

Enfield Community Empowerment Network

ECEN Specialist Participant Selection Information Pack

**PLEASE NOTE: APPLICATIONS CAN ONLY BE
ACCEPTED FROM REPRESENTATIVES OF FULL
ECEN MEMBER ORGANISATIONS**

ECEN FUNDED BY



ENFIELD VOLUNTARY ACTION
A Company Limited By Guarantee(England and Wales)
Registered Office: Community House, 311 Fore Street, Edmonton, London N9 0PZ
Co. Registration : 3755382 Charity Registration : 1077857

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Section 1 – Introduction to the Enfield Community Empowerment Network

1.1 About the ECEN

Enfield Community Empowerment Network (ECEN) is a membership organisation that brings together the voluntary, community and faith sector working in Enfield.

ECEN helps voluntary, community and faith (VC&F) groups to keep abreast of strategic issues of importance to them and their communities of interest and provides opportunities for groups to influence the public policy decisions that affect the lives of Enfield's diverse community. A very important part of this is to improve the effectiveness of the Local Authority, NHS Enfield and other statutory partners in engaging with the voluntary, community and faith sector and to reach a common understanding of the priority issues and how they should be addressed.

ECEN is the body recognised and mandated by the Enfield Strategic Partnership (ESP) to establish, provide and support voluntary, community and faith sector representation on the ESP its supporting structures. ECEN has liaison and representation within the voluntary, community and faith sector and between sectors as two of its core roles. This is fulfilled both by directly convening and servicing specific interest groups, forums, networks and one-off meetings/events, as well as through linking to other established networks and providing regular information and mailings to the sector. ECEN initiatives include an accredited training programme, an annual event and regular Local Area Agreement Forums, enabling groups and individuals to gain the confidence to speak up and be heard by partners from across all sectors.

As a key partner, ECEN works to ensure that the opinions, views, ideas and suggestions of the communities it represents are fully taken into account by the Enfield Strategic Partnership Board. As such all ECEN activities are planned with the aim of reaching out to a wide ranging audience of both young and old, and marginalised communities.

ECEN is represented on the Enfield Strategic Partnership, its Thematic Action Groups (Boards) and the Enfield Compact Review Board by a body of ECEN representatives who are directly elected by the wider ECEN membership. ECEN also selects a group of ECEN Specialist Participants who sit on the partnership boards, Children's Trust Executive Group, Children's Area Partnerships and the Edmonton Partnership.

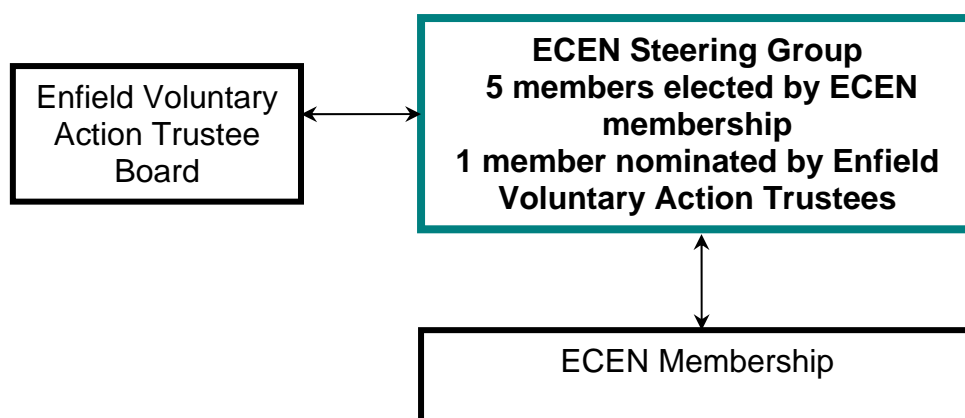
ECEN receives strategic guidance and support from the ECEN Steering Group who are also directly elected by the wider ECEN membership.

The ECEN is currently funded by the Enfield Strategic Partnership as part of Enfield's Local Area Agreement with Central Government.

Membership of the ECEN is free of charge and open to voluntary and community organisations and *social enterprises (*as defined by the Department for Business, Innovation and Skills) that provide 80% of their services in The London Borough of Enfield. Support is offered to all groups, whether members or not. Members elect the Steering Group which oversees ECEN's work and are regularly consulted on specific issues, whether on a one-off basis or through regular Representation and Involvement and other meetings. Satisfaction through ECEN's services is evaluated regularly by members and feeds into the development of ECEN's Work Plan.

