



Annual Monitoring

Annual monitoring is an essential part of the Recognition Scheme. It gives you, the Recognised Organisation, the opportunity to update COSCA on any changes and developments within your organisation. It gives you the opportunity to run any new policies or procedures past COSCA for guidance. The Recognition Scheme Development Officer will also ask for two highlighted topics each financial year (outlined in the Spring and Autumn newsletters) to draw your attention to current topics and legislation that you may not have had the opportunity to address before.

Annual monitoring

Twelve months after your initial assessment the Development Officer will send an email with the requirements for that year's annual monitoring, the highlighted topics and the *Annual Monitoring Form* (see appendix 11). You then have three weeks to complete the form and include any policies or procedures that have been updated in the past year, along with the highlighted topics. The Development Officer will review the *Annual Monitoring Form* and accompanying documents. Any accounts posted on Companies House will also be checked for sustainability. When all documents meet COSCA's Standards you will be issued with an electronic certificate and letter. Paper certificates and letter are available upon request for a fee of £5 (including postage and packaging).

Annual monitoring will follow this pattern unless it is a third annual monitoring year.

Monitoring at year three

The first time your Recognised Organisation reaches a third annual monitoring year you are required to complete the annual monitoring, as above, but there will also be a half-day Assessment Visit.

This Assessment Visit will not be as extensive as the first, will take just half a day and will focus on any changes, developments and recommendations from the first visit. Interviews will still take place with staff and volunteers. Upon receipt of the annual monitoring form and £100 fee, the Development Officer will source an External Assessor from the pool and arrange a suitable date. The previous two and current *Annual Monitoring Forms* will be assessed alongside the Assessment Visit.

After the Assessment Visit the Development Officer will write a report that will be approved by the external assessor. This is sent to the you to review and inform the Development Officer of any inaccuracies. It must then be shared with your workforce (all relevant staff and volunteers within the organisation, including all of those who participated in the Assessment Visit), for them to be given the opportunity to comment. You must complete the *Assessment Report Declaration* (appendix 10) and return it to the Development Officer to confirm that this has been done. There will be no external verification. Following successful assessment the you will be sent the electronic certificate and letter as in the previous two years.

A site visit will only be conducted after this if there have been any changes or developments deemed to be significant to COSCA e.g. major changes to the services provided. Any subsequent visits will be arranged as in this third annual monitoring year and will incur the £100 fee.

Annual monitoring every third year

Every third year (after the initial third annual monitoring) you, as a Recognised Organisation, are required to complete your annual monitoring as in the first annual monitoring, but there will also be external verification from an External Verifier from the pool. The previous two *Annual Monitoring Forms* will be sent to the external Verifier along with the current year and they will produce a short report making recommendations to COSCA. When all documents meet COSCA's Standards, to the satisfaction of both the Development Officer and

the External Verifier, you will be issued with an electronic certificate and letter. Any pertinent comments from the External Verifier will be included.

Notes

If you are unable to complete the annual monitoring by the deadline you, or another representative of your organisation, should contact the Development Officer **as soon as possible** to discuss and to possibly extend the deadline.

Failure to submit annual monitoring meeting COSCA's Standards within an agreed deadline will result in Recognition being removed from the organisation. Any reapplication to the Recognition Scheme will proceed as in initial Recognition and will incur all appropriate fees.

Where circumstances prevail and both Recognised Organisation and COSCA agree, site visits may be conducted via video call.