



'Building the capacity of the Third Sector to engage in commissioning and tendering'

Policies and Procedures

What is it?

Policies and procedures form the basis of good governance.

Policies -

1. The first are statements of good practise and procedure, which determine the conduct of the organisation, its volunteers and (where relevant) staff, and provide remedies for breaches of that conduct. These often form part of the operational handbook, which can be referred to in the contract, where this is relevant. E.g. Equal Opportunities policy.
2. Other policies deal with more general issues and are advisory. E.g. Financial procedures.

Procedures -

Procedures are an approved standard way of how to do something. They are invariably in writing because otherwise they will not be approved or standard, but will be soon forgotten and re-invented regularly.

Procedures are a useful means of helping maintain quality in an organisation's activities. They can be used for such areas of activity as governance, as well as in the delivery of services to beneficiaries. The writing and regular updating of procedures can consume a disproportionate amount of time in smaller organisations and the likely benefits should always be weighed against the cost.

Information taken from the Trustees National Occupational Standards (NOS)

There are four main areas for policies. The governing body create these documents to ensure that all of the organisations key activities are identified and accounted for in terms of having effective policies in the following broad areas.

- Guidance for staff
- Systems for reporting and monitoring

- Ethical framework for everyone involved with the organisation
- Conduct of trustees and board business

Some examples of policies to be included in these headings could include:

- Financial Policy
- Volunteer Policy
- Child Protection Policy
- Environmental Policy
- Data Protection
- Risk Assessment
- Employment Policy
- Complaints Policy

There are three main types of policy document:

- **Policy statement** - this is a statement which explains your organisations strategic aims and directions.
- **Policy document** - this explains each individual policy in detail and should be applied in a consistent format and manner.
- **Procedures or guidance** - this explains the methods, tasks, activities, responsibilities and accountabilities of how any given procedure will be applied.

Is it for my organisation?

Policies and procedures that are designed to meet the needs of your organisation, its employees and the service user are essential for organisations to conduct themselves in a responsible, reliable and efficient manner.

What does it do?

Policies and procedures set the standards for the organisation and it's aims and objectives.

What are the benefits?

Policies and procedures are the basis for good practise and also the training and development of organisational staff.

Delivered in partnership between





'Building the capacity of the Third Sector to engage in commissioning and tendering'

Policies and Procedures

Who does it apply to?

Policies and Procedures should apply to everyone involved with the organisation. The documents should be included in staff/volunteer handbooks and should be readily available to refer to.

How will it affect me?

If you have all the correct policies in place for your organisation, should issues arise the relevant documents will guide you as to the correct procedure.

Why is it important?

Policies and procedures are important as they are designed to be proactive rather than reactive; planning what procedures will be followed in a range of situations. Policies and procedures are put in place to protect the organisation and its assets, the reputation of the organisation and all those who work within it.

When?

It is always important to review and monitor policies, this can be done by including it within agendas at board meetings and by adding a review date on the document itself.

What else can I do?

Ensure all staff fully understand the organisation's policies and procedures.

Delivered in partnership between

