

## Health check for voluntary and community organisations

Organisation name:

Contact name:

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The following questions will help you determine your organisations strengths and areas for improvement and help you to action plan for the future. The improvements you put in place can help with applications for funding, sustainability and avoidance of legal problems!

In thinking about the questions, consider how you can make sure any relevant knowledge/ paperwork/ policies/ good practice is readily available to others in the organisation (or stored appropriately where confidentiality is an issue).

<b>Management &amp; planning</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
1. Have a Constitution?			
2. Have a clearly written overall purpose and plan for what you will achieve in the next year?			
3. Involve staff, service users and volunteers in your planning process?			
4. Have a Board of Trustees/ Management Committee with a chair, treasurer and secretary?			
5. Find it easy to stick to your plans?			
6. Minute all management meetings, and communicate these with your staff?			
7. Ensure that the Trustees receive regular financial reports?			
8. Routinely track your activities and services to assess your achievements and do you use this information for planning and reporting to funders?			
9. Network with other relevant for organisations and work with them to support your mission?			

<b>Management &amp; planning</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
10. Take steps to promote/market your services and celebrate your successes?			
11. Share information in your organisation and promote effective communication?			
12. Have clear lines of responsibility within your organisation?			
13. Hold annual general meetings which are open to all?			
14. Regularly review the organisation's progress, development and quality?			

<b>Policies &amp; legal requirements</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
1. Have a written safeguarding (child protection) policy, including training requirements?			
2. Have written HR policies and procedures?			
3. Have a written lone worker policy?			
4. Have a written finance policy?			
5. Have a written equal opportunities policy?			
6. Have a written health and safety policy?			
7. Have an environmental policy?			
8. Have a volunteering policy?			
9. Have eligibility criteria for those who can use your services?			
10. Know what information you can and cannot hold on individuals and have Data Protection Act registration (voluntary)?			
11. Hold registration or affiliations for your work, and do you regularly check compliance with these?			
12. Have a formal complaints procedure which is easily accessible to users?			
13. Have a first aid box and accident book?			
14. Have a trained first aider?			
15. Meet accessibility requirements?			
16. Have liability insurance and property and buildings insurance, and are these reviewed regularly?			

<b>Finances</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
1. Keep proper books and records of all transactions?			
2. Work out an annual budget and monitor actual activity against it?			
3. Undertake public (street) collections? And if so do you know the legal requirements for public collections?			
4. Pay all money received directly into the organisations bank accounts?			
5. Maintain records for each funding raising event and keep similar records of sponsored events?			
6. Bank incoming receipts at least weekly?			
7. Have more than one person checking the financial records regularly?			
8. Hold supporting documentation for all expenditure?			
9. Require at least two related signatories on cheques?			
10. Regularly check bank and building society statements and reconcile them to the cash book?			
11. Have dual authorisation for BACS payments and secure procedures for internet banking?			
12. Prepare year end accounts in accordance with current law. File them with charity commission/companies house if required?			
13. Have a reserves policy?			

<b>Staff &amp; volunteers</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
1. Have enough staff and volunteers?			
2. Have young volunteers?			
3. Have clear job roles and volunteer roles?			
4. Take up references?			
5. Undertake DBS checks?			
6. Know about the Independent Safeguarding Authority's Vetting & Barring scheme and the requirement for new staff and volunteers are registered by July 2010?			
7. Have a formal induction and training to undertake their role for new volunteers?			

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<b>Staff &amp; volunteers</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
8. Undertake regular risk assessments of job roles and volunteer roles?			
9. Support and supervise staff and volunteers?			
10. Have a designated responsible for your volunteers?			
11. Record medical and emergency information for casual/one off volunteers?			
12. Regularly identify and offer staff, board members and volunteers learning and training			
13. Reimburse staff and volunteer expenses?			
14. Use a claim form and require receipts for expenses?			
15. Give your volunteers the same rights and treat them as you would members of staff (except pay/pension)?			
16. Have contracts of employment for all staff?			
17. Pay staff using a PAYE system and recognised payroll software?			

<b>Your service users</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
1. Know who is using your service?			
2. Collect and respond to user feedback?			
3. Have ways of measuring your impact for users?			
4. Keep case studies of your best practice?			

<b>The Future</b> Do you:	<b>Doing well?</b>	<b>Support needed?</b>	<b>Comments:</b>
1. Have a plan for the development of your group beyond the next 12 months?			
2. Know if you need extra money and do you have plans to raise these funds?			
3. Know what else you need to meet your plan?			
4. Equip others with the skills to be involved in the management of the group?			