

# Slough Quality Protects

November 2011

A QUALITY ASSURANCE PROGRAMME FOR SLOUGH'S  
COMMUNITY AND VOLUNTARY SECTOR ORGANISATIONS WORKING  
WITH YOUNG PEOPLE



Slough Quality Protects

# Contents

Forward	4
Introduction	5
How does the Scheme work?	6
Getting started	7
How to use the booklet	7
Bronze	8
Silver	24
Gold	32
Platinum	39
Children and Young Peoples Forum members	Back Cover

# Forward

As Chairman of Slough CVS, it is my pleasure on behalf of all the organisations who work with **Children and Young People** in Slough to welcome you to the first of its kind '**Slough Quality Protects, 2009.**' This collaborative piece of work links and encompasses many organisations which often reflect the slow maturing, long-standing, successful partnerships. The best of these mature relationships are characterised by equality, integrity and honesty. Nevertheless, it is important to recognise the formal responsibility of all organisations who work with children, young people and their families in Slough, now and in the future.

The Quality Assurance toolkit outlines our long ambitions to ensure that there is a robust voluntary sector in Slough. The excellent relationships through the **Children and Young Peoples Forum** have enabled a joint approach and passion to making sure that every child matters.

Slough is a diverse and vibrant town, with many different organisations that meet regularly to ensure a great emphasis is placed on putting children and young people first. There have been over 15 organisations involved in developing this pack to ensure that the voluntary sector is equipped and robust in moving forward and working together.

## **Eleanor Cryer, Chairman Slough CVS**

Today's economic climate, with youth unemployment rising, has made it an imperative for small community groups to deliver activities in their local neighbourhoods to engage with all young people. The work they do goes beyond youth work and impacts on healthy community cohesion.

It is also important for groups is to develop their internal systems and processes so that they can demonstrate to those who give contracts, commissions and grants that they are a robust organisation and those policies are in place to protect children and young adults.

I would like to congratulate the Slough Children and Young Peoples forum on creating a Quality Assurance pack for Slough community groups.

## **Ramesh Kukar, Chief Executive Officer, Slough CVS**



# Introduction

The purpose of the programme is to help organisations to demonstrate the standard and quality of their work in a coherent and consistent way.

It is a totally unique quality assurance system that is being made widely available following its successful introduction and use in Slough, where it arose out of work by the Slough Children and Young People's Forum. National endorsement from the Children's Work force Development Council and the Commissioning Support Programme has given it wide recognition so that it is a valuable tool when applying for funding or seeking to otherwise engage or work with outside bodies (including government).

The process was designed to help organisations to think about and clarify their principles, values, policies, procedures and activities and to be able to show this in their day to day operation.

Simple Quality Protects is a preparatory, progressive programme for local community and voluntary organisations to work through to help them to demonstrate to users, staff, volunteers, funders, sponsors, statutory organisations and influential bodies the quality of their services. Working through the programme encourages good practice and promotes a high standard of work with children and young people.

# How does the scheme work?

It may be considered to be a journey; organisations move from bronze to platinum in stages as follows:

- **BRONZE** - To show that minimum standards are in place, the emphasis here is upon:
  - the development of policies and procedures,
  - ensuring that the management committee is showing good leadership
  - that the training of staff and volunteers is taken seriously
  - there is regular review and planning.
- **SILVER** - At this stage organisations will be:
  - developing further basic policies and procedures in response to the needs of the users
  - showing that it is keeping up to date with changes and developments
  - collaborating with others
  - undertaking regular reviews
  - quality of service to users is demonstrable
- **GOLD** – The organisation now:
  - is clear about its principles and values,
  - has its policies and procedures in place that are fit for the purpose
  - staff development and training is part of the culture.
  - the strong and confident organisation is able to more fully involve young people in decision making
  - discuss its work with funding agencies and the statutory authorities
  - work in partnership to promote the needs of its clients
- **PLATINUM** – Now it is time to embark upon an external, local, regional or national accreditation scheme and work toward achieving a “Quality Mark”

# Getting started

The first step is to recognise the need to examine your performance in a structured way and for the management committee to agree the principle and to start the process of developing policies. The BRONZE level helps with this.

