



Voluntary Sector

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This note sets out a number of key Government initiatives on the voluntary sector, provides details of funding programmes, and highlights issues facing the sector.

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A. What is the voluntary sector?

There are problems in defining exactly what is meant by the 'voluntary sector'. The National Council for Voluntary Organisations (NCVO) understands it to be:

comprised of self-governing organisations that exist to serve a public benefit and generate social capital. The Voluntary Sector relies heavily on the efforts of volunteers in carrying out its mandate. In addition, it is independent of the formal structures of government or the profit sector. Some organisations are registered charities, some are incorporated non-profit organisations, and others still exist independent of these classifications. Organisations may range from small community-based groups to large, national umbrella organisations, and their work may include delivering services, advocating on behalf of community causes, encouraging self-help, facilitating international, community and economic development, advancing religious faith and practice, or raising funds and providing financial support to other voluntary organisations.¹

Alison Dunn, a senior lecturer in Law at the Newcastle University and editor of *The Voluntary Sector, the State and the Law*², has written that:

The voluntary sector is extensive. To say that it covers a wide range of organisations, issues and users is still to underestimate its nature, extent and heterogeneity, and the difficulties of defining its boundaries. From acts of neighbourliness within communities to organised programmes of global poor and disaster relief, with self-help and advocacy in between, it is of polymorphous character. On the other hand, the sector is united by its independence, innovation and spontaneity. As a pioneer of community collaboration and representation it represents a significant force within society. The hallmark of the sector's innovation and capacity to respond is its autonomy. An independent voluntary sector is a distinct and important element of any democracy. It is a vehicle for direct public participation, with its autonomy enabling it not just to participate, but also to maintain a check upon the state.³

Further discussion on definitional problems can be found in the NCVO *Almanac*.⁴

The *National Centre for Volunteering* believes that:

Volunteering is an important expression of citizenship and is essential to democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain...

¹ Supplied by NCVO from unpublished sources, 27 January 2004

² Alison Dunn (ed), *The voluntary sector, the state and the law*, Hart Publishing, 2000

³ *ibid*, p1

⁴ *UK Voluntary sector almanac (4th ed)*, NCVO, 2002, chapter 3

We know that nearly half the population volunteers, engaging in vast range of formal and informal activity in every imaginable facet of life locally, regionally, and nationally. As well as the way this 'exchange relationship' enhances the richness of life both for those individuals - and communities - who benefit and for those who give through their volunteering, we know that all this effort represents a vital and often overlooked factor in the economy.⁵

A recent *Home Office* consultation document understands the voluntary and community sector to mean

More than 'general charities' and the 'voluntary sector', and, in essence, is about organisations whose ownership and control rests with people acting voluntarily. It is also inclusive of organisations reflecting the characteristics of social enterprise but narrower in scope than non-profit, 'third' sector or 'social economy'.⁶

It has been estimated by *The Institute for Volunteering Research* that:

- 22 million adults are involved in volunteering each year
- 90 million hours of formal voluntary work takes place each week
- the economic value of formal volunteering has been calculated to be in the region of £400 million per year⁷

B. Government initiatives on the voluntary sector

The *Active Community Unit* at the Home Office is responsible for the promotion and development of the voluntary and community sector and for encouraging people to become actively involved in their communities, including increasing community participation by 5% by 2006⁸. It also has lead responsibility for implementing the recommendations of the 2002 *Cross Cutting Review* (see below).

Since 1997 the Government have taken a number of key initiatives, beginning with the establishment of the Compact in 1998.

1. The Compact

The Compact is a partnership agreement, published in November 1998, between the Government and the voluntary and community sector setting out what to expect from each

⁵ <http://www.volunteering.org.uk/centre/christopher.htm>

⁶ Voluntary & Community Sector Infrastructure strategy consultation document FAQs
http://www.homeoffice.gov.uk/docs2/faq_vcs_infrastructure031024.pdf

⁷ <http://www.ivr.org.uk/facts.htm>

⁸ <http://www.homeoffice.gov.uk/inside/org/dob/direct/acomu.html>

other. Speaking on the fifth anniversary of the Compact in November 2003, the Prime Minister observed that:

