Simple Quality Protects
A preparatory quality assurance programme for community and voluntary sector organisations working with young people.
Foreword

By the Children’s Workforce Development Council:

I am pleased to offer support on behalf of CWDC for Simple Quality Protects. This programme takes the work, developed under the Workforce Strategy Partners Programme, into a new phase where other local areas are able to benefit. Those using the programme will ensure that the organisations working with children, young people and their families are of a high standard offering robust systems and practices.

Simple Quality Protects is a framework against which any organisation can judge itself, gain verification and be able to demonstrate to its users that they offer a quality service. In addition it also allows organisations to place themselves on a firm footing when they are seeking to be commissioned or bidding for funding. Moreover staff, both employed and voluntary, can have a confidence in the organisation they are working for.

The concept and development of this tool is a result of collaboration between a number of organisations and set it very much meets the needs of the sector. I wish all organisations well in undertaking their assessment and I am sure that it will strengthen their position in offering excellent services to children, young people and their families.

Jan Nowecki
Integrated Workforce Manager – South East
Children’s Workforce Development Council

By the Commissioning Support Programme:

The Commissioning Support Programme works with both VCS organisations and commissioners and is delighted to see the ongoing development of the Slough Quality Protects programme into the Simple Quality Protects approach. This chimes exactly with the CSP’s work in embedding commissioning processes right across the children’s services system. The coalition government’s Big Society ambitions recognise the role of the third sector in ensuring that local people help shape, plan, deliver and monitor local services. Having SOP as a base line for voluntary and community organisations helps ensure they are ready to play their part and bring further innovation and diversity to services in the local area. This publication demonstrates the willingness of VCS organisations to engage with funders and demonstrate their commitment and capacity to help the public sector improve the delivery and efficiency of public services. This document is part of a wider goal of helping more people understand the importance of commissioning as a whole system approach. It is a vital tool in upskilling VCS organisations to play a full part in achieving better outcomes for local children.

Lorraine O’Reilly
Programme Director
Commissioning Support Programme

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The purpose of the programme is to help organisations to demonstrate the standard and quality of their work in a coherent and consistent way.

It is a totally unique quality assurance system that is being made widely available following its successful introduction and use in Slough, where it arose out of work by the Slough Children and Young People’s Forum. National endorsement from the Children’s Work force Development Council and the Commissioning Support Programme has given it wide recognition so that it is a valuable tool when applying for funding or seeking to otherwise engage or work with outside bodies (including government).

The process was designed to help organisations to think about and clarify their principles, values, policies, procedures and activities and to be able to show this in their day to day operation.

Simple Quality Protects is a preparatory, progressive programme for local community and voluntary organisations to work through to help them to demonstrate to users, staff, volunteers, funders, sponsors, statutory organisations and influential bodies the quality of their services. Working through the programme encourages good practice and promotes a high standard of work with children and young people.
How does the scheme work?

It may be considered to be a journey; organisations move from bronze to platinum in stages as follows:

**BRONZE** – To show that minimum standards are in place, the emphasis here is upon:
- the development of policies and procedures
- ensuring that the management committee is showing good leadership
- the training of staff and volunteers beginning to be structured
- a regular cycle of review and planning

**SILVER** – At this stage organisations will be:
- further developing basic policies and procedures in response to the needs of the users
- showing that they are keeping up to date with changes and developments
- collaborating with others
- undertaking regular reviews
- able to demonstrate the quality of their service to users

**GOLD** – The organisation now:
- is clear about its principles and values
- has policies and procedures in place that are fit for purpose
- staff development and training is part of the culture
- the strong and confident organisation is able to more fully involve young people in decision making
- discusses its work with funding agencies and the statutory authorities
- works in partnership to promote the needs of its clients

**PLATINUM** – Now it is time to embark upon an external, local, regional or national accreditation scheme and work toward achieving a “Quality Mark”, for example:
- Berkshire Association of Clubs for Young People - the National Accreditation Scheme “Quality Mark”.
- PQASSO, EFQM Excellence Model, ISO 9001, MATRIX or any other National Quality Mark Scheme.
- Clubmark (for sports organisations)

The Charities Evaluation Service website is a useful resource:
www.ces-vol.org.uk

Getting started

The first step is to recognise the need, to examine your performance in a structured way and for the management committee to agree the principle and to start the process of developing policies. The BRONZE level helps with this.

