

## QUALITY SYSTEMS FOR VOLUNTARY & COMMUNITY ORGANISATIONS

November 2010

Evaluating the quality of the services provided is essential if VCOs are to remain effective and relevant. Such inward-looking assessment is often deprioritised as the focus of energy naturally falls to working with service users. However, engaging with a quality system can be very productive in terms of sharpening that focus and identifying what is done well and what could be improved upon.

Furthermore, it is worth considering that increasingly, funders are stipulating in funding agreements/contracts that recipients must be using some sort of quality assurance tool.

So what is quality?

Quality is essentially about learning what you are doing well and doing it better. It also means finding out what you may need to change to make sure you meet the needs of your service users. There are several quality assurance systems available; for further information visit [www.proveandimprove.org](http://www.proveandimprove.org)

VAM itself has used PQASSO and found it easy to use.

### **PQASSO - Practical Quality Assurance System for Small Organisations**

PQASSO is a straightforward, user-friendly quality assurance system intended to help you run your organisation more effectively and efficiently. It offers a flexible approach to quality which allows your organisation to work at its own pace. It helps you to take a systematic look at what you do, identify areas where you are doing well and not so well, and decide exactly where improvements are needed. It helps you to plan, budget and allocate the resources for making these improvements over a realistic time period. PQASSO is suitable for small, medium or large voluntary and community organisations, or for project teams in very large organisations.

PQASSO is hosted by the Charities Evaluation Services (CES). For more information visit [www.ces-vol.org.uk](http://www.ces-vol.org.uk)