

# Capacity Building Help Sheet

Capacity building is the term widely used in the voluntary and community sector to mean strengthening an organisation's ability to do its work appropriately and well.

All voluntary and community organisations need to pay attention to a number of key issues – both to protect their trustees (Management Committee) and their service users.

This can be especially burdensome for smaller organisations where much of the management is undertaken by volunteers. The following might help you identify your most pressing needs.

## Major areas and examples of support needs:

### **Governance – the structure and rules under which your organisation operates.**

- Management Committee training on legal responsibilities
- Strengthening your management committee

### **Finances – how to raise money, manage it well and account for it properly.**

- Presenting your accounts properly
- Improving financial management/budgeting
- Fundraising

### **Planning – making sure your services reflect need and run smoothly by planning in all key areas.**

- Help with annual work programmes (business planning)
- Looking ahead to minimise risk and maximise opportunities (strategic planning)

### **Service Policies – the frameworks you need in place to do your work appropriately.**

- Health and safety
- Equality and diversity
- Elder abuse/elder protection
- Recruiting and working with volunteers

### **Reporting – the mechanisms by which you demonstrate what you do and how valuable it is.**

- Monitoring and statistics
- Getting users feedback
- Proving impact

### **Communications – how you get your message across and manage information.**

- Strengthening/introducing IT
- Producing Annual Reports and other promotional material
- Using the press

### **Employing Staff – complying with legislation and being a good employer.**

- Recruiting staff
- Employment legislation

**When completing Question 11 please indicate three support needs. These could be from this list or you may identify others.**