1.2 The role of the ECEN Steering Group and Enfield Voluntary Action (EVA)

- EVA has a key role as the responsible body for managing the contract and funding from the Enfield Strategic Partnership (ESP). It has to make quarterly reports on how well the ECEN is meeting the agreed targets and milestones that form part of the funding agreement.
- The ECEN is facilitated by a steering group in conjunction with the responsible body, EVA. EVA provides day-to-day management of the ECEN Manager and Information and Administration Organiser
- The Local Area Agreement Fund is administered through EVA, agreed in conjunction with the ECEN Steering Group and the ESP
- The ECEN Steering Group and EVA closely monitors the applications for the Participation Budget. EVA will not have the resources to issue any expenses once the ECEN Participation Budget has been fully expended, but the ECEN Manager will keep members of the ECEN up-to-date with the funds still available



1.3 Building an effective voluntary, community and faith sector network

The ECEN is committed to the following set of guiding principles:

- Promoting inclusive communication and utilising inclusive methods for working with Enfield voluntary, community and faith organisations
- Striving to represent the views of all organisations
- Being effective in cascading information out to organisations and back through the ESP and supporting structures
- Promoting participation through inclusive membership criteria and clear processes
- Promoting two way communication between the ECEN and the ESP and supporting structures
- Facilitating ECEN specialist participation on the partnership boards, Children's Trust Executive Group, children's area partnerships and the Edmonton Partnership

1.4 Key aims for the ECEN

- To build an effective voluntary, community and faith sector network
- To enable voluntary, community and faith sector organisations and ECEN members to enhance their capacity to participate in the ESP and supporting structures
- To facilitate local voluntary, community and faith organisations in working together
- To enable engagement with smaller voluntary, community and faith organisations and make links between them and to the ESP, Thematic Action Groups, Health and Well Being structures and the Enfield Sustainable Community Strategy
- To encourage the commissioning of local research and needs assessment as required
- To raise awareness about the ESP and supporting structures across the voluntary, community and faith sector
- To promote effective information sharing and dissemination across the ECEN and between the ECEN, ESP and Thematic Action Groups and the Health and Well Being structures
- To find ways of gauging local views through voluntary, community and faith organisations
- To promote inclusion and improve standards around equalities thus ensuring engagement with a wide range of communities

1.5 Relationship between ECEN, ESP and supporting structures

The Enfield Strategic Partnership (ESP) brings together key public sector organisations, local businesses, community and voluntary groups to work collectively to improve the quality of life for local people. Its Partners include:

- Enfield Community Empowerment Network and Voluntary and Community Organisations
- Enfield Council
- Enfield Homes
- NHS Enfield
- Enfield Racial Equality Council (EREC)
- Enfield Youth Assembly
- Housing Associations
- Jobcentre Plus North and North East London
- Local business organisations
- Metropolitan Police Service
- Middlesex University

* Copies of Enfield's Community Strategy, minutes and reports on its activities are available on the ESP website www.enfieldsp.org.uk

The **ESP** carries out its work through a number of thematic partnerships (sometimes referred to as Thematic Action Groups - or TAGs). These are cross sector partnership boards with responsibility for co-ordinating the delivery, monitoring and review of priorities, actions and targets to meet objectives set out in Enfield's Sustainable Community Strategy, Local Area Agreement and other relevant strategies.

There are 8 TAGs (Boards) and there are 3 elected ECEN representatives on each of the 8 boards. These include the Health & Well Being Board and Children's Trust Board. (Diagram 1, see page 10)

The **Health & Well Being Board** also sits on top of a structure of partnerships focused on areas of health and social care (mental health, carers, health improvement, safeguarding adults, learning disabilities and physical disabilities). ECEN will appoint 3 specialist participants to each Board (selected on the basis of their relevant experience and knowledge). It will be important to have good communication between these specialist participants and the 3 elected representatives who are representing ECEN on the Health & Well Being Board. (Diagram 2 see page 10)

The Children's Trust Board has a structure with an Executive Group and 4 area based partnerships. ECEN will appoint 3 specialist participants to the Children's Trust Executive Group and 1 to each area partnership, who will also need to

www.ecen.org.uk

maintain good communication with the 3 elected ECEN representatives on the Children's Trust Board. (Diagram 2 see page 11). The ECEN Specialist Participant appointed to Children's Area Partnership 2 will also attend meetings of the Edmonton Partnership.

