

INTRODUCTION TO PQASSO

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PQASSO IS...

- *A self-assessment tool to identify what you are doing well and what could be improved*
- *A quality standard for third sector organisations*
- *A holistic tool – covers all aspects of an organisation's work*
- *Used by small, medium and large organisations*
- *Continuous improvement*

QUALITY AREAS

11. *Assessing
outcomes and impact*

1. *Governance*

2. *Planning*

10. *Working with
others*

3. *Leadership &
Management*

9. *External
communications*

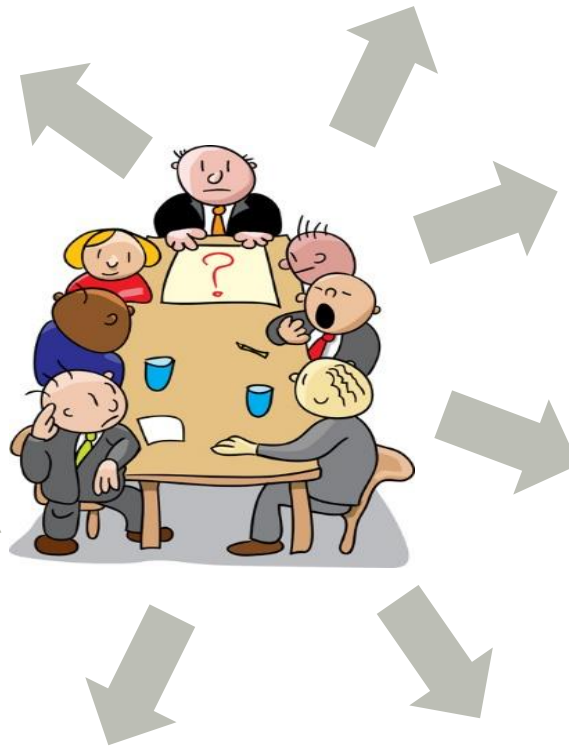
4. *User-centred
service*

8. *Managing
resources*

5. *Managing people*

7. *Managing money*

6. *Learning and
development*



SELF-ASSESSMENT PROCESS

- *Making a judgement about what is being done well and what needs to be improved*
- *Evidence*
- *Involves different stakeholders within the organisation*
- *Embeds continuous improvement*

