

CHARITIES GOVERNANCE CODE COMPLIANCE RECORD FORM

Date: June 2024

Charity Name	CARE ALLIANCE IRELAND
Registration Charity Number (RCN)	461315
Annual Reporting Period	2023/24
Date approved by the Board of Charity Trustees (aka Board of Directors)	June 4 th 2024

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:
Vision, Mission and Objectives considered and approved by Board of directors Our charitable purpose and objectives are clearly stated on our website.	https://www.carealliance.ie/vision-and-mission
Clear simple language used to state why we exist and what we do	https://www.carealliance.ie/vision-and-mission
Charity’s main object (as per the governing document) is included at the top of every board agenda and our governing document is available for reference at board meetings.	Mission Statement appears on all Board meeting agendas (March 12 th 2024)

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:
Review of CRA definition of private benefit by CEO and Board.	Discussed at board meeting June 4 th 2024. Any private benefit arising was assessed as being reasonable (including staff salary levels, expenses), necessary and ancillary to public benefit.

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:
Organisations activities are focussed on Strategic Plan 2019-2024 Budget approved by Board	Annual Work Plan informed by Strategic Priorities. (2024 Work Plan) 2024 Budget approved (Nov 2023 board meeting)
	All reports to board in 2024 presented in terms of Strategic Priorities.
Annual Work Plan	Ambitious goals are part of annual work plans.

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:
Secure Multi-year Grant Agreements with State Bodies	SSNO Scheme €91k p/a June 2022-June 2025 Recurring annual funding of €110k from the HSE secured to support online project. Recurring HSE funding/Grant Aid Agreement of €24k since 2000.
Income diversification Strategy	A number of separate/new funding applications made in 2024 to date. (for example Wellcome Trust Young Carers Research proposal submitted April 2024: Business case submitted in May 2024 for enhanced 2025 HSE funding)
Reserves Policy approved by Board of Directors	Policy approved and reconsidered annually by Audit and Risk Committee. 2021-2023 Budgets delivered significant (>200% increase) in unrestricted reserves. Now at €121k.

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:
Review Strategic Plan	Review underway mid-2024.
Consultation with Member organisations	Members will be consulted again as part of development of new Strategic Plan in Q3 2024. Ongoing consultations with members informally.

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:
Our third strategic plan incorporating clear targets and outcomes has been developed and approved by the board of directors and will be done so at least every five years.	Minutes of Meeting (March 5 th 2019) 2019-2024 Strategic Plan CEO directed to progress review of existing plan (March 2024 board meeting minutes)
Our strategic plan is supported by operational plans and budgets, as well as defined key performance indicators.	2024 Work Plan

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:
Reports to board include update on achievement of strategic plans.	Report to Board – March 2024 Comprehensive Directors Report produced annually (latest 2023) (including reporting on goals/impact)
Review of Strategic Plan	Consultation with member organisations (Q1 2019), Board set up Strategic Plan Committee (Q3 2018) Use of External Consultant to Review Strategic Plan (2018) Mid-point review completed in H2 2022 Internal review ongoing currently. Plan to bring in external consultant to add to review process.
	CEO completed course in Implementation Science. (TCD, 2017) Other staff active in a range of CPD's – eg PhD, counselling, management.
Place a High Value on Evaluation	Costs associated with external evaluators included in significant funding bids (eg successful April 2021 DAF bid has €5,500 evaluation costs as a budget line) Access to Senior Policy and Research Officer. Budget line in projects for internal and external evaluation (eg: DAF Reemerge Project)

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:
Culture of being accessible and open to collaborations	Collaboration is a key value as articulated in our Strategic Plan https://www.carealliance.ie/strategicplan (examples include ongoing increase in partnerships through Carers Week, joint 2023 funding bid with Carmichael Centre, current collaboration with UL re Public Patient Involvement in Research.)
	Ongoing annual collaborative Carers Week project.
	Bring together orgs. at family carer research group
Involvement in Specific Coalitions/Alliance	Active Member of The Wheel, The Disability Federation of Ireland.
	Active member in Home Care Coalition, Social Policy Forum.

