



Community and Voluntary Service (CVS) is a voluntary organisation which is set up, owned and run by local groups to support, promote and develop local voluntary and community action. CVS support their members by providing them with a range of services and by acting as a voice for the local voluntary and community sector.

For more information on our work and how we support the local voluntary and community sector, please visit our website.

**43 Bromham Road
Bedford
MK40 2AA**

**Telephone: 01234 354366
Fax: 01234 347503**

E-mail: info@yourcvs.org

Web: www.yourcvs.org

**Registered Charity No: 1091423
Company Limited by Guarantee No: 4312967**



What is a Quality Standard?

- A formal system to **implement, monitor** and **evidence** quality management
- Sets out expectations that a quality organisation should meet
- Is a tool for continuous improvement

Provides evidence of the quality of your organisation

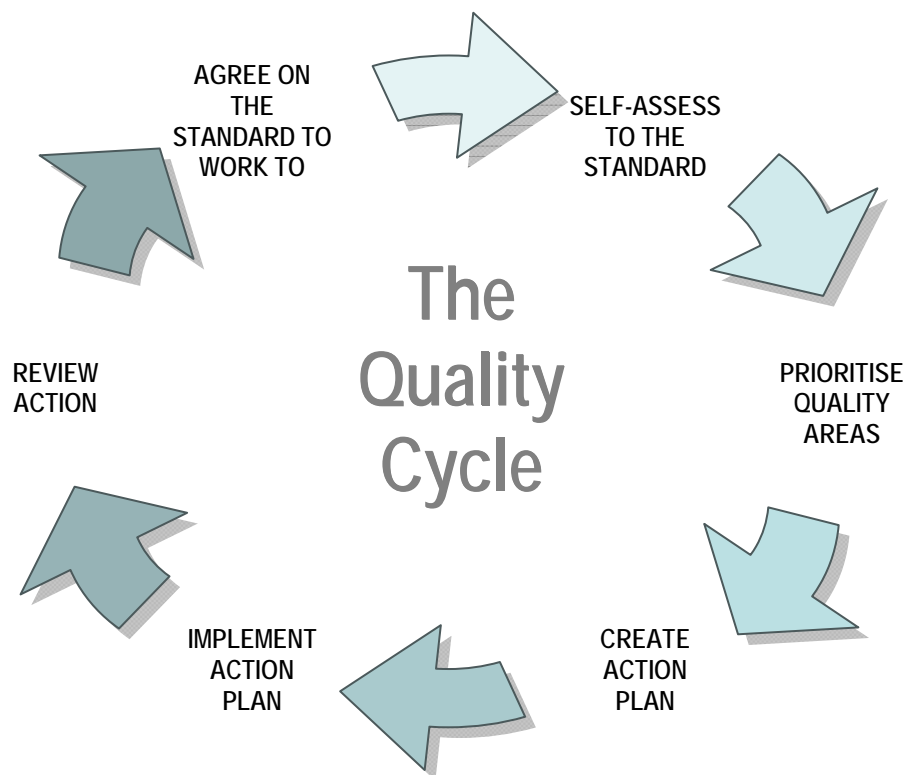


LOTTERY FUNDED

Serving the Local Voluntary and Community Sector

How Quality Standards Work

In order to provide high quality services consistently, you need to manage all your activities in a co-ordinated way. A quality system will help you do this. Sometimes they are called 'quality assurance systems', 'quality models' – basically they are all ways of saying what you do, doing what you say and proving it.



Quality should be integrated with existing work, activities and organisational structures. This will mean the implementation of a quality system is less likely to feel like 'extra' work. And a good quality system should be embedded into the way you work, reflecting what you do and how you do it - not imposing additional, pointless requirements.

How can we help you?

PQASSO Intensive Support Programme

A programme of workshops and advice sessions supported by a licensed PQASSO Mentor to help organisations work towards PQASSO Level 1. Please read our leaflet for dates and workshop details.

Bursary Funding

The Quality Standards Bursary Fund aims to assist Third Sector organisations to access training to improve organisational performance and/or implement a quality standard. Funding available up to a maximum of £500 per organisation. Please see our guidance notes for full details.

Development and quality standards advice

Don't know which Quality Standard is right for you? Want to know more about how to get started? Need help with monitoring, evaluation and performance management? Contact us—we provide one-to-one support for groups on any of these issues.

Training

A programme of training designed for Volunteers, Staff, Trustees and Committee Members covering issues relating to quality, such as outcomes, monitoring and evaluation, health and safety and project management.

Resources

Model documents, guidance notes and other useful documents can be downloaded from our website. We can lend your organisation a copy of PQASSO and provide access to copies of other books and standards.

All these model Quality Standards provide guidance on good management practice by setting a standard to be met or questioning what you currently do. Using one of these models is useful because funders and stakeholders will have an understanding of how your quality system works.

Why does quality matter?

External Reasons:

Requirements imposed on your organisation

- Requirement for tendering, procurement, contracting
- Requirement from some funders, especially for local/central government funds
- Stronger funding applications and monitoring reports
- You can show stakeholders how well you are performing
- Helps with forming partnerships
- Criteria for membership of umbrella or parent bodies
- You can gain external recognition or validation

Internal Drivers:

Reasons from within your organisation

- Better understand what you are doing and why
- Find out what is working and what is not
- Improve your services
- Decide where to put resources more easily
- Stronger funding applications/monitoring reports
- Better management of staff
- Attract more users and volunteers
- Manage risk
- Gain external recognition or validation

Next Steps...

If you want to use quality standards, make sure you choose the most appropriate tool for your needs.

- Make sure you know what you want it to do
- Have you got the resources to implement and maintain it?
- You also need to decide if you will opt for a self assessed or externally validated tool.

You are likely to find you may have already developed some elements

There are several models to choose from, including:

- **PQASSO**

The most widely used system in the Third Sector. Please see our specific leaflets about PQASSO.

- **ISO 9000**

An internationally recognised and externally assessed system. We have produced some specific guidance on ISO9000 for the third sector.

- **Investors in People**

An externally assessed system that focuses on people management .

- **Quality First**

A basic system designed for organisations that are small and which have no paid employees.

- **ClubMark**

A system designed especially for sports clubs.

- **EFQM - The Excellence Model**

Designed as an over-arching self-assessment framework for continuous improvement. You can undergo external assessment.

Choosing the right Quality Standard for your organisation