Each group should work with a “mentor” organisation. It is strongly advised that this is a voluntary sector infrastructure organisation such as your local Council for Voluntary Service (or Council for Voluntary Organisations) or equivalent, but it could be a Local Authority Service or Department (s) which is responsible for education and services to children or an umbrella organisation for children and young people’s services. A significant funder, or other support agency may also be prepared to help.

The programme is based upon self-assessment and asks you to produce evidence for a series of elements. These elements also act as a basic check list of items that any organisation needs to perform well and effectively and to comply with statutory and regulatory requirements.

As you work through the elements, you will see your portfolio grow and will begin to ask yourself more questions about how you can improve planning and record keeping, train staff and volunteers and undertake regular reviews.

Organisations should spend sufficient, but not too much, time and organisational energy on gathering the evidence to avoid it becoming a bureaucratic exercise, it should support and not drive services and activities.

When you have completed a level you should contact your “mentor” organisation who will verify your progress, so that you can move to the next. When you have achieved the GOLD standard you will be helped to identify a suitable local, regional or national externally accredited programme which has wide recognition and may give you a Quality Mark. This is the PLATINUM stage.

# How to use the booklet

The booklet contains a checklist of items for each level, these are the elements of the standard; start at the beginning and respond honestly to each.

The booklet will act as a work book and action plan tool. You will collect evidence that will build into a helpful portfolio and resource for the organisation.

The answer YES means, we have achieved the element and have the evidence to show this. A copy of the evidence should be put in the file.

The answer NO is just that, but it is a positive NO as it means, we know what we need to do. The page includes internet website references that may help, but it is highly recommended that you contact your “mentor” organisation for advice.

NOT YET means work in progress. Make a note in the 4th column about what you are doing to achieve the element. There may be a reference listed in this column that could help you.

In the ACTION section say

- WHAT you are going to do,
- WHO is going to do it
- SET A DATE FOR COMPLETION

Each element includes suggestions and examples of websites where more information, guidance, legislation or model documents can be found. Every effort is made to keep these up to date, but they are subject to change.

The guidance on legislation and good practice on the Charity Commission website [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk) is a very important source for all elements in the programme.

There are also likely to be local variations and resources which your mentor organisation should help you to find and use. Each area has a formal structure for safeguarding children, which will be led by a Board and there should be a local Plan. Any organisations working with children and young people will have to conform to requirements that the plan will describe. Your mentor organisation will be able to give you guidance about this.

That's it and REMEMBER AT ANY STAGE, IF YOU FIND IT DIFFICULT TO COMPLETE AN ELEMENT, ASK FOR HELP

# BRONZE

1. The organisation has a constitution which has been worked on with, or reviewed by, Slough CVS

**WHAT IS THIS?**  
 It is a formal document that describes the purpose and aims of the organisation and describes how it will be managed. All organisations much have a constitution agreed by their management committee. It is an essential requirement for all charities.  
 A terms of reference does a similar job and is often used for projects. This is a simple document that lists the background, objectives, purpose and structure of the organisation or activity.

The Charity Commission provide a great deal of useful information and guidance on legislation, [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

**WHO IS THE SCVS?**  
 Slough Council for Voluntary Service offers a range of services to community and voluntary organisations, it is set up to help people who want to set up a voluntary group or who want to see their existing group develop its work, get funds or undertake new services. It gives information, advice, training and continuing support.

**EVIDENCE:**

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
The Constitution document				<a href="http://charity-commission.gov.uk">charity-commission.gov.uk</a> <a href="http://ncvo-vol.org.uk">ncvo-vol.org.uk</a> (advice and support)
Terms of Reference				
Meeting minutes. Management of Organisation confirming constitution				
Development support from Slough CVS. Describing the outcomes of meetings and action being taken.				Emails with Slough CVS. Describing the outcomes of meetings and action being taken.

**ACTION TO BE TAKEN**

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2. The organisation has a safeguarding policy that is based upon best practice

WHAT IS THIS?

Trustees of organisations which are set up to assist or care for those who are vulnerable are responsible for ensuring that staff, volunteers and users are kept safe. Trustees are expected to find out what the relevant law is, how it applies to their organisation, and to comply with it. They should also adopt best practice as far as possible – advice on this is available from a number of sources, such as those in the 4<sup>th</sup> column below.

Safeguarding is a relatively new term which is broader than ‘child protection’ as it also includes prevention.