Each group should work with a “mentor” organisation. It is strongly advised that this is a voluntary sector infrastructure organisation such as your local Council for Voluntary Service (or Council for Voluntary Organisation(s) or equivalent, but it could be a Local Authority Service or Department (s) which is responsible for education and services to children or an umbrella organisation for children and young people’s services. A significant funder, or other support agency may also be prepared to help.

The programme is based upon self-assessment and asks you to produce evidence for a series of elements. These elements also act as a basic check list of items that any organisation needs to perform well and effectively and to comply with statutory and regulatory requirements.

As you work through the elements, you will see your portfolio grow and will begin to ask yourself more questions about how you can improve planning and record keeping, train staff and volunteers and undertake regular reviews.

Organisations should spend sufficient, but not too much, time and organisational energy on gathering the evidence to avoid it becoming a bureaucratic exercise, it should support and not drive services and activities.

When you have completed a level you should contact your “mentor” organisation who will verify your progress, so that you can move to the next. When you have achieved the GOLD standard you will be helped to identify a suitable local, regional or national externally accredited programme which has wide recognition and may give you a Quality Mark. This is the PLATINUM stage.

How to use this booklet

The booklet contains a checklist of items for each level, these are the elements of the standard; start at the beginning and respond honestly to each.

The booklet will act as a work book and action plan tool. You will collect evidence that will build into a helpful portfolio and resource for the organisation.

The answer YES means, we have achieved the element and have the evidence to show this. A copy of the evidence should be put in the file.

The answer NO is just that, but it is a positive NO – it means, we know what we need to do. The page includes a reference that may help, but it is highly recommended that you contact your “mentor” organisation for advice.

NOT YET means work in progress. Make a note in the 4th column about what you are doing to achieve the element. There may be a reference listed in this column that could help you.

In the ACTION section say
- WHAT you are going to do,
- WHO is going to do it
- SET A DATE FOR COMPLETION

Each element includes suggestions and examples of websites where more information, guidance, legislation or model documents can be found. Every effort is made to keep these up to date, but they are subject to change.

The guidance on legislation and good practice on the Charity Commission website www.charity-commission.gov.uk is a very important source for all elements in the programme.

There is also likely to be local variations and resources which your mentor organisation should help you to find and use. Each area has a formal structure for safeguarding children, which will be led by a Board and there should be a local Plan. Any organisations working with children and young people will have to conform to requirements that the plan will describe. Your mentor organisation will be able to give you guidance about this.

That’s it and REMEMBER AT ANY STAGE, IF YOU FIND IT DIFFICULT TO COMPLETE AN ELEMENT, ASK FOR HELP.
1. The organisation has a constitution which has been worked on with, or reviewed by an appropriate support organisation.

What is this?
It is a formal document that describes the purpose and aims of the organisation and describes how it will be managed. All organisations must have a constitution agreed by their management committee. It is an essential requirement for all charities.

A terms of reference does a similar job and is often used for projects. This is a simple document that lists the background, objectives, purpose and structure of the organisation or activity.

The Charity Commission provide a great deal of useful information and guidance on legislation, www.charity-commission.gov.uk

What is an appropriate support organisation?
It is an organisation that is set up to help voluntary and community groups to develop, get funds or undertake new services. It gives information, advice, training and continuing support. It is usually a Council for Voluntary Services (or organisations) or a Voluntary Service Council. The National Council for Voluntary Organisations or your Local Authority should be able to help you to locate your nearest.

