

Really Useful Stuff

JARGON BUSTER



A TYPICAL VILLAGE IN LINCOLNSHIRE



Jargon buster

ACAS	Advisory Conciliation and Arbitration Service provided by the Government and free to employers and employees
Accessible	Easy to approach, reach, enter, speak with, or use. Having an accessible building or service means more than 'can a wheelchair get in?' It means, do the people who need to use your service know that it's there? Do they feel it's for them? Can they use it easily, especially if they do have mobility problems, or a different language, or they can't see or hear well?
Accountable	Being required or expected to justify actions or decisions; responsible
Ad hoc	Dealing with a specific subject, purpose, for example, an ad hoc committee
Advocacy	Support given to help people get their views heard, and their choices respected. It does not have to involve conflict
Agenda	A list of the items to be considered at a meeting in the order in which they will be presented
Aims	What an organisation intends to do. Often used with 'objectives' in the phrase 'aims and objectives'
AML	Additional Maternity Leave; three months' unpaid leave entitlement taken after nine months' paid leave
Annual General Meeting (AGM)	A meeting held once a year at which all members with voting rights are entitled to attend and can vote
Assets	Something valuable which can be used for the payment of debts eg equipment or money in the bank
BACS	Electronic money transfer between banks
BERR (DTI)	Department for Business Enterprise and Regulatory Reform; previously known as the Department for Trade and Industry (DTI)

Bullying	A bully is someone who creates a hostile, threatening or intimidating environment, in the mind of the recipient
Candidate	Person who has been put forward for election
Capacity building	Helping people develop confidence, knowledge and skills to become active in their community
Charitable trust	An unincorporated legal structure for a voluntary group
Charity Commission	The body responsible for registering and regulating charities in England and Wales
Clique	Group of individuals that can often exclude others. It can end up being an exclusive or select group of individuals
Compact	A partnership framework to promote positive working relationships between voluntary, community and statutory sector
Companies House	The official Government register of UK companies
Conflict of interest	Where a person who sits on a group's management committee may feel there is a conflict with another post they hold eg local councillor
Consortium	A partnership, in this case, of key voluntary and community organisations
Constitution	A set of rules or governing document for a voluntary group
Contract (Running Your Group)	A legally binding agreement between two parties
Contract (Employment Law)	Contracts of employment exist the minute an individual starts to perform work for an organisation on the understanding that payment will be received for these services. The contract is primarily determined by the current statutory framework of employment legislation, plus any express terms agreed between both employee and employer. The employer is legally obliged to provide a written illustration of the terms and conditions relating to the contract of employment, within eight weeks of the worker beginning their employment
Core values	The principles or standards which characterise the way in which a group will carry out its work
COSHH	Control of substances hazardous to health

Criminal Records Bureau (CRB)	A Government body which conducts criminal records checks on potential employees or volunteers on behalf of groups in England and Wales
CV	A curriculum vitae is a written description of your work experience, educational background, and skills
Data controller	Any organisation that collects personal data about individuals, therefore having to comply with the Data Protection Act 1998
Directors	Collectively responsible for the effective running of a group, usually one which is a company. May also be called trustees or management committee members
Disclosure	Document detailing the result of the CRB check
Discrimination	Treating someone differently (more or less favourably) because of the group, class or category they belong to, rather than on individual merit
Discrimination (Employment Law)	<p>Discrimination occurs when an employer:</p> <ul style="list-style-type: none"> • Refuses to employ • Provides less favourable terms and conditions of employment • Refuses to promote • Dismisses or disciplines • Fails to provide access to opportunities such as training, promotion to an individual on the basis of their <ul style="list-style-type: none"> • Race • Gender • Disability • Age • Sexual Orientation • Beliefs – religious / political
Diversity	Variety, the state of being different, varied. Valuing individual difference
EOC	Equal Opportunities Commission

