



*Making a Difference*

*in Cresswell, Ellington, Linton and Lynemouth*

# **CELL Partnership Pack Guide**

## **“Help Make a Difference”**

Hi (Photo to personalise)

I'm Pat McCann a fellow resident in the CELL Big Local area.

This pack is your opportunity to join the CELL Big Local Partnership Board and be part of the work to unlock the £1m held by the Local Trust for our area. Getting local people involved is the way we can ensure we deliver exciting plans that make a difference for local people and which are shaped around our communities strengths but also our needs.

It contains all the information you need to know but I welcome questions which we will publicise and answer on our CELL website. So if you you have any outstanding questions then please don't hesitate to contact me at [enquiries@cell-biglocal.org.uk](mailto:enquiries@cell-biglocal.org.uk) or FREEPHONE xxxxxxx

Listed below are the papers that identify how we will work together, with our community, supporters, partners and funders.

These are available as separate downloads from our website at

[www.cell-biglocal.org.uk/xxxxxxx](http://www.cell-biglocal.org.uk/xxxxxxx)

Or as one download / hard copy via this document.

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Find out more at :-

[www.localtrust.org.uk](http://www.localtrust.org.uk) (see structure diagram)

[www.cell-biglocal.org.uk](http://www.cell-biglocal.org.uk) (our website)

[www.cell-biglocal.org.uk/xxxxxx](http://www.cell-biglocal.org.uk/xxxxxx) (research into our communities priorities)

[www.cell-biglocal.org.uk/xxxxxx](http://www.cell-biglocal.org.uk/xxxxxx) (survey of local residents)

[www.cell-biglocal.org.uk/xxxxxx](http://www.cell-biglocal.org.uk/xxxxxx) (partner agency report)

facebook page !

If you don't fancy the partnership then we are also looking for people who want to help us shape and deliver projects and new ones as we go forward. You can indicate this wish on our Partnership Board Membership Form too.

So, please complete and return the **Partnership Board Membership Application Form**

either by hard copy to :-

Andrew at Lynemouth Resource Centre, or

by email to [enquiries@cell-biglocal.org.uk](mailto:enquiries@cell-biglocal.org.uk)

by **xxxxx**

Thank You and I look forward to hearing from you.

*Insert Pats signature*

**Private and Confidential  
CELL Partnership Board Membership  
Application Form**

<b>Surname:</b>  <b>First Name:</b>  <b>Preferred Name:</b>  <b>Home Telephone No:</b>  <b>Mobile Telephone No:</b>	<b>Email:</b>  <b>Address:</b>   <b>Postcode:</b>
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**Which age category do you fall into, please tick one of the following:**

18-25     26-35     36-49     50-     65+

**Please tell us a bit about yourself and why you would like to be on the Partnership:**

**What skills, knowledge, resources or experience can you bring to the Partnership Board ? (Do Have a look at the list in section 6 of the CELL Terms of Reference but you may have others that you think we should know about ?)**

**What, in your opinion, are the 3 most important things you can contribute**

**1.**

**2.**

**3.**

Please answer the following questions

Which part of the CELL Big Local area do you live in ? (Or if you don't live in the CELL area, please state your connection)

Do you have a business in the CELL area ?

Do you work in the CELL area ?

There are **5 Delivery Group** themes for the CELL area. Which ones of these are you interested in taking an active part in and if possible to say, in what way ?

1. Meeting the Needs of Young People

2. Improving and maintaining our Environment

3. Tackling Poverty

4. Improving Local Transport Services

5. Creating and sustaining Local Job Opportunities

6. Housing & Community Buildings

If completing by hand please write as legibly as possible and use an additional sheet if you wish.

**Delivery Group** Themes– Please indicate if you would be willing to also or alternatively be part of one of the Delivery Groups and if so, which one do you have a particular interest in ?

## **CELL Values**

We are committed to quality and excellence in everything that we do.

