

[REDACTED]
Victory Outreach Manchester [REDACTED]



CHARITY COMMISSION
FOR ENGLAND AND WALES

[REDACTED]
[REDACTED]
Charity Commission
PO Box 211
Bootle
L20 7YX

[REDACTED]
Date: 13 January 2020

Thank you for the correspondence of December 2019 which has been considered along with the information provided to the Commission since May 2019.

You should bring this letter to the attention of all the trustees.

As you are aware the Commission opened a Regulatory Compliance case into Victory Outreach Manchester following receipt of a report from the Coroner's Office in February 2019 regarding the death of a resident of the Victory Outreach Manchester Women's Recovery Home in 2017.

The Commission engaged with the charity from April 2019, and we recognise that the charity has responded to all requests for information. We also note that the Commission and yourselves have had contact with several external agencies to address the matters raised in the Coroner's report along with issues which subsequently came to light following our interaction with the charity.

Whilst the Commission is pleased that the trustees are, based on the information provided, addressing the issues of concern, we require the changes implemented by the charity to be embedded and it is on that basis that the following advice is given.

Trustees are legally responsible for managing, controlling and directing the affairs of their charity. They must ensure that it is well-run, with serious incidents, including safeguarding incidents, responded to in an appropriate way. This applies to each of the trustees as individuals and trustees cannot avoid or hand over this responsibility. As a trustee it is important that you take an active role in the charity and ensure you perform your duties well, seeking and acting on advice as required.

The steps detailed below are the Commission's regulatory advice and guidance. If the trustees do not take these steps, they risk being in breach of their legal duties in the administration of the

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charity. We may also regard any failure to act on the advice and guidance as evidence of misconduct and/or mismanagement.

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As previously highlighted, I would ask that you direct any correspondence regarding this case to me at [REDACTED] quoting the above case reference number.

Regulatory advice

The Commission is providing you with advice and guidance under section 15(2) of the Charities Act 2011. Although this advice is not a legal direction or order, you are expected to follow it to comply with your trustee duties to manage the charity effectively. The Commission will consider its regulatory position if we find that you have not acted on the advice given.

	Issue/concern identified	Charity's response	Action required (date)
1	Coroner's Report identified concerns regarding, <i>"the ability of occupants to leave the building in the event of an emergency."</i>	GMFRS have visited the property and any concerns have been addressed.	Charity to ensure that it fully complies with all requirements regarding entry and exit to its properties, including in an emergency. (Ongoing)
2.	Failure to report the incident to the Commission as a serious incident	Recognised that incidents should be reported in line with Commission's guidance.	All serious, including safeguarding, incidents, to be reported in line with Commission guidance. (Ongoing)
3.	Charity advised that the, <i>"management team did not inform Trustees when Janie left and about her death due to communication breakdown at the time of the incident."</i>	Charity confirmed that, <i>"Communication gaps have been closed and that the system as established is functioning properly."</i>	Procedure to be reviewed on an annual basis, and after any serious incident. (August 2020 or earlier)
4.	Lack of clarity about the type of accommodation provided by Victory Outreach Manchester.	Charity confirmed that they, <i>"are working on this ... to clear any doubts or ambiguities which some people and other statutory agencies may have about Victory Homes."</i>	All material, including promotional and website information to be clear about Victory Outreach Manchester, and that it is not a care provider (April 2020)
5.	Absence of key policies, including review dates	Charity provided copies of revised policies, and review dates, including 15 to be reviewed by August 2020.	Charity to ensure that policies are reviewed in line with the confirmed dates (Ongoing)

	Issue/concern identified	Charity's response	Action required (date)
6.	Absence of policy awareness	Charity advised all affected persons, <i>"are required to read through and familiarise themselves"</i> with the policies	Charity to have an audit in place to ensure all affected persons have an awareness of policies (April 2020)

7.	Absence of comprehensive training programme	Charity advised that, <i>“Trustees (have) resolved to recommend more diversified training.”</i> Charity provided a list of training to be completed, including dates for refresher training.	Programme of <i>“diversified training”</i> to be agreed and delivered (Agreed May 2020, delivered April 2021) Training programme to delivered by confirmed dates, and reviewed on an annual basis (Ongoing)
8.	Absence of clarity about financial charging for accommodation.	Charity provided a breakdown of charges and copies of benefit award letters	Charity to review charges on, at least, an annual basis and respond to LA requests for information (Ongoing)
9.	Concerns regarding accompanying residents to their GP	Charity advised that it was undertaking an ‘awareness raising’ programme with local GP’s	Charity to be clear about when it will, and will not, offer to accompany residents to their GP, and always respect their wishes. (Immediately and ongoing)
10.	Ambiguity around use of ‘Medication Administration Record’	Charity confirmed form renamed to ‘Self-Medication Monitoring Sheet’	Charity to review use of form (Ongoing)

If there are any significant developments or material changes to the above, including meeting the deadlines, the trustees should contact us again. It is likely that we will contact the charity in the near future to ensure compliance. We may also make additional enquiries if we become aware of new information and this may lead to us considering more formal action.

If you would like, at this stage, to comment on the factual accuracy of the statements made in this letter and/or the actions required, then please contact me.

Yours sincerely

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Case Manager/Regulatory Compliance