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:
Set of values agreed by board - Strategic Plan 2019-2024	Values considered and approved as part of development of new Strategic Plan in Q1 2019
Policies and Procedures and other Governance Actions	<p>Suite of Policies/Procedures including Statements of Interest for Directors. We aim to review each policy every three years.</p> <p>In 2023/2024 to date several policies were reviewed and updated. (Conflict of Interest -Board, Financial Policies and Procedures, FQARC TOR, Business Continuity Plan, Gifts Policy, Complaints Policy)</p> <p>In 2024, we plan to review/update at least 5 policies. These will include the following policies: Safety Statement and Policy, Conflict of Interest Policy -Staff, Volunteer Policy, Data Protection Policy.</p>

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:
Conflict of Interest policy is agreed and documented in line with the Charities Regulator’s Guidance on ‘Managing Conflicts of Interest’, Appendix A – Conflict of Interest Policy, Appendix B – Template of Register of interests	Minutes of Meeting dated [November 22 nd 2022] Conflicts of Interest Policy (March 2018)
Register of Interests Agenda Standing Items	Updated every 6 months and upon appointment of new directors, most recently in Dec 2023. Conflicts/Statement of interest is a standing item on the agenda, with any declared conflicts/statements of interest included in the minutes. Chair reminds board of directors to declare any conflict/statement of interest in each board meeting. Conflicts are identified and managed as they arise in accordance with our Conflicts of Interest (and Loyalty) Policy.

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 for Board of Directors agreed	Approved (March 2018, Board minutes)
Each Board of Director formally signs up and adheres to the Code of Conduct.	Signed Codes of Conduct for all directors – kept electronically by CEO
Gifts Policy	New policy approved in 2023 also reflecting anti-bribery and corruption practices

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:
Board roles and responsibilities for the charity are discussed, agreed and documented.	Range of Relevant policy documents. eg Schedule of matters reserved to the Board for decision (July 201) Overdue for review, expected Q3 2024
Board of directors understand their legal duties and responsibilities.	Each new Board member takes in formal induction programme Training programme for board of directors (Ongoing, via The Wheel, Boardmatch, The Carmichael Centre.) Chair attendance at relevant conferences/ networking events. (Boardmatch Ireland, previous chair completed Diploma in Corporate Governance.)
Key officers such as the Chairperson and Secretary have specific functions assigned to them, which are clearly documented and understood.	Approved board roles per Company Governance Handbook (Feb 2020)
Key staff/ volunteer/student roles and responsibilities are discussed, agreed and documented.	Job Description for all staff. Volunteer Policy (April 2017) - Currently under review for board consideration in Q3 2024

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:
Induction procedures for volunteers are agreed and documented.	Volunteer Policy (April 2017) – including extensive induction process. Under review currently (to reflect role of students and to include issues such as volunteer training, expenses, gifts etc.)
Whistle-blower Policy	Policy approved by board of directors (July 2018). Board member named as point of contact.

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:
Staff Induction	Employee induction process (e.g. October 2021)
Board of Directors involved in employment policies and procedures. Board of Directors' seek legal advice from external HR consultants where necessary.	Directors approve all new permanent employment contracts.(e.g.: Sept 2021 board meeting) Annual HR contract with Adare HRM- with Board of director access to service. Employment Contracts reviewed by external HR company prior to sign off. Updated HR Policies and Procedures available online to all employees and directors.
Regular staff meetings/supervision.	Daily staff conversations. Occasional staff lunches. Staff have opportunity to present about their work to the board/at AGM. (Sept. 2022, 2023 AGM) Commitment to supporting employee professional development (e.g. ongoing support with PhD studies, life coaching, counselling courses)
The Charity is registered as an employer with Revenue Commissioners and has an up to date Tax Clearance Number..	Tax registration No : 9590399K Tax Clearance Number: 251325
Staff appraisals and evaluations are carried out on a regular basis.	Staff appraisals completed for all staff during 2023. Performance Improvement Plans (PIP) used as necessary.

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:
Board consider and approved operational policies covering key aspects of the charity's operations.	Financial policies and procedures, Travel and subsidence policy, Recruitment policy Health and Safety policy; Complaints and grievance procedures Data protection Conflicts of interest
Review and update existing policies as necessary.	4 policies reviewed/updated in 2023. Further policies scheduled for review in 2024, as detailed above. Operational policies being updated as required eg client disclosure policy, conflicts of interest (staff) policy.