“Safeguarding children is vital for charities as charity trustees have a duty of care towards the children with whom they have contact. Having safeguards in place within an organisation not only protects and promotes the welfare of children but also it enhances the confidence of trustees, staff, volunteers, parents/carers and the general public. Safeguarding children is beneficial to a charity in many ways – protecting its reputation, helping to effectively meet its objectives and protecting its finances”.

(Charity Commission website Safeguarding Children 2010)

The safeguarding policy describes how you will ensure all aspects of the safety of children and young people, it will include staff and volunteer recruitment and training, reporting, confidentiality, understanding and use of legislation and policy. It is a statement of intent that demonstrates your commitment to safeguard children. It will include the name of the person responsible for safeguarding in the organisation.

**It is important that your safeguarding policy is reviewed regularly and kept up to date. During 2011 the outcome of several government policy reviews are expected that could require a change of approach by voluntary organisations.**

EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
The safeguarding policy with page noting how it was developed.				charity-commission.gov.uk everychildmatters.gov.uk everychild.org.uk, dcsf.gov.uk
Log to show all staff and volunteers have read and understand.				
Date and method of review shown on document				
Minutes of management committee endorsing policy.				

**ACTION TO BE TAKEN**

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### 3. All necessary staff members and volunteers are CRB checked

#### WHAT IS THIS?

Criminal Record Bureau Checks examine the background of individuals to identify convictions and in some situations other history. Using this information the organisation can decide if a person is suitable to work with children. Anyone wishing to work or volunteer for an organisation that helps children or vulnerable adults must have a CRB check if they are going to be in contact with clients and users. Since 2011 Business Link are involved in undertaking CRB checks and changes have been made to the way in which CRB checks can be applied for.

As an extra level of protection the Independent Safeguarding Authority (ISA) was created to help prevent (bar) unsuitable people from working with children and vulnerable adults. In February 2011 a government review recommended that the CRB and ISA should be merged and the number and type of checks to those working most closely and regularly with children should be reduced.

**A change in legislation is required and until the current regulations stay in place so it is important to check the websites below and ask for advice.**

Local good practice and the requirements of individual local authorities may vary. The Children's Workforce Development Council is a useful source of information. [www.cwdcouncil.org.uk](http://www.cwdcouncil.org.uk)

#### EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Evidence that staff and volunteers who require it have had a CRB check. (Completed CRB forms on confidential file)				<a href="http://homeoffice.gov.uk">homeoffice.gov.uk</a> <a href="http://volunteering.org.uk">volunteering.org.uk</a> <a href="http://charity-commission.gov.uk">charity-commission.gov.uk</a> <a href="http://direct.gov.uk">direct.gov.uk</a> <a href="http://Cwdcouncil.org.uk">Cwdcouncil.org.uk</a> <a href="http://businesslink.gov.uk">businesslink.gov.uk</a>
Schedule showing programme for updating.				

**ACTION TO BE TAKEN**

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#### 4. Organisation has an equal opportunities policy

##### WHAT IS THIS?

Your equal opportunities policy will cover all types of discrimination - race, gender, age, disability, religion, sexuality - it describes how the organisation will promote equality for all users, volunteers and staff.

It should be designed to ensure that the organisation complies with the requirements of legislation notably the Equality Act 2010. Details and guidance can be found on the Government Equalities Office website. [www.equalities.gov.uk](http://www.equalities.gov.uk).

A booklet has been produced for voluntary organisations. "Equality act 2010: What do I need to know? A summary guide for Voluntary and Community Sector Service Providers". It is available as a pdf document from the website above.

Your policy should include a plan of action.

##### EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Equal opportunities policy with page noting how it was developed.				equalityhumanrights.com charity-commission.gov.uk ncvo-vol.org.uk charitybuilderuk.com edf.org.uk equalities.gov.uk/equality_act_2010
Log to show all staff and volunteers have read and understood.				.
Date and method of review shown on document				
Minutes of management committee endorsing policy.				
Action plan showing how it will be implemented and who is responsible				

**ACTION TO BE TAKEN**

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5. Administration procedures are in place and ensure confidentiality. (Data protection)

WHAT IS THIS?

All organisations will have a range of management and administrative systems and keep record of attendance and usage. This will include the names and other details of users.

Whether records are kept electronically or in paper form you must be able to provide assurance that the information that you keep is only what is necessary, that you keep it safe and that everyone understands the procedure. People have the right to see information that you keep about them and you must make arrangements for that too.

Consent forms will form part of the administration, these are essential documents that will be needed for most activities and if you wish to take photographs and use images of children.

The organisation will need to be prepared to deal with complaints, so you should think about how you are going to respond and draw up a simple complaints policy and procedure that will support users, staff and volunteers.

Keeping good records is an important first step to knowing how your service are used and making monitoring easier.

EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
An outline of how records are taken and kept which explains the procedure that has to be followed for data protection.				The Information Commissioner's Office for Data protection. <a href="http://ico.gov.uk/for_organisations.aspx">ico.gov.uk/for_organisations.aspx</a>
A confidentiality policy with sample consent forms for activities and photography.				<a href="http://nspcc.org.uk">nspcc.org.uk</a>
A basic complaints procedure.				
A record showing that all staff and volunteers have read and understood the procedure and policy, and training has been completed as necessary.				

**ACTION TO BE TAKEN**

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## 6. There are adequate health and safety policies and procedures in place

### WHAT IS THIS?

The policy describes your general approach and lists the main areas where safety may be an issue. It should be quite straight forward and cover how hazards will be dealt with. It will describe the arrangements that you have put in place to ensure the health and safety of users, volunteers and staff.

It must allocate responsibility for action in an emergency and say who will do what and when. It will also describe how you will implement and monitor health and safety controls and train staff and volunteers.

The website of the Health and Safety Executive [www.hse.gov.uk](http://www.hse.gov.uk) is very useful and should be the main source of advice for this topic.

### EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
There is a health and safety policy.				<a href="http://hse.gov.uk">hse.gov.uk</a> London Voluntary Service Council <a href="http://lvsc.org.uk">lvsc.org.uk</a> <a href="http://volunteering.org.uk">volunteering.org.uk</a> <a href="http://charitybuilderuk.com">charitybuilderuk.com</a>
Log to show all staff and volunteers have read and understand. (with signatures)				
Emergency procedures are published prominently.				
Log of training and copies of certificates as appropriate.				
Example records of checks undertaken				

**ACTION TO BE TAKEN**

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7. All legal requirements for the use of premises (owned or rented) are in place and adhered to. Organisations have a clear understanding of their responsibilities and fulfil them.

#### WHAT IS THIS?

If you rent premises you should ensure that you have a lease which clearly describes the terms that apply to your use. There will be requirements for the landlord and for your organisation as tenant. This will include having adequate and appropriate insurance for your activities.

In addition there is legislation that covers the safety requirements for premises providing services for children with which you must comply. Grants, contracts and insurance will depend upon this and you may also be subject to inspections. This is referred to as “suitable premises, environment and equipment”.

You should maintain an inventory of equipment and have method of regularly checking its condition and suitability.

If you own premises you must be able to show that you clearly understand and apply the responsibilities.

#### EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
A copy of your lease or contract for use.				
Copies of insurance certificates including public liability.				
A copy of First Aid and fire procedure				<a href="http://hse.gov.uk">hse.gov.uk</a>
An equipment inventory which includes its condition and how it will be checked.				
Premises and equipment comply with legislation and good practice.				<a href="http://education.gov.uk">education.gov.uk</a>

**ACTION TO BE TAKEN**

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8. All staff and volunteers that require it have safeguarding training and this is updated regularly \* (see note below).

WHAT IS THIS?

The training will help staff and volunteers to understand what child protection and safeguarding is and to work in appropriate ways with children. It will also help them to identify problems and to know how to report them.

Safeguarding is a relatively new term which is broader than child protection as it also includes prevention. Safeguarding means:

- All agencies working with children, young people and their families taking all reasonable steps to minimise the risk of harm.
- When there are concerns about individuals, all agencies working together to address them. To support this there should be agreed local policies and procedures, so it is important that voluntary groups do not work alone.

Remember that you and your organisation have a duty of care towards children.

Information about local courses should be available from your Local Authority. Large national charities working with children, such as the NSPCC may also offer courses (at a cost).

*\* Every 1 to 3 years, local safeguarding arrangements and requirements may vary, but organisations must keep up to date with the latest information and legislation. Local infrastructure organisations will help you with this.*

EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Sample training certificates				education.gov.uk charity-commission.gov.uk cwdcouncil.org.uk nspcc.org.uk
Training programme showing who has completed training and when updates are due.				