Evidence

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
<th>Notes about the evidence</th>
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</thead>
<tbody>
<tr>
<td>The Constitution document.</td>
<td>Yes</td>
<td>No</td>
<td>Not Yet</td>
<td>charity-commission.gov.uk</td>
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<td>Terms of Reference.</td>
<td>Yes</td>
<td>No</td>
<td>Not Yet</td>
<td>ncvo-vol.org.uk (advice and support)</td>
</tr>
<tr>
<td>Meeting minutes. Management of Organisation confirming constitution.</td>
<td>Yes</td>
<td>No</td>
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</tr>
<tr>
<td>Emails with support organisation. Describing the outcomes of meetings and action being taken.</td>
<td>Yes</td>
<td>No</td>
<td>Not Yet</td>
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</tr>
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</table>

Action to be taken

Notes here

2. The organisation has a safeguarding policy that is based upon best practice.

What is this?
Trustees of organisations which are set up to assist or care for those who are vulnerable are responsible for ensuring that staff, volunteers and users are kept safe. Trustees are expected to find out what the relevant law is, how it applies to their organisation, and to comply with it. They should also adopt best practice as far as possible – advice on this is available from a number of sources, such as those in the 4th column below.

Safeguarding is a relatively new term which is broader than ‘child protection’ as it also includes prevention.

“Safeguarding children is vital for charities as charity trustees have a duty of care towards the children with whom they have contact. Having safeguards in place within an organisation not only protects and promotes the welfare of children but also it enhances the confidence of trustees, staff, volunteers, parents/carers and the general public. Safeguarding children is beneficial to a charity in many ways – protecting its reputation, helping to effectively meet its objectives and protecting its finances”.

( Charity Commission website Safeguarding Children 2010)

The safeguarding policy describes how you will ensure all aspects of the safety of children and young people, it will include staff and volunteer recruitment and training, reporting, confidentiality, understanding and use of legislation and policy. It is a statement of intent that demonstrates your commitment to safeguard children. It will include the name of the person responsible for safeguarding in the organisation.

It is important that your safeguarding policy is reviewed regularly and kept up to date. During 2011 the outcome of several government policy reviews are expected that could require a change of approach by voluntary organisations.

Evidence

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<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
<th>Notes about the evidence</th>
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</thead>
<tbody>
<tr>
<td>The safeguarding policy with page noting how it was developed and who is responsible for it.</td>
<td>Yes</td>
<td>No</td>
<td>Not Yet</td>
<td>charity-commission.gov.uk</td>
</tr>
<tr>
<td>Log to show all staff and volunteers have read and understand.</td>
<td>Yes</td>
<td>No</td>
<td>Not Yet</td>
<td>education.gov.uk</td>
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<tr>
<td>Date and method of review shown on document.</td>
<td>Yes</td>
<td>No</td>
<td>Not Yet</td>
<td>ofsted.gov.uk</td>
</tr>
<tr>
<td>Minute of management committee endorsing.</td>
<td>Yes</td>
<td>No</td>
<td>Not Yet</td>
<td>cwdcouncil.org.uk</td>
</tr>
</tbody>
</table>

Action to be taken

Notes here
### Bronze (continued)

#### 3. All necessary staff members and volunteers are CRB checked.

**What is this?**
Criminal Record Bureau Checks examine the background of individuals to identify convictions and in some situations other history. Using this information the organisation can decide if a person is suitable to work with children. Anyone wishing to work or volunteer for an organisation that helps children or vulnerable adults must have a CRB check if they are going to be in contact with clients and users. Since 2011 Business Link are involved in undertaking CRB checks and changes have been made to the way in which CRB checks can be applied for.

As an extra level of protection the Independent Safeguarding Authority (ISA) was created to help prevent unsuitable people from working with children and vulnerable adults. In February 2011 a government review recommended that the CRB and ISA should be merged and the number and type of checks to those working most closely and regularly with children should be reduced.

A change in legislation is required and until the current regulations stay in place so it is important to check the websites below and ask for advice.

Local good practice and the requirements of individual local authorities may vary.

