

between
CSSC HEAD OFFICE
and

AREA ASSOCIATION

The purpose of this partnership agreement is to strengthen the relationship between CSSC Head Office and a CSSC Area Association. By signing the agreement, both parties are committed to work together for the benefit of their members by fulfilling their respective roles according to a set of stated expectations. It is about providing consistency in our service to ensure all our members have a similar positive experience.

This document sets out a number of two-way expectations which are taken from the six key business areas within Quality Street. They are presented at a headline level only, with more guidance on how these are demonstrated within CSSC available within the Quality Street self-assessment tool.

More detailed information as to what can be expected in terms of specific actions, from and by Head Office, and volunteers working with them, can be found in the Partnership Framework Handbook and on the CSSC website.

EXPECTATIONS OF HEAD OFFICE

MANAGING THE ORGANISATION

- Issue clear guidance and documentation in relation to affiliate constitutions and CSSC policies and procedures
- Provide support, advice and guidance on developing and maintaining sound governance
- Share best practice to enable affiliates to improve their service to members
- Establish clear and efficient systems for the management and payment of grants and expenses

VOLUNTEERS

- Provide induction for all key volunteers and support the affiliate with induction of all volunteers
- Provide training in key areas for volunteers at a regional level and local level where possible
- Provide practical support in recruiting volunteers
- Provide support and guidance for recognition of volunteers both nationally and locally

MEMBER BENEFITS

- Offer advice, guidance and support to help provide a diverse range of member benefits and effective event management
- Provide support and appropriate tools to survey members locally and supply relevant national data
- Provide information and guidance about the variety and availability of national member benefits

RECRUITMENT AND RETENTION

- Encourage closer working with the Sales Team to aid recruitment and support volunteer led recruitment initiatives
- Conduct regular reviews of national members' benefits in collaboration with volunteers and facilitate the review of regional and local benefits
- Provide support with communications by volunteers to members in promoting local offers/events

PARTNERSHIPS

- Enabler for linking key partners and developing good relationships by the sharing of information and contact details across other organisations and potential partners
- Play an active role in regional and national networks
- Supported attendance at key events and provision of relevant feedback

COMMUNICATION

- Provide templates and guidance to support regular and consistent volunteer and member communications
- Provide a dedicated resource to support web postings of local offers and affiliate communications to members
- Provide full and timely responses to enquiries within set timescales

EXPECTATIONS OF THE AREA ASSOCIATION

MANAGING THE ORGANISATION

- Adhere to the constitution and CSSC policies and procedures at all times
- Maintain effective committee structure, documentation and meetings
- Use resources responsibly, transparently and adhere to agreed budget process within set timescales

VOLUNTEERS

- Support and encourage all volunteers and ensure they have a clear understanding of their role
- Use CSSC's recognition and national award schemes and consider local initiatives to value volunteers
- Encourage volunteers to access and attend training and inductions

MEMBER BENEFITS

- Provide an attractive and varied portfolio of sport and leisure activities, offers and discounts, encouraging maximum participation and catering for the diversity of CSSC membership
- Seek members' feedback and evaluate activities to assure quality and appeal
- Ensure activity funding is fair, proportionate, consistent, and not unduly biased

RECRUITMENT AND RETENTION

- Promote CSSC benefits at all times and support CSSC's Sales Team
- Regularly review local benefits and the affiliate microsite on CSSC website
- Actively encourage recruitment of members

PARTNERSHIPS

- Establish good relationships with all key partners e.g. Region and Head Office and other relevant organisations
- Play an active role in regional and national networks and ensure you are represented at all key stakeholder meetings e.g. conferences
- Encourage mutuality of working with other CSSC affiliates and volunteers across the organisation

COMMUNICATION

- Communicate regularly with your volunteers and members using a range of available media and support all centrally issued member communications
- Provide full and timely responses to requests for information from all partners
- Ensure CSSC's brand is used correctly and consistently in all communications

Signed on behalf of Head Office:

Signed on behalf of

Area Association:

**Simon Lee,
Chief Executive**

Date:

**Name:
Role:**

Date:

**Andy Shaw,
Director of Volunteering and
Business Delivery**

Date: