10 steps all charities can take to improve public trust & confidence



1

Keep the charity's entry on the Register of Charities up to date, file the charity's annual



report on time and ensure that the Registered Charity Number appears on all material issued by the charity Consider publishing information explaining what paid positions there are in the charity, why the charity requires the staff and the salary bands applicable to each type of role and whether

these salary bands reflect average wages for similar roles in the wider jobs market



2

Implement the
Charities Governance
Code and publish
information on the
charity's website
outlining the steps it
has taken or is taking
to ensure compliance/
continued compliance



Regularly publish information about what the charity has achieved – include beneficiary stories and testimonials if possible





Keep the charity's website and social media up to date and make sure all information is accurate



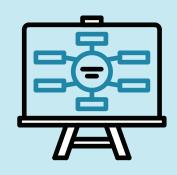
Publish information on any fundraising campaigns and events including how much was raised, what the funds are being used for and a summary of any costs incurred by the charity in running the campaign or event

Publish the charity's financial accounts on the charity's website / via

social media



Publish information about the structure of the charity along with the charity's governing document and any relevant policies and procedures



If your charity is a company, make sure it files full financial accounts with the Companies Registration Office, not

abridged financial accounts



10



Publish a short biography for each charity trustee and senior staff member to highlight the skills and experience they bring to the charity