Figure 1

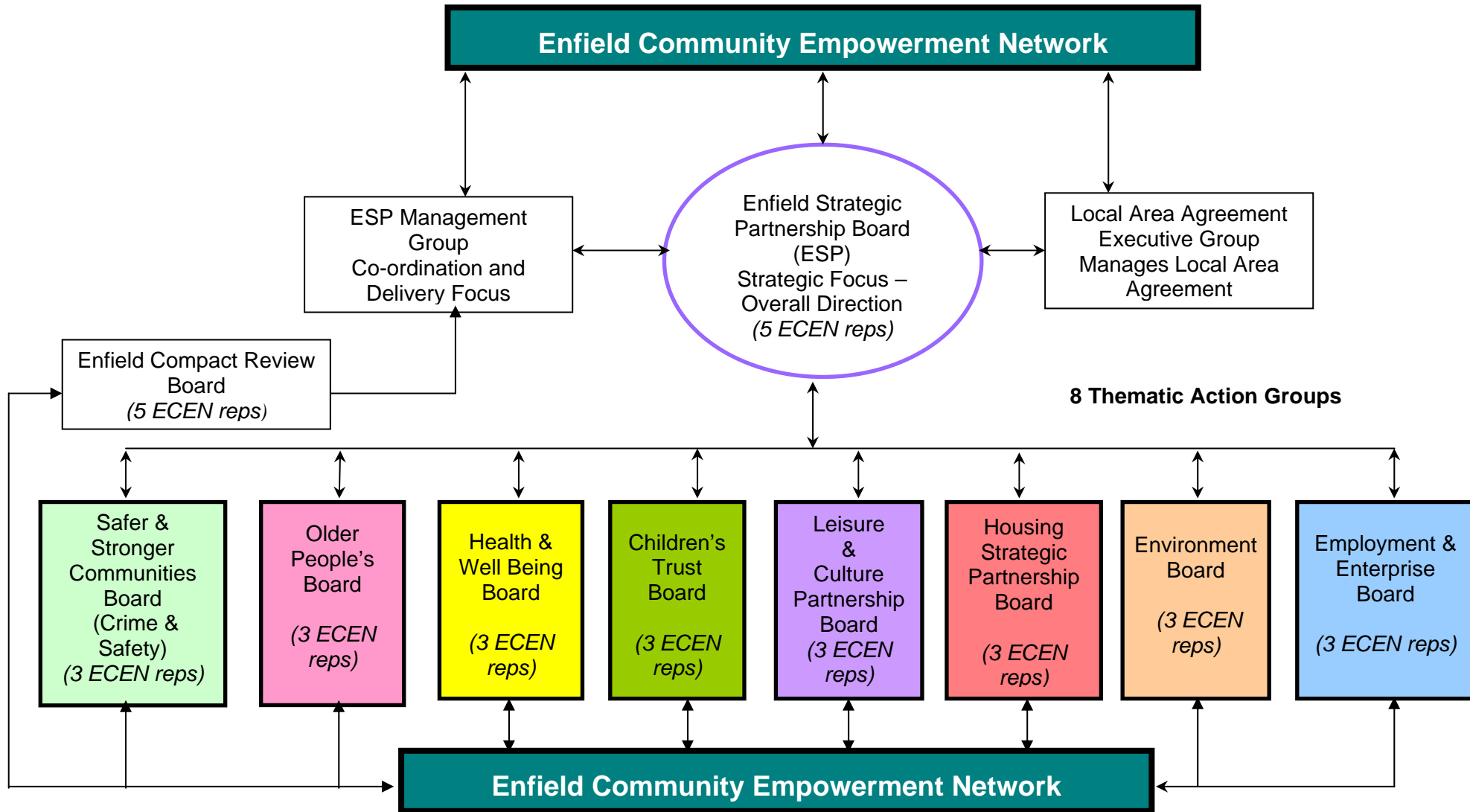