**ACTION TO BE TAKEN**

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# SILVER

1. You have considered first aid arrangements and have a plan to ensure that all relevant staff are trained.

**WHAT IS THIS?**

The Health and Safety (First-Aid) Regulations 1981 require you to provide “adequate and appropriate” first-aid equipment, facilities and people so immediate help can be given in the case of illness or accident.

This will depend upon circumstances so you should assess what your first-aid needs are.

The minimum first-aid provision on any site is:

- a suitably stocked first-aid box
- an appointed person to take charge of first-aid arrangements, this person does not need to be first trained although this is advisable.
- information about first-aid arrangements

The basic training is the emergency first aid at work course.  
The course is for smaller work places and covers basic life saving, first aid and workplace health and safety regulations.

You should also consider whether anyone should complete a full first aid course.

**EVIDENCE:**

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Staff and volunteer training certificates  Names and contacts for full first-aiders are published.				St John’s Ambulance <a href="http://sja.org.uk">sja.org.uk</a> <a href="http://redcross.org.uk">redcross.org.uk</a> <a href="http://hse.gov.uk">hse.gov.uk</a>
First aid information published / copy of notice.				
Training programme showing who has completed training and when updates are due.				

**ACTION TO BE TAKEN**

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2. The safeguarding policy which includes the name of the person responsible for child protection is on display with details of where to get help.

WHAT IS THIS?

The safeguarding policy is described in Bronze level number 2

For this standard the organisation must display key elements of the policy accompanied by information about contacts.

A named person and deputy with a written role and responsibilities in relation to child protection and a process for recording incidents, concerns and referrals are key requirements of procedures which should accompany the policy. For details look at [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk). and [www.nspcc.org.uk](http://www.nspcc.org.uk)

ADDITIONAL EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Policy on display				
Information and contacts (including social services) displayed alongside.				
Named person and deputy identified				
Date updated appears on contact sheet (less than 2 years old).				

**ACTION TO BE TAKEN**

3. The organisation has a generic risk assessment, puts staff through risk management training and completes any necessary additional assessments e.g. for trips, residential etc.

**WHAT IS THIS?**

Risk assessment is the way in which organisations check that everything that they do is safe. It ensures that you have thought about any potential hazards of your activities and put in place methods to minimise or deal with them.

A generic risk assessment covers the entire organisation, it is a careful examination of what could cause harm to help you to decide whether you are taking the right precautions. Separate assessments will be needed for special events, trips, residential etc.

Insurance companies may require risk assessments.

They should help you to decide how to run services and activities, but should not stop you.

Organisations should also have an emergency procedure. This will include contact and emergency details and how medical and consent forms are kept and made available in the case of an incident.

**EVIDENCE:**

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Copy of risk assessment procedures				hse.gov.uk
Risk Management Plan for the organisation				
Sample of risk assessments for special activities				
Staff and volunteer risk management training certificates.				
Copy of emergency procedure				

**ACTION TO BE TAKEN**

4. There is an outline of all roles in the organisation (both staff and volunteers). Paid staff have job descriptions and contracts of employment.

**WHAT IS THIS?**

An outline of all of the roles in the organisation will make clear who does what and how tasks will be organised and managed.

Employed staff must have contracts of employment that state the terms under which they will work, including number of hours, holiday entitlement and standard of behaviour expected.

It is useful for volunteers to have a simple outline of what they are to do and how they fit into the organisation. It is important that it is clear that this is not a contract of employment.

You may wish to consider a code of conduct for staff and volunteers which in addition to outlining the policy will describe the way in which situations should be dealt with and how to report problems. This document will include a disciplinary procedure.

**EVIDENCE:**

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Copy of staff structure showing how volunteers fit and will be supported.				Volunteering.org.uk ncvo-vol.org.uk
Copies of job descriptions for staff posts				
An outline of the role of volunteers.				
Sample contract of employment				

**ACTION TO BE TAKEN**

# GOLD

## 1. There is a staff and volunteer induction pack.

### WHAT IS THIS?

Before beginning to work with children and young people every member of staff and volunteer should understand what is expected of them, the resources available, emergency procedures, basic operational procedures and rules.