1. We will support CELL residents in improving their community. We know that our community contains the people who can create the solutions.
2. We will actively share knowledge and skills, encouraging learning and cooperation. We collaborate with others to build the best possible solutions to the challenges we face together.
3. We are responsible, open and accountable. We will be honest and transparent in all our dealings. We will collect, share and review evidence of our progress and be open to advice and criticism.
4. We believe in social responsibility. We want our work to have a positive impact on people locally, the area and the environment, now and for future generations.
5. We are committed to equality and promote diversity. We seek to overcome all forms of discrimination and prejudice so that everyone can participate in, contribute to and benefit from CELL on an equal basis, whatever their background, ethnicity or beliefs.
6. We will be innovative and embrace change, approaching problems proactively and creatively.
7. We are enthusiastic, energetic, positive and proud of CELL, and will bring these qualities to all our activities.



## **CELL Big Local Partnership Terms of Reference**

### **1. Name and Area of Benefit**

The Name of the organisation is CELL Big Local Partnership, referred to in this document as the Partnership. For the purposes of these Terms of Reference the geographical area (Appendix ) includes the residents and those who are employed or volunteer in all households, businesses, places of worship and other places of activity within the area.

### **2. The Role of the CELL Partnership Board**

The CELL Partnership's objective is to oversee and manage CELL's Big Local Plan which will deliver four key objectives for the people of the CELL area over ten years and beyond.

1. Our community will be better able to identify local need and take action in response.
2. CELL people will have increased skills and confidence.
3. Our community will make a difference to the needs we prioritise.
4. We will know that our area is an even better place to live.

The vision of the CELL Partnership is to "xxxxxxxxxxxxxxxx"

We will do this through a range of methods including research, advice, providing and securing additional resources, facilitating grants and loans to organisations, groups and residents.

This will be achieved by -:

1. Listening and consulting people taking forward themes that are important to them.
2. Supporting all local people to make their views heard and where possible, act on these views. Involve existing networks and organisations to help with this.
3. Contributing to consultations on relevant projects, initiatives and plans.
4. Seek additional resources for the benefit of CELL to those provided where they fit in with achieving our plan and supporting, where possible, those that do not.
5. Being open to change and knowing that things may not always go to plan
6. Evaluating what we do so we will know that we are achieving CELLs priorities
7. Working in partnership with those who support our Vision
8. Recognising and reflecting on divergent views and working with these to try and gain consensus.

### 3. The relationship between CELL Partnership Board and community

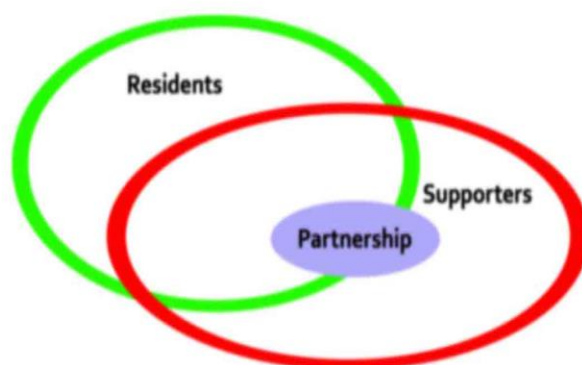
#### 1. Residents

Residents who live within the CELL Big Local area are part of our structure. We recognise residents will choose how active they wish to be within Big Local.

#### 2. Supporters

These are organisations and individuals inside or outside of the area who actively support the delivery of CELL Big Local with examples such as ISOS, Northumberland County Council and Lynemouth Community Trust. Such supporters could include organisations that serve the area, but don't actually have a physical base.

