



For the Voluntary and Community Sector

Policies and Procedures checklist

➤ Policies and procedures which a voluntary organisation needs to have

All voluntary and community organisations need to keep within the law, and recognise standards of good practice. Those responsible for the running of the organisation (whether they are called management committee members, board members, or trustees) must satisfy themselves that everything runs efficiently, and that effort is directed towards the stated aims and in compliance with any relevant legal requirements.

The checklist given below shows you the topics you should have covered through your policies and procedures.

For smaller organisations, a number of policy areas can be grouped together, or reference made to sources of expert advice which you will consult. But be sure to understand the implications of all the relevant policy areas, and when you write your own policies, beware of oversimplifying!

General

- Mission, aims and values
- Diversity and equal opportunities
- Anti-discriminatory practice
- Communications
- Compliments and complaints
- Confidentiality and data protection
- Conflicts of interest
- Health and safety
- Insurance
- Induction/training for trustees
- Responsibilities of trustees
- Expenses for trustees
- Financial management, including cash handling, budgeting, and financial control
- Harassment
- Use of IT equipment

Depending on the client group worked with:

- Child protection
- Protection of vulnerable adults

For organisations making use of volunteers:

- Induction/training for volunteers
- Roles and responsibilities of volunteers
- Dealing appropriately with Criminal Records Bureau disclosures
- Expenses for volunteers

For organisations employing or intending to employ staff:

- Induction process
- Office standards
- Disciplinary procedure
- Grievance procedure
- Sickness
- Recruitment
- Hours of work
- Annual leave
- Adoptive parents leave
- Maternity leave
- Paternity leave
- Compassionate leave
- Special leave
- Parental leave
- Travelling and other expenses
- Working for external organisations
- Performance appraisal
- Working alone

This information sheet is part of a series produced by Norfolk Information, a partnership of second tier organisations supporting the voluntary and community sector in Norfolk.

We have taken all reasonable steps to ensure that this information is current and accurate. We cannot, however, guarantee its accuracy or completeness and therefore cannot accept liability for your acting, or failing to act, upon the information given.

For resources, books, ideas and useful information please contact Norwich and Norfolk Voluntary Services on 01603 614474 or email reception@nvs.org.uk