The Children’s Workforce Development Council is a useful source of information. [www.cwdcouncil.org.uk](http://www.cwdcouncil.org.uk)

**Evidence**

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<td>homeoffice.gov.uk</td>
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<td>volunteering.org.uk</td>
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<td>charity-commission.gov.uk</td>
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<td>direct.gov.uk</td>
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<td>cwdcouncil.org.uk</td>
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<td>businesslink.gov.uk</td>
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#### 4. Organisation has an equal opportunities policy.

**What is this?**
Your equal opportunities policy will cover all types of discrimination – race, gender, age, disability, religion, sexuality – it describes how the organisation will promote equality for all users, volunteers and staff.

It should be designed to ensure that the organisation complies with the requirements of legislation notably the Equality Act 2010. Details and guidance can be found on the Government Equalities Office website. [www.equalities.gov.uk](http://www.equalities.gov.uk)

A booklet has been produced for voluntary organisations. “Equality act 2010: What do I need to know? A summary guide for Voluntary and Community Sector Service Providers” is available as a pdf document from the website above.

Your policy should include a plan of action.

**Evidence**

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<td></td>
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<td>equalityhumanrights.com</td>
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<td>charity-commission.gov.uk</td>
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<td>ncvo-vol.org.uk</td>
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<td>charitybuilderuk.com</td>
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<td>edf.org.uk</td>
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<td></td>
<td></td>
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<td>equalities.gov.uk/equality_ act_2010</td>
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</tbody>
</table>

- Log to show all staff and volunteers have read and understand.
- Date and method of review shown on document.
- Minute of management committee endorsing.
- Action plan showing how it will be implemented and who is responsible.

**Action to be taken**

Notes here
5. Administration procedures that ensure confidentiality are in place. (Data protection).

What is this?
All organisations will have a range of management and administrative systems and keep record of attendance and usage. This will include the names and other details of users. Whether records are kept electronically or in paper form you must be able to provide assurance that the information that you keep is only what is necessary, that you keep it safe and that everyone understands the procedure. People have the right to see information that you keep about them and you must make arrangements for that too.

Consent forms will form part of the administration, these are essential documents that will be needed for most activities and if you wish to take photographs and use images of children.

The organisation will need to be prepared to deal with complaints, so you should think about how you are going to respond and draw up a simple complaints policy and procedure that will support users, staff and volunteers.

Keeping good records is an important first step to knowing how your services are used and making monitoring easier.

Evidence

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
<th>Notes about the evidence</th>
</tr>
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<tbody>
<tr>
<td>An outline of how records are taken and kept which explains the procedure that has to be followed for data protection.</td>
<td></td>
<td></td>
<td></td>
<td>The Information Commissioner’s Office for Data Protection. ico.gov.uk/for_organisations.aspx</td>
</tr>
<tr>
<td>A confidentiality policy with sample consent forms for activities and photography.</td>
<td></td>
<td></td>
<td></td>
<td>nspcc.org.uk</td>
</tr>
<tr>
<td>A basic complaints procedure.</td>
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<tr>
<td>A record showing that all staff and volunteers have read and understood the procedure and policy, and training has been completed as necessary.</td>
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Action to be taken

Notes here

6. There are adequate health and safety policies and procedures in place.

What is this?
The policy describes your general approach and lists the main areas where safety may be an issue. It should be quite straightforward and cover how hazards will be dealt with. It will describe the arrangements that you have put in place to ensure the health and safety of users, volunteers and staff.

It must allocate responsibility for action in an emergency and say who will do what and when. It will also describe how you will implement and monitor health and safety controls and train staff and volunteers.

The website of the Health and Safety Executive www.hse.gov.uk is very useful and should be the main source of advice for this topic.

Evidence

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<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>The health and safety policy.</td>
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<td>hse.gov.uk</td>
</tr>
<tr>
<td>Log to show all staff and volunteers have read and understand procedures. (with signatures).</td>
<td></td>
<td></td>
<td></td>
<td>lvsc.org.uk</td>
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<tr>
<td>Emergency procedures are published prominently.</td>
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<td>volunteering.org.uk</td>
</tr>
<tr>
<td>Log of training and copies of certificates as appropriate.</td>
<td></td>
<td></td>
<td></td>
<td>charitybuilderuk.com</td>
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<tr>
<td>Example of risk assessment and any other checks taken.</td>
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Action to be taken

Notes here
Bronze (continued)

7. All legal requirements for the use of premises (owned or rented) are in place and adhered to. Organisations have a clear understanding of their responsibilities and fulfil them.