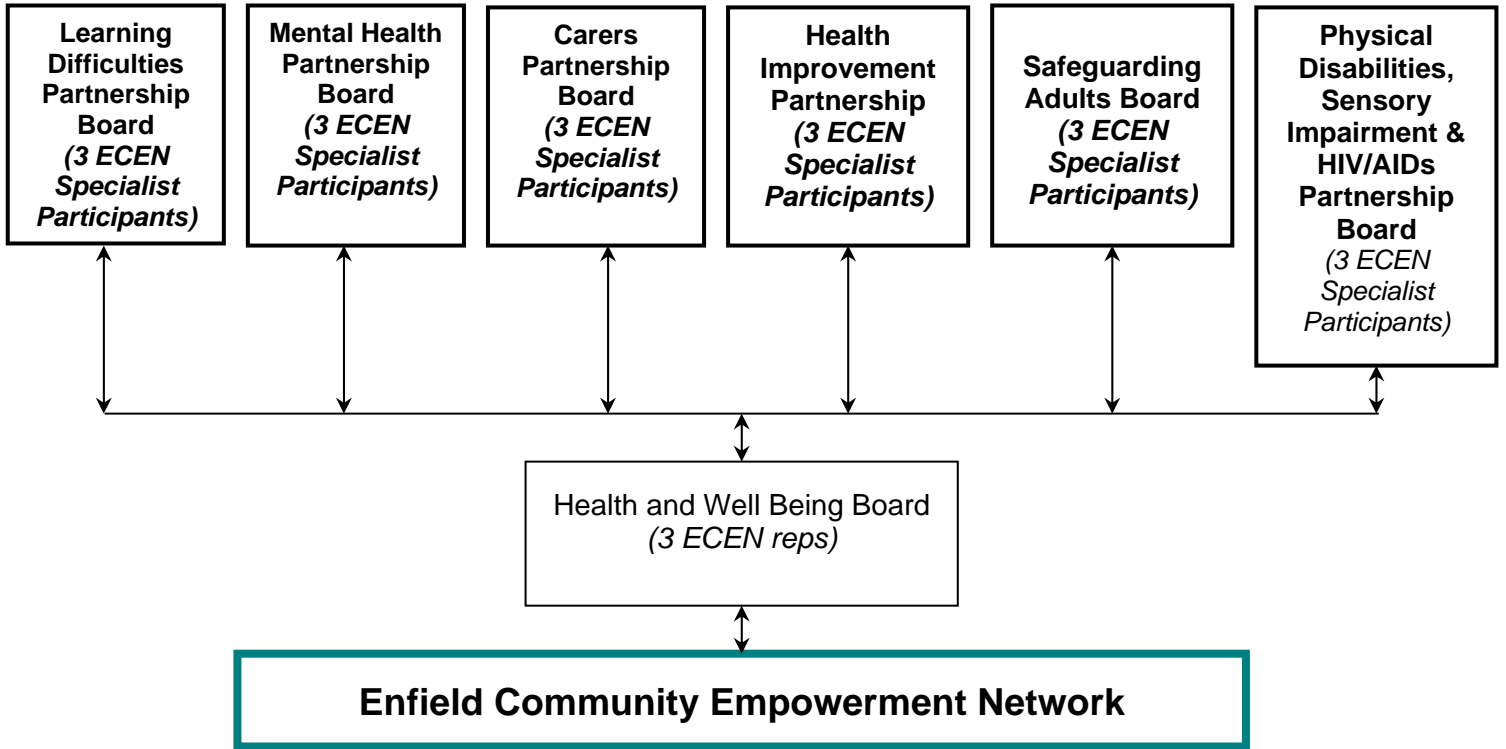
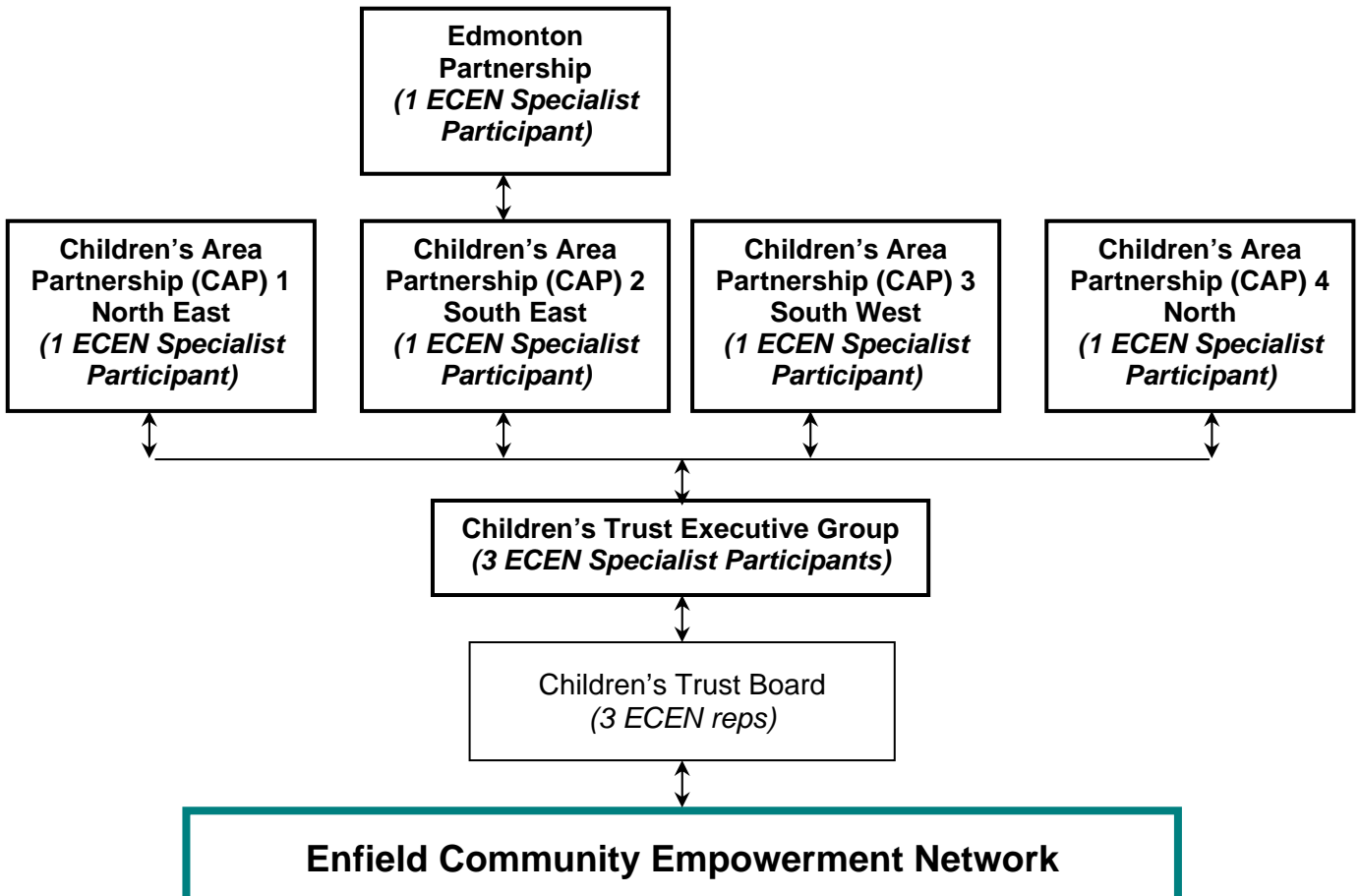