Equality	Being equal in value. Equality therefore is about making sure that people are equally valued. They are not necessarily treated the same but given equal opportunity to reach their potential. (See text and activity on page 4 of Equality and Diversity Chapter)
Equality Impact Assessment	A systematic way of finding out if your work could have a positive or negative impact on some groups of people
Expenditure	Money going out of the organisation, eg telephone bill, volunteer expenses
Extraordinary or Special General Meetings (EGM) or (SGM)	A meeting to deal with special business between Annual General Meetings, which needs the approval of members
First-tier or frontline organisations	Voluntary and community groups 'on the ground' which provide a direct service to their beneficiaries
Fragmentation	Where individuals, groups or families within a community have little or no connection with each other. Eg people living on the same street but unaware who their neighbours are
Framework	Parts joined together to produce a structure
Frontline groups and organisations	As first-tier organisations
Governance	The process by which the management committee ensures that an organisation is effectively and properly run
Governing body	The management committee members, board of directors or trustees are the governing body of a group and are collectively responsible for ensuring a group is effectively and properly run
Governing document	The written rules which set out the purpose of an organisation and how it should be run eg constitution
Grant-making trusts	Charitable bodies set up by individuals or organisations to give money to charities tax-effectively. They make grants or donations to enable groups to carry out a specific piece of work
Group document file	Collection of all documentation used in effectively managing and running your group

Harassment	To trouble persistently or incessantly. Systematic persecution by besieging with repeated annoyances, threats, or demands. Behaviour which the recipient finds bullying, threatening or distressing
Harassment (Employment Law)	Harassment occurs when someone believes that they have been subjected to a hostile, threatening or intimidating environment, at work
Honorary officers	The Chairperson, Treasurer and Secretary who have extra responsibility over other management committee members
Income	Money coming into the organisation, eg fees and donations
Induction	A period of introduction for an employee when they are expected to be provided with all relevant knowledge and information required to do their job to an acceptable standard, including all necessary health and safety training
Information Commissioner's Office	The Information Commissioner's Office is the UK's independent authority set up to promote access to official information and to protect personal information
Infrastructure	'The physical facilities, structures, systems, relationships, people, knowledge and skills that exist to support, develop, co-ordinate, represent and promote frontline organisations.' www.eastmidlandsinfrastructure.org.uk
Internal procedures	The systems which a group sets up to help it run effectively eg recruitment procedure and procedures for running meetings etc
ISA	Independent Safeguarding Authority (ISA), with the duty to bar those they consider a risk to children and vulnerable people
KIT days	Keep In Touch days. A maximum of ten days, spread across maternity leave, when a worker by arrangement with management can come into work to keep in touch
Lead agency	In a partnership, the partner that takes the lead role
Living document	Documents that are currently in use
Local Area Agreement (LAA)	A three-year agreement between a local area and central government based on local priorities as identified in the Sustainable Community Strategy
Local Government Association (LGA)	National voice for local government sector

Local Infrastructure Organisations (LIOs) – general or generic	Organisations that deliver ‘The physical facilities, structures, systems, relationships, people, knowledge and skills that exist to support, develop, co-ordinate, represent and promote frontline organisations’ through a range of services available to all. These include Councils for Voluntary Service (CVS) and Voluntary Action Centres. Also known as second-tier organisations
Local Infrastructure Organisations (LIOs) – specialist	Organisations that deliver the above through a range of services available to specific groups or specific types of advice. These include Race Equality Councils, Disability and Youth services. Also known as second-tier organisations
Local Strategic Partnership (LSP)	A non-statutory body that brings together, at a local level, agencies from the public, private, voluntary and community sectors. The lead player is often the local authority and partners include the police and health authority
Management committee	The committee legally and financially responsible for the effective running of a voluntary group. May also be known as trustees or directors
Mandate	A form which a bank asks cheque signatories to sign
Marginalized	Where individuals or groups feel they are excluded from voicing their opinions because of various reasons such as age, race, disability, gender or sexual orientation. They feel they are on the margins of society
Mediation	Independent support from a third party to help people resolve disputes and disagreements
Memorandum and Articles of Association	The governing document for a company limited by guarantee
Minutes	A formal, written record of the proceedings of a meeting
Mission	A statement of up to 40 words which describes the overall aim or purpose of the group, why it exists and what it wants to achieve
Monitoring reports	Information which has been collected and recorded to check on the progress of a project. This type of information is often required by funders to show you have used the grant in the way it was intended

