

## National Performance Programme - Quality Standards, models and approaches

ISSUE	PQASSO	Investors in People (IIP)	EFQM Excellence Model	ISO standards	Investing in Volunteers	Customer Service Excellence	Matrix Standard
<b>Main focus of approach</b>	All activities and results of the organisation	Improving performance through people development	All activities and results of the organisation	Process management and improvement	Volunteer management and development	Improved customer service	Information, advise and guidance
<b>Cost</b>	Low	Medium	Varies	High	Low	Medium	Medium
<b>Size of Organisation</b>	Any, emphasis on small and medium size	Any	Any	Any, emphasis on medium and larger	Any	Any	Any
<b>Level of training needed</b>	Low	Medium	High	Medium/High	Low	Low	Medium
<b>Demand on staff time</b>	Medium	Medium	Medium/High	High	Medium	Medium	Medium
<b>Recognition by funders</b>	High	High	Medium	High	Medium	(new standard)	Medium
<b>Support available</b>	Workpack and advisers are available	Guidance, and advisers are available	Guidance, and advisers are available	Support usually needed to interpret the approach	Guidance, and advisers are available	Guidance, and advisers are available	Guidance, and advisers are available
<b>Voluntary Sector specific</b>	Yes	No	No	No	Yes	No	No
<b>Use in the voluntary sector</b>	High	High	Low	Low/Medium	Medium	(new standard)	Low
<b>Accreditation/certification</b>	Peer review for certification	External assessment for certification	Recognition of process available	External assessment for certification	External assessment for certification	External assessment for certification	External assessment for certification

This list contains some common Quality Standards, models and other approaches to quality improvement that can be used by third sector organisations, and where to go for more information. The list is by no means exhaustive!

**PQASSO – Practical Quality Assurance System for Small Organisations:** Holistic, generic third sector Quality Standard, designed originally for small and medium organisations, but now successfully used in larger ones. Designed primarily as a self-assessment tool, but PQASSO Quality Mark, an optional accreditation by peer review launched in June 2008.

Charities Evaluation Services – [www.ces-vol.org.uk](http://www.ces-vol.org.uk)

**Investors in People (IiP):** Generic Standard, designed for use by any organisation in any sector. Single focus Standard, aims to improve organisational performance through people management and development. Externally assessed, resulting in quality mark valid for three years. [www.investorsinpeople.co.uk](http://www.investorsinpeople.co.uk)

**EFQM (European Foundation for Quality Management) Excellence Model:** Generic, holistic quality framework designed for any organisation in any sector. A self-assessment challenging framework, rigorous and comprehensive and resulting in continuous improvements across the organisation when self-assessment is carried out regularly. External assessment and awards also available.

EFQM – [www.efqm.org](http://www.efqm.org) or British Quality Foundation – [www.quality-foundation.co.uk](http://www.quality-foundation.co.uk)

**ISO 9001:** Focusing on processes, this is a generic international Standard, with certification available from accredited certification bodies.

[www.iso.org/iso/iso\\_catalogue/management\\_standards/iso\\_9000\\_iso\\_14000.htm](http://www.iso.org/iso/iso_catalogue/management_standards/iso_9000_iso_14000.htm)

**Investing in Volunteers;** Designed for volunteer involving organisations in the third and public sector, the Standard is a certification model and focuses on volunteer management. There is an accompanying set of standards, *Investing in Volunteers for Employers*, which are quality standards for employer supported volunteer programmes.

[www.investinginvolunteers.org.uk](http://www.investinginvolunteers.org.uk)

**The Matrix Standard:** For organisations delivering information, advice and/or guidance (IAG) on learning and work, this certification Standard focuses on this aspect of the organisation.

[www.matrixstandard.com](http://www.matrixstandard.com)

**Customer Service Excellence (formerly Chartermark):** UK Government Quality Standard for customer service, originally designed for public sector organisations, now available to all sectors and organisations. Focuses on improving customer service, and is a certification model, resulting in a quality mark valid for three years.

[www.cse.cabinetoffice.gov.uk/homeCSE.do](http://www.cse.cabinetoffice.gov.uk/homeCSE.do)

**CLS (Community Legal Services) Quality Mark;** Designed for organisations offering legal advice as part of the Community Legal Services, the Standard is fairly holistic at a higher level. Certification is at different levels, depending on the type of service offered. Currently undergoing review, assessments are only available at present to organisations whose funding is dependent on achieving the mark.