Cell structure



### 4. The Objectives of the Partnership

The Partnership shall:

1. bring together a vision about the development of CELL which can be shared with those who live, work or volunteer within the CELL Big local area.
2. Consult on and agree the content of the CELL Community Profile and Project Plan(s)
3. Annually review the framework and structure for CELL plan delivery
4. Task delivery groups with specific outcomes in furtherance of the plan.
5. Receive delivery group recommendations and make decisions
6. Monitor overall progress towards CELL objectives and outcomes.
7. Ensure that the Partnership works closely with local residents, educational, faith, businesses, schools, councils and other statutory bodies.
8. Have communication and media systems in place to ensure all sections of our community are reached and can reach us.

9. Make arrangements for and monitor the allocation of funds and grants received by CELL.
10. Approve arrangements for the management and administration of the Partnership including the relationship with Local Trust and the appointment of our Local Trusted Organisation for plan delivery

## **5. Powers**

In furtherance of the Objectives but not otherwise, the Partnership will:

1. Ensure all activities of the Partnership are carried out effectively and efficiently for the proper pursuit of the Objectives;
2. Appoint a Trusted Local Organisation to hold Big Local and other associated Funds and to administer the distribution of funds;
3. Manage the use of Big Local and other associated Funds and provide regular financial reports to the wider community;
4. Monitor and evaluate the impact of Funds and report to the wider community and Local Trust;
5. Raise additional funds for the pursuit of the Objectives by any lawful means.
6. Do anything else within the law, which is necessary in carrying out the Objectives.
7. Use all powers necessary to achieve the objectives of CELL, including the power to raise funds, employ staff, enter into agreements and contracts.
8. Have the power to amend the terms of reference, subject to a General Meeting (GM) / Annual General Meeting (AGM) with 21 days notice. The terms of the proposed amendment must be given with the notice calling the meeting.

## **6. Membership of the CELL Partnership Board**

1. At least eight members to a maximum of eighteen
2. The majority (at least 51%) of members are individuals who normally reside within CELL Big Local's boundaries and not formally representing the interests of an organisation.
3. Voting membership of the Partnership will be restricted to residents and those who have a business within the CELL Boundary.
4. Members will stand for re-election every two years. At the end of Year 1, 50% of the membership will be up for re-election. Any member standing down may put themselves forward for re-election.'
5. Applications to be written in advance by completing the Expression of Interest Form, provided the candidate meets Partnership Membership criteria  
(Appendix ?)

The partnership will seek a balance of skills from its members commensurate with its responsibilities, these include:-

1. Finance
2. Funding
3. Marketing
4. Legal
5. Business Management
6. Policies/Procedures
7. Developing businesses
8. Working with the Community

## **7. Responsibilities of CELL Partnership Board and its Members**

1. To feedback local issues / concerns / praise to the Partnership board.
2. Promote CELL activities, events and encourage wider support.
3. Contribute to collective decision making based on clear evidence.
4. Abide by the Code of Conduct at all times.
5. Attend Partnership meetings held in accessible local venues or offer apologies
6. When applicable, agree the formation or merger of a delivery group to fully investigate and report back to the Partnership with recommendations on a specified item and support Delivery group members
7. To identify areas where training would support skills development in pursuit of their or colleagues roles within CELL Big Local partnership
8. Review the performance of the LTO annually and if necessary provide 3 months notice of the intention to change LTO at any point.
9. To be prepared to travel to fact find and build bridges with other Big Local areas, either of their own volition or as requested by the partnership, reporting back to the partnership
10. To work in the interest of the whole CELL area, no matter where they reside.
11. To arrange for minutes of its meetings to be kept and be publicly available (e.g. published on the website) unless they contain confidential matters in which case such references will be excluded in the published minutes.
12. Make decisions by consensus wherever possible. If matters cannot be decided in this way, a vote may be taken with the Chair of the meeting having the casting vote if required.

## **8. Delivery Groups**

When delivery groups are formed to carry out pieces of work in furtherance of the plan, the Partnership will be responsible for agreeing the lead, members, aims and objectives and the timescales for the work to be completed.

Members of the delivery groups will be responsible for attending and contributing to meetings and ensuring the work is undertaken, the delivery lead will be responsible

for making sure progress is made and reporting back to the Partnership via written reports to the Partnership who will then make decisions where requested.