Figure 2

Health and Well Being Board Structure



Children's Trust Board Structure



Section 2 – About the ECEN Specialist Participant Role

2.1 Introduction

There are three ECEN Specialist Participant seats on each of the six partnership boards and on the Children's Trust Executive Group, and one ECEN Specialist Participant seat on each of the four children's area partnerships (the ECEN Specialist Participant on Children's Area Partnership number 2 will also participate in Edmonton Partnership meetings).

The role of the ECEN Specialist Participant is to put forward a voluntary and community sector **perspective**, at the meetings held by these partnerships, partnership boards and the Children's Trust Executive Group, and to ensure that the voices of under-represented groups/communities do not go unheard. As such ECEN Specialist Participants will act as the partnership's, partnership board's or Children's Trust Executive Group's guide to matters that affect the voluntary sector and as **expert witnesses** on issues that affect those members of the community that the partnership boards, Children's Trust Executive Group children's area partnerships and/or the Edmonton Partnership are required to support and protect.

In addition, ECEN Specialist Participants will work together with ECEN elected representatives on the Health and Well Being Board and the Children's Trust Board to ensure that there is a two-way flow of information between them; which will result in a well informed voluntary and community sector that is vital to local decision making. This is in line with the Government White Paper, Strong and Prosperous Communities.

Unlike elected ECEN representatives ECEN Specialist Participants will be interviewed and selected against a set criteria based on the skills and knowledge required to act as an ECEN Specialist Participant on the partnership boards, Children's Trust Executive Group, children's area partnerships and/or the Edmonton Partnership.

APPLICATIONS WILL ONLY BE ACCEPTED FROM ECEN FULL MEMBER ORGANISATIONS.

2.2 Principles of ECEN Specialist Participation

The principles of ECEN Specialist Participation are set out below:

1. Accountability
2. Equality
3. Leadership
4. Openness
5. Values

These principles will act as a framework within which the ECEN Specialist Participation role will operate and develop.

2.2.1 Accountability

- All ECEN Specialist (ES) Participants will be accountable to the ECEN Steering Group.
- Any concerns relating to the ES Participant will be processed through the policies and procedures of ECEN.
- Effective processes and support will be provided to ensure ES Participants are able to share information and communicate with the ECEN elected representatives on the Health and Wellbeing Board and Children's Trust Board to support a flow of two-way information in order to enable a culture of accountability and transparency.

2.2.2 Equality

- Reducing inequality will be at the heart of the work of the ES Participant, who will work to eliminate discrimination and promote equality of opportunity.
- ES Participants will act as expert witnesses on issues that affect under-represented groups/communities and act as a guide to the partnership, partnership board or Children's Trust Executive Group in articulating and promoting the interests of such groups.
- ES Participants will ensure that their involvement on the partnership boards, Children's Trust Executive Group, children's area partnerships and/or the Edmonton Partnership aids cohesion and local relations rather than damaging them.

2.2.3 Leadership

ES Participants must be prepared to tackle difficult issues as well as:

- Work within the partnership's, partnership board's and Children's Trust Executive Group's defined structures
- Utilise the skills and experience of other ES Participants and elected ECEN representatives
- Challenge the partnerships, partnership boards and Children's Trust Executive Group to reflect changing contexts and needs
- Recognise and involve the role of elected ECEN representatives in disseminating information to and from the sector
- Not always take the majority view when trying to resolve conflicting interests. The voices of a legitimate minority deserve to be equally heard.
- Embrace demographic and cultural changes that might be required to deliver against the wider aims of the voluntary, community and faith sector

2.2.4 Openness

ES Participants will

- Work to ensure that all discussions and decisions are recorded and open to all. Where, in exceptional circumstances, this is not possible, the reason should be explained clearly
- Communicate clearly and promptly with elected ECEN representatives on the Health and Well Being Board and Children's Trust Board and (where necessary) the ECEN Steering Group to ensure clear channels of communication are maintained with the wider sector
- Welcome challenge as an opportunity to learn and improve
- Deal positively with failings by acknowledging and addressing them

2.2.5 Values

- ES Participants will recognise and observe the independence of the voluntary, community and faith sector from statutory bodies, but be pragmatic about building respectful relationships between the sectors
- Recognise and value the diversity of the wider sector
- Develop the sector's capacity to provide evidence to support its views through regular interaction with elected ECEN representatives and involvement in ECEN activities and facilitated workshops/events.

Section 3 - The Key Components of Participation

3.1 Selection

Selection does not take place as part of the ECEN election process. Instead, ES Participants will take part in an interview process, managed by a panel made up of key partners from the ECEN Steering Group, Health and Well Being Board, partnership boards and Children's Trust Board. ES Participants will be selected by the panel using a set of agreed criteria.

The ECEN Steering Group will retain the right to dismiss the ES Participant if performance is poor.

