

Improving Quality

Self-Assessment Workbook

Progression Level

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| Element 1 – Accountable  This 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 |
| **P1.2** |  |  | * Board meeting minutes showing discussions on good practice * Briefing papers to the Board about legal or good practice changes |
| **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 |
| **P1.4** |  |  | * Programme for reviewing polices that shows what and when * Records of policy reviews * Dated policies |
| **P1.5** |  |  | * Records of Board member skills’ audits * Board role descriptions * Board recruitment records |
| **P1.6** |  |  | * Analyses such as SWOT or PESTLE * Incoming information sources * Briefing papers * Planning meeting minutes |
| **P1.7** |  |  | * Documented vison, purpose, values and objectives * Governing document |
| **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 |
| **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 |
| **P2.4** |  |  | * Staff handbook * Volunteer policies |
| **P2.5** |  |  | * Consultation documents * User surveys * Other feedback information |
| **P2.6** |  |  | * Accessibility policy * Feedback from premise users |
| **P2.7** |  |  | * Partnership documents such SLAs, contracts or memorandums of Understanding (MOUs) * Records of reviews of these documents |
| **P2.8** |  |  | * Details of relevant networks * Network meeting notes and minutes |
| **P2.9** |  |  | * **Assessment of users’ needs** * **User involvement policy** |
| **P2.10** |  |  | * **Communication strategy or plan** |

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| Element 3 – Effective  This 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 |
| **P3.4** |  |  | * Records of consultations with users and organisations * Minutes of Planning meetings |
| **P3.5** |  |  | * List of desired outcomes * Monitoring reports |
| **P3.6** |  |  | * Funding agreements showing monitoring requirements * Reports to funders |
| **P3.7** |  |  | * List of output targets * Monitoring against the targets |
| **P3.8** |  |  | * Reports against plans * Meeting minutes showing how issues are identified and action taken |

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| Element 4 – Sustainable  This 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 |
| **P4.2** |  |  | * Digital communication or social media policy * Evidence of use of social media |
| **P4.3** |  |  | * Environmental statement or policy * Activities to reduce negative environmental impact |
| **P4.4** |  |  | * Minutes of resource planning meetings * Feedback from staff and volunteers about the structure and about the use of resources |
| **P4.5** |  |  | * Training in fundraising * Information from the Fundraising Regulator |
| **P4.6** |  |  | * Cashflow projections * Latest budget * Financial reports |
| **P4.7** |  |  | * Reserves Policy and evidence that it is being met * Board minutes showing review of the policy |
| **P4.8** |  |  | * Data protection policy and procedure * Training in data protection * Records of review of personal data kept |
| **P4.9** |  |  | * Risk management policy * Register of major risks * Board minutes showing consideration of risk issues |