## **9. Finance**

The Partnership Board will make all decisions on expenditure relating to CELL Big Local, but will not hold any monies. No individual, as part of the Partnership Board will be legally liable in any way.

All funds of CELL Big Local Partnership , including all grants, donations and other financial contributions, shall be held by the Local Trusted Organisation who will :-

1. provide regular income and expenditure accounts to the Partnership Board,
2. support the Partnership Board in drawing up its annual budgets,
3. make payments on behalf of the Partnership Board on request
4. make arrangements for an annual audit of the accounts which will be presented to the Partnership Board before the Annual General Meeting.

## **10. Chairing**

The Board will appoint a Chair, and may appoint a Vice Chair, Secretary and Treasurer on an annual basis at the AGM.

The Chair (or in case of absence the Vice Chair) shall -:

- 1) Chair Partnership Meetings in line with the Code of Conduct.
- 2) Steer the meetings towards progressing the formation, delivery and review of Partnership plans and agreed business.
- 3) Ensure all members are encouraged to contribute.
- 4) Hold a casting vote.

## **11. Quorum**

The Partnership will be quorate when at least 51% of voting members are present.

## **12. Decision Making**

- 1) Any proposed actions must fall within the powers of CELL, they must be legal, financially viable and meet the requirements of any funding or regulatory bodies involved.
- 2) The Chair of the meeting can suspend a decision until advice has been sought from an external body. A decision can be considered again with the advice received.

## **13. Frequency**

The Partnership Board will meet bi-monthly and have the opportunity to revisit frequency of meetings.

## **14. Conduct**

1. All meetings will be conducted following the Good Practice laid out in the Code of Conduct and within the CELL values demonstrating openness, fairness and inclusion for everyone.
2. Members will be expected to sign their agreement to the Code of Conduct. Failure to do so will exclude the person from partnership membership.
3. Members of the Partnership if missing three consecutive meetings may have their membership terminated. However if they have communicated extenuating or unforeseeable circumstances, the partnership may choose to reconsider.

### **15. Declarations of Interest**

1. A Partnership member must declare an interest if they have a direct/indirect gain through personal, political, business or financial interest in the matter being discussed as outlined in Declaration of Personal Interest Policy
2. Any interest must be declared at the beginning of the meeting or as soon as the person becomes aware. Interest must be declared and explained. The chair can request that they should then leave the meeting during relevant discussions.

### **16. Circulation of Information**

1. A programme of dates for meetings shall be drawn up annually as far as possible usually at the AGM.
2. Agendas will normally be sent out via email 5 clear days before each meeting although failure to do so will not invalidate the meeting.
3. Minutes of partnership meetings will be published on the [www.cell-biglocal.org.uk](http://www.cell-biglocal.org.uk) or available as a hard copy by request to the chair.
4. All Partnership members will adhere to the guidance on Confidentiality of Information

### **16. Annual general and other meetings**

The inaugural Annual General Meeting will be called by Partnership Board and will be widely publicised at a date 12 months after plan approval.

At the Annual General Meeting the Partnership Board will:

1. Present a report on activities during the previous year;
2. Ask the Local Trusted Organisation to present the accounts for the previous year and the proposed budget for the year to come;
3. Elect the Partnership Board for the following year

4. Determine any other matter at the discretion of the Partnership Board or of which notice has been given.
5. Only CELL Big Local residents, workers and volunteers will be entitled to vote at the Annual General and other General meetings.
6. A General or Special General Meeting of the members of CELL Big Local may be held at any time if called by the Partnership Board or if at least 10 residents make a written request to the Chair of the Partnership Board.
7. A Special General Meeting must be called within 14 days of such a request and Partnership members must be informed of the reason for the meeting.
8. A General Meeting requires 28 days' notice to be given to the members specifying the matters to be dealt with.
9. A quorum at an Annual or other General Meeting is 20 CELL residents / business People in person. If there is no quorum the meeting may be adjourned for at least 14 days and the number present at the adjourned meeting if at least 15 will constitute a quorum for that meeting).
10. The Chair of the Partnership Board or in their absence some other person elected by the meeting takes the chair at General Meetings.
11. Wherever possible decisions should be arrived at by consensus but where this is not possible a majority vote should decide the issue. The chair will have a casting vote only when required.

