

CHARITIES GOVERNANCE CODE COMPLIANCE RECORD FORM

Charity Name	Treoir
Registration Charity Number (RCN)	20022211
Annual Reporting Period	January 1 st 2021 – December 31 st 2021
Date approved by the Board of Charity Trustees	September 28 th 2021

Under the [Charities Governance Code](#) all registered charities are required to complete this Charities Governance Code Compliance Record Form every year.

Please fill in this form to record:

- the actions that your charity takes to meet each standard of the Charities Governance Code; and
- the evidence that backs this up.

You should approve the Compliance Record Form at a board meeting before you report on your compliance to us.

You are NOT required to file the Compliance Record Form with the Charities Regulator. However, you must keep your Compliance Record form as the Charities Regulator could ask you for it at any time.

What do we expect?

The type of evidence we expect depends on the complexity of your charity.

The minimum expected of all charities would be to discuss and agree at board meetings how they will meet the standards and document their decisions in the minutes. For volunteer-only charities this will be enough to meet many of the core standards.

We would expect a charity with paid staff to provide more documentation like workplans and written policies as evidence of the actions they have taken.

We would expect more complex charities to provide more extensive documentation than other charities.

You can add or delete columns as required.

Please use the glossary within the [Charities Governance Code](#) when filling in the form and include dates where appropriate.

Please click [here](#) for more information, guidance and templates.

Principle 1: Advancing Charitable Purpose **CORE STANDARDS**

1.1 Be clear about the purpose of your charity and be able to explain this in simple terms to anyone who asks.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Our Constitution was updated in 2018 and reflects Treoir’s purpose and mission. 	<ul style="list-style-type: none"> • Annual report is produced that highlights the work of the organisation. • Council Agenda and minutes • CEO Reports • New constitution in place and ratified at AGM
<ul style="list-style-type: none"> • New Strategic Plan 2019 reviewed the mission statement and Council and staff participated in the development of the plan. 	<ul style="list-style-type: none"> • 5-year Strategic Planning cycle • Strategic Plan is reviewed and implementation monitored by the Council
<ul style="list-style-type: none"> • New Council members are given an induction pack and the mission and values of the Organisation are part of the pack 	<ul style="list-style-type: none"> • Induction pack for all Council members includes the mission and vision.

1.2 Consider whether or not any private benefit arises ([see glossary](#)). If a private benefit arises, consider if it is reasonable, necessary and ancillary to the public benefit that your charity provides.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Remuneration policy approved by the Council • Remuneration levels guided by the biannual Pay & Benefits Survey. 	<ul style="list-style-type: none"> • Remuneration policy
<ul style="list-style-type: none"> • HR sub-committee responsible for implementation of remuneration policy 	<ul style="list-style-type: none"> • HR subcommittee agenda and minutes • Council minutes

1.3 Agree an achievable plan for at least the next year that sets out what you will do to advance your purpose.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Treoir has a 5-year strategic plan in place that is reviewed every 2 years. The strategic plan informs the operational plans of each staff and Council member. 	<ul style="list-style-type: none"> Strategic Plan 2019 – 2024 in place Annual Operations Plan and budgets in place Council and subcommittees agendas and minutes
<ul style="list-style-type: none"> The operational plans inform the individual staff member’s quarterly workplan. Workplans are reviewed by the CEO with staff members at support and supervision. 	<ul style="list-style-type: none"> Workplans in place Support and Supervision files
<ul style="list-style-type: none"> CEO reports to the Trustees at each Council meeting and updates on the progress of the work. 	<ul style="list-style-type: none"> CEO work reports to Council

1.4 Make sure your charity has the resources it needs to do the activities you plan. If you don't have the resources, you need to show a plan for getting those resources.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Budget approved annually by the Trustees to carry out the workplan. 	<ul style="list-style-type: none"> Annual budget approved by Trustees. Budgets reviewed to ensure they are in line with income and expenditure. Minutes maintained of financial subgroup and Council.
<ul style="list-style-type: none"> Funding applications made on time and reporting requirements and compliance met to ensure ongoing funding relationship CEO's role to seek out new funding opportunities to meet additional areas of work. 	<ul style="list-style-type: none"> Completed funding applications
<ul style="list-style-type: none"> From mid-year onwards a monthly re-forecasting exercise is carried out and communicated to the Finance and Audit subcommittee and Council. 	<ul style="list-style-type: none"> Monthly management accounts, June onwards.