3.2 Scope

ES Participants will operate within the context of the Local Government White Paper (2006) - Strong and Prosperous Communities, particularly where this relates to health and well-being, vulnerable people and children, young people and families. Within this context, ES Participants will act as the Children's Trust Executive Group's, children's area partnership's, Edmonton Partnership's or partnership board's guide to matters that affect the voluntary, community and faith sector and as *expert witnesses* on issues that affect those members of the community that the partnership board, Children's Trust Executive Group, children's area partnership and/or the Edmonton Partnership is required to support and protect.

The ES Participants knowledge and experience of Enfield's voluntary, community and faith sector will empower them to voice the *perspectives* of the sector and the client's they serve. Thus the ES Participant will not rely heavily on feedback mechanisms in order to make decisions and agree plans. However, the ES Participant will be required to liaise with ECEN elected representatives on the Health and Well Being Board and Children's Trust Board to share information and ensure that they (and as such the ECEN membership) are kept up-to-date on issues where they feel there is a need for wider consultation with the sector.

3.3 Two-way Exchange of Issues/Perspectives

In addition to maintaining good levels of contact with elected ECEN representatives, ES Participants are also required to attend ECEN LAA forums, and Representation and Involvement Meetings in order to refresh their knowledge and understanding of the voluntary and community sector's perspective (i.e. ECEN members feed in to ECEN representatives and ES Participants). Similarly, ES Participants will be expected to feed back, to the sector, on the outcome of their involvement on the partnership board/s, Children's Trust Executive Group, children's area partnership and/or the Edmonton Partnership.

Section 4 – About the ECEN Specialist Participant

4.1 The Person

ES Participants will:

- Be able to attend the partnership board, Children's Trust Executive Group, children's area partnership board and Edmonton Partnership meetings they have been selected to attend as well as some of the meetings/activities organised by ECEN. (See Section 4.3 for more information). Such meetings/activities will occasionally take place in the evening as well as during the day.
- Be able to voice the range of perspectives of the voluntary and community sector and the clients they serve - which may or may not be views they hold themselves.
- Have excellent skills in listening to the views and opinions of ECEN members, the wider voluntary, community and faith sector and ECEN elected representatives in order to act as expert witnesses on issues that affect those members of the community that the partnership boards, Children's Trust Executive Group, children's area partnerships and/or the Edmonton Partnership are required to support and protect.
- Have good communication and presentation skills

4.2 The Support Package

ES Participants will receive financial support as outlined in Section 6.

4.3 The skills required to become an ES Participant

In deciding who can best represent the voluntary, community and faith sector on the partnership boards, Children's Trust Executive Group, children's area partnerships and the Edmonton Partnership, the ECEN will want to be assured that candidates can meet a number of requirements.

The main purpose of the ES Participant role is:

- To put forward a voluntary and community sector perspective, at partnership board, Children's Trust Executive Group, children's area partnership and Edmonton Partnership meetings.
- To ensure that the voices of under-represented groups/communities do not go unheard.
- To act as the partnership's, partnership board's or Children's Trust Executive Group's guide to matters that affects the voluntary sector.
- To act as expert witnesses on issues that affect those members of the community that the partnership board, Children's Trust Executive Group, children's area partnership and/or the Edmonton Partnership is required to support and protect

- To work together with ECEN elected representatives on the Health and Wellbeing Board Thematic Action Group and the Children's Trust Board Thematic Action Group in ensuring that there is a two-way flow of information, which in turn will be passed on to the ECEN membership and wider sector.
- To attend ECEN LAA forums, and Representation and Involvement Meetings
- To feed-in and feed-back to the sector (at ECEN LAA forums and Representation and Involvement Meetings) on the outcome of their involvement on the partnership board/s, Children's Trust Executive Group, children's partnership and/or the Edmonton Partnership

In order to achieve these objectives ES Participants are required to meet the following expectations:

- To commit to at least three years as an ES Participant
- To commit to attend ECEN Representation and Involvement Meetings (held twice a year) and at least one of the 4 ECEN LAA Forums that take place throughout the year, as well as the meetings held by the partnership board, Children's Trust Executive Group, children's area partnership and/or the Edmonton Partnership which they have been selected to sit on
- To commit to feed-in and feed-back at ECEN LAA Forums and ECEN Representation and Involvement Meetings
- ECEN Specialist Participants will need to have a high level of expertise and integrity which needs to be matched by their nominating organisation. ECEN will require a copy of the most recent accounts (audited/independently examined) and annual reports. These documents should accompany your application. ECEN reserves the right to carry out relevant checks.

Please note: Any ES Participant that fails to attend any Representation and Involvement Meetings and LAA Forums over the course of a year or fails to attend 2 consecutive partnership board, Children's Trust Executive Group, children's area partnership or Edmonton Partnership meetings will be in breach of the ESP Participant Code of Conduct (see page 19 for more details). The ECEN Steering Group reserves the right to regularly review overall levels of attendance and will meet with individual ES Participants to discuss any resulting issues.

