

Our promise to you

1. **Impact:** we will monitor and evaluate the project you are funding with a range of accredited techniques and a rigorous attention to members' views. We will also enter competitions and secure awards to further recognise and promote the work you have funded.
2. **Understanding:** you will experience the impact you are having in action via tours and presentations from frontline staff and ample opportunities to meet members you are supporting.
3. **Amplification:** we will amplify the impact of your funding by drawing on the vast expertise of our diverse partner organisations as well as our many members, trustees, volunteers and staff.
4. **Efficiency:** we will not waste your money. With solicitors and therapists working pro bono, 350-plus volunteers and a focus on programme delivery, the New Economics Foundation found that we squeeze £5.32 of real service provision from every £1 we actually spend.
5. **Sustainability:** because your project will meet desperate need, we will put every ounce of effort and intelligence into ensuring it is sustainable – and we have years of practice doing precisely that successfully, whether by securing additional funding or raising money through social enterprise.
6. **Accountability:** we will maintain scrupulous records of our spending in accordance with a written agreement that outlines all the terms of the partnership, including payment dates, reporting deadlines and target outputs/outcomes.
7. **Communication:** we will communicate clearly and efficiently in any way that minimises administration your end, whether by phone, email, face-to-face or detailed written reports.
8. **Participation:** all our partners represent a wealth of talent, creativity and passion, and we will actively seek opportunities for your staff to make a vibrant contribution to our work here, whether through volunteering, training and/or hosting events.
9. **Learning:** we will reflect very carefully on the impact of our partnership and identify key lessons to help inform future projects and partnerships.
10. **Acknowledgement:** it would be a pleasure and a privilege to thank you for investing your resources, your time and your belief in Body & Soul, and we will do that in multiple ways – via our website, on social media, through an article in your newsletter and so on. Many thanks!