**Organisational Health Check (OHC)**

What is it?

* The OHC is a tool to help you identify your **organisation’s strengths and areas where you might require support**(for use internally and to access external support).
* The health check is designed to complete fully but people do not need to attend to all development areas. It is for you to identify where you want to focus.

Why fill it in?

* We can work with you to discuss your identified support requirements.
* The improvements that you put in place will assist with applications for funding, sustainability, and avoidance of legal problems!

How do I fill it in?

* In thinking about the questions, consider how you can make sure that any relevant knowledge; paperwork; policies; good practice is readily available to others in the organisation or stored appropriately (where confidentiality is an issue)
* *Health warning:* This health check is a convenient way of measuring your organisation’s current position, but ticking that something is in place is not enough; staff need to be confident that as well as being in writing, systems are active, up to date and integral to the work of the organisation, and their importance understood throughout and across the organisation. It lists requirements for compliance, and good practice and is not exhaustive.

What next?

* Share the OHC with your management team and trustees
* Send it to us for review. We will then contact you to discuss your identified support requirements and help you to prioritise them, offering support where possible

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| **General information:** | |
| Name of organisation: | Organisation contact détails:  Email:  Telephone: |
| Name of main contact: | Contact details:  Email:  Telephone: |
| Organisation address: | Website:  Facebook:  Twitter:  Instagram:  Other: |
| How many paid **staff** work for your organisation?  None  1 – 3  4 – 10  10 -20  More than 20 | What is your organisation’s **legal status**?  Unincorporated organisation  Registered charity  Community Interest Company (CIC)  Charitable Incorporated Organisation (CIO)  Other       (Please Update) |
| How many **volunteers** do you support in your organisation?  None  1 – 3  4 – 10  11 -20  21 – 50  More than 50 | What was your **annual income** in the last financial year?  Under £10K  £10K - £50K yes  £50K - £150K  £150K - £300K  £300K - £500K  £500k - £1M  Over £1M  Notes: |

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| **QA 1. Governance and organisational planning**  An effective organisation can demonstrate that they have an effective and involved governing body, that they meet legal obligations, and plan effectively to keep the organisation running well.  *How do you rate yourself currently?* | | | |
|  | **Doing well/NA?** | **Support needed?** | **Comments:** |
| 1. Have a governing document (such as a Constitution; Mem and Arts)? |  |  |  |
| 1. Have a clearly written overall purpose and plan for what you will achieve in the next year? |  |  |  |
| 1. Involve staff, service users and volunteers in your planning process? |  |  |  |
| 1. Have a Board of Trustees/ Management Committee with a chair, treasurer, and secretary? |  |  |  |
| 1. Find it easy to stick to your plans? |  |  |  |
| 1. Minute all management meetings, and communicate these with your staff? |  |  |  |
| 1. Share information in your organisation and   promote effective communication internally? |  |  |  |
| 1. Have clear lines of responsibility within your   organisation? |  |  |  |
| 1. Hold annual general meetings which are   open to all? (note- CIOs are not required to hold AGM’s, but they can be useful) |  |  |  |
| 1. Regularly review the organisation’s   progress, development, and quality? |  |  |  |
| **Finances:** |  |  |  |
| 1. Ensure that the Trustees receive regular financial reports? |  |  |  |
| 1. Keep proper financial records showing income and expenditure which includes all transactions? |  |  |  |
| 1. Work out an annual budget and monitor actual activity against it? |  |  |  |
| 1. Undertake public (street) collections? And if so, do you know the legal requirements for public collections/license requirements? |  |  |  |
| 1. Pay all money received directly into the organisations bank accounts as soon as practically possible? |  |  |  |
| 1. Maintain records for each funding raising event and keep similar records of sponsored events? |  |  |  |
| 1. Bank incoming receipts at least weekly? |  |  |  |
| 1. Have more than one person checking the financial records regularly? |  |  |  |
| 1. Hold supporting documentation for all expenditure? |  |  |  |
| 1. Require at least two related signatories on cheques (according to your agreed policies (i.e. one signatory is often agreed for very small amounts)? |  |  |  |
| 1. Regularly check bank and building society statements and reconcile them to the cash book? |  |  |  |
| 1. Have dual authorisation for BACS payments and secure procedures for internet banking? |  |  |  |
| 1. Prepare year end accounts in accordance with current law. File them with Charity Commission/Companies House if required? |  |  |  |
| 1. Have a reserves policy? |  |  |  |

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| **QA 2. Policies and procedures**  An effective organisation will have thought about the policies and procedures they need, and that they to have these in place. Policies and procedures must be implemented and active rather than just written documents. There must also be a method for reviewing, amending, and producing new policies and procedures. How do you rate yourself currently?  *How do you rate yourself currently?* | | | |
| **Do you:** | **Doing well/NA?** | **Support needed?** | **Comments:** |
| 1. Have a written safeguarding (children and/or vulnerable adults) 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 a confidentiality agreement |  |  |  |
| 10. Have eligibility criteria for those who can use your services? |  |  |  |
| 11. Know what information you can and cannot hold on individuals and have Data Protection Act registration (voluntary)? |  |  |  |
| 12. Hold registration or affiliations for your work, and do you regularly check compliance with these? |  |  |  |
| 13. Have a formal complaints procedure which is easily accessible to users? |  |  |  |
| 14. Have a problem-solving policy for staff and volunteers |  |  |  |
| 15. Have a first aid box and accident book that complies with legislation? |  |  |  |
| 16. Have a trained first aider? |  |  |  |
| 17. Meet accessibility requirements? |  |  |  |
| 18. Have liability insurance and property and buildings insurance, and are these reviewed regularly? |  |  |  |

