



Review Policy

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Introduction

This Review Policy outlines the framework through which The Frank Soo Foundation will conduct regular evaluations and assessments of our operations, programmes, and services. This document is intended to ensure compliance with the relevant legal and regulatory requirements established by the Charity Commission and the Information Commissioner's Office, as well as to promote transparency, accountability, and continuous improvement.

It is part of the Frank Soo Foundation's obligation to act in the best interests of beneficiaries, as per the Charity Commission guidance CC3 ("The Essential trustee"). It also helps evidence public benefit delivery - a statutory requirement for UK Charities.



Purpose of the Review Policy

The primary purpose of the Review Policy is to establish systematic processes for assessing our effectiveness as a charity. We aim to ensure that our activities align with our mission, meet the needs of our beneficiaries, and adhere to best practices in governance and management.

It will also help identify and manage risk, as risk management is a Charity Commission compliance expectation. The review will ensure value for money in use of charitable funds.

Scope

This policy applies to all programmes and operations within our organisation, including:

- Fundraising activities
- Service delivery
- Volunteer management
- Financial management
- Data protection and handling
- Governance
- Safeguarding

Review Process

A. Frequency of Reviews

We will conduct reviews on an annual basis, with specific evaluations of key areas occurring bi-annually or as required. Ad-hoc reviews may also be instigated in response to unforeseen circumstances or significant changes within our operational landscape.

B. Methodology

1. Data Collection

- o We will gather quantitative and qualitative data through various means, including surveys, interviews, financial analysis, and feedback from beneficiaries and stakeholders.



- o This will take in account internal and external evidence with benchmarking and sector comparisons.

2. Stakeholder Engagement

- o Engaging stakeholders—such as beneficiaries, volunteers, staff, and donors—will be a fundamental aspect of our review process. Their insights will contribute significantly to our understanding of our strengths and areas for improvement.
- o Anonymous feedback options will be available to encourage honest input.

3. Performance Indicators

- o Review outcomes will be measured against our established performance indicators, which are aligned with our strategic objectives. This will include evaluating our impact on the community, financial sustainability, and compliance with regulatory standards.

C. Analysis and Reporting

- The findings from each review will be collated into a comprehensive report, highlighting both commendable practices and areas needing enhancement. This report will be shared with the Board of Trustees and published, where relevant, to maintain transparency with our stakeholders.
- Board decisions and follow-up actions will be documented and monitored.

Responsibilities

A. Management Team

- The management team is responsible for overseeing the review processes, ensuring that they are conducted thoroughly and impartially. They will be tasked with implementing necessary improvements based on the findings of the reviews.

B. Board of Trustees



- The Board of Trustees shall review the findings to ensure that governance and fiduciary responsibilities are met and to guide strategic decision-making based on the outcomes of the reviews.
- Trustees are accountable for ensuring actions from reviews are implemented and monitored over time.

C. External Reviews

- We will bring in external reviewers where impartiality might be questioned.

Continuous Improvement

The outcomes of our reviews will inform our strategic planning, enabling us to make evidence-based decisions that enhance the efficacy of our charity. We are committed to a culture of continuous improvement where lessons learned from reviews will feed into our practices and drive our mission forward.

Continuous improvement will help risk mitigation and compliance assurance and a “lessons-learned log” and reflections will be included in our annual reporting.

Significant governance or operational failings identified will be addressed promptly and, if required. Reported to the Charity Commission

Data Protection Compliance

In accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, we will ensure that all data collected during our review processes is handled sensitively and securely. Individuals’ rights to privacy and confidentiality will be respected at all times, and data will only be utilised for the purposes outlined in this policy.

Data subjects will be informed about how their data will be used during review.



Review of the Policy

This Review Policy shall be reviewed annually or sooner if significant changes to our operational environment occur. Any revisions will be approved by the Board of Trustees and communicated to all relevant stakeholders.

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	27/08/25	Initial draft approved	Annually

Links and resources:

Charity Commission guidance CC3 (“The Essential trustee”) -
<https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3>