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:
We ensure that key staff/volunteers understand their responsibilities and lines of authority, communication and reporting with the board of directors. Their roles and responsibilities discussed, agreed and documented.	Organisation Chart (Nov 2023.) Policies include; Division of Responsibilities between Chairperson of the Board and Executive Director (March 2018) Schedule of matters reserved to the Board for decision (July 2018)
Board of Directors understand their legal duties and responsibilities.	Board Induction programme Training programme for board of directors Attendance at relevant conferences/ networking events.
We update the terms of reference for the board and each of its sub-committees to make it explicit where monitoring lies within the organisation.	Terms of references for the board and any sub-committees https://www.carealliance.ie/About-Us Updated Audit and Risk committee name to FQARC and TOR in 2024

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:
Written volunteer recruitment policy is in place and all volunteers are properly trained, supported and supervised in line with our policies and procedures.	Volunteer recruitment policy (April 2017). Overdue for updating. See ref earlier.

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:
<p>We ensure that new employees/ volunteers/ contactors are trained and familiar with our policies and procedures, and that existing staff receive appropriate training.</p> <p>Policies and procedures are reviewed periodically.</p>	<p>Staff induction most recently took place in October 2021 Staff avail of training opportunities (eg impact seminar Aug 2021).</p> <p>All relevant policies provided to new staff and board of directors.</p> <p>Corporate Governance Handbook – Updated and approved by board (February 2021.)</p> <p>4 policies reviewed in 2023. Further policies scheduled for review in 2024</p>

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:
Constitution in keeping with Charity and Company Law	Approved by Revenue Commissioners in June 2017. Approved by board of Directors Sept 2017. Review scheduled for 2024, as part of review of Strategic Plan

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:
Ongoing Sectoral Review	CEO, Staff, Chair signed up to sectoral ezines (The Wheel, Charity Regulator, Revenue Commissioners etc.)
In compliance with Regulatory Filing and other Operational Requirements	Lobbying reports submitted (January 2024), 2022 Annual Report submitted to CRA (July 2023), Form B1 submitted to CRO (September 2023). Quorate 2023 AGM Took place Sept 19 th 2023. Quarterly reports to HSE funders(April 2024).

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.**

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

Actions our charity takes to meet standards:	Evidence of our actions:
N/A (We do not engage in direct public fundraising).	n/a

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:
Comprehensive Set of Financial Policies and Procedures	Document reviewed and approved (February 2024)
	2 signatories for all payments over €1,000.
	Monthly Independent Financial Management Reports – sent to Treasurer and FQARC. Detailed and updated financial report sent to board every second meeting,
	External auditors review/highlight internal control weaknesses
	Treasurers Report is standing item on Board meeting agendas.

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:
Risk Register	Ongoing Updates, reviews and oversight by Quality Finances, Audit and Risk Committee and then by full board. Extensive review/update undertaken in late 2023/early 2024 by FQARC. For June 2024 board meeting approval.

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

Actions our charity takes to meet standards:	Evidence of our actions:
The charity has appropriate and adequate insurance cover.	Policies reviewed by Treasurer (March 2022). Reviewed annually by CEO (April 2024).

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:
Create and review policies	Corporate Governance Board Handbook. We aim to review policies every three years. Last reviewed March 2021.
Agreements and Contacts reviewed	Chair has copy of each agreement/contract in place. Board sign off on new contracts as necessary (eg; SSNO/Pobal Grant Aid Agreement June 2022)

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:
Risk Register	Extensive review/update undertaken in late 2023/early 2024 by FQARC. For June 2024 board meeting approval.

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:
We are fully compliant with the Charities SORP.	2022 Directors Report and Audited Financial Statements https://www.carealliance.ie/publications/annualreports Winning Good Governance Award (Small Charity) 2016,2017, 2018. Shortlisted 2020, 2023 Reflect on feedback from feedback received as part of GGA to improve compliance.
Protocols in Place for Online Group Moderation Work	Iterative policies and protocols for staff/volunteers – constantly reviewed and updated. Statement of Practice reviewed/updated April 2024 (Version 14)
Implement Good Practice Client Data Storage Protocol	Updated following consultation with other NGO's re good practice. Includes tightening of organisational password protocols, specific and higher security for storage of occasional client health information, review of protocol for data storage with a minimalist approach to keeping personal details, review of timeline for email and other data deletion.

