



## Multiple Choice

---

### About the organisation

Multiple Choice is a small local registered charity, based in Leeds city centre. Established in 1999, we provide a range of services for people who have experienced disadvantage and/or social exclusion within our community. Our services include Adult Drug Services (structured day programme, access to residential rehabilitation and aftercare), Big Lottery Volunteering Development Project, and Leeds Wellbeing Centre.



### Why PQASSO?

PQASSO is a recognised quality system which requires that organisations evaluate their processes and policies and question their reasons for working in a certain way. It highlights areas of potential weakness and allows you to look at your organisation from the outside to be able to recognise the changes which are needed to be effective and efficient.

### How did you implement PQASSO?

We began by working through the PQASSO standards and identifying what we did have in place and then looking at areas that required attention.

### Why did you decide to go for the PQASSO Quality Mark?

We wanted a quality mark that would challenge us and give us a sense of achievement. The PQASSO Quality Mark is a recognised award and the Charity Commission endorsement of the standard at level 2 made us feel that this was valuable to us as an organisation. Our organisation has a number of quality marks specific to certain pieces of work, but the PQASSO Quality Mark is holistic and covers all aspects of the organisation.

### Your experience of the assessment process

We completed the workbooks at levels 1 and 2 and a lot of work was required to pull all of the evidence together and we found we had not put aside sufficient time to

complete them. However, we were able to renegotiate our timescales which was very helpful.

### **What were the benefits of achieving the PQASSO Quality Mark?**

PQASSO has helped the board and the staff team to focus on our weaker areas. In addition, we were able to demonstrate our achievement in our recent application for a large tender which felt positive for the organisation.

### **Practical tips**

Be aware of the length of time it may take to complete the peer review workbooks and plan enough time. It can be a long process but it does go a long way to make you feel that you are really doing well as an organisation.

Charities Evaluation Services, 4 Coldbath Square, London EC1R 5HL

**Website:** [www.ces-vol.org.uk](http://www.ces-vol.org.uk)

**Email:** [enquiries@ces-vol.org.uk](mailto:enquiries@ces-vol.org.uk)

**Tel:** 020 7713 5722

Registered charity number 803602 in England and Wales and SCO40937 in Scotland.

A company limited by guarantee registered in England & Wales. Company registration no: 2510318