**What is this?**
If you rent premises you should ensure that you have a lease which clearly describes the terms that apply to your use. There will be requirements for the landlord and for your organisation as tenant. This will include having adequate and appropriate insurance for your activities.

In addition there is legislation that covers the safety requirements for premises providing services for children with which you must comply. Grants, contracts and insurance will depend upon this and you may also be subject to inspections. This is referred to as “suitable premises, environment and equipment”.

You should maintain an inventory of equipment and have method of regularly checking its condition and suitability. If you own premises you must be able to show that you clearly understand and apply the responsibilities.

**Evidence**

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<tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>A copy of your lease or contract for use.</td>
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<td>Copies of insurance certificates including public liability.</td>
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<td>A copy of First Aid and fire procedure.</td>
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<td></td>
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<td></td>
<td>An equipment inventory which includes its condition and how it will be checked.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Premises and equipment comply with legislation and good practice.</td>
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</table>

**Action to be taken**

Notes here

8. All staff and volunteers that require it have child protection/safeguarding training and this is updated regularly* (see note below).

**What is this?**
The training will help staff and volunteers to understand what child protection and safeguarding is and to work in appropriate ways with children. It will also help them to identify problems and to know how to report them.

Safeguarding is a relatively new term which is broader than child protection as it also includes prevention. Safeguarding means:

- All agencies working with children, young people and their families taking all reasonable steps to minimise the risk of harm.
- When there are concerns about individuals, all agencies working together to address them. To support this there should be agreed local policies and procedures, so it is important that voluntary groups do not work alone.
- Remember that you and your organisation have a duty of care towards children.

Information about local courses should be available from your Local Authority. Large national charities working with children, such as the NSPCC, may also offer courses (at a cost).

* Every 1 to 3 years, local safeguarding arrangements and requirements may vary, but organisations must keep up to date with the latest information and legislation. Local infrastructure organisations will help you with this.

**Evidence**

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<tr>
<th>Yes</th>
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<th>Notes about the evidence</th>
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<tbody>
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<td></td>
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<td>Sample training certificates NAMES REMOVED.</td>
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<td></td>
<td></td>
<td></td>
<td>Training programme showing who has completed training and when updates are due.</td>
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</table>

**Action to be taken**

Notes here
1. You have considered first aid arrangements and have a plan to ensure that all relevant staff are trained.

**What is this?**
The Health and Safety (First Aid) Regulations 1981 require you to provide "adequate and appropriate" first aid equipment, facilities and people so immediate help can be given in the case of illness or accident.

This will depend upon circumstances so you should assess what your first-aid needs are.

The minimum first-aid provision on any site is:

› a suitably stocked first-aid box
› an appointed person to take charge of first-aid arrangements, this person does not need to be first trained although this is advisable
› information about first-aid arrangements

The basic training is the emergency first aid at work course.

The course is for smaller work places and covers basic life saving, first aid and workplace health and safety regulations.

You should also consider whether anyone should complete a full first aid course.

**Evidence**

Staff and volunteer training certificates.

Names and contacts for full first-aiders are published.

First aid information published / copy of notice.

**Action to be taken**

**2.** The safeguarding policy which includes the name of the person responsible for child protection is on display with details of where to get help.

**What is this?**
The safeguarding policy is described in Bronze level number 2.

For this standard the organisation must display key elements of the policy accompanied by information about contacts.

A named person and deputy with a written role and responsibilities in relation to child protection and a process for recording incidents, concerns and referrals are key requirements of procedures which should accompany the policy. For details look at www.charity-commission.gov.uk and www.nspcc.org.uk.

**Evidence**

Policy on display

Information and contacts (including social services) displayed alongside.

