

Investigate PQASSO Quality Mark
and
National Council for Volunteer Organisations

- 1. Council directs the Governance Committee to:**
 - a) examine PQASSO as a potential quality standard for the Federation; and**
 - b) survey other quality standards that may be available; and**
 - c) report findings to the October 2016 AGM; and**
 - d) in the event the Governance Committee finds that PQASSO is the appropriate quality standard for the Federation:**
 - a. immediately communicate findings to the Board; and**
 - b. recommend who should be responsible for the Federation's self-assessments.**

- 2. In the event the Governance Committee finds PQASSO to be appropriate, Council directs the Board to:**
 - a) join the National Council for Voluntary Organisations; and**
 - b) purchase the PQASSO Workpack; and**
 - c) include in the 2017/18 budget the cost of PQASSO's optional external assessment; and**
 - d) publish the Federation's self-assessment for each Level 1 indicator in all twelve PQASSO quality areas; and**
 - e) develop a plan to satisfy all PQASSO Level 1 indicators by self-assessment; and**
 - f) upon satisfying all PQASSO Level 1 indicators by self-assessment, recommend to Council whether to proceed with the external assessment required to achieve the PQASSO Quality Mark.**

Discussion

PQASSO:

- Comprehensive quality management system, supported by evidence, for third sector organisations of all types, such as the Federation
- Step-by-step approach to identify organisational strengths and weaknesses
- Simple and straightforward to use
- Holistic and generic approach to quality
- Option of external assessment to achieve the PQASSO Quality Mark

PQASSO covers twelve 'quality areas' common to voluntary organisations: Planning, Governance, Leadership and Management, User-centred Service, Managing people, Learning and development, Managing money, Managing resources, Communications and promotion, Working with others, Monitoring and evaluation, and Results. PQASSO is compatible with the *Voluntary Code of Good Governance for the Sport and Recreation Sector* and endorsed by the Charity Commission. Full details are on the National Council for Voluntary Organisations (NVCO) website.

Membership of the NVCO is not required PQASSO, but NCVO membership would provide the Federation access to a source of training and other support. NCVO membership is £148 for one year or £398 for three years.

The PQASSO Workpack costs £73.50 for NCVO members; £105 for non-members. The Federation may need a few years to satisfy all PQASSO Level 1 indicators. Should the Federation satisfy all PQASSO Level 1 indicators by objective self-assessment, it would function substantially better.

Should the Council then decide to proceed with the NCVO's external assessment, the Federation would join more than 100 other voluntary organisations that benefit from the PQASSO Quality Mark. The external assessment fee is £1350 for NCVO members (£1500 for non-members) plus travel expenses. The PQASSO Quality Mark is valid for three years.

Two former chief executives (Farthing, Ehr) strongly criticised the Federation's planning and financial management. It is essential that the Federation recognise and embrace publically acceptable standards.