1.5 From time to time, review what you are doing to make sure you are still:

- acting in line with your charity's purpose; and
- providing public benefit.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> The trustees carry out a review of the strategic plan every two years. This review involves a review of our mission, vision and purpose. 	<ul style="list-style-type: none"> Minutes of Council meetings. Strategic Plan Constitution
<ul style="list-style-type: none"> The AGM is an opportunity to present work report to membership. 	<ul style="list-style-type: none"> Holding of AGM and minutes of same.

Principle 1: Advancing Charitable Purpose **ADDITIONAL STANDARDS**

1.6 Develop your charity's strategic plan and associated operational plans.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Strategic plan in place for 5 years 2019 to 2024. 	<ul style="list-style-type: none"> Strategic plan in place Approved budgets
<ul style="list-style-type: none"> Annual operational plans are informed by the strategic plan. 	<ul style="list-style-type: none"> Operational plans in place

1.7 Make sure there is an appropriate system in place to:

- monitor progress against your plans; and
- evaluate the effectiveness of the work of your charity.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Reports to Trustees at every meeting through CEO report to the Council on activities and key indicators. 	<ul style="list-style-type: none"> • Minutes of Council meetings reflect the CEO's report. •
<ul style="list-style-type: none"> • Support and supervision sessions regularly with staff members based on their workplans which are informed by the operational plans. 	<ul style="list-style-type: none"> • Record of support and supervision available. • Operational plans in place
<ul style="list-style-type: none"> • 2020 the Council responded to the Covid -19 crisis and Government guidelines. Some actions such as Council review were postponed to 2021 	

1.8 From time to time, consider the advantages and disadvantages of working in partnership with other charities, including merging or dissolving (winding up).

Actions our charity takes to meet standards:	Evidence of our actions:
<p>During Strategic planning phase the Council will examine the sector to ascertain if there are opportunities for partnerships, mergers or if the organisation needs to wind down.</p>	<ul style="list-style-type: none"> • Consultations during strategic planning phase
<p>Council agreed to partner with Kinship Care Ireland to provide it with formal structures to enable it to carry out functions similar to Treoir</p>	<ul style="list-style-type: none"> • Memorandum of understanding between KCI and Treoir • Employment of national co-ordinator

Principle 2: Behaving with Integrity CORE STANDARDS

2.1 Agree the basic values that matter to your charity and publicise these, so that everyone involved understands the way things should be done and how everyone is expected to behave.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> This is set out in the statement of values in the strategic plan, the Council members code of conduct, the staff handbook and the staff contracts. 	<ul style="list-style-type: none"> Code of conduct for Council members Values statement in the Strategic plan Council induction pack The staff handbook
<ul style="list-style-type: none"> The plan is published on our website and uploaded onto the charity regulators website. 	<ul style="list-style-type: none"> Visit www.treoir.ie

2.2 Decide how you will deal with conflicts of interests and conflicts of loyalties. You should also decide how you will adhere to the Charities Regulator’s guidelines on this topic.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> The conflicts of Interest policy exists and is in the Councils induction folder. 	<ul style="list-style-type: none"> Conflicts of interest policy in place Register of conflicts of interest will be in place as required.
<ul style="list-style-type: none"> Conflicts of interest/loyalty is a standing item at every Council meeting and Council subcommittee meeting. 	<ul style="list-style-type: none"> Council and subgroups agendas
<ul style="list-style-type: none"> Conflicts are recorded in the minutes as well as in the Register of Directors Interests that is compiled if a conflict arises from a Council meeting by Council member. 	<ul style="list-style-type: none"> Minutes of meetings A new conflict of interest folder will be maintained if conflicts arise.