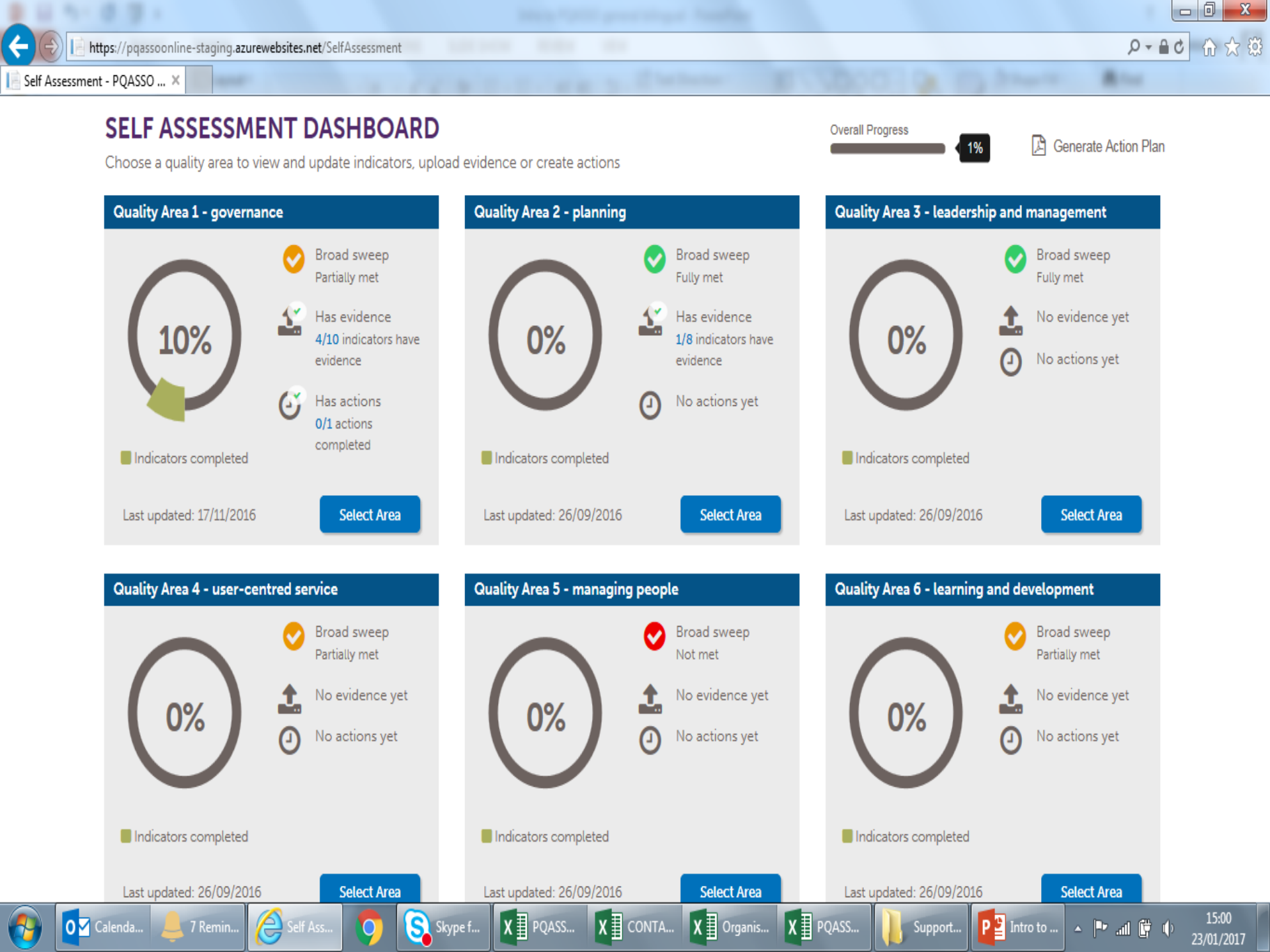
PQASSO QUALITY MARK

- *Implement PQASSO*
- *Application*
- *Assessor appointed*
- *Desktop review*
- *Site visit*
- *Reporting*
- *Concluding the assessment*



BENEFITS

- *Improved governance*
- *Defining the organisation's purpose*
- *More effective organisational systems and procedures*
- *Better quality of services*
- *Better communication and motivation*
- *Continuous improvement over time*
- *Greater recognition and credibility*



SELF ASSESSMENT DASHBOARD

Choose a quality area to view and update indicators, upload evidence or create actions

Overall Progress



Generate Action Plan

Quality Area 1 - governance

10%

- Broad sweep Partially met
- Has evidence 4/10 indicators have evidence
- Has actions 0/1 actions completed

■ Indicators completed

Last updated: 17/11/2016 [Select Area](#)

Quality Area 2 - planning

0%

- Broad sweep Fully met
- Has evidence 1/8 indicators have evidence
- No actions yet

■ Indicators completed

Last updated: 26/09/2016 [Select Area](#)

Quality Area 3 - leadership and management

0%

- Broad sweep Fully met
- No evidence yet
- No actions yet

■ Indicators completed

Last updated: 26/09/2016 [Select Area](#)

Quality Area 4 - user-centred service

0%

- Broad sweep Partially met
- No evidence yet
- No actions yet

■ Indicators completed

Last updated: 26/09/2016 [Select Area](#)

Quality Area 5 - managing people

0%

- Broad sweep Not met
- No evidence yet
- No actions yet

■ Indicators completed

Last updated: 26/09/2016 [Select Area](#)

