

## NCVO – Trusted Charity overview

How charities operate is just as important as the difference they make. Beneficiaries, supporters, donors, volunteers, staff and the public want to have confidence that your organisation always works to a high standard.

NCVO's Trusted Charity standard exists to build public trust and confidence – in individual charities, and in the sector as a whole. It's a way of making sure organisations are well run, accountable and transparent.

Trusted Charity is a straightforward process designed to help you run your organisation more effectively and efficiently. It sets out what organisations need to have in place to ensure sound governance practices, proper financial and risk management systems, and a reliable system for measuring outcomes.

Trusted Charity is built on **11 quality areas** - the building blocks an organisation needs in order to be able to operate to a high standard. It offers a flexible approach, allowing your organisation to work at its own pace. Working through the quality areas enables you to assess how your organisation is doing and plan a clear path for development in each area. Each quality area consists of two levels of achievement, allowing organisations of varying size to choose the most suitable option. Your organisation will choose the level according to its staff capacity, resources, organisational culture or working patterns.

The 11 quality areas are:

1. Governance
2. Planning
3. Leadership and management
4. User centred service
5. Managing people
6. Learning and development
7. Managing money
8. Managing resources
9. External communications
10. Working with others
11. Assessing outcomes and impact

Implementing Trusted Charity means that you will:

- **improve the way you work** – providing a better quality of service to those that rely on your organisation.
- **have more efficient organisational systems and procedures** – freeing up much needed time and energy to focus on what really matters to you and your organisation.

- **engage your whole organisation** – involving everyone in the process of improving the way you work will bring fresh ideas, new ways of working and a renewed commitment to the changes you bring about.
- **provide greater credibility and legitimacy** – reassuring beneficiaries, supporters, donors, volunteers and staff who want to know that your organisation is well run, accountable and transparent.
- **commit to organisational learning and continuous improvement** – rather than a ‘one off’ process, you will be supported to regularly review progress against defined Trusted Charity indicators.

## The offer under Enhance

This offer is available to registered charities which do not currently hold the formerly known ‘PQASSO Quality Mark’ or Trusted Charity Mark assurance. The offer includes:

- Trusted Charity online access
- Attendance for up to 2 members of staff on a one-day ‘Implementing Trusted Charity’ training course
- Trusted Charity mentor support: 3.5 days of support from a licenced Trusted Charity mentor (including a half day planning session)
- Trusted Charity Mark assessment fees

Your charity can choose all of the above, or just the elements it requires.

## How do I know if this provider is right for my charity?

Trusted Charity is a development tool for organisations wanting to review and improve everything they do and how they operate. It will help them to strengthen governance and demonstrate best practice in all areas. In doing this they show they are fit for purpose and are identifying and managing key risk areas.

## What is involved?

The [Trusted Charity journey](#) consists of two processes:

- Implementation through self-assessment
- External assessment and award.

### Self-assessment

You can implement Trusted Charity using an online self-assessment tool that helps your organisation to take a systematic look at what you do, identify areas where you are doing well and where you could do better, and decide exactly where improvements are needed. It helps you to plan, budget and allocate resources for making these improvements over a time period that is realistic for you.

### Assurance

Once you have implemented Trusted Charity, you can demonstrate this by achieving the Trusted Charity Mark, the external [award for Trusted Charity users](#).

Having the Trusted Charity Mark allows you to show everyone your charity works with that they can put their trust in you. Achieving the award also gives funders a clear indication of the quality of your work and can help you successfully bid for public sector contracts.

If you decide to apply for assurance after your self-assessment, you will have already completed the first step.

## Input needed from you

Your charity will need to cover its own travel and accommodation costs for the training.

It takes on average 9-18 months to successfully self-assess against the Trusted Charity standard before applying for the Trusted Charity Mark. What is needed from an organisation is a strong commitment to the process from all staff and volunteers, board buy-in, a working group committed to keeping Trusted Charity on the agenda, and a Trusted Charity champion to lead the process. We strongly advise having regular meeting with the working group to keep the process moving forward.