2.3 Have a code of conduct for your board that is signed by all charity trustees. It must make clear the standard of behaviour expected from charity trustees. This includes things like maintaining confidentiality and what to do in relation to:

- gifts and hospitality; and
- out-of-pocket expenses.

Actions our charity takes to meet standards:	Evidence of our actions:
A code of conduct is signed by each director upon appointment to the Council.	<ul style="list-style-type: none"> • Code of Conduct • Hard copies of signed Codes of conduct for each trustee
Our Financial procedures document outlines how expenses are claimed.	<ul style="list-style-type: none"> • Financial procedures policy

Principle 3: Leading People **CORE STANDARDS**

3.1 Be clear about the roles of everyone working in and for your charity, both on a voluntary and paid basis.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Job description in place for all staff. • Staff handbook circulated to all staff as part of induction. 	<ul style="list-style-type: none"> • Contracts and Job descriptions • Staff handbook
<ul style="list-style-type: none"> • Role descriptions in place for Chair, treasurer, secretary and all subcommittees of the Council. 	<ul style="list-style-type: none"> • Trustee Code of Conduct • Induction folder
<ul style="list-style-type: none"> • Terms of reference in place for subcommittees. 	<ul style="list-style-type: none"> • Subcommittee terms of reference

3.2 Make sure there are arrangements in place for the effective involvement of any volunteers, including what to do if any problems arise.

Actions our charity takes to meet standards:	Evidence of our actions:
Treoir does not have any volunteers other than Council members	<ul style="list-style-type: none"> • Roles and responsibilities of Council members • Induction packs • Training offered

3.3 Make sure there are arrangements in place that comply with employment legislation for all paid staff including:

- recruitment;
- training and development;
- support, supervision and appraisal;
- remuneration (money paid for work); and dismissal.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • External HR consultants to provide ongoing support and advice • HR Subcommittee meet to consider relevant matters, including recruitment and policies. 	<ul style="list-style-type: none"> • HR strategy • Contracts of employment • Staff handbook in place • Remuneration policy in place
<ul style="list-style-type: none"> • Support and Supervision records are maintained and annual appraisals conducted. 	<ul style="list-style-type: none"> • Support and supervision records • Appraisal records
<ul style="list-style-type: none"> • All staff are offered training and development opportunities. 	<ul style="list-style-type: none"> • Support and Supervision Appraisal records

3.4 Agree operational policies where necessary, to guide the actions of everyone involved in your charity.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Treoir has the necessary policies in place including Strategic Plan, Operational plans, Workplans for each staff member, Health and safety policy, child protection policy. 	<ul style="list-style-type: none"> Finance Policy and procedures Flexible Working Policy Staff handbook GDPR Policy being developed
<ul style="list-style-type: none"> Treoir’s funders require evidence of compliance with standard operational policies for CLGs. 	<ul style="list-style-type: none"> Ongoing funding External audit by HSE
<ul style="list-style-type: none"> CEO ensures the Council is informed of new policy requirements 	<ul style="list-style-type: none"> Council minutes

Principle 3: Leading People **ADDITIONAL STANDARDS**

3.5 Make sure to document the roles, legal duties and delegated responsibility for decision-making of:

- individual charity trustees and the board as a whole;**
- any sub-committees or working groups;**
- staff and volunteers.**

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Contracts and job descriptions issued to all staff. • Terms of reference for all subcommittees in place • Organigram reviewed and updated 	<ul style="list-style-type: none"> • Organigram • Contracts and job descriptions • Staff handbook • Subcommittees terms of references
Scheduled of matters reserved for the Council	<ul style="list-style-type: none"> • Scheduled of matters reserved for the Council is in place and on file in Treoir's office
<ul style="list-style-type: none"> • Induction procedure followed for every new Council member • Trustee's role descriptions are part of the induction pack. • Code of conduct for trustees in place • Written statement in place of the division of responsibility between the Council and the CEO 	<ul style="list-style-type: none"> • Chair and CEO meet with new Trustees and go through induction pack • Council induction pack • Trustee code of conduct • Division of responsibilities between the CEO and chair.