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:
Skill sets of Directors documented	Collated by Chair. (Jan 2019) Needs updating
Use Boardmatch Ireland	Use to recruit suitable directors. (May 2023)
Review Board Performance	Completed March 2021 www.boardcheckup.com Need to source alternative review platform

- 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:
Bi-Monthly Board Meetings	Agenda and Minutes (March 12 th 2024)

- 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:
Agreed Agenda with standing items including statements/conflicts of interests, report on activities, finance and research committee reports, governance, membership.	Board Agenda (March 2024) Minutes reviewed, agreed, signed and stored electronically.
Meeting notices, agendas and other relevant papers are provided to the board members by the Executive Director at least five working days in advance of meetings	Report to Board (March 2024)
Minutes are taken of board meetings and all other formal decisions of the board are properly recorded.	Minutes (March 2024)

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:
Suitable documents sent to Board Members in advance of Board meetings	<p>The following documents sent by email to board on March 5th 2024 in advance of March 12th board meeting:</p> <ul style="list-style-type: none"> • Draft November 21st 2023 Board meeting Minutes • Agenda for March 12th Board meeting • CEO Report • 2023 Yr. end Management Accounts • FQARC Minutes Feb 28th • FQARC Updated Terms of Reference (for approval) • Updated Finance Policy (for approval) • Re-Emerge project Update • Online family carer support Project Update • 2023 Directors Report – with marked up amends/responses to your comments further to directors recent feedback
Regular and clear reports are received on the charity’s activities and finances.	See above.

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:
Our 2017 Constitution sets 6 years limit	Board members (B. Barrett) resigned in 2023 after 6 years tenure.
Board members are appointed, resign, or retire according to our governing document and we keep appropriate records with details of when their term is up and if they are eligible for re-appointment.	One board member resigned in 2022 and two were appointed in 2024 to date. Board recruitment plan progressing – with a view to three new board members coming on board during 2024.

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:
Induction and training takes place for all board members.	Induction of two new board members (Oct 2023)
Due Diligence is completed in Board Recruitment per CRA Guidelines	Three interviews, followed by references/Nominee organisation checked (throughout 2023) Pre-selection conversations with Chair (throughout 2024)

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:
Comprehensive Board Induction per CRA guidelines.	Oct 2023
Our governing document is regularly revisited to ensure that the board members are aware of the specific powers laid down in our constitution.	Reviewed and approved by board members (Sept 2017). Review scheduled 2023. Delayed until 2024
All board members read the Charities Governance Code and discuss it at a meeting.	Read (Sept. 2023). Approved October 2023

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:
Regular and Open communication between Staff; between CEO and Officers, and between Board of Directors.	Regular meetings/phone conversations/Zoom calls, email exchanges, joint working on documents.
Unscheduled board meetings are held where necessary and decisions occasionally approved in principle by email.	New Membership application approved by email in April 2024.
We ensure that enough time is allocated for discussion. We ensure that all meetings are quorate	Timed agenda – 2 hour board meeting. Longer occasionally if agenda is particularly full. Average board of directors attendance of 70% in 2023. Target is 80%.

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:
Aim for Bi-Annual board appraisal is carried out to address key areas of working.	Review completed Dec 2020 https://www.boardcheckup.com/ Another one schedule for 2024.

