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**POLICIES AND PROCEDURES**

**Q…. What policies and procedures do I need as a registered charity?**

A clear, appropriate and coherent set of policies and procedures help ensure that your organisation is well run.

Policies and procedures:

* Ensure **compliance** with the law and regulation.
* Provide appropriate **controls**including a framework for **delegation** by the board of trustees to staff or volunteers that set out how things should be done and what is expected of people.
* **Transparency and accountability** that the board of trustees will be conducting the work of the charity appropriately.
* Limit **risk.**

**Creating policies and procedures**

**Policies** are clear, simple statements of how your organisation intends to conduct its services, actions or business. They provide a set of guiding principles to help with decision making. Policies don't need to be long or complicated – a couple of sentences may be all you need for each policy area.

**Procedures** describe how each policy will be put into action in your organisation. Each procedure should outline:

* Who will do what
* What steps they need to take
* Which forms or documents to use.

Procedures might just be a few bullet points or instructions. Sometimes they work well as forms, checklists, instructions or flowcharts.

Policies and their accompanying procedures will vary between workplaces because they reflect the values, approaches and commitments of a specific organisation and its culture. But they share the same role in guiding your organisation.

You may be able to save time by looking at other organisation’s policies or templates as a starting point. Be sure to check they are appropriate for your organisation and you should adapt them for your circumstances. You should also check that the policies you adopt are compliant with the law and your organisation’s governing document.

**Suggested Core Policies**

**Essential:** You must have a written [health and safety policy](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/health-and-safety-policy) if you employ five or more people. An organisation of any size must conduct a health and safety risk assessment.

[Safeguarding policy](https://knowhow.ncvo.org.uk/organisation/operations/safeguarding) for children and young people and/or vulnerable adults (if applicable)

Privacy Policy incl. [Data Protection and GDPR](https://knowhow.ncvo.org.uk/organisation/operations/dataprotection)

[Equality & Diversity Policy](https://www.equalityhumanrights.com/en/advice-and-guidance?who=organisation) with particular regard to anti-discrimination and harassment of employees and volunteers as well as service users

[Risk management](https://knowhow.ncvo.org.uk/governance/board-responsibilities/managing-risk) incl. assessment and mitigation

Finance – including a [financial procedures manual](https://knowhow.ncvo.org.uk/tools-resources/financial-procedures-manual) and a [reserves policy](https://knowhow.ncvo.org.uk/tools-resources/financial-procedures-manual/writing-the-financial-procedures-manual/financial-responsibilities)

[Board basics](https://knowhow.ncvo.org.uk/tools-resources/board-basics) – a [Trustee Code of Conduct](https://knowhow.ncvo.org.uk/tools-resources/board-basics/model-documents-and-templates/code-of-conduct); [Conflict of interest policy](https://knowhow.ncvo.org.uk/tools-resources/board-basics/model-documents-and-templates/conflicts-of-interest-procedure); and [Trustee Expenses policy](https://knowhow.ncvo.org.uk/tools-resources/board-basics/model-documents-and-templates/ncvoboardbasicstrusteeexpensesclaimform.docx)

**Other Common Policies and Procedures**

The following areas are some of the more common polices that would benefit from being written down. You don’t necessarily need to adopt all the policies listed below and some specific policies you might need may not be listed. This is for the trustee board to decide.

**HR**

[Adoption leave and pay](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/adoption-leave-and-pay)

[Adverse weather and travel disruption](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/adverse-weather-and-travel-disruption)

[Anti-harassment and bullying](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/anti-harassment-and-bullying)

[Compassionate leave](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/compassionate-leave)

[Data protection](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/data-protection)

[Disciplinary procedure](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/example-disciplinary-procedure)

[Emergency/Dependants leave](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/taking-emergency-dependants-leave)

[Equal opportunities](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/equal-opportunities)

[Expenses](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/expenses)

[Flexible working](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/flexible-working)

[Grievance procedure](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/grievance-procedure)

[Health and safety policy and risk assessment](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/health-and-safety-policy)

[Information technology](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/information-technology)

[Maternity leave and pay](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/maternity-leave-and-pay)

[Paternity leave and pay](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/paternity-leave-and-pay)

[Pay](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/pay)

[Redundancy](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/redundancy)

[Retirement](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/retirement)

[Shared parental leave](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/shared-parental-leave)

[Sickness absence](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/sickness-absence)

[Social media](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/social-media)

[Stress](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/stress)

[Time off for public duties](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/time-off-for-public-duties)

[Whistleblowing](https://knowhow.ncvo.org.uk/tools-resources/hr-policies/whistleblowing)

[**Volunteer Management**](https://knowhow.ncvo.org.uk/your-team/volunteers)

[Recruitment and selection policy](https://knowhow.ncvo.org.uk/your-team/volunteers/recruiting)

[Expenses policy](https://knowhow.ncvo.org.uk/your-team/volunteers/keeping/volunteer-expenses)

[Insurance provision for volunteers](https://knowhow.ncvo.org.uk/your-team/volunteers-and-your-organisation/insurance-and-volunteers)

[Problem solving procedures](https://www.ncvo.org.uk/ncvo-volunteering/if-volunteering-goes-wrong)

Code of conduct

[Volunteer agreement](https://knowhow.ncvo.org.uk/your-team/volunteers/keeping/volunteer-agreements)

**Office Management**

Acceptable use of IT/Email & Internet Use

[Environmental Impact](http://www.wcva-ids.org.uk/wcva/1891) (from Wales Council for Voluntary Action)

Personal, or associated group, use of facilities

Remote Working

Security

**External relations**

[Complaints policy](http://www.valonline.org.uk/resources-policies-and-procedures/10-complaints) (for members, service users, supporters and/or public)

Media policy (who can speak for the organisation)

Fundraising and donations [acceptance and refusal](http://www.institute-of-fundraising.org.uk/code-of-fundraising-practice/guidance/acceptance-and-refusal-of-donations-guidance/)