



quality support for local groups



NEWHAM CAPACITY BUILDERS WORKING GROUP

# Capacity Building Standards in Newham

Voluntary and community groups in Newham that seek capacity building support from second-tier or 'local infrastructure organisations' (aimed at developing, strengthening and increasing the sustainability of the third sector) should be able to expect the following basic standards.

## **A capacity building organisation will:**

- clarify whom it aims to benefit and at what point its intervention is helpful.
- employ staff with the knowledge, experience and skills to offer quality advice and support that is appropriate to the needs of not-for-profit groups.
- ensure that it develops and trains its staff to ensure that their knowledge is kept updated.
- provide regular supervision for its frontline staff members to ensure continuous professional development is taking place.
- carry out an initial assessment when a frontline group first uses its services, as a baseline against which it can measure the support it provides.
- seek to provide incremental support to the frontline groups it works with, that achieves measurable progress towards each group's greater sustainability.
- avoid encouraging frontline groups to become over-dependent by supporting groups to learn new skills, rather than undertaking work on their behalf.
- strive to ensure that the information it provides to frontline groups is current and accurate and to warn groups when information should not be relied upon as a definitive legal opinion.

- keep clear records of the support it provides to each frontline group it works with.
- make effective referrals to other second-tier organisations when this is appropriate for helping a frontline group to become stronger.
- identify its *own* capacity to provide levels of quality support and if necessary limit or reduce the number of frontline groups it works with.
- adopt procedures for sharing information on frontline groups with other capacity builders that respect issues of confidentiality and comply with the Data Protection Act.
- seek feedback from frontline groups that are either existing and potential users of its services, to establish how it can provide support most effectively.
- avoid competing for funds against those it aims to assist.
- work in partnership with other local capacity building organisations to avoid duplication and make the best use of limited resources.
- work with other capacity builders through the Newham ChangeUp steering group and the Capacity Builders Working Group to ensure these standards are adopted, developed and maintained.
- use the 'Capacity Building Newham' logo to help publicise and raise awareness of these standards