The introduction of the Compact in 1998 underlined the Government's recognition of the valuable contribution made by voluntary and community organisations in many walks of public life.... Our commitment to working with the sector is even stronger today than it was in 1998. The Compact is now playing a vital role in guiding our relationship at every level. We should all adhere to the important principles that it sets out. In this way we will all reap the rewards of a thriving, dynamic and independent sector which does so much to improve the quality of life for so many people.⁹

The Compact was followed by five codes of good practice: Community Groups code; Black and Ethnic Minority Groups code; Volunteering code; Consultation code; Funding code.¹⁰

The *Funding code* provides an illustration of the commitments made by both sides. In implementing an effective funding framework the Government states that it will:

- apply procedures that are consistent with the principles of good regulation and the need to provide effective protection of, and proper accountability for, public money
- respect the [voluntary] sector's independence and its right to campaign, irrespective of any funding relationship that might exist
- ensure that proper consideration, and an appropriate response, is given to the needs of black and minority ethnic organisations, community groups and other subsectors that tend to have limited access to Government funds¹¹

The voluntary and community sector undertakes to implement:

- Clear and effective employment policies, management arrangements and procedures
- Effective and proportionate systems for the management, control, accountability, propriety and audit of finances
- Systems for quality assurance and accountability to service users, including complaints procedures and the involvement of users, wherever possible, in the development and management of activities and services¹²

⁹ Home Office/Compact Working Group Press release, *Compact's fifth birthday – celebrating and innovating*, 3 November 2003, <http://www.thecompact.org.uk/PDFs/PRESS%20RELEASE%20Compact%20Week.pdf>

¹⁰ all available online at <http://www.thecompact.org.uk/thecodes%20.htm>

¹¹ *Funding: a code of good practice*, pp4-5, <http://www.thecompact.org.uk/PDFs/funding.pdf>

¹² *ibid*, p5, <http://www.thecompact.org.uk/PDFs/funding.pdf>

Compacts have also been established at local level and around 80% of local authorities have agreed or are developing a Compact with local voluntary and community groups.¹³

a. Making the Compact work

The Compact can be reviewed, and any problems addressed, through the following:

- Government Department complaints procedures
- The Compact Mediation Scheme (www.cedr-solve.com/compact/)
- The Parliamentary Ombudsman
- The Annual Survey giving organisations the chance to say how the Compact is working
- The joint Compact Annual Meeting with Government Ministers
- The Compact Annual Report to Parliament that includes an action plan¹⁴

2. The Cross Cutting Review¹⁵

As part of the Spending Review 2002, the Treasury undertook a review of the role of the voluntary and community sector (VCS) in service delivery. The *Cross Cutting Review* was published in September 2002 and the introduction highlighted its purpose:

The Government has embarked upon a radical programme of public service investment and reform. The goal is world-class public services to extend opportunity, tackle poverty and improve the quality of life for all.

...services need to be more responsive to customer concerns and they need to be flexible enough to meet the needs of particular communities and groups. This means that there must be more discretion at the local level about how best to deliver services and more community involvement in helping to shape services, against a backdrop of national standards.

Voluntary and community organisations (VCOs) including social enterprises have a key role to play in this. They grow out of the determination to provide high quality support to particular groups, are often uniquely placed to reach marginalised groups and enable individuals to participate actively in their local communities.

...[The review's] overall objective was to explore how central and local government can work more effectively with the sector to deliver high quality services, so that where the sector wishes to engage in service delivery, it is able to do so effectively.

...Key aspects of this review have been identifying the barriers that VCOs face, understanding the variety of ways they can be involved in the service delivery agenda

¹³ <http://www.thecompact.org.uk/PDFs/The%20Compact%20its%20Right%20for%20You.pdf>

¹⁴ <http://www.thecompact.org.uk/PDFs/What%20is%20the%20Compact.pdf>

¹⁵ HM Treasury, *The role of the voluntary and community sector in service delivery: a cross cutting review*, September 2002, available online at <http://www.hm-treasury.gov.uk/media/AFF00/CCRVolSec02.pdf>

and developing an approach to tackling these issues that takes account of the needs and aspirations of the very different parts of a diverse sector.¹⁶

3. “Futurebuilders”

One of the major results of the review was the setting up of a new investment fund, “futurebuilders”¹⁷, to provide £125 million to assist voluntary and community sector organisations in their public service work. In September 2003, following consultation, the Treasury published its report¹⁸ on the setting up of the fund. The executive summary clearly sets out the purposes of the fund:

The principal test for schemes resourced by futurebuilders will be whether the investment enables an organisation, or group of organisations, to **expand or improve their service delivery**. Investments are intended to help **remove obstacles** and enable organisations to **modernise** to achieve this.

