

Examples of good practice noted:

New trustees are given an induction pack. This includes a trustee job description, a copy of the Memorandum and Articles of Association, the minutes of previous trustee meetings and financial information. Prospective trustees are also required to sign a declaration that they are willing to act as trustees and that they are not disqualified by law from doing so. Every trustee and member of staff is required to undergo induction.

A skills audit has been carried out on the trustee body and the charity is seeking to address the skills needs that were identified.

All sub-committees have very clear terms of reference which are reviewed annually and there is a good understanding of the boundaries between decisions that can be taken by the sub-committees and decisions which should be taken by the trustees.

The trustees receive written reports from the sub-committees at each of their meetings.

The charity has tried to structure its activities to reflect the needs of its beneficiaries, by, for example, providing a mobile outreach service, which has enabled the charity to offer its services more widely throughout the borough.

The charity has begun offering complementary and alternative therapies at the request of its clients, thereby demonstrating that it listens to their needs.

The charity has undertaken two staff attitude surveys. The first one identified particular problems with motivation and support. The charity has sought to address the issues and the following survey appears to show that it has been successful in this.

The charity has policies relating to equal opportunities, training and recruitment. The charity's staff have written contracts and performance appraisals and the trustees appear to have a good understanding of employment law.

The charity uses many volunteers. Volunteers are given a standard induction and specific training for their roles. The charity is trying to develop its volunteer base by better recognising the efforts and contribution of its volunteers and by raising awareness of the charity and its work.

An annual budget is prepared and progress is monitored against budget.

The trustees receive regular written updates of the financial position of the charity.

Financial projections are made which are partly monitored by the Bank of Ireland.