

THCVS Development Code of Practice

Updated January 2020

THCVS roles and responsibilities are to:

- Offer a confidential and professional service in accordance with the needs of your organisation.
- Listen to you to understand your group's circumstances in order to give the most appropriate advice and support.
- Advise you utilising the team's knowledge and expertise or signpost you to an external advice provider if needed.
- Schedule meetings at mutually convenient times taking into consideration the timeframe you are working to.
- Agree actions for THCVS and for your group and set timescales for actions to be done.

Your roles and responsibilities are to:

- Provide an accurate summary of the issues affecting your organisation, including relevant information about your governance, legal status, staffing, funding, financial situation and other relevant details so that we can provide you with the most appropriate support and advice.
- Attend meetings on time and give notice if you cannot attend a scheduled meeting.
- Take note of actions agreed and follow up on these actions within the agreed timescales.
- Understand and accept that the guidance we give you does not constitute legal advice.
- Fill in feedback forms after each advice /support session. This is a monitoring requirement of THCVS's funders and for THCVS to evaluate the impact of the advice service.

Referral Protocol:

- Groups should refer themselves using our Step by Step process.
- Formal referral of Tower Hamlets Council funded organisations by council monitoring officers. Referral to THCVS is not a punitive measure and should not be seen as a negative outcome of a monitoring discussion. Where formal referral has happened we may report back on whether a meeting has taken place, but will maintain client confidentiality unless specific permission is granted.

Termination:

THCVS reserves the right to close cases if your group

- Misses two appointments without giving notice.
- Stops responding to emails and/or calls.
- Has not implemented any changes or actions agreed at sessions.