



Checklist – Accepting substantial offers of help

We are hearing about some very generous examples of businesses and organisations offering their services, staff, equipment etc. to voluntary sector partners at this time.

Whilst we welcome the partnership working that may arise from these offers, they are not without risk and each situation should be approached with care to safeguard beneficiaries and your organisation's reputation.

We have created this checklist to help organisations think through the implications of accepting offers of help from businesses and other non-charitable organisations.

DUE DILIGENCE

As in all circumstances of joint working, the decision-making process should include the usual steps of due diligence.

We would recommend voluntary organisations start by making reference to the Charity Commission's [Due Diligence – Core Principles](#).

CHECKLIST

| | Question | Possible evidence | ✓ |
|---|--|---|---|
| 1 | What do we know about the organisation and have we verified that they who they say they are? | <ul style="list-style-type: none"> • Website • Social media presence • Registration with other regulators eg Companies House | |
| 2 | Do they have the kind of reputation that will enhance our own (rather than reflecting poorly on us) if we work with them? Eg, have any public concerns been raised about their activities? If so, what was the nature of the concerns and how long ago were they raised? | <ul style="list-style-type: none"> • Website • Social media activity • Media articles online | |
| 3 | Where does their income come from? Is this in line with our values and what our beneficiaries would expect? | <ul style="list-style-type: none"> • Website • Companies House | |

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| 4 | Is there evidence that equipment is properly maintained and suitable for the task? | <ul style="list-style-type: none"> • Maintenance check logs • MOTs • Hygiene / food safety certificates • H&S logs / certificates | |
| 5 | Can they offer us reassurances that they will offer a service that meets our usual standards? | <ul style="list-style-type: none"> • Vehicle checks • MOTs • driver's license checks | |
| 6 | Does / will their insurance cover them to do what they have offered to do? | <ul style="list-style-type: none"> • Appropriate insurance policies in place | |
| 7 | Have they got the right experience, training and qualifications to offer the service described? | <ul style="list-style-type: none"> • Qualifications • Certificates | |

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| 8 | Have they requested DBS checks that are appropriate to the roles that their personnel will be undertaking? | <ul style="list-style-type: none"> You are entitled to see evidence of this eg check logs (dates, level of check, recruitment decision-making) | |
| 9 | Have they got access to all the guidance and PPE etc. that will ensure that the service and personnel operate safely under the pandemic restrictions? | <ul style="list-style-type: none"> Check against government guidance | |
| 10 | Can they comply with our data protection standards? | <ul style="list-style-type: none"> Data protection policy/privacy notice | |

FURTHER QUESTIONS TO CONSIDER

- If they are operating out of their usual sphere, how will you train or support them to deliver to your standards? Do you have the capacity to do this?
- If personnel are to act under the leadership of another organisation, how will this be managed?
- How will any complaints be managed?

AGREEMENTS

If you decide to go ahead, we would recommend putting into place a written agreement to cover all eventualities, including if things should go wrong.

Have you agreed an ending, closure or review dates to allow the organisation to return to their usual business activities after lockdown restrictions are eased?

SOURCES OF INFORMATION

Companies House website

Online listings

Local newspapers (reviews etc.)

Public feedback

Social media presence (Facebook, Twitter, LinkedIn)

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