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:
<p>Board of directors receive regular information regarding our organisation’s activities, assets and resources, and progress against targets.</p>	<p>Board pack sent March 5th 2024</p> <ul style="list-style-type: none"> • Draft November 21st 2023 Board meeting Minutes • Agenda for March 12th Board meeting • CEO Report • 2023 Yr. end Management Accounts • FQARC Minutes Feb 28th • FQARC Updated Terms of Reference (for approval) • Updated Finance Policy (for approval) • Re-Emerge project Update • Online family carer support Project Update • 2023 Directors Report – with marked up amends/responses to your comments further to directors recent feedback

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:
Succession Plan.	Both the Chair and the CEO review board composition and tenure and seek minority/under-represented populations for board consideration. CEO records and reminds board and chair of duration of each directors tenure. Regular discussions. Two new directors secured in 2023, three is target for 2024.
Diversity	Good caring experience, age, gender and ethnicity balance on the board as well as corporate experience in governance roles. Chair keen for additional male to join the board.
	Directors register kept updated. (Dec. 2023)

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

Actions our charity takes to meet standards:	Evidence of our actions:
Induction Programme for all new Directors	Director Induction October 2023 for two new directors

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:
Bi-Annual board appraisal is carried out to address key areas of working.	Review completed Dec 2020 https://www.boardcheckup.com/ New review scheduled for 2024.
Committees existence, Terms of Reference and membership kept Under Review	TOR approved for each Committee https://www.carealliance.ie/About-Us Updated Audit and Risk committee name and TOR in March 2024
The board is an appropriate size to be effective and support delivery of outcomes (recommended not more than 12 members).	Current size is seven directors. Target of minimum of eight directors. We are actively recruiting for new directors.

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:
Bi-Annual board appraisal is carried out to address key areas of working.	Review completed Dec 2020 https://www.boardcheckup.com/ New review scheduled for 2024.
Board training	Each board member is required to take part in a minimum of one piece of formal external training annually. Chair/CEO currently undertaking audit of compliance.
Annual staff appraisals	Completed throughout 2023.

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:
Our charity name and Registered Charity Number as entered on the Register of Charities are clearly displayed	RCN number on all our written materials including headed paper, compliments slips, websites, social media platforms and email communications.

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

Actions our charity takes to meet standards:	Evidence of our actions:
We produce an annual report with details of our organisational purpose, accounts and activities every year, which is widely available and easy to access on our website.	2022 Directors Report. See https://www.carealliance.ie/publications_annualreports
Use of Social Media and Communications Policy	Reviewed and updated regularly (November 23 rd 2021)
Stakeholder Mapping	Conducted in 2017 – informs other actions.

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:
We hold an annual meeting with our members (if applicable) in line with our governing document to report on our activities.	2022 AGM Minutes (Sept 13 th 2023)
Strategic Planning	Following board discussion, member organisations were invited to input into review and development of new Strategic Plan. See earlier.
We host relevant seminars/ networking events.	Three collaborative Online Research seminars with UCC in 2021. In person AGM Sept 13 th 2022 Facilitate Quarterly meetings of Family Carer Research Group (last met April 2024) Research seminar planned for Sept. 2024.

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:
Operational Policies Agreed	Clarity between staff on roles and responsibilities. Contact us function on website. Staff work mobile numbers available on website and e-mail signature files.
Complaints Policy	Latest version reviewed and approved. November 2023 See https://www.carealliance.ie/userfiles/files/Complaints%20Policy%20Approved%20Dec%202023(1).pdf Details of any complaints received and how they were dealt with are shared with the HSE. Summary details provided to board.
Feedback Recorded	Feedback received WRT online family carer support group and employment ready projects documented extensively.

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:
Submit the required returns in full and on time	SSNO Jan. 2023-Dec. 2023 progress report – submitted January 2024. Financial returns H1 2023 submitted July 2023.

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:
We produce comprehensive annual report and full financial statements which are publicly available from our website.	2022 Directors Report and Audited Financial Report See https://www.carealliance.ie/publications_annualreports Winning Good Governance Award (Small Charity) 2016,2017,2018. Shortlisted 2020, 2023.

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:
We state our compliance with Charities SORP and the Charities Governance Code in our annual reports and on our website.	2022 Directors Report and Audited Financial Report See https://www.carealliance.ie/publications_annualreports Winning Good Governance Award (Small Charity) 2016,2017,2018. Shortlisted 2020, 2023.

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:
We follow the procedure set out in our Complaints Policy. The policy is reviewed and updated on a regular basis.	Latest version reviewed and approved. November 2023
Board of directors receives a regular report on the number and type of complaints received.	Latest version reviewed and approved. November 2023
	Quality and Safety Report provided to FQARC – May 2024.

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