

Child Action North West (CANW)



About the organisation

First established in 1886 and now employing 140 staff, CANW aims to promote the health and well-being of children and young people. We are based in Blackburn and provide an accessible range of services throughout the North West including youth engagement support, training and development and family well-being. Through these activities we encourage children, young people and their families or carers to make a positive contribution and enable them to shape their own futures to reach their full potential.

Why PQASSO?

PQASSO was chosen over other quality models available because it was an all encompassing evidence-based system that helped us demonstrate the quality of our services and enabled us to create action plans for improvement where necessary. Ultimately, we needed a system which would improve our long term sustainability and efficiency and one that would strengthen the organisation ready for further growth.

How did you implement it?

We ensured that all staff were involved and committed to PQASSO through a series of workshops. We allocated a PQASSO champion to each of the 12 quality areas and an initial self-assessment identified the areas where work was needed. Action plans for improvements were developed and carried out against a review calendar.

What were the benefits of achieving the PQASSO Quality Mark?

The advantages we experienced from using PQASSO included organisational satisfaction, improved internal tools and procedures and external recognition by funders and partner organisations. We believe that achieving the PQASSO Quality Mark has led to an increase in contracts as we are able to provide better evidence of the quality of our services to commissioners and funders. We are now recognised as market leaders in our field of expertise in the North West area.