



Mission Statement:
To promote the health and well being of children and young people by providing accessible services that encourage children, young people and their families or carers to make a positive contribution that enables them to stay safe, enjoy and achieve and shape their own futures to reach their full potential.

Registered Charity No. 222533

www.canw.org.uk



● Family Well-being ● Care Services ● Youth Engagement Support ● Learning & Development

Child Action Northwest & PQASSO

John Tempest

Chief Executive - Child Action Northwest

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Marketing & Business Manager

Putting Children and Young People First



**Child Action
Northwest**
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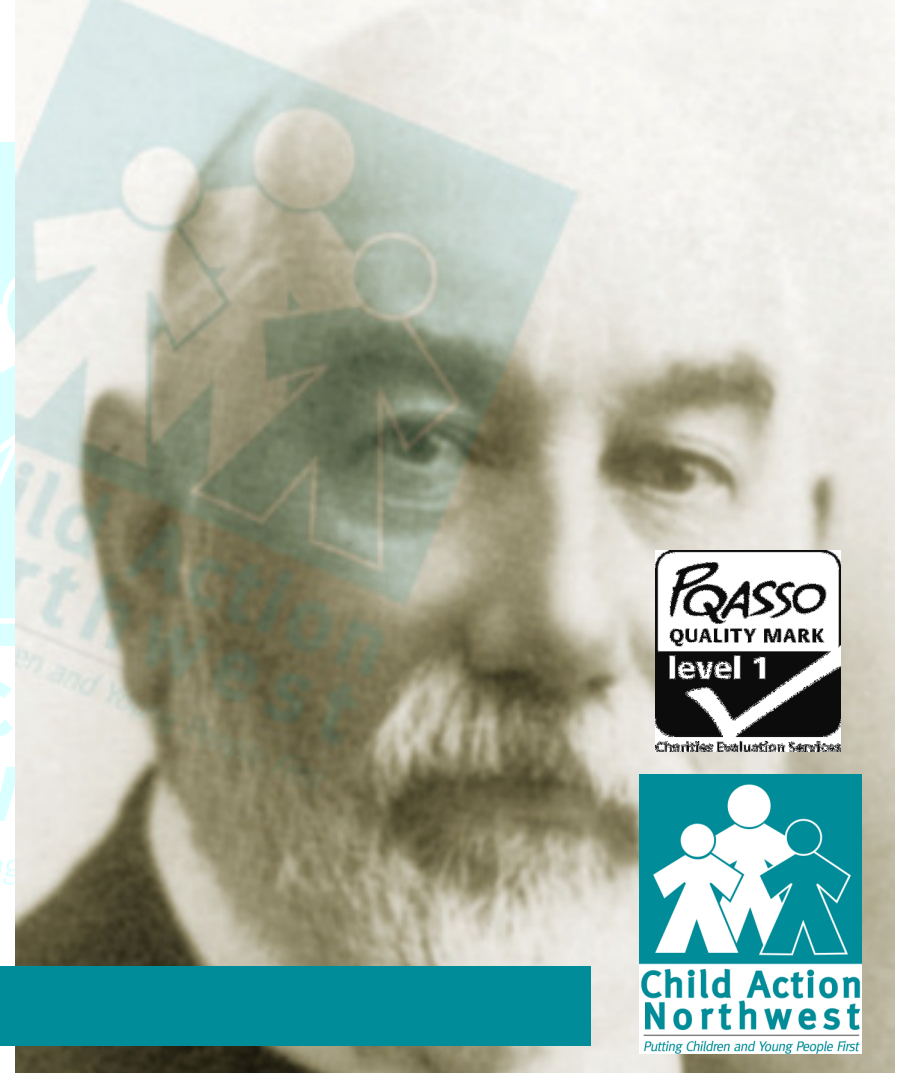


About Child Action NW

www.canw.org.uk

● Family Well-being ● Care Services ● Youth Engagement Support ● Learning & Development

- Registered Charity & company limited by guarantee
- Established since 1886, current form since 2001
- Charity supporting, children, young people and adults
- Delivers a range of high quality services
 - Care Services
 - Youth Engagement Support
 - Training & Development
 - Family Well-being
 - Community Interest Company
- Geographical coverage - NW
- 139 Employees and 20 volunteers
- Revenue income £4 million



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Why PQASSO?

- Reviewed available frameworks
- Either too business focused
- Either too narrow in focus
- Deals with core areas
- Areas are linked together
- Specific for the charity and voluntary sector
- Action plan driven
- Evidence quality of the services, systems, policies and procedures
- Competitive environment



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Our Expectation

- Improve sustainability of the organisation
- Strengthen ways we do thing
- Create strong evidence
- Improve efficiency
- Build business and growth
- Understanding our organisation



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Our Experience

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- Kite mark the way forward
- More than first thought
- Getting people involved
- Making it work
- Desktop review
- The audit and findings
- The feedback
- Support to work through it
- Using PQASSO positively



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Implementing PQASSO

- Delivered 6 workshops to staff
- Carried out a pre-assessment organisational wide
- Published the findings
- Developed 12 area champions
- Responsible for their area
- Audited the organisation against PQASSO
- Developed actions for improvements
- Create a review calendar
- Tools and tricks



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- Organisational Satisfaction
- Direction and vision
- Internal tools
- External applause
- Increased contracts
- Market leaders
- Supplying evidence to our funders and commissioners



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