The portfolio that you have developed for Simple Quality protects will be a useful resource as it contains all of the policies and procedures that staff and volunteers need to understand and agree to. A simple checklist for each person to which additional items may be added will ensure that it is well organised. There should be regular meetings with individuals to check progress and a way of agreeing that it is completed.

The Children's Workforce Development Council has been developing induction standards that outline what new workers should know, understand and be able to do within the first 6 months of work. This would act as a useful guide.

### EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Copy of organisations own pack.				<a href="http://cwdcouncil.org.uk">cwdcouncil.org.uk</a>
Log to show all staff and volunteers have undertaken and successfully completed an induction.				
Date and method of review shown on document				

**ACTION TO BE TAKEN**

2. The organisation has made a significant start towards enabling young people to participate in the running and management of the organisation, appropriate to the age and ability of participants.

WHAT IS THIS?

If you are going to be successful in getting children and young people to attend regularly and to help them to develop they must feel that their interests are understood and that the environment is attractive. An important way of ensuring this is to encourage them to take a full part in the management and planning of activities and events.

EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Feedback and evaluation of programme and activities from participants.				ncvys.org.uk childrenengland.org.uk clubsforyoungpeople.org.uk
Minutes of meetings of management committees and young people's groups				
Young people's training certificates. <b>NAMES REMOVED</b>				
Example programme showing participants involvement				
Feedback and evaluation of programme and activities from participants				
Photos <b>WITH CONSENT FORMS</b>				

**ACTION TO BE TAKEN**

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### 3. The organisation is developing complaints and disciplinary procedures.

#### WHAT IS THIS?

As the organisation grows and develops it will encounter difficulties and possibly receive complaints. It is important that these are treated in an organised way and that everyone knows what to do.

#### EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Draft complaints procedure				<a href="http://volresource.org.uk/samples">volresource.org.uk/samples</a> <a href="http://ncvo-vol.org.uk">ncvo-vol.org.uk</a>
Draft disciplinary procedure				
Plan and timetable for writing and agreeing the procedures.				

**ACTION TO BE TAKEN**

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### 3. The Management Committee is in support of Quality Assurance.

#### WHAT IS THIS?

The board of management show their commitment to embarking upon and achieving an externally accredited, local, regional or national quality mark.

This means that you recognise the need to examine the performance of the organisation in a structured way and to do this through a regulated process. The portfolio that you have developed for Simple Quality Protects is a very good first step.

**You are ready for PLATINUM**

#### EVIDENCE:

	YES	NO	Not yet	NOTES ABOUT THE EVIDENCE
Report to committee giving options and recommendations				<a href="http://volresource.org.uk/samples">volresource.org.uk/samples</a> <a href="http://ncvo-vol.org.uk">ncvo-vol.org.uk</a>
Minute of the committee agreeing. Committee member named to support and promote it.				
Target date set for achievement.				
Statement by the Management Committee.				

Following the completion of these standards the organisation can choose to continue on and complete a recognised Quality Assurance Scheme as approved by the CYP Voluntary Sector Forum, below are a few examples as guidance.

## Platinum

Berkshire Association of Clubs for Young People - the National Accreditation Scheme “Quality Mark”.

Connexions Berkshire – The National Quality Standards for Young People’s Information, Advice and Guidance (IAG) Standards.

PQASSO, EFQM Excellence Model, ISO 9000, MATRIX or any other National Quality Mark Scheme.

“Visible” A scheme developed by Community Matters.

Clubmark (for sports organisations)

NCVYS Keeping it Safe

The Charities Evaluation Service website is a useful resource:

[www.ces-vol.org.uk](http://www.ces-vol.org.uk)

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**Children and Young Peoples Forum members who have  
contributed to the Slough Quality Protects Programme**

**Aik Saath**

**An Nisa**

**ASD Support Group**

**Berkshire Association for Children and Young People (BACYP)**

**Berkshire Refugee Aid**

**Citizens Advice Slough**

**Destiny Support**

**Family Action**

**Golden Eagles Football Club**

**Kinara Housing**

**Means of Survival**

**Resource Production**

**Rochfords Toddlers Group**

**Slough Council for Voluntary Service (SCVS)**

**Slough Crossroads**

**Slough Community Educational Trust**

**Slough Homestart**

**Slough Museum**

**Slough West Indian People's Enterprise (SWIPE)**

**The Foyer**

**United Somali Youth of Slough (USYS)**