3.6 Make sure that there are written procedures in place which set out how volunteers are:

- **recruited; supported and supervised while within your charity; and**
- **the conditions under which they exist.**

Actions our charity takes to meet standards:	Evidence of our actions:
Not applicable	

3.7 Decide how you will develop operational policy in your charity. You also need to decide how your charity trustees will make sure that the policy is put in place and kept up to date.

Actions our charity takes to meet standards:	Evidence of our actions:
Treoir updates policies and establishes new policies as necessary, based on identified needs emerging through our work or that are required by funders or by the Charity Regulator or by our obligations as a company and the laws associated to company law.	Review of policies is raised by the relevant subcommittee at Council meetings for Council approval
Treoir has a policy review schedule and this an item on the subcommittee agendas.	Agendas of subcommittees.

Principle 4: Exercising Control **CORE STANDARDS**

4.1 Decide if your charity’s current legal form and governing document are fit for purpose. Make changes if necessary, telling the Charities Regulator in advance that you are doing so.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Constitution reviewed and amended in 2018 after informing Charity Regulator. 	<ul style="list-style-type: none"> • Constitution updated in 2018 • Terms of membership updated
<ul style="list-style-type: none"> • Constitution reviewed every Strategic Plan cycle (5 years) 	Constitution was reviewed and updated during last Strategic Plan cycle

4.2 Find out the laws and regulatory requirements that are relevant to your charity and comply with them.

Actions our charity takes to meet standards:	Evidence of our actions:
The Council subcommittees each take responsibility for working with the CEO and assigned staff to ask questions/look for evidence that all legal and regulatory requirements are fulfilled.	<ul style="list-style-type: none"> • Subcommittee minutes • CEO quarterly reports
CEO quarterly report confirms reporting of compliance with companies act, charities act, revenue commissioners, lobbying, beneficial owners.	<ul style="list-style-type: none"> • CEO reports • Council minutes
Risk Strategy developed including risk register	<ul style="list-style-type: none"> • Risk Register • Risk management policy

4.3 If your charity raises funds from the public, read the Charities Regulator’s guidelines¹ on this topic and make sure that your charity adheres to them as they apply to your charity.

Actions our charity takes to meet standards:	Evidence of our actions:
<p>N/A</p> <p>Treoir does not raise funds from the public, but the Council is aware of the requirements of the Regulator’s guidelines on fundraising</p>	<p>Link to CRA Fundraising Guidelines to be included in the Council induction handbook</p>

4.4 Make sure you have appropriate financial controls in place to manage and account for your charity’s money and other assets.

Actions our charity takes to meet standards:	Evidence of our actions:
<p>Council and staff are aware of the financial policy and procedures, approved by the Finance and Audit subcommittee and the Council and updated regularly.</p>	<p>Financial policy and procedures in place</p>
<p>Employment of a Finance and administration officer</p>	<p>Employee in place</p>
<p>Annual external audit reviews policy</p>	<p>Audit report</p>

¹ See Guidelines for Charitable Organisations on Fundraising from the Public - available from: <https://www.charitiesregulator.ie/media/1083/guidance-for-fundraising-english.pdf>

4.5 Identify any risks your charity might face and how to manage these.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Risk policy and register in place Annual risk review with Finance and Audit Committee 	Risk management policy and risk register CEO and Risk Officer undertake training in Risk
<ul style="list-style-type: none"> Key risks reported by CEO bi-annually to the Council 	Minutes of Council meeting Minute of subcommittee meetings

4.6 Make sure your charity has appropriate and adequate insurance cover.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Renewed annually 	<ul style="list-style-type: none"> Combined all-risks policy
<ul style="list-style-type: none"> Reviewed with broker for adequacy and level of cover annually 	<ul style="list-style-type: none"> Directors and Officers insurance Correspondence with Broker

