bid
Registered charity	An organisation registered with the Charity Commission.
Service specification	Description of the service that will be provided, its outcomes, outputs, target groups and location.
Small grants fund	Fund provided by the London Borough of Croydon to provide opportunities for local people and communities to come together, get organised and get things done.
SMART indicators	Indicators that are Specific, Measurable, Achievable, Realistic and Time bound
Social enterprise	A business or service with primarily social objectives whose surpluses are principally reinvested for that purpose in the community, rather than being driven by the need to maximise profit for shareholders and owners.

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Stronger communities strategy	Since 2010 there has been a national and local debate about what Localism and the Big Society means to people. The council has spoken with residents, community groups and businesses, who said the key values they feel are most important to the borough are transparency, accountability and fairness. Croydon's new Stronger Communities Strategy 2011-14 sets out the steps and actions the council and its partners will take to ensure these values will be a part of everything we do, so that local people are empowered to have greater control over their own lives and the choices they make for themselves, their families and communities. It sets out our aspirations for Croydon as a place noted for its openness and community spirit where all people are welcome to live and work and where individuals and communities feel empowered. This strategy is about practical ideas that make a real difference to peoples' day to day lives. <a href="#">The strategy can be found on this web page.</a>
Target group	The group that are the main, but not always the only, beneficiaries of your project or services.
Targets	Measurements that an organisation aims for when gauging its performance.
Third sector	Voluntary and community sector together with other not-for-profit organisations such as social enterprises.
Treasurer	The person who is responsible for the money, bank accounts, annual accounts and other financial matters of your organisation.
Unincorporated associations	Where a number of individuals come together for a common purpose. An organisation with no separate legal identity.
Vulnerable adult	See "Adults at risk"