5: Policies and procedures

Policies are statements of how your organisation intends to conduct itself and provide principles to help with decision making.

Procedures describe how your policies will be put into practice. They will help you to comply with legislation, provide appropriate controls, provide evidence of accountability and help to manage risk.

Core policies and procedures

Every organisation will have different policies and procedures which are relevant to their values and activities and the level of detail needed will also vary. Every organisation, however, should have policies and procedures covering the following areas:

- Safeguarding for children and young people and/or vulnerable adults (if relevant)
- Safe recruitment and staffing – paid staff and volunteers
- Health and safety
- Equality and diversity
- Promotion and partnership
- Finance – including expenses
- Privacy and data protection
- Conduct of board members and conflicts of interest

Other policies and procedures

There are numerous other areas where it is common for organisations to have written policies and procedures and it is for the board to decide which are required. For example:

- Insurance
- Procurement
- Quality assurance
- Customer care
- Consultation and engagement
- Social media
- HR policies and procedures covering:
  - Sickness and ill health
  - Disciplinary and grievance
  - Training and development
  - Supervision and appraisal
  - Harassment or bullying
  - Redundancy
- Whistleblowing
- Volunteers

There are many more to consider, and further information and templates can be obtained from NCVO

For further guidance and support contact us on 0333 321 3021 or email:
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