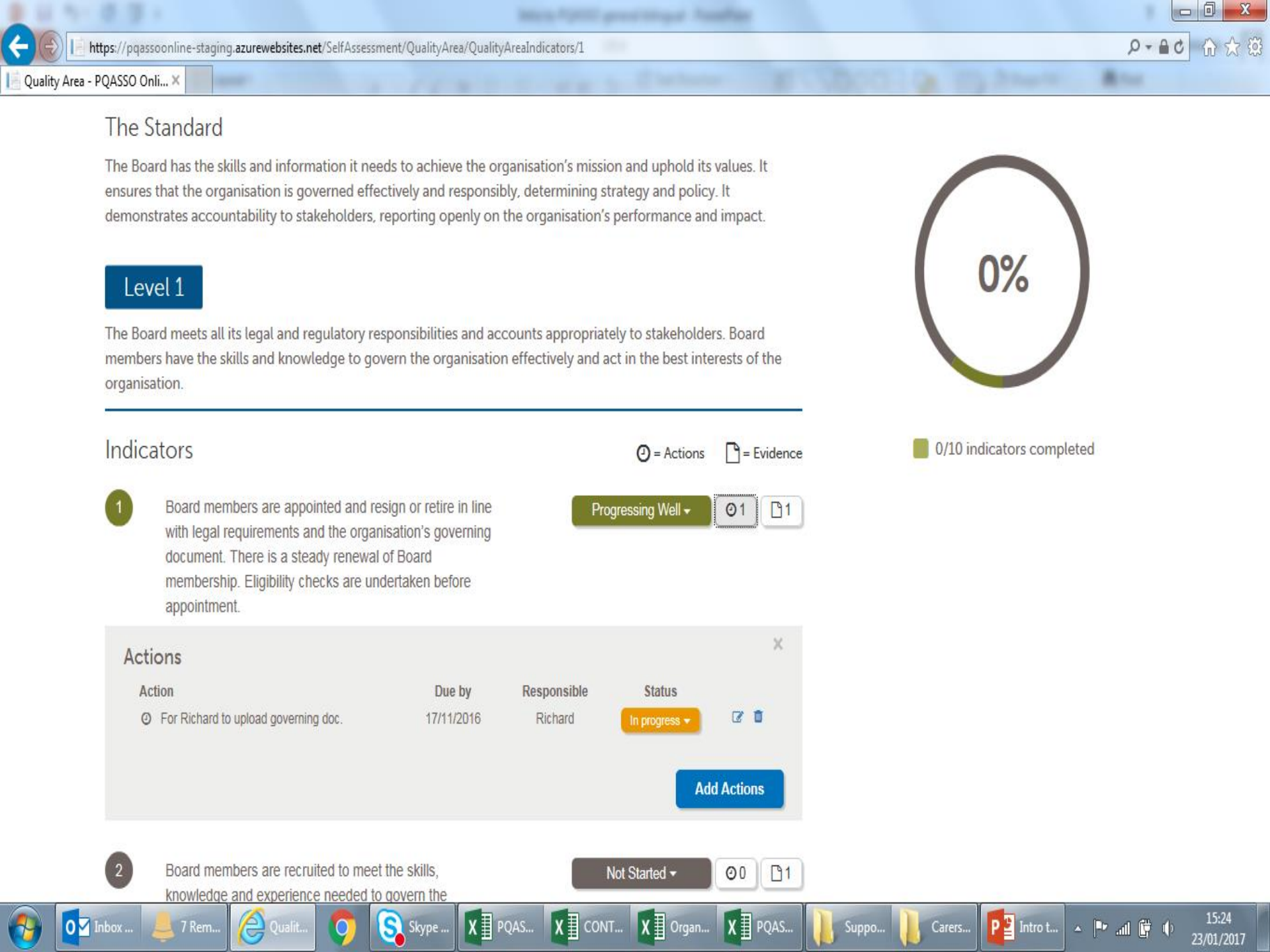
Quality Area 6 - learning and development

0%

- Broad sweep Partially met
- No evidence yet
- No actions yet

■ Indicators completed

Last updated: 26/09/2016 [Select Area](#)



The Standard

The Board has the skills and information it needs to achieve the organisation's mission and uphold its values. It ensures that the organisation is governed effectively and responsibly, determining strategy and policy. It demonstrates accountability to stakeholders, reporting openly on the organisation's performance and impact.

Level 1

The Board meets all its legal and regulatory responsibilities and accounts appropriately to stakeholders. Board members have the skills and knowledge to govern the organisation effectively and act in the best interests of the organisation.



0/10 indicators completed

Indicators

🕒 = Actions 📄 = Evidence

1 Board members are appointed and resign or retire in line with legal requirements and the organisation's governing document. There is a steady renewal of Board membership. Eligibility checks are undertaken before appointment.

Progressing Well ▾ 🕒 1 📄 1

Action	Due by	Responsible	Status	
🕒 For Richard to upload governing doc.	17/11/2016	Richard	In progress ▾	🔗 🗑️

[Add Actions](#)

2 Board members are recruited to meet the skills, knowledge and experience needed to govern the

Not Started ▾ 🕒 0 📄 1

PQASSO ESSENTIALS

- *Pilot*
- *Targeted at very small organisations and groups*
- *10 key questions*
- *Registration*
- *Evaluation*

CONTACT DETAILS

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Thank you for attending