#### Appendices

- A) CELL Big Local Map
- B) Xx
- C) xx

## CELL CODE OF CONDUCT

**As a member of the CELL Big Local Partnership, I agree to abide by our Values and, additionally agree that:**

- Everything the Partnership does will be able to stand the test of scrutiny by the public, charity regulators, community members, stakeholders, funders and the courts.
- Integrity, respect and honesty will be the hallmarks of all conduct when dealing with others within the Partnership and equally when dealing with individuals and institutions outside it.
- The Partnership will strive to maintain an atmosphere of openness throughout the community to promote confidence of the public, stakeholders, the Local Trust, the Big Lottery Fund, charity regulators and government.

**In particular:**

- I will not break the law, go against charity regulations or act in disregard of Partnership policies.
- I will abide by our Big Local procedures.
- I will always strive to act in the best interests of Big Local.
- I will declare any conflict of interest or of loyalty, or any circumstances that might be viewed by others as such, as soon as it arises.
- When I am speaking as a member of the Partnership, my comments will reflect the work of the Partnership even when these do not agree with my personal views. When speaking as a private individual I will strive to uphold the reputation of the Partnership and those who work in it.
- I will not personally gain materially or financially from my role as a member, nor will I permit others to do so as a result of my actions or negligence.
- I will strive to read all documents and attends all meetings fully, giving apologies ahead of time to the Chair / Secretary if unable to attend.
- I will engage in debate and voting in meetings according to procedure, maintaining a respectful attitude towards the opinions of others whilst making my voice heard. I will accept a majority vote on any issue as decisive and final.
- I will maintain confidentiality (where this has been agreed in the Partnership's guidance on confidentiality) about what goes on in the meeting unless authorised by the Chair or Partnership to speak of it.
- I will participate in induction, training and development activities for Partnership members.
- I understand that substantial breach of any part of this Code may result in my removal as a Partnership member.
- Should I resign as a Partnership member, I will inform the Chair in writing, stating my reasons for resigning. Additionally, I will participate in an exit interview.



## CELL & CONFIDENTIAL INFORMATION

Your involvement in the CELL Partnership may mean that you have information that has not yet been made public or is stated as confidential.

You should never disclose or use confidential information for advantage either personally or for anyone known to you, or to the disadvantage or discredit of the Partnership. Members are expected to adhere to any Big Local confidentiality agreement at all times and may be asked to adhere to a specific “embargo”. Wherever possible the timescale and the reasons for such an embargo will be defined at the time the embargo is put in place.

(An embargo is a request not to share information until a certain point in time.)

Examples of such instances where a Chair may propose a confidentiality embargo are related to the following:

- Details of individuals or organisations who have submitted funding applications
- Details contained within individual applications prior to a decision being taken
- Information not in the public domain
- Draft plans or proposals not yet approved.

A short confidentiality embargo may be imposed after any Partnership meeting to ensure time to allow information to be distributed within the area to specific organisations or individuals. Where an issue is known to be potentially sensitive or likely to be confidential, Partnership members will be aware of the details of any embargo in advance through the Chair of the Partnership.

In the event of a confidentiality agreement being breached by an individual, group or organisation, the Partnership will take appropriate action.

## **CELL DECLARATION OF INTEREST**

In line with the Code of Conduct, CELL Partnership members will need to declare any conflicts of interest and loyalty. This takes effect when there is a potential direct/indirect gain through personal, political or financial interest in the matter being discussed.