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| **QA 3. Staff, volunteers, and management**  Effective organisations must have procedures governing the way staff and volunteers are recruited, managed, and supported, as well as methods for dealing with under-performance and other difficulties. There must be clear procedures for the line management, supervision and the training and development needs of staff and volunteers, with all necessary documentation in place.  *How do you rate yourself currently?* | | | |
| Do you: | **Doing well/NA?** | **Support needed?** | **Comments:** |
| **Staff and volunteers:** |  |  |  |
| 1. Have enough staff and volunteers? |  |  |  |
| 1. Take up references? |  |  |  |
| 1. Undertake regular risk assessments of job descriptions and volunteer roles? |  |  |  |
| 1. Use a claim form and require receipts for expenses (where applicable)? |  |  |  |
| 1. Reimburse staff and volunteer expenses in line with agreed policies? |  |  |  |
| 1. Support and supervise staff and volunteers? |  |  |  |
| 1. Undertake DBS checks for all relevant staff and volunteers |  |  |  |
| 1. Undertake DBS checks? |  |  |  |
| **Volunteers only:** |  |  |  |
| 1. Have clear volunteer roles? |  |  |  |
| 1. Have a diverse range of volunteers from a representative range of backgrounds, ethnicities, and ages to reflect your service user base? |  |  |  |
| 1. Have a formal induction and training to undertake their role for new volunteers? |  |  |  |
| 1. Ensure that your volunteers are treated fairly and with respect? |  |  |  |
| 1. Record medical and emergency information for casual/one off volunteers (as well as those that volunteer longer term)? |  |  |  |
| 1. Have a designated supervisor or volunteer manager responsible for your volunteers, providing support and to resolve queries and difficulties, provide relevant training etc? |  |  |  |
| 1. Regularly offer volunteers learning and training that is relevant to their role |  |  |  |
| **Staff only:** |  |  |  |
| 1. Have clear job descriptions for staff |  |  |  |
| 1. Have contracts of employment for all staff? |  |  |  |
| 1. Pay staff using a PAYE system and recognised payroll software? |  |  |  |
| 1. Regularly identify and offer staff and board members learning and training |  |  |  |

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| **QA 4. Monitoring and Evaluation**  Effective organisations must show they have tools and systems integral to their service delivery that measure the work of the organisation and its results. They need to show they are collecting, collating, and analysing information, and that everyone in the organisation understands and is involved.  *How do you rate yourself currently?* | | | |
| Do you: | **Doing well/NA?** | **Support needed?** | **Comments:** |
| 1. Know who is using your service? |  |  |  |
| 1. Collect and respond to user feedback? |  |  |  |
| 1. Have ways of measuring your impact for users? |  |  |  |
| 1. Keep case studies of your best practice? |  |  |  |
| 1. Routinely track your activities and services to assess your achievements and do you use this information for planning and reporting to funders? |  |  |  |

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| **QA 5. Funding and communications**  Effective organisations will have a plan for development that correlates with a plan for getting income. The funding strategy should be in progress with systems for developing services and projects and funding them effectively. Organisations must also consider their profile and image in promotions, advertising, and appeals.  *How do you rate yourself currently?* | | | |
| Do you: | **Doing well/NA?** | **Support needed?** | **Comments:** |
| **Funding:** |  |  |  |
| 1. Have a Funding plan which is communicated to relevant staff/volunteers and all trustees? |  |  |  |
| 1. Have an awareness of Fundraising Codes of Practice and follow, as a minimum, the legal requirements set out in them? |  |  |  |
| 1. Have the ability and/or experience to complete application forms? |  |  |  |
| 1. Have access to appropriate fundraising training? |  |  |  |
| 1. Have a registration with HMRC for Gift Aid? |  |  |  |
| 1. Have a clear understanding of the evidence of need for your services? |  |  |  |
| 1. Have access to case studies to your story? |  |  |  |
| 1. Understand the aim of the project that you require funding for and how to measure the impact? |  |  |  |
| **Communications:** |  |  |  |
| 1. Have a plan for communications proportionate to the size of your group. |  |  |  |
| 1. Network with other relevant organisations and work with them to support your mission? |  |  |  |
| 1. Use various social media communication channels (e.g. twitter; Instagram; Facebook) and have a plan of action to pursue them? |  |  |  |
| 1. Take steps to promote and market your services and celebrate your successes? |  |  |  |
| 1. Use branding and have a logo? |  |  |  |

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| **QA 6. Participation and consultation**  Effective organisations must show how they encourage the involvement of all stakeholders, including service users, staff and volunteers, and supporters and donors. They are working towards full user participation in the design, delivery, and evaluation of services. Services should be responsive to the needs, requests and requirements of beneficiaries and others and so organisations must show how they are seeking and responding to this information.  *How do you rate yourself currently?* | | | |
| Do you: | **Doing well/NA?** | **Support needed?** | **Comments:** |
| 1. Engage service users in the development of your services? |  |  |  |
| 1. Engage staff and volunteers in the development of your services? |  |  |  |
| 1. Have processes in place to respond to feedback? |  |  |  |

Thank you for completing this Health Check.