Named person and deputy identified

charity-commission.gov.uk

nspcc.org.uk

Date the policy was updated appears on contact sheet (less than 2 years old).

**Action to be taken**

Notes here
3. The organisation has a risk assessment plan, provides staff with basic risk management training and completes any necessary additional assessments e.g. for trips, residentials etc.

What is this?
Risk assessment is the way in which organisations check that everything that they do is safe. It ensures that you have thought about any potential hazards of your activities and put in place methods to minimise or deal with them.

A generic risk assessment covers the entire organisation, it is a careful examination of what could cause harm to help you to decide whether you are taking the right precautions. Separate assessments will be needed for special events, trips, residentials etc.

Insurance companies may require risk assessments.

They should help you to decide how to run services, but should not stop you.

Organisations should also have an emergency procedure. This will include contact and emergency details and how medical and consent forms are kept and made available in the case of an incident.

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
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<tbody>
<tr>
<td>Copy of risk assessment procedures.</td>
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<td>hse.gov.uk</td>
</tr>
<tr>
<td>Risk Management Plan for the organisation.</td>
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<td>charity-commission.gov.uk</td>
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<tr>
<td>Sample of risk assessments for special activities.</td>
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<td>Staff and volunteer risk management training certifices.</td>
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<tr>
<td>Copy of emergency procedure</td>
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Action to be taken

Notes here

4. There is an outline of all roles in the organisation (both staff and volunteers). Paid staff have job descriptions and contracts of employment.

What is this?
An outline of all of the roles in the organisation will make clear who does what and how tasks will be organised and managed.

Employed staff must have contracts of employment that state the terms under which they will work, including number of hours, holiday entitlement and standard of behaviour expected.

It is useful for volunteers to have a simple outline of what they are to do and how they fit into the organisation. It is important that it is clear that this is not a contract of employment.

You may wish to consider a code of conduct for staff and volunteers which in addition to outlining the policy will describe the way in which situations should be dealt with and how to report problems. This document will include a disciplinary procedure.

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<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>Copy of staff structure which includes how volunteers fit and will be supported.</td>
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<td>volunteering.org.uk</td>
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<tr>
<td>Copies of job descriptions for staff posts.</td>
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<td>nco-vol.org.uk</td>
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<tr>
<td>An outline of the role of volunteers.</td>
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<tr>
<td>Sample contract of employment.</td>
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</tbody>
</table>

Action to be taken

Notes here
Gold

1. There is a staff and volunteer induction pack:

What is this?
Before beginning to work with children and young people every member of staff and volunteer should understand what is expected of them, the resources available, emergency procedures, basic operational procedures and rules. An induction pack is a very useful way of collecting all of this into one place as a resource that can be used as a check list. There should be regular meetings with individuals to check progress and a way of agreeing that it is completed.

The portfolio that you have developed for Simple Quality protects will be a useful resource as it contains all of the policies and procedures that staff and volunteers need to understand and agree to. A simple checklist for each person to which additional items may be added will ensure that it is well organised. There should be regular meetings with individuals to check progress and a way of agreeing that it is completed.

The Children’s Workforce Development Council has been developing induction standards that outline what new workers should know, understand and be able to do within the first 6 months of work. This would act as a useful guide.

Evidence

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
<th>Notes about the evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of organisation’s own pack.</td>
<td></td>
<td></td>
<td></td>
<td>cvdrcouncil.org.uk</td>
</tr>
<tr>
<td>Log to show all staff and volunteers have undertaken and successfully completed an induction.</td>
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<tr>
<td>Date and method of review shown on document.</td>
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</table>

Action to be taken

Notes here

2. The organisation has made a significant start towards enabling young people to participate in the running and management of the organisation, appropriate to the age and ability of participants.

What is this?
If you are going to be successful in getting children and young people to attend your services regularly and to help them to develop, they must feel that their interests are understood and that the environment is attractive. An important way of ensuring this is to monitor your services and to encourage users to take a full part in the management and planning of activities and events.