It will help tackle the lack of capital investment and development funding in the sector. It will aim to fund the best ideas, wherever they may be, to create exemplars that inspire and lead in VCS public service delivery.

futurebuilders is not **about a ‘dash for cash’** for pet projects. It **cannot, nor was it ever intended that it should meet all the needs of all organisations** that deliver services. In particular, it cannot provide revenue funding. It **will not fill gaps** in service, nor shore up organisations in financial difficulties, nor provide stop gap funding, nor maintain operations at existing levels.

The fund will **not be allocated geographically**, nor be targeted at specific areas. There will be **no ring fencing** within the fund for specific purposes and it **will not substitute where a funding stream exists** for a service...

futurebuilders will assist schemes that are underpinned by six guiding principles:

- **Improving service for users**
- **Investing in sustainable schemes**
- **Promoting greater collaborative working**
- **Making the money go further**
- **Stretching and challenging organisations**
- **Inclusiveness**

futurebuilders will be directed at those organisations working in, or across the fields of:

¹⁶ <http://www.hm-treasury.gov.uk/media//AFF00/CCRVolSec02.pdf>

¹⁷ *The role of the voluntary and community sector in service delivery: a cross cutting review*, p32

¹⁸ HM Treasury, *Futurebuilders: an investment fund for voluntary and community sector public service delivery*, September 2003, available online at: http://www.hm-treasury.gov.uk/media//036BA/futurebuilders_finalreport_110903.pdf

- health and social care;
- crime;
- community cohesion;
- education and learning; and
- support for children and young people...

The way in which services are designed and developed will be an important factor and the fund will be looking for evidence of:

- **better public services;**
- **working with local stakeholders; and**
- **respecting the independence of the sector...**

The overall funding can be used to buy a wide variety of assets within three broad categories:

- physical assets (e.g. for buildings);
 - intangible assets (for knowledge and skills; an evidence base; and research);
- and
- development funding (e.g. one off resource spend)...

futurebuilders will **offer grants and different forms of loans**, and there will be no **fixed allocation between the different types of finance**. The emphasis will be on maximum flexibility, so that the specific type of finance can be tailored to suit the needs of individual organisations.¹⁹

On 17 December 2003 it was announced that Charity Bank, NCVO and the Unity Trust Bank would be the major charities administering and distributing the *futurebuilders* fund, together with the Impetus Trust, the Community Fund and the Northern Rock Foundation.²⁰

A great deal more information on *futurebuilders* is available on its website.²¹

4. Voluntary and Community Sector Infrastructure and *ChangeUp*

The Cross Cutting review looked at ‘capacity building’, understood to be ‘second tier activity that supports front line delivery and typically involves removing barriers to involvement and investing to maximise the contribution that VCOs can make’.²²

¹⁹ *Futurebuilders: an investment fund for voluntary and community sector public service delivery*, pp7-10

http://www.hm-treasury.gov.uk/media/036BA/futurebuilders_finalreport_110903.pdf

²⁰ HM Treasury Press Notice, *Consortium of charities to administer £125m futurebuilders*, 17 December 2003

http://www.hm-treasury.gov.uk/newsroom_and_speeches/press/2003/press_134_03.cfm

²¹ <http://www.futurebuilders-england.org.uk>

²² *The role of the voluntary and community sector in service delivery: a cross cutting review*, p20

One of these kinds of capacity is ‘infrastructure capacity’, meaning those organisations providing support to ‘front-line’ voluntary organisations. Such organisations would include those involved in:

- Start up/development
- Information, advice and assistance: particularly with regard to public policy; relevant legislation; personnel; and information and communications technology
- Advocacy/representation
- Partnership building/brokerage
- Policy and research²³

The review noted that this infrastructure had developed in a piecemeal fashion and was of variable quality and recommended ‘one cross government strategy for VCS capacity building and infrastructure support’.²⁴ A consultation document was subsequently published by the Active Community Unit (ACU) in September 2003.²⁵ The executive summary and the summary of responses to the consultation were published in March 2004.²⁶