Principle 4: Exercising Control **ADDITIONAL STANDARDS**

4.7 You should have written procedures to make sure that you comply with all relevant legal and regulatory requirements.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Policies and procedures in place 	<ul style="list-style-type: none"> • Staff handbook • Financial policy and procedures
<ul style="list-style-type: none"> • SLA's with funders 	<ul style="list-style-type: none"> • SLA and annual reviews with Funders
<ul style="list-style-type: none"> • Handbook compiled that includes written procedures. 	<ul style="list-style-type: none"> • Organisational handbook in place

4.8 Make sure there is a formal risk register that your board regularly reviews.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Risk management policy in place and risk register updated, reviewed and approved by the Finance and Audit subcommittee and the Council annually. 	<ul style="list-style-type: none"> • Risk policy • Risk register
<ul style="list-style-type: none"> • CEO bi-annually report highlights key risks and mitigations 	<ul style="list-style-type: none"> • CEO reports and Council minutes

4.9 Consider adopting additional good practice standards that are relevant to the particular work that your charity does.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none">• Considered as part of the strategic planning process.	<ul style="list-style-type: none">• Strategic plan
<ul style="list-style-type: none">• Safeguarding children policy	<ul style="list-style-type: none">• Safeguarding children
<ul style="list-style-type: none">• Trauma informed practice	<ul style="list-style-type: none">• Training sought for staff

Principle 5: Working Effectively **CORE STANDARDS**

5.1 Identify charity trustees with the necessary skills to undertake:

- any designated roles set out in your governing document; and
- other roles as appropriate within the board.

Actions our charity takes to meet standards:	Evidence of our actions:
<p>The Council of Treoir is made up of people who are appointed by two methods:</p> <ol style="list-style-type: none"> 1. Elected by the membership 2. Appointed by Council decision <p>Method 2 is designed to fill any vacancies and skill deficit identified by the Council to carry out its functions.</p>	<p>Constitution on election and co-option of members</p>
<p>Council review of governance and effectiveness is planned annually – December 2020 due to Covid 19 this action was postponed to 2021</p>	

5.2 Hold regular board meetings. Give enough notice before meetings and provide prepared agendas.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Calendar of meetings agreed before the beginning of the year. • 6 Meetings per year 	<ul style="list-style-type: none"> • Calendar of meetings • Emails to Council members
<ul style="list-style-type: none"> • Council pack and papers including agenda circulated to members 3-7 days in advance. 	<ul style="list-style-type: none"> • Agenda and minutes of meetings sent in advance

5.3 At a minimum, your board agendas should always include these items:

- reporting on activities;
- review of finances; and
- conflicts of interests and loyalties.

Actions our charity takes to meet standards:	Evidence of our actions:
<p>Chair and CEO meet ahead of each Council meeting to agree agenda. These items are standing items on the agenda:</p> <ul style="list-style-type: none"> • Reporting on activities • Review of finances and • Conflicts of interests and loyalties 	<p>Agendas and minutes</p>

5.4 Make sure that your charity trustees have the facts to make informed decisions at board meetings and that these decisions are recorded accurately in the minutes.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Council papers circulated in advance of Council meetings. 	<ul style="list-style-type: none"> • Council papers and email trail • Agenda and minutes
<ul style="list-style-type: none"> • All papers uploaded to secure portal for Council members to access at anytime 	<ul style="list-style-type: none"> • Online Portal
<ul style="list-style-type: none"> • Minutes of each meeting signed by the chairperson are kept on file – Due to Covid the Council have only met online for much of 2020 and backlog of minutes need to be signed by Chair 	<ul style="list-style-type: none"> • Filing of minutes in minute folder

5.5 Consider introducing term limits for your charity trustees, with a suggested maximum of nine years in total.

Actions our charity takes to meet standards:	Evidence of our actions:
Trustee terms set out in constitution. Maximum of 9 years allowed	<ul style="list-style-type: none"> • Constitution. • Rotation of Council members

5.6 Recruit suitable new charity trustees as necessary and make sure they receive an induction.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Elections for trustees happens by rotation. Other new Council members are co-opted as required. 	<ul style="list-style-type: none"> • Elections rules as per constitution
<ul style="list-style-type: none"> • All new Council members undergo induction, meet the chair and receive an induction pack 	<ul style="list-style-type: none"> • Induction folder for new Council members