- To take the steps necessary to refresh their knowledge and understanding of the voluntary and community sector perspective as and when necessary
- To work with service providers to ensure voluntary, community and faith sector involvement contributes to service improvement in local areas
- Read related papers prior to attendance at a Partnership Meeting.
- Attend relevant Partnership Meetings ensuring that the Partnership knows that they are there as an ES Participant and not as an elected ECEN representative
- Participate in discussions at the relevant Partnership Meetings.
- To attend meetings with elected ECEN representatives as and when required
- Liaise with co-ES Participants around agenda items prior to attending Partnership Meetings
- Have a willingness to undertake any relevant training necessary
- Act in accordance with the ECEN Code of Conduct (see page 19)

The following will give you some idea of the skills and abilities required to be selected as an ES Participant:

- Knowledge and experience of issues affecting the voluntary, community and faith sector, Enfield residents, service users and carers
- Understanding of and commitment to the aims of the Enfield Community Empowerment Network
- The ability and confidence to put across the views of others, **including decisions and views that you do not agree with**, or do not fit in with your organisational aims, or of which you have no personal experience
- The ability and confidence to work with and participate in discussions at meetings involving senior representatives from statutory and other agencies
- The ability to gather or seek out information in order to keep abreast of the voluntary and community sector's perspective
- Good communication, feedback/feed-in and debriefing skills
- The ability to consider issues in a strategic way - groups of people rather than individuals; patterns of service provision rather than individual services
- Good organisational skills and ability to work as part of a team
- Ability to work with formal committees and structures.
- An understanding of the aims and role of the particular Partnership on which they are an ES Participant
- Ability to summarise the main points of importance arising from meetings
- Ability to operate within the principles of ES Participation (see Section 2.2)
- Ability to act as an expert witness on issues that affect the voluntary, community and faith sector
- Ability to act as the partnership board's, Children's Trust Executive Group's, children's area partnership's and the Edmonton Partnership's guide to matters that affect the voluntary, community and faith sector
- Ability to put forward the voluntary, community and faith sector's perspective

4.4 Experience and knowledge

ES Participants require the following experience and knowledge:

- Knowledge of the issues that affect Enfield's voluntary, community and faith sector.
- Involvement with the voluntary, community and faith sector in Enfield.
- Knowledge of the relevant specific geographic or specialist area in Enfield
- Skills, knowledge and experience of the issues to be addressed by the partnership board, Children's Trust Executive Group, children's area partnership or Edmonton Partnership to which they are applying

4.5 Conflict of interest

- All ES Participants must declare any financial or personal interest they have in a topic raised at a meeting, and withdraw from the part of the meeting at which this matter is discussed and/or decided

- Any ES Participant found to not be declaring a conflict of interest will be asked to stand down as an ES Participant

4.6 Incentives for ES Participants

Incentives for ES Participants include

- The ES Participant role will provide a benefit to the organisation the ES Participant has come from in terms of the opportunity to further build on their skills, knowledge and experience
- Financial support will be provided to ES Participants where relevant
- Priority access to relevant training where appropriate. Training will be provided *free of charge (*terms and conditions apply) and includes the opportunity to access a level 2 accredited course in Community Empowerment and Leadership until 31 March 2011, subject to demand.
- Opportunities to promote the contribution and benefits of the voluntary, community and faith sector in the planning and delivery of services and highlight the barriers voluntary, community and faith organisations face.

The ECEN will further support the representatives in the following ways by:

- Providing training that will support you in undertaking the wider ES Participant role
- Supporting costs as per the Participation Budget guidelines (please refer to Section 6)
- Organising meetings between ES Participants and elected ECEN representatives when required
- Identifying issues that need action or need to be brought to your attention

4.7 Code of Conduct

Once selected ES Participants are expected to adhere to the following:

- ES Participants need to work within ECEN's Equal Opportunities Policy
- Act within the responsibilities of the Role Description.
- Attend meetings in a specialist participative role and not on behalf of their own organisation.
- Make it clear at meetings that they are there as an ES Participant and not as a representative of their own organisation.
- The relevant partnership board's, Children's Trust Executive Group, children's area partnership's and Edmonton Partnership's Terms of Reference.
- Feed back key issues that are raised at the meeting to the ECEN elected representatives on the Health and Well Being Board and the Children's Trust Board

4.8 Breach of the Code of Conduct

ES Participants will be considered to have breached the code of conduct if one or more of the following occurs

- Non-compliance with Equal Opportunities Policy.
- Non-compliance with the Role Description.
- If more than 2 meetings are missed consecutively without prior notice except in exceptional circumstances where there is not opportunity to give proper notice.
- Failure to feed back relevant information to elected representatives on the Health and Well-being Board and the Children's Trust Board
- Failure to attend any Representation and Involvement Meetings and LAA Forums over the course of a one-year period.

What happens if this Code is breached:

This will be dealt with in the first instance by the ECEN Manager, who will write to the ES Participant concerned and if necessary arrange to meet with them.

If the situation continues the ECEN Manager will refer the matter to the ECEN Steering Group who will agree on the appropriate action to be taken

4.9 Review Period

Successful applicants will be subject to a review period of six months during which they will meet with the ECEN Manager to discuss how they have found their role as an ES Participant.