In June 2004 the ACU published ‘*ChangeUp: capacity building and infrastructure framework for the voluntary and community sector*’.²⁷ The introduction states that:

This document is not a detailed action plan or policy document which sets out a blueprint for voluntary and community sector infrastructure. Instead it describes how, in ten years’ time, capacity building and infrastructure might be arranged better to meet the needs of frontline organisations, and it identifies key strategic actions which will make that a reality. It provides the framework in which government funders and voluntary and community sector partners can develop further action in the coming months and years and a point of reference for future thinking.²⁸

The principles underpinning the framework are identified as follows:

1. Independent

recognising that frontline organisations are independent organisations that determine their own futures

2. Needs led

encouraging frontline organisations and infrastructure bodies to link the development of

²³ For further details see chapter 3 of *Voluntary and community sector infrastructure: a consultation document*, Active Community Unit, Home Office, 2003, available online at: <http://www.homeoffice.gov.uk/docs2/activeconsultation.pdf>

²⁴ *The role of the voluntary and community sector in service delivery: a cross cutting review*, p20

²⁵ *Voluntary and community sector infrastructure: a consultation document*, Active Community Unit, Home Office, 2003, available online at <http://www.homeoffice.gov.uk/docs2/activeconsultation.pdf>

²⁶ <http://www.homeoffice.gov.uk/docs3/vcsinfrasfinalrep.0304.pdf>

<http://www.homeoffice.gov.uk/docs3/sumconsult0404.pdf>

²⁷ available online, with further documents, at:

<http://www.homeoffice.gov.uk/comrace/active/developing/index.html>

²⁸ http://www.homeoffice.gov.uk/docs3/changeup_report_new.pdf

their activities to clear evidence of need

3. Collaborative

facilitating and promoting collaborative relationships between the voluntary and community sector, government and other key stakeholders

4. Outcome-focused

encouraging frontline organisations to deliver outcomes, report on their impact and demonstrate their achievements

5. Sustainable

helping to create sustainable organisations and infrastructure capable of addressing the complex social issues that require public action

6. Delivered close to the point of need

enabling services and activities to be delivered as close to the point of need as is economically viable and consistent with achieving quality

7. Diverse

encouraging frontline organisations and infrastructure bodies to respect, involve and meet the needs of the diversity of individuals and communities in England

8. Excellent

enabling and encouraging frontline organisations to strive for excellence in all that they do, even if that sometimes means making fewer commitments

9. Efficient

enabling and encouraging greater efficiency in frontline organisations' work and their relationships with government

10. Accountable

enabling and encouraging frontline organisations to become more accountable and more responsive to their stakeholders.²⁹

5. The legal status of volunteers

A series of court cases taken out by volunteers over unfair dismissal has prompted the government to look at ways of clarifying the legal status of volunteers. A press release of 14 April 2005 explains that:

The voluntary and community sector organisations who have been challenged are heavily reliant on the input of volunteers and include RNLI, the Scouts Association and the Citizens Advice Bureau. Cases to date have shown confusion over the difference between employees and volunteers rights in terms of health and safety and equal opportunities legislation and the working time directive.

Although cases are still relatively few, there is fear amongst government and the VCS of the long-term impacts they may have on volunteering in England. For instance, volunteering organisations may be forced to close due to financial reasons having had

²⁹ http://www.homeoffice.gov.uk/docs3/changeup_report_new.pdf

to bear the cost of legal fees for their defence. Alternatively, they may no longer wish to use volunteers to avoid these type of tribunals.

A ministerial meeting was held at the beginning of last month, chaired by Fiona Mactaggart and attended by representatives from VCS organisations, the Government and the legal and insurance professions. Its aim was for issues experienced to be raised and potential solutions to be discussed.

One solution proposed called for the strengthening of guidance for volunteering organisations over managing volunteers and preventing feelings of mistreatment amongst volunteers. Another suggestion was the introduction of a volunteer law that clarifies the legal rights of volunteers and volunteering organisation. Volunteering codes of practice is another recommendation under discussion.³⁰

C. Grants and funding

A pilot website³¹ gives information on grants available to voluntary and community sector organisations from the following government departments: Department for Education and Skills; Department of Health; Home Office; Office of the Deputy Prime Minister.