If in doubt, an individual should avoid being in any position where suspicion could be raised for any appearance of improper conduct. If this is unclear the individual should declare the interest and seek guidance for future meetings.

When an interest is declared, the Chair should decide whether the individual needs to withdraw from the room whilst the matter is discussed and any required decisions made.

Where an individual has declared an interest a statement should appear in the notes of the meeting reflecting the action taken. The following are two examples of this:

1. XXX declared a financial / non-financial interest in the above item and withdrew from the meeting, taking no part in the discussion or decision.

OR

2. XXX declared non-financial interest in the above item and remained in the room during its consideration, but took no part in the discussion or decision.

# **CELL Complaints, Compliments and Comments Policy**

## **Policy Statement**

The CELL Partnership aims to provide all its residents with the best possible service at all times. It is important to us that people are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. If you are unhappy with your experience we also need to know. This will help us improve our services for all who use them. You might want to complain, give us a compliment or make some comments about the service you have experienced.

## **A complaint is...**

When you are unhappy with a service or response you receive or the way you feel you were treated by the CELL Partnership Board.

## **A compliment is...**

When you tell us about a service you have received that you are particularly pleased with. We are always delighted when you take the time to contact us about a good experience you have had with us.

## **A comment is...**

When you want to tell us your point of view about the services we provide. Your information can help us consider how we deliver our services and may help us make changes that will benefit everyone.

## **Making a complaint, compliment or comment**

If you would like to make a complaint, compliment or comment, the CELL partnership has a procedure we would like you to use. This policy aims to show you how to make your complaint, compliment or comment and what you can expect us to do with the information provided.

## **Who can complain ?**

Anyone who receives a service or enquires about a service can use this procedure. Or you may prefer to have someone complain on your behalf. This could be a friend, employer, or support worker who can speak on your behalf.

## **How to make a complaint to CELL.**

By contacting the Chair of the CELL Partnership in writing.

Contact Details:

xxxxxx

xxxxxx

xxxxxx

Please tell us

- What happened
- When did it happen
- Who dealt with you
- What you would like us to do to put things right.

If you cannot make your complaint in writing, please contact us via telephone on 0191 xxxxxx . Please let us know at the time of making your complaint if there is anything we need to know about how to contact you.

### **When will you hear from us?**

Within 5 working days of receiving your complaint we will phone or write to you to say that we have received it. We will also tell you how to contact the person who is dealing with your complaint and when you can expect a reply.

The **Chair** will undertake to investigate the circumstances leading to the complaint and take steps to put the matter right. You will receive a reply to your complaint within 10 working days. If we cannot give you a full response at this time, we will tell you why and when you are likely to receive it.

Records of complaints, including details of our investigation and our findings, will be kept on file for at least 6 years.

### **Further Information**

Your personal information; If you use our complaints procedure, you are agreeing that we can use any personal information you send us for the purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to by law or if you have given us permission.

## **Equal Opportunities**

We are committed to equal opportunities and take complaints about discrimination seriously. We may use complaints about discrimination to review our policies and procedures. This is to make sure we treat everyone equally. We may record information about the ethnic background, sex, disability and community background of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