[www.legalservices.gov.uk/civil/how/quality\\_mark.asp](http://www.legalservices.gov.uk/civil/how/quality_mark.asp)



**C3 Perform:** A holistic self-assessment model, based on the Excellence Model, and designed for social enterprises and enterprising third sector organisations of any size. Developed by the C3 Partnership in South West England.

[www.c3partnership.org](http://www.c3partnership.org)

**Clubmark:** For sports clubs with junior sections. Certification Standard.

[www.clubmark.org.uk](http://www.clubmark.org.uk)

**Common Inspection Framework:** For all organisations delivering public funded learning & skills project (eg LSC / ESF) - is the framework used by Ofsted when carrying out inspections. Focuses on the management and quality of learning provision.

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**Co-operatives<sup>UK</sup> Key Social and Co-operatives Performance Indicators (KSCPIs):** For co-operatives, the quantitative indicators allow the organisation to measure its adherence to the co-operative values and principles and to demonstrate this to a range of stakeholders.

[www.cooperatives-uk.coop](http://www.cooperatives-uk.coop)

**Customer First:** Designed for all organisations in all sectors, the Standard focuses on customer service and is a certification model.

[www.customerfirst.org](http://www.customerfirst.org)

**Investors in Diversity:** Designed for all organisations in all sectors, the Standard focuses on inclusion, equality and diversity and has been developed by the National Centre for Diversity.

[www.nationalcentrefordiversity.com/iid/about](http://www.nationalcentrefordiversity.com/iid/about)

**Mentoring & Befriending Foundation Approved Provider Standards:** For organisations running a volunteer mentoring / befriending project, this certification Standard focuses on the core practice for the project.

[www.mandbf.org.uk/goodpractice/aps](http://www.mandbf.org.uk/goodpractice/aps)

**NAVCA Performance Standards:** For local infrastructure organisations (LIOs), focusing on the core functions of LIOs. Self assessment model, but optional certification resulting in quality mark – must be used in conjunction with a holistic generic Standard such as PQASSO to achieve the quality mark.

[www.navca.org.uk/services/quality](http://www.navca.org.uk/services/quality)

**Becoming VISIBLE:**

Standard for multi-purpose community organisations, and community organisations running community centres, developed by Community Matters. Self-assessment with optional certification available.

[www.visiblecommunities.org](http://www.visiblecommunities.org)

**QASRO – Quality Assurance System for Refugee Organisations:** Designed for use by refugee organisations, refugee projects within larger organisations, mainstream organisations working with refugees or second tier organisations providing development support to refugee organisations, this is a holistic, self-assessment Standard.

[www.refugeecouncil.org.uk/practice/support/quality.htm](http://www.refugeecouncil.org.uk/practice/support/quality.htm)

**QuADS – Quality in Alcohol & Drug Services:** Fairly holistic Standard for organisations delivering alcohol / drugs services, this is not a certification model but supports organisations to work towards Standards required by relevant commissioners / regulators.

[http://www.alcoholconcern.org.uk/files/20040818\\_141945\\_quads%20organisational%20standards.pdf](http://www.alcoholconcern.org.uk/files/20040818_141945_quads%20organisational%20standards.pdf)

**Quality First:** For organisations staffed entirely by volunteers, this holistic self-assessment model is produced by Birmingham Voluntary Service Council.

[www.bvsc.org/development/quality-first.html](http://www.bvsc.org/development/quality-first.html)

**Supporting People Accreditation and Quality Assessment Framework (QAF):** For organisations in receipt of Supporting People funding (housing related support to vulnerable people). Accredited by administering authorities with some organisations undergoing ‘verification’ visits.

[www.spkweb.org.uk/Subjects/Quality\\_and\\_monitoring/Quality\\_assessment\\_framework](http://www.spkweb.org.uk/Subjects/Quality_and_monitoring/Quality_assessment_framework)

**Social Accounting and Audit:** Not a Quality Standard, but similar. For all organisations in all sectors, social auditing is intended to help the organisation to measure, report on and improve social performance and ethical behaviour while strengthening accountability to different stakeholders.

<http://www.socialauditnetwork.org.uk>

**YSQM (Quality Mark for Service for Young People):** National Youth Association Quality Standard for youth organisations, is an holistic self assessment model, with optional certification available.

[www.nya.org.uk/Templates/internal.asp?NodeID=90871&ParentNodeID=89164](http://www.nya.org.uk/Templates/internal.asp?NodeID=90871&ParentNodeID=89164)

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