Other sources of funding include:

National Exemplar Fund

Further information, including details on the organisations that have gained funding from this scheme, is available at:

<http://www.homeoffice.gov.uk/comrace/active/item.asp?ID=32>

European Structural funds

Further information available at

http://www.homeoffice.gov.uk/docs/european_funding_leaflet.html

Small grants action plan

Further details available at: <http://www.homeoffice.gov.uk/docs/finalactionplan.pdf>

Group Dynamics grants

These were announced in a press release in April 2004 which stated that:

A total of £4 million over the next two years is being made available through Group Dynamics grants to increase group volunteering and Outreach grants which are aimed at engaging people who don't normally volunteer.

³⁰ <http://www.homeoffice.gov.uk/comrace/active/item.asp?ID=126>

³¹ <http://www.governmentfunding.org.uk>

A further £600,000 over two years is going towards the development of a national co-ordinating body for older volunteers, while £800,000 has been designated to develop a national mentoring and befriending infrastructure body.³²

Online applications can be made at <http://www.governmentfunding.org.uk>

D. Other developments

1. Volunteering England

A new organisation, 'Volunteering England', was launched on 1 April 2004 and is now the new national volunteer development agency for England. It was formed from a merger of the National Centre for Volunteering, the Consortium on Opportunities for Volunteering and Volunteer Development England. Sir Christopher Spence, chief executive, commented that:

'When you look at the current fragmentation of volunteering infrastructure it makes more sense to have one body which links national strategy with local volunteering'.³³

Full details of the work and structure of VE can be found on its website.³⁴

2. Year of the Volunteer 2005

The Year's main aims are to:

- Increase the number of volunteers, particularly individuals from marginalised groups and young people
- Open up more volunteering opportunities in the public and voluntary sector
- Raise the profile of the work volunteers are doing nationwide
- Thank volunteers everywhere for their time and commitment.³⁵

Full details can be found at: <http://www.yearofthevolunteer.org>

E. Issues facing the voluntary sector

1. The independence of the voluntary sector

The Government initiatives outlined above centre around increasing the role of the voluntary sector in public service delivery. However, as noted by Alison Dunn, 'many voluntary organisations pursue a campaigning role as an integral part of the wider context of their

³² <http://www.homeoffice.gov.uk/comrace/active/item.asp?ID=35>

³³ Nicola Hill, "Volunteers meeting", *Voluntary Sector*, April 2004, p8-9

³⁴ <http://www.volunteering.org.uk/index.htm>

³⁵ <http://www.yearofthevolunteer.org/html/about.html>

purposes'³⁶ and 'provide an alternative route for the voicing of grassroots concerns'.³⁷ There is therefore the possibility of a tension between voluntary organisations working with Government to deliver public services and their continuing their campaigning and lobbying work.

Indeed the NCVO warned in 2001 that many voluntary groups will have 'absolutely no inclination to participate in the delivery of public services at all'³⁸ and that Government 'must realise that because it buys these [public] services, it does not buy our right to challenge and question government policy'.³⁹

Dunn also contends that the Compacts are 'no more than the initial steps in the evolution of a mutually inclusive and equal relationship between the voluntary sector and the public sector' and that the Compacts 'idealism *per se* will only go so far in establishing alliances which respect each party's values'.⁴⁰ She also maintains that there are as yet no satisfactory solutions to two further problems:

1. Apportionment of responsibility between the public sector and the voluntary sector
2. The criteria to be employed for evaluating the sector's contribution⁴¹

More detailed discussion of the 'independence' of the voluntary sector is available in a recent NCVO paper.⁴²

There have also been recent press reports that while the Government wants voluntary organisations to play an increasing role in delivering public services, local councils are cutting their voluntary sector grant budgets, with organisations having to reduce services or even close.⁴³ Some organisations also claim that they cannot plan ahead because of uncertainty over their funding⁴⁴. It is argued that this problem could be eased if more local councils adopted the Compact which normally gives voluntary organisations at least three months notice of any funding changes. At present 45 per cent have signed up and another 38 per cent are underway.⁴⁵

³⁶ Alison Dunn, "Shoots among the grassroots: political activity and the independence of the voluntary sector", in Alison Dunn (ed), *The voluntary sector, the state and the law*, Hart Publishing, 2000, p143