Evidence

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
<th>Notes about the evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback and evaluation of programme and activities from participants.</td>
<td></td>
<td></td>
<td></td>
<td>ncvys.org.uk</td>
</tr>
<tr>
<td>Minutes of meetings of management committees and young people’s groups.</td>
<td></td>
<td></td>
<td></td>
<td>childrenengland.org.uk</td>
</tr>
<tr>
<td>Young people’s training certificates. NAMES REMOVED.</td>
<td></td>
<td></td>
<td></td>
<td>clubofyoungpeople.org.uk</td>
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<tr>
<td>Example programme showing participants involvement.</td>
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<tr>
<td>Photos WITH CONSENT FORMS.</td>
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</table>

Action to be taken

Notes here
### 3. The organisation is developing complaints and disciplinary procedures.

**What is this?**
As the organisation grows and develops it will encounter difficulties and possibly receive complaints. It is important that these are treated in an organised way and that everyone knows what to do.

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
<th>Notes about the evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft complaints procedure</td>
<td></td>
<td></td>
<td></td>
<td>volresource.org.uk/samples</td>
</tr>
<tr>
<td>Draft disciplinary procedure</td>
<td></td>
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<td></td>
<td>ncvo-vol.org.uk</td>
</tr>
</tbody>
</table>

**Action to be taken**
Notices here

### 4. The Management Committee is in support of Quality Assurance

**What is this?**
The board of management show their commitment to embarking upon and achieving an externally accredited, local, regional or national quality mark.

This means that you recognise the need to examine the performance of the organisation in a structured way and to do this through a regulated process. The portfolio that you have developed for Simple Quality Protects is a very good first step. You are ready for PLATINUM

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Not Yet</th>
<th>Notes about the evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report to committee giving options and recommendations</td>
<td></td>
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<tr>
<td>Minute of the committee agreeing. Committee member named to support and promote it.</td>
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<tr>
<td>Target date set for achievement</td>
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<tr>
<td>Statement by the Management Committee</td>
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**Action to be taken**
Notices here
Platinum

Following the completion of these standards the organisation can choose to continue and complete a recognised Quality Assurance Scheme suitable for the type of organisation and services you provide.

Below are a few examples as guidance.

- Berkshire Association of Clubs for Young People – the National Accreditation Scheme “Quality Mark”.
- Connexions Berkshire – The National Quality Standards for Young People’s Information, Advice and Guidance (IAG) Standards.
- PQASSO, EFQM Excellence Model, ISO 9000, MATRIX or any other National Quality Mark Scheme.
- “Visible” A scheme developed by Community Matters.
- Clubmark (for sports organisations)
- NCVYS Keeping it Safe

The Charities Evaluation Service website is a useful resource:

Simple Quality Protects has been written by Shelagh Cuell who devised and created Slough Quality Protects from the concept developed by Slough Children and Young People’s Voluntary Sector Forum in 2009. She was recently commissioned to extend Simple Quality Protects into a generic programme for all small and medium sized groups in Slough. This required extensive re-writing and revision to create a comprehensive and accessible scheme. Shelagh is a Director of Steve Gillion’s Associates with over 30 years of experience of working in both the voluntary and community and public sectors. A community engagement and voluntary and community sector specialist, I have extensive practical knowledge of managing significant and successful multi-agency programmes of projects targeted towards disadvantaged communities at local and sub-regional levels. An expert in managing within complex funding and evaluation regimes I ensure programmes meet targets, deliver desired outcomes, and come in on time and on budget.

I have the ability to translate ideas into action by developing innovative projects in response to need and collaborating with partners to ensure sustainability. Always a champion of the voluntary and community service ensuring their close involvement in all funded programmes I led my Local Authority’s policy development to ensure that initiatives, such as the Compact were embedded and able to influence strategic planning.

I now give my time to mentoring, advising and training in the voluntary and community sector. In addition to devising and writing the programme I have supported Slough Council for Voluntary Service in its strategic approach to the its development and promotion and developed a training programme to support its evaluation.

For further information:
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01753 851077