

Improving Quality

Self-Assessment Workbook

Progression Level

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| Element 1 – AccountableThis Element describes requirements for good governance, leadership and management |
| **Requirement** | **Evidence we have – it can be paperwork, the views of people or anything that shows that you meet the requirement** |  | **Possible sources of evidence – note that you do not have to provide this evidence, these are suggestions only** |
| **P1.1**  |  |  | * Governing document
* Board meeting minutes showing the latest review of it
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| **P1.2**  |  |  | * Board meeting minutes showing discussions on good practice
* Briefing papers to the Board about legal or good practice changes
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| **P1.3**  |  |  | * Reports to the Board on progress against the Annual and Strategic Plans
* Board meeting minutes showing discussion on progress against the Plans and action
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| **P1.4**  |  |  | * Programme for reviewing polices that shows what and when
* Records of policy reviews
* Dated policies
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| **P1.5**  |  |  | * Records of Board member skills’ audits
* Board role descriptions
* Board recruitment records
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| **P1.6**  |  |  | * Analyses such as SWOT or PESTLE
* Incoming information sources
* Briefing papers
* Planning meeting minutes
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| **P1.7**  |  |  | * Documented vison, purpose, values and objectives
* Governing document
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| **P1.8**  |  |  | * Conflict of interest policy
* Register of interests
* Examples of the policy being followed
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| Element 2 – Welcoming This Element is about people – involving service users, managing and developing staff and volunteers, equality and diversity, and working with others |
| **Requirement** | **Evidence we have – it can be paperwork, the views of people or anything that shows that you meet the requirement** |  | **Possible sources of evidence – note that you do not have to provide this evidence, these are suggestions only** |
| **P2.1**  |  |  | * Appraisal policy
* Appraisal records
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| **P2.2**  |  |  | * Records of identified training needs
* Records of training and development provided
 |
| **P2.3**  |  |  | * Feedback from staff and volunteers about internal communication
* Use of notice boards, newsletters, team meetings, etc
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| **P2.4**  |  |  | * Staff handbook
* Volunteer policies
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| **P2.5**  |  |  | * Consultation documents
* User surveys
* Other feedback information
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| **P2.6**  |  |  | * Accessibility policy
* Feedback from premise users
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| **P2.7**  |  |  | * Partnership documents such SLAs, contracts or memorandums of Understanding (MOUs)
* Records of reviews of these documents
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| **P2.8**  |  |  | * Details of relevant networks
* Network meeting notes and minutes
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| **P2.9**  |  |  | * **Assessment of users’ needs**
* **User involvement policy**
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| **P2.10**  |  |  | * **Communication strategy or plan**
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| Element 3 – EffectiveThis Element refers to the services that the organisation provides and the planning, delivery, monitoring, and evaluation that the organisation carries out |
| **Requirement** | **Evidence we have – it can be paperwork, the views of people or anything that shows that you meet the requirement** |  | **Possible sources of evidence – note that you do not have to provide this evidence, these are suggestions only** |
| **P3.1**  |  |  | * Up-to-date Strategic Plan
 |
| **P3.2**  |  |  | * Records of review and update of the Strategic Plan
 |
| **P.3 3** |  |  | * Annual Plan
* Strategic Plan
* Minutes of planning meetings
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| **P3.4**  |  |  | * Records of consultations with users and organisations
* Minutes of Planning meetings
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| **P3.5**  |  |  | * List of desired outcomes
* Monitoring reports
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| **P3.6**  |  |  | * Funding agreements showing monitoring requirements
* Reports to funders
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| **P3.7**  |  |  | * List of output targets
* Monitoring against the targets
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| **P3.8** |  |  | * Reports against plans
* Meeting minutes showing how issues are identified and action taken
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| Element 4 – SustainableThis Element covers how the organisation manages risk, money and the resources used to make service delivery happen. |
| **Requirement** | **Evidence we have – it can be paperwork, the views of people or anything that shows that you meet the requirement** |  | **Possible sources of evidence – note that you do not have to provide this evidence, these are suggestions only** |
| **P4.1** |  |  | * Latest audited or examined annual accounts
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| **P4.2**  |  |  | * Digital communication or social media policy
* Evidence of use of social media
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| **P4.3**  |  |  | * Environmental statement or policy
* Activities to reduce negative environmental impact
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| **P4.4**  |  |  | * Minutes of resource planning meetings
* Feedback from staff and volunteers about the structure and about the use of resources
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| **P4.5**  |  |  | * Training in fundraising
* Information from the Fundraising Regulator
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| **P4.6**  |  |  | * Cashflow projections
* Latest budget
* Financial reports
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| **P4.7**  |  |  | * Reserves Policy and evidence that it is being met
* Board minutes showing review of the policy
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| **P4.8**  |  |  | * Data protection policy and procedure
* Training in data protection
* Records of review of personal data kept
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| **P4.9**  |  |  | * Risk management policy
* Register of major risks
* Board minutes showing consideration of risk issues
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