³⁷ *ibid*, p145

³⁸ Lucy Ward, "Charities warn Blair about 'cheap service' ", *Guardian*, 22 October 2001
<http://society.guardian.co.uk/futureforpublicservices/story/0,8150,578525,00.html>

³⁹ *ibid*

⁴⁰ Dunn, p150

⁴¹ Dunn, p159

⁴² Ann Blackmore, *Standing apart, working together: a study of the myths and realities of voluntary and community sector independence*, NCVO, 2004, available online at: <http://www.ncvo-vol.org.uk/asp/search/ncvo/main.aspx?siteID=1&SID=18&subSID=139&documentID=1933>

⁴³ Nicola Hill, "Hard headed or hard hearted ? Cuts in council funding are putting voluntary organisations in jeopardy", *Voluntary Sector*, March 2004, p8-9

Gideon Burrows, "Caught in a spat", *Guardian*, 25 February 2004

<http://society.guardian.co.uk/societyguardian/story/0,7843,1154882,00.html>

⁴⁴ Hill, *Voluntary Sector*, March 2004, p9

⁴⁵ *ibid*, p9

2. Problems of insurance cover

In June 2002 a *Guardian* article reported that the British Trust for Conservation Volunteers (BTCV) had just had to suspend work by two-thirds of its 2,600 volunteer groups after its insurer stopped providing cover. The BTCV went on to warn that voluntary organisations may have to reduce their activities or even shut down because the insurance industry is demanding sharp rises in premiums and requiring more detailed knowledge of activities before underwriting risks. The factors driving this were identified as follows:

- the effect of the September 11 attacks on America
- the dramatic rise in reinsurance rates (when insurers insure themselves against super-large claims)
- the volume of claims increasing as society becomes more litigious
- the cost of settlements for people needing long-term care after injuries has increased after a change in rules on interest on lump sums.⁴⁶

F. Useful links

National Council for Voluntary Organisations (NCVO):

<http://www.ncvo-vol.org.uk/>

This site has a page dedicated to relations with Government:

<http://www.ncvo-vol.org.uk/Asp/search/ncvo/main.aspx?siteID=1&sID=18&subSID=95>

World Volunteer Web:

<http://www.worldvolunteerweb.org/>

National Centre for Volunteering:

<http://www.volunteering.org.uk/index.htm>

Timebank:

www.timebank.org.uk

National Volunteering Database:

www.do-it.org.uk

Guardian

Guardian Unlimited voluntary sector page:

<http://society.guardian.co.uk/voluntary>

⁴⁶ Chris Weal, "Risk halts volunteering", *Guardian*, 5 June 2002
<http://society.guardian.co.uk/volunteering/story/0,8150,727614,00.html>

Guardian Unlimited charity reform page:

<http://society.guardian.co.uk/charityreform/0,11494,629960,00.html>

Government Policy:

Documents:

The Role of the Voluntary and Community Sector in Service Delivery: A Cross Cutting Review, Treasury, September 2002

<http://www.hm-treasury.gov.uk/media//AFF00/CCRVolSec02.pdf>

Private Action, Public Benefit: A Review of Charities and the Wider Not-For-Profit Sector, Strategy Unit, September 2002:

<http://www.number-10.gov.uk/su/voluntary/report/index.htm>

Home Office consultation on voluntary and community sector infrastructure, September 2003:

<http://www.homeoffice.gov.uk/docs2/activeconsultintro.html>

ChangeUp: capacity building and infrastructure framework for the voluntary and community sector, June 2004

http://www.homeoffice.gov.uk/docs3/changeup_report.pdf

Websites:

Home Office “Volunteering” site:

<http://www.homeoffice.gov.uk/comrace/active/volunteering/index.html>

Home Office “Active Communities” site:

<http://www.homeoffice.gov.uk/comrace/active/index.html>

Home Office “State of the sector” site:

<http://www.homeoffice.gov.uk/rds/sosp.html>

Home Office “Developing the voluntary and community sector” site:

<http://www.homeoffice.gov.uk/comrace/active/developing/index.html>

Governmentfunding.org.uk site:

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

Futurebuilders:

<http://www.futurebuilders-england.org.uk/>

“The Compact” site:

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

Including the codes of good practice agreed between the Government and voluntary sector:

<http://www.thecompact.org.uk/thecodes%20.htm>