## **How to make a comment or compliment**

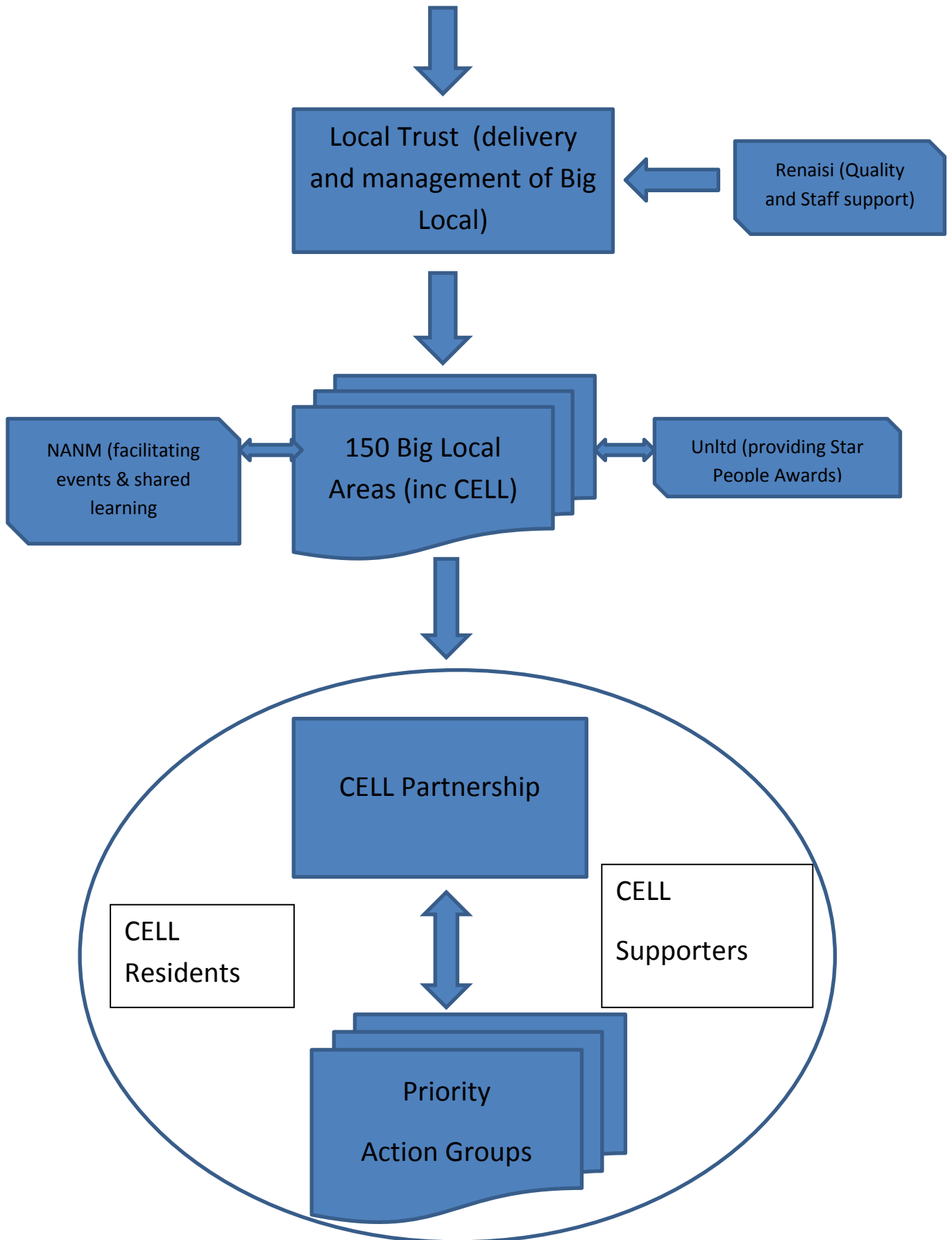
We welcome comments, compliments and suggestions as these can help us improve our services. Please send any comments or suggestions to:

XXXXXX  
XXXXXX  
XXXXXX  
XXXXXX

This policy will be monitored and reviewed annually.

The successful implementation of this policy depends on the awareness and commitment of all staff/volunteers/members of the partnership committee. Hence, all new staff/volunteers/members of the management committee will be made aware of its existence and on joining the organisation and reminded they must conform with it on a regular basis.

# CELL Big Local Programme Structure



**Personal commitment to CELL policies and Associated Partnership  
Pack Papers**

As a member of the Partnership Board and / or a CELL Delivery Group,  
I agree to work to the principles and standards set out in the Partnership  
Pack dated xxxxxx

Signed.....

Name.....

Date.....

## CELL Boundary Map