

The information below is an overview of requirements and for further more detailed information, support and guidance plus associated templates etc please contact the BVA Group Development Team via telephone 01256 423816 or email admin@bvaction.org.uk (please quote "BVA Group Assistance" on title). www.bvaction.org.uk

Confidentiality

Administration procedures that ensure confidentiality and comply with legislation are in place. (Data Protection)

What is required?

All organisations will have a range of management and administrative systems and keep records of attendance and usage. This will include the names and other details of users, staff and volunteers.

There are several pieces of legislation that must be complied with, including the Data Protection Act, Privacy and Electronic Communications Regulations and the Freedom of Information Act.

Whether records are kept electronically or in paper form you must be able to provide assurances that the information you keep is only what is necessary, that you keep it safe and that everyone understands the procedure for usage. People have the right to see information that you keep about them and you must make arrangements for that too.

The Information Commissioner's Office www.ico.org.uk provides plenty of useful information and manages a campaign called THINK PRIVACY. On the website click "For organisations" and then "Charity" and scroll to training.

Consent forms will form part of the administration. These are essential documents that will be needed for most activities and if you wish to take photographs and use images of children.

Sometimes it is essential to share information and an understanding of Data Sharing protocols is also recommended.

The organisation will also need to be prepared to deal with complaints, so you should think about how you are going to respond and draw up a simple complaints procedure that will support users, staff and volunteers.

Keeping good records is an important first step to knowing how your services are used and making monitoring easier.

Evidence

- An outline showing how records are taken and kept which explains the procedure to be followed for data protection.
- A confidentiality policy showing who is responsible for implementing it and including (where appropriate) sample consent forms for activities and photography.
- A basic complaints procedure that includes a date for review.
- A record showing that all staff and volunteers have read and understood the policy and procedure, with training being completed, where necessary.
- An example record sheet and user information form.
- Evidence of staff training and consideration of the THINK PRIVACY campaign.
- A copy of a standard evaluation or satisfaction form for users.

Premises

All legal requirements for the use of premises (owned or rented) are in place and adhered to. Organisations have a clear understanding of their responsibilities and fulfil them.

What is required?

If you rent premises you should ensure that you have a lease which clearly describes the terms that apply to your use. There will be requirements for the landlord and for your organisation as the tenant. This will include having adequate and appropriate insurance for your activities.

Access for users with additional needs should be taken into consideration as you want your activities to be accessible for all.

In addition there is legislation that covers the safety requirements for premises providing services for children with which you must comply. Grants, contracts and insurance will depend upon this and you may also be subject to inspections. This is referred to as "suitable premises, environment and equipment".

If you own premises you must be able to show that you clearly understand and address your responsibilities. Adequate Insurance including Public Liability plus First Aid and fire procedures must be available.

You should also maintain an inventory of equipment and have a method of regularly checking its condition and suitability.

Review Services and Activities

Clients, users, volunteers and committee members have some involvement in reviewing services and developing activities.

What is required?

It is important to know if you are providing the right services and activities and that your users are benefiting from and enjoying them. This not only ensures that your services are of good quality, it will also help with planning.

Once you have established regular contact with users with feedback forms you will want to develop this into regular surveys and consultation to ensure that you are keeping on track and improving services in response to need.

Informal methods can be used, such as recording conversations to obtain anecdotal evidence. More formal methods will include surveys and discussion groups.

Evidence

- A copy of a survey with a note of methodology.
- Basic report summarising the results of a satisfaction survey.
- Information about the kinds of review and planning used.
- Outline plan with a timetable for reviews and planning sessions.
- A log of people able to access and use files along with a record of use.

Publicity

Publicity and promotion material is co-ordinated.

What is required?

You will want to promote your services to potential users and to the community. You may also want to explain to funders and other service providers what you do.

Co-ordinated material will have a similar design and perhaps a logo and will be checked to ensure that it gives the correct information and is consistent and up to date.

Evidence

- Copies of recent material.
- Master logo and templates for frequently used material.
- Evidence of brand development/consistency.

Evaluation

Monitoring and evaluation is used regularly to prepare reports and to provide information for improving services.

What is required?

Monitoring (checking what you are doing) and evaluation (reviewing progress) are important parts of planning and administration.

Monitoring is defined as; “systematic information gathering with “data” collected in a planned, organised and routine way”.

Evaluation is defined as; “judging success and failure against targets based upon an analysis of monitoring”.

Evidence

- Written outline of when and how monitoring and evaluation is undertaken.
- Example of evaluation for a service or activity.
- Report showing monitoring has been used by the organisation to review a service.
- Example reports to funders.