Section 5 - Selection Process

5.1 The Selection Process Timetable

Activity	Date
Letters dispatched inviting applications	7 th June 2010
Outreach appointments	21 st June to 2 nd July 2010
ES Participant Application Workshops (The consultant will take you through the application and answer your questions)	28 th June 2010 (4.30pm-6.30pm)
Deadline for returning application forms	5pm on 9 th July 2010
Shortlisting	12 th July 2010
Candidate selection meetings	22 nd and 23 rd July 2010
Results announced	After 23 rd July 2010
Online Equality and Diversity Training (compulsory)	To be advised

Where necessary, the Selection Panel will defer to the ECEN Steering Group and the chairs of the partnership boards, the children's area partnerships, the Edmonton Partnership and the Children's Trust Executive Group for advice and information.

Application packs are available from the ECEN office. Please call 020 8373 6265.

Section 6 – ECEN Participation Budget

NB: This budget is only currently available from 1 April 2010 to 31 March 2011.

What kind of support can be funded?

a) Out-of-pocket expenses

The following expenses may be reimbursed by prior agreement:

- **Travel on public transport**
It will be necessary to provide tickets/receipts to accompany a completed Expenses Claim Form.
- **Travel by private car**
Mileage will be paid at the rate of 40p per mile (or allowable Inland Revenue rate), whichever is the lowest. Mileometer readings should be recorded at the beginning and end of each relevant journey and entered on the Expenses Claim Form.
- **Car parking fees**
It will be necessary to provide tickets/receipts from a recognised car park to accompany a completed Expenses Claim Form. **Parking fines and clamping fees are not included.**

Please note: Genuine out-of-pocket expenses are not taxable and can be paid to the individual (see Appendix 3)

b) Other support expenses

There will be other types of support that may be funded by the ECEN. For example, the costs of approved courses, seminars and conferences needed to enable ECEN representatives to fulfil their role as an equal partner in the partnerships they were elected/co-opted to. **Agreement must be sought from the ECEN Steering Group before commencement of any of these activities.**

Making A Claim

Expenses claim forms can be downloaded from the ECEN website (www.ecen.org.uk) or obtained from the ECEN Information and Administration Organiser (020 8373 6265). (See Appendix 3 for a sample of out-of-pocket claim form).

Claims must be submitted within 5 days of the end of each quarter. Any groups that have difficulty meeting this deadline should contact the ECEN office (020 8 373 6265). The quarters are:

- **January to 30th March**
- **April to 30th June**
- **July to 30th September**
- **October to 30th December**

The reason for these deadlines is to ensure that ECEN is able to meet the monitoring requirements of its funders.

Please attach all the necessary receipts and ensure that your form is signed by both you and the Chair of your organisation. If the person making the claim is the Chair then the claim must be co-signed by the Treasurer of the nominating organisation.

THE ECEN STEERING GROUP RESERVES THE RIGHT TO REFUSE PAYMENT OF ANY LATE CLAIMS RECEIVED.

If you require any further information or assistance, please contact the ECEN Information and Administration Organiser on 020 8373 6265 or email ecen@ecen.org.uk.

ECEN Complaints Procedure

Please note the following policy and procedure for making complaints about the ECEN:

Stage 1

1. Any person or organisation that wishes to make a complaint about the ECEN should either call or write to request a complaint form
2. The form along with a copy of the complaints procedure will be sent to the complainant within 10 working days of the original request
3. Once received the complaint will be logged. A letter of acknowledgement will be sent to the complainant within 10 working days from the date the complaint was received
4. The complaint will be dealt with by the ECEN Manager, who will send a full response within 21 working days

Stage 2

1. If the complainant is not satisfied with the ECEN Manager's reply, they may then write in requesting that the complaint be referred to the next ECEN Steering Group for a final decision
2. The original complaint along with the Manager's response and any further correspondence received for the complainant will then be copied and posted in an envelope marked 'Private and Confidential' to each member of the Steering Group. A letter will be sent to the complainant confirming that this has been done and the date of the Steering Group meeting
3. The Steering Group will send a full response to the complainant within 21 working days of the meeting

Please note the decision of the Steering Group is final

Call 020 8373 6265 to receive a form or download at www.ecen.org.uk.

ECEN complaints form

Please complete this form if you wish to make a complaint about the ECEN

Name:

Organisation:

Address:

Tel:

email:

fax:

Please tell us here what it is you wish to complain about (please continue overleaf if you wish):

.....
.....
.....
.....
.....
.....
.....
.....

Please state here how you feel this complaint can be resolved

.....
.....
.....

Signed Date.....

Position

YOUR COMPLAINT WILL BE DEALT WITH IN THE STRICTEST OF
CONFIDENCE

Once completed, please send this to:
ECEN, C/o EVA, Community House, 311 Fore Street, Edmonton, N9 OPZ

Glossary of Terms:

BMEF	Black and Minority Ethnic Forum
ECEN	Enfield Community Empowerment Network
ECRB	Enfield Compact Review Board
ESP	Enfield Strategic Partnership
EVA	Enfield Voluntary Action
HASC	Health and Adult Social Care
LBE	London Borough of Enfield
VCS	Voluntary and community sector
VCSSG	Voluntary and Community Sector Strategy Steering Group