

Powys Challenge

Registered Charity No: 1091494 Company No: 4350654

Quality Statement

Powys Challenge is committed to improving the quality of its service and to meet the growing expectation of its users. It will achieve this by implementing quality assurance systems, which ensure that the Organisation is providing an appropriate service consistently and which enables the Organisation to demonstrate this to funders, purchasers, users and staff.

Powys Challenge will use a Quality Assurance System that will:

- Establish a recognised set of quality criteria that can be used as a management tool by staff, the Board, users and other stakeholders
- Provides a framework to help the Organisation assess its own performance against agreed standards, grounded in its experience and its own professional sector guidelines
- Enables the Organisation to demonstrate that it has reached agreed standards in all aspects of service provision and that it is done so in a cost-effective and ethical manner
- Is structured to support the Organisation in aspiring to higher standards and to help it generate action plans to reach them
- Enables the Organisation to focus on improving the quality of its services.
- Helps users to know what service they can expect and to judge if standards are met in practice.
- Supports the establishment of a user-centred culture
- Combines quality, monitoring and evaluation systems in a way that meets contract requirements while retaining staff control over necessary administrative work
- Provides a common language and frame of reference for grant and contract officers of local authorities, employment, health, youth and probation services and funders representatives
- Supports the development of a preventative approach rather than a corrective one.

As a Management Tool the quality assurance system will ensure that we:

- ✓ Keep our values at the forefront of our work
- ✓ Induct new staff and volunteers
- ✓ Support front-line staff
- ✓ Provide agreed levels of service consistently
- ✓ Provide a path for continual development.

Powys Challenge has adopted the PQASSO quality assurance system, which is divided into 16 Quality Areas:

Quality area	1	Commitment to Quality
Quality area	2	Service Provision
Quality area	3	User-Centred Service
Quality area	4	The Management Committee
Quality area	5	Management
Quality area	6	Financial Management
Quality area	7	Managing Resources
Quality area	8	Administration
Quality area	9	Staffing
Quality area	10	Volunteers
Quality area	11	Training and Development
Quality area	12	Networking and Partnerships
Quality area	13	Monitoring and Evaluation
Quality area	14	Complaints and Suggestions
Quality area	15	Environmental Issues
Quality area	16	Equal Opportunities

Each quality area has a standard against which it is measured and Powys Challenge aims to achieve, as a minimum, Level 1 status in all quality areas and to show continuous improvement in key areas.

The Quality Assurance System is designed so that all those concerned with providing a quality service can be involved in assessing how the Organisation is doing. It is essential that everyone understands that the assessment is an on-going process and not a one-off exercise. All assessments will be recorded; action points agreed and a named person will be responsible for each action. A review date will also be set

Powys Challenge will conduct a formal annual review of all 16-quality areas and a written report will be presented to the Board of Trustees in March each year. This will allow for the agreed areas of improvement to be fed into the Organisation's planning cycle.