National Indicator (NI) Set	A performance management framework for local government which central government uses to monitor the performance of local government and its LSP partners
Network	Direct and indirect connections made between people and organisations
Networking	A process through which relationships and contacts between people and organisations are formed, developed and sustained for mutual benefit
Nominations	Invitation for people to put their name forward for election as a management committee member or for a specific role eg Chairperson
Objectives	The activities a group will provide, or the things a group will do, in order to achieve its aim
Objects	Describe the purpose for which a group has been set up. They do not say what the organisation will do on a daily basis
OML	Ordinary Maternity Leave; up to nine months' paid Maternity Leave
Open meeting	A public meeting to which anyone is invited
Operational plan	For some people this is the same as a group document file but others see it more as a business plan
Ownership	Take responsibility for, care for; sense of a project belonging to the community. In this context it doesn't refer to possessions that can be given away or sold
Participation	Sharing in the activities of a group. This means more than consultation – it means involving people in the development of something, not creating something then asking other people what they think of it
Partnership	A group of people or organisations that can work together to reach a goal, using the skills and advantages of each. The partnerships can be very formal, very informal, or somewhere in between
Personal data	Any data that could identify an individual
Policy	A policy is a deliberate plan of action to guide decisions and achieve rational outcomes
Portability	Transferring CRB checks between jobs / volunteer placements

Positive duties	Things the law says that statutory bodies (and those who do work on their behalf) need to do, such as eliminate discrimination, promote participation or promote positive attitudes and good relations. These include general and specific duties
Prejudice	Unreasonable feelings, opinions, or attitudes (usually hostile). Having preconceived ideas about a person or group of people without knowing all the facts
Pro bono	Short for pro bono publico, 'for the public good'. Pro bono work is carried out free of charge
Probationary period	A nominal period of time commencing from the start of an employee's employment, during which the employee is expected to reach an acceptable level of performance at work, and the employee has an opportunity to determine whether or not they are suited to the job. The probationary period has no legal status, however it is usually less than 12 months in duration to enable the employer to dispense with the worker's services should it wish to do so, without concern about claims for Unfair Dismissal being made
Procedure	A written statement of how a policy will be put into action
Processed data	Anything done with the data is called processing. Data that has undergone any processing is processed
Procurement	More than simply going shopping. A process of acquiring goods or services especially by obtaining quotes or tendering
Protocols	Rules relating to official occasions
Quorum	The number of trustees who have to attend a meeting for it to be a valid meeting and carry out its business. A meeting is described as 'inquate' if there aren't enough trustees present
Reasonable	There is no set measure for what is considered 'reasonable'. It is important to keep evidence of what measures you have taken in order to show these have been reasonable. If in doubt contact ACAS
Redundancy	An employer's need for a particular post or posts has ceased or diminished, or is expected to cease or diminish
Registered charity	A charity that is registered with the Charity Commission

