

Home-Start Central Bedfordshire



About the organisation

We are a family support voluntary organisation with 4 paid members of staff and 65 volunteers. We have been in operation for 25 years. Our volunteers, who are all parents themselves, make weekly visits to families in their own homes who have been identified as experiencing stress, to offer friendship, emotional support and practical help.

Why PQASSO?

Home-Start has its own Quality Assurance System but we decided to also use PQASSO as we were faced with the likelihood of having to tender to the Local Authority for our core funding. We were told that our Local Authority recognised PQASSO and that quality assurance would be a part of the commissioning process.

How did you implement it?

The Home-Start quality assurance system incorporates all the elements of PQASSO. We were therefore familiar with the way that PQASSO worked and already had most of the evidence so it did not take long to implement.

Your experience of the assessment process

The assessment process was pain free. We were visited by an assessor who had extensive experience of the voluntary sector which was very helpful. We had a short deadline for getting the PQASSO Quality Mark and CES dealt with our application very speedily in order for us to meet our deadline.

What were the benefits of achieving the PQASSO Quality Mark?

The PQASSO Quality Mark has given us confidence that we are performing well and that we will be ready for tendering this autumn.