5.7 Make sure all of your trustees understand:

- their role as charity trustees;
- the charity’s governing document; and
- this Code.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Induction includes role of trustees and key governing documents, including terms of reference, code of conduct and compliance record form 	<ul style="list-style-type: none"> • Induction pack
<ul style="list-style-type: none"> • Compliance with the Charities Code will be reviewed by the Council annually. 	<ul style="list-style-type: none"> • Council minutes • Compliance record
<ul style="list-style-type: none"> • Training offered to all Council members 	<ul style="list-style-type: none"> • Numbers attending training • Offer of training confirmation • Provision of training e.g. Monday 6th September 2021 to Council

5.8 Commit to resolving problems and emerging issues as quickly as possible and in the best interests of your charity.

Actions our charity takes to meet the standards.

Actions our charity takes to meet standards:	Evidence of our actions:
Council code of conduct outlines how issues are addressed	<ul style="list-style-type: none"> • Code of conduct for Council

5.9 From time to time, review how your Board operates and make any necessary improvements.

Actions our charity takes to meet standards:	Evidence of our actions:
Council carry out an internal review – Due to Covid 19 this action was postponed in 2020 but will be carried out in 2022	<ul style="list-style-type: none">• Council performance review• Agenda item in November• Report on key findings

Principle 5: Working Effectively **ADDITIONAL STANDARDS**

5.10 Make sure you send out board packs with enough notice and include all relevant reports and explanatory papers to enable informed decision-making.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Council packs and agendas circulated to all members 3-7 days in advance of meetings. 	<ul style="list-style-type: none"> Council packs, email to Council members
<ul style="list-style-type: none"> Information uploaded on to online portal 	<ul style="list-style-type: none"> Online portal updated

5.11 Make sure that you have a charity trustee succession plan in place and consider how you can maximise diversity among your charity trustees.

Actions our charity takes to meet standards:	Evidence of our actions:
<p>The Council of Treoir is made up of people who are appointed by two methods:</p> <ol style="list-style-type: none"> 1. Elected by the membership 2. Appointed by Council decision <ul style="list-style-type: none"> • For trustees elected by the membership the rotation is guaranteed over time. For the co-opted members a skills assessment is undertaken and candidates identified. 	<ul style="list-style-type: none"> • Election rules as per constitution
<ul style="list-style-type: none"> • The membership of Treoir made up of organisations that work with parents or children where the parents are not married to each other. • Treoir reviews the membership regularly and seeks to have a diverse membership that reflects Irish society. 	<ul style="list-style-type: none"> • Membership strategy
<ul style="list-style-type: none"> • The Council review their membership prior to the AGM and identify any obvious diversity issues e.g. gender and these are then highlighted in the election or co-option process. 	<ul style="list-style-type: none"> • Minutes of Council meetings prior to AGM

5.12 Put in place a comprehensive induction programme for new charity trustees.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> All new Council members undergo an induction process, including meeting the Chair and CEO and receiving an induction folder. 	<ul style="list-style-type: none"> Induction folder
<ul style="list-style-type: none"> The induction pack is uploaded onto the online portal and access codes are provided. 	<ul style="list-style-type: none"> Online portal

- 5.13 Conduct a regular review that includes an assessment of:
- the effectiveness of your board as a whole, office holders and individual charity trustees**
 - adherence to the board code of conduct; and**
 - the structure, size, membership and terms of reference of any sub-committees.**

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Chairperson undertakes to ensure the Council reviews its effectiveness, this can be an internal or external review. 	<ul style="list-style-type: none"> Council performance recorded
<ul style="list-style-type: none"> Annual internal review at year end usually November – this action was postponed in 2020 due to Covid 19. 	<ul style="list-style-type: none"> Council performance recorded

- 5.14 **Do regular skills audits and provide appropriate training and development to charity trustees and staff. If necessary, recruit to fill any competency gaps on the board of your charity.**