Regulator of CICs	An independent public official responsible for regulating Community Interest Companies (CICs)
Resources	These can include equipment, premises, money, staff and volunteers' time, knowledge, skills and expertise
Sans serif font	A plain typeface which does not have flick-ups or embellishments on the letters. Sans serif fonts are easier for visually impaired people to read. Examples of sans serif fonts are Arial, Helvetica and Comic Sans. This document is set out in Univers
SAP	Statutory Adoption Pay; taken during (Ordinary Maternity Leave) OML
Second-tier organisations	Infrastructure organisations that provide support to the first-tier or frontline organisations
Secret ballot	If there is more than one candidate for a specific role eg Chairperson, then all voting members can be asked to record their vote on a voting paper anonymously
Selector	Appointed to draw up shortlist of proposals put to local authorities under the Sustainable Communities Act
Sensitive personal data	Additional information regarding an individual's sexuality, political or religious beliefs, criminal record or health status
Service Level Agreement (SLA)	A contract that exists between two parties. For example, a local authority will detail the service it needs and the level and quality to be provided. A voluntary organisation will agree to provide the service
SMP	Statutory Maternity Pay; taken during (Ordinary Maternity Leave) OML
Spent	A criminal conviction no longer considered current
SSP	Statutory Sick Pay
Statutory / public sector	This sector includes councils, police and the NHS
Steering group	A sub-committee set up to manage a specific piece of work, eg the setting up of a new voluntary group
Stereotyping	An exaggerated belief that can be positive or negative but generalises without allowing for individual differences. Stereotyping may lead to discrimination
Strategic direction	Having a clear idea where your group is heading in the future and what its priorities are
Subject access request	A request by an individual to see personal information held by an organisation on them

Subject to monitoring	Those cleared to be registered by the ISA to work with children or vulnerable people are said to have become 'subject to monitoring'
Surplus	When a group raises more funds in a time period, eg a year than the expenses it has to pay out
Sustainability	Solutions that will last in the long term, not quick fixes
Sustainable Communities Act 2007	This Act establishes a co-operative method of decision making at a local level. It is built on the premise that local people and local councils are the experts on their own problems and have the solutions to them
Sustainable Community Strategy (SCS)	The Local Strategic Partnership creates a long-term vision for the area to tackle local needs. This vision is set out in the Sustainable Community Strategy (SCS)
Target audience	A particular part of the population at which you are aiming your publicity eg young mums, teenagers etc
Targets	An estimate of numbers linked to an objective eg 20 people attending a training course
Task or role description	Describes what the task or role involves, in the same way a job description would explain the duties in that job
Test of relevance	A way to find out if a policy or service is likely to have an impact on a large group of people (for example, a Retirement Policy would have an impact on older people so would test as relevant on the grounds of age)
Third sector	Another title used to describe the voluntary and community sector. The two other sectors are public and private sectors
Third-tier organisations	Regional or national infrastructure organisations offering support to the second-tier organisations
Trust deed	The governing document for a charitable trust
Trustees	Trustees are collectively responsible for the effective running of a group. May also be called directors or management committee members. Entrusted with the responsibility of managing the group
TUC	Trades Union Congress
Unequal impact	Something that affects one group of people more than another – this also applies if you have a large number of beneficiaries from a particular area, or if certain local groups are not well represented in your work

Unfair (Constructive) Dismissal	Occurs when an employee feels that they have no other option than to leave their employment and make a claim for Unfair (Constructive) Dismissal at a tribunal because their employer had either: <ol style="list-style-type: none"> 1 Not addressed their Formal Grievance through the organisation's Grievance Procedure 2 Failed to follow the formal procedures set out in the company's written Grievance Procedure 3 Didn't have written details available to its employees of its Formal Grievance procedures
Unincorporated association	A legal structure which is not a company, but is seen in law as a collection of individuals eg management committee members
Unique selling points (USPs)	What makes the work of your group different or distinctive from other groups
Vicariously	The employer is directly responsible for the acts and welfare of its employees and any other third party who is involved with their company's activities
Vision	A description of how your group wants the future to be
Volunteer agreement	Usually a generic document setting out general expectations of behaviour, conduct, standards, broad commitments of both parties and the support they will receive from the organisation
Volunteers	People who give their time (and skills) to an organisation without receiving any payment
WTR	Working Time Regulations

