



Organisational Development support at KCSC

How we will work together

Our support

We provide advice, support and guidance (by telephone, email or meetings) in areas such as:

- Governance
- Fundraising
- Project planning
- Collaboration
- Strategic planning
- Monitoring and evaluation

We work with organisations in an enabling collaborative way so that they are able to progress and improve their skills and knowledge.

Referrals

We refer to other agencies for areas we are not specialists in, e.g. CASH regarding finance

Eligibility

- Our support can be accessed by voluntary and community organisations with at least 60% of their service users residing in the borough of Kensington and Chelsea. An organisation that does not overall meet this threshold can receive support for a particular project that does.
- If it becomes apparent that a client is primarily interested in gaining paid work for themselves rather than providing services to others, we cannot offer support
- If an organisation's aims, activities or behaviour appear to be in conflict with our policies and values we may challenge them or withdraw our support
- Clients wishing to set up new organisations must show evidence of need and demand
- We do not provide services to profit-focussed private businesses
- CIC's we work with must have at least 2 unrelated directors on the board and meet other requirements upon request.

Response to support requests

- Responses to queries are given on a first come, first served basis. We aim to offer a quick turnaround, usually within a week, although there may be delays if we are busy.
- Clients seeking feedback on a funding bid should send their draft at least 10 days in advance of the deadline but we recommend approaching us at least four weeks before so we can offer more in-depth support. There is a limit of supporting five applications per organisation per year. Where advice is given we expect to see progress and learning shown in future drafts.
- People requesting support with setting up new organisations are required to fill in our [online form](#). A development worker will be in touch after reviewing the form.
- We provide advice and support to organisations but do not do work for them. If an organisation is repeatedly requesting the same support without making efforts to respond to our advice we may issue a letter outlining where we feel progress is needed.
- Clients will be assigned to one development worker at a time
- Please let us know if after receiving our support you are successful in obtaining funding

References

- We only provide references to organisations we have worked with, have a good knowledge and understanding of and whose work we have seen (e.g. visited a session)
- If you wish to use KCSC as a referee please ask us first and send us a copy of your application

Commitment and Principles

- Development workers aim to provide a professional service in accordance with the needs of the client organisation
- We will seek feedback about the service we provide to ensure continuous improvement
- We will address any concerns or complaints in a timely manner
- We focus our support on small, locally focussed organisations with limited resources
- Both parties shall agree the scope and timescale for the work
- Both parties shall seek to complete assigned tasks and actions within agreed timescales
- Although the development worker will offer advice and guidance to help an organisation succeed (for example in applying for funds), they cannot guarantee them success
- Both parties must treat each other with courtesy and respect. KCSC staff reserve the right to withdraw support if a client is not adhering to this.

Please note this document is not legally binding and subject to change