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Skills gaps/training needs reviewed at induction meeting and at annual review day 	<ul style="list-style-type: none"> Notes and outcomes of review recorded
<ul style="list-style-type: none"> Council members offered training e.g. the Wheel training on governance 	<ul style="list-style-type: none"> Training programme of the Wheel and Carmichael centre circulated to Council Training on compliance held for Council on 6th September

Principle 6: Being Accountable **CORE STANDARDS**

6.1 Make sure that the name and Registered Charity Number (RCN) of your charity is displayed on all of your written materials, including your:

- **website;**
- **social media platforms; and**
- **email communications.**

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Regularly review all written materials to ensure that name and RCN is displayed. • Letter heads • Tweets • Website • Emails • Leaflets and publications 	<ul style="list-style-type: none"> • Copies of publications • Screenshots of website, email signature, headed paper and social media platforms available.

6.2 Identify your stakeholders and decide how you will communicate with them.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> • Active membership engagement and communications on an ongoing basis on a range of topics and policies. 	<ul style="list-style-type: none"> • Membership officer reports to Council • E-bulletins reviewed
<ul style="list-style-type: none"> • Communications plan developed 	<ul style="list-style-type: none"> • Communications plan in place

6.3 Decide if and how you will involve your stakeholders in your:

- **planning;**
- **decision-making; and**
- **review processes.**

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none">• Employment of membership officer• Seek member feedback• Membership input sought on key policy areas	<ul style="list-style-type: none">• Membership officer in place• Policy working groups
<ul style="list-style-type: none">• Engagement of members in AGM and Strategic Planning processes	<ul style="list-style-type: none">• Strategic Planning process
<ul style="list-style-type: none">• Membership can elect onto the Council of Treoir	<ul style="list-style-type: none">• AGM minutes

6.4 Make sure you have a procedure for dealing with:

- **queries;**
- **comments; and**
- **complaints.**

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Review complaints policy as necessary. CEO reviews and updates the complaints register. 	<ul style="list-style-type: none"> Complaints policy and register
<ul style="list-style-type: none"> Query logging system in place that logs members queries on our Salesforce system 	<ul style="list-style-type: none"> Use of Treoir's CRM system and annual reports
<ul style="list-style-type: none"> Complaints reporting to funders as part of SLA 	<ul style="list-style-type: none"> Quarterly report includes complaints and queries

6.5 Follow the reporting requirements of all of your funders and donors, both public and private.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Reported on in the CEO quarterly reporting to Council Included in job description of CEO and finance and administration officer. 	<ul style="list-style-type: none"> CEO quarterly reports Staff job descriptions.
<ul style="list-style-type: none"> Monthly accounts include a breakdown of any amounts owing from key funders – presented at all Finance and Audit committee meetings 	<ul style="list-style-type: none"> Monthly management accounts Annual audited accounts
<ul style="list-style-type: none"> Identified risk in risk register with associated mitigating actions. 	<ul style="list-style-type: none"> Risk register and risk report

Principle 6: Being Accountable **ADDITIONAL STANDARDS**

6.6 Produce unabridged (full) financial accounts and make sure that these and your charity's annual report are widely available and easy for everyone to access.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> Unabridged accounts are filed with CRO annually and uploaded to the Charity Regulators website. 	<ul style="list-style-type: none"> Accounts filed with CRO Accounts filed with Charity Regulator
<ul style="list-style-type: none"> Accounts uploaded onto Treoir's website annually after AGM 	<ul style="list-style-type: none"> Accounts publicly available on Treoir's website

6.7 Make sure all the codes and standards of practice to which your charity subscribes are publicly stated.

Actions our charity takes to meet standards:	Evidence of our actions:
<ul style="list-style-type: none"> About us section on website to be regularly reviewed for consideration of what to include 	<ul style="list-style-type: none"> Website page Annual report CEO report to Council

6.8 Regularly review any complaints your charity receives and take action to improve organisational practice.

Actions our charity takes to meet standards:	Evidence of our actions:
<p>Any complaint received is logged and tracked according to procedures and the outcome is recorded and appropriate action is taken</p>	<ul style="list-style-type: none"> Complaints policy Complaints register

www.charitiesregulator.ie

© Charities Regulator 2018