

DEVELOPING YOUR ORGANISATION



APPLY NOW FOR THE PQASSO QUALITY MARK

Your opportunity to achieve an externally assessed mark of quality!

CES is delighted to announce that the PQASSO Quality Mark is now open for bookings and we are now accepting applications.

The PQASSO Quality Mark offers accreditation against either level 1 or level 2 of the PQASSO quality standards. Benefits of accreditation include:

- external verification of quality standards**
- greater recognition and credibility from funders and service users**
- increased motivation of staff and volunteers**
- enhanced organisational learning**

PQASSO is the leading quality system in use in the voluntary and community sector, and has recently won The Charity Awards 2008 award for Effectiveness. The judges said that PQASSO has made "a very serious impact in terms of raising standards across the sector."

How to apply

Full information, costs and an application form are available on our website at www.pqassoqualitymark.org.uk



PQASSO Quality Mark Team
Charities Evaluation Services (CES), 4 Coldbath Square,
London EC1R 5HL

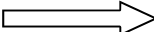
Tel. 020 7713 5722 Fax 020 7713 5692

Email: pqm@ces-vol.org.uk Website: <http://www.ces-vol.org.uk>

PQASSO 3rd edition

June has been an exciting time for PQASSO having launched a new edition and won a major charity award. PQASSO was developed by CES and is the most widely used of the quality systems available to charities and voluntary organisations.

The new 3rd edition is built on the success of the first two editions.

Continued 



PQASSO

Practical Quality Assurance System
for Small Organisations

3rd edition



PQASSO 3rd edition

← It has been updated following extensive consultation with the sector to reflect new challenges in the sector's operating environment including:

- a sharper focus on outcomes
- more emphasis on planning and promotion
- better support for working in partnership
- greater focus on environmental sustainability
- coverage of the sector's role in public services, and the sector's 'voice' role.



Phil Hope MP, the Minister for the Third Sector, said:

"The CES PQASSO quality framework is a practical tool to help third sector organisations measure their performance and success. The sector's huge contribution to society and the economy often goes unrecognised and innovations like PQASSO can change this. I'm pleased that CES are continually developing the quality framework and expect many organisations will benefit from the new 3rd edition."

On 19th June, CES won The Charity Awards 2008 national award for Effectiveness, with the judges commenting that PQASSO had made "a very serious impact in terms of raising standards across the voluntary and community sector".

For more information, and to order the 3rd edition workpack and CD-ROM, please visit www.ces-vol.org.uk

SROI UK

A tool for triple bottom line management Social Return on Investment UK Network

Even those with only one eye on the performance management field, will probably have noticed the growing momentum that is gathering around Social Return on Investment (SROI). In May, the Office of the Third Sector announced funding for the development of an SROI standard and at the same time a network of practitioners, SROI-UK, was launched.

So what is SROI? Eva Neitzert, a researcher at nef (the new economics foundation) which pioneered SROI in the UK, explains:

"Most simply put, SROI is a tool for measuring and communicating the social, environmental and economic value that an organisation creates. Monetisation has been shown to be a powerful way to communicate with funders and policymakers.

For example, using SROI we were able to show that every pound invested in an employment training programme for young ex-offenders generated £10.50 in social value."

To find out more about SROI contact Eva at eva.neitzert@neweconomics.org or on 020 7820 6375, visit the www.neweconomics.org and download the updated SROI guide or visit the www.sroi-uk.org.



WHAT IS FULL VALUE? FROM NCVO

The full value of your organisation includes:

- the benefits that you bring about for your users or cause (your primary outcomes)
- the effects you have on other people or things, such as trustees, staff, volunteers, funders, local residents, the environment or the economy (secondary outcomes)
- the satisfaction you bring to your users, such as the enjoyment someone gets from using a service because the staff are friendly or sympathetic (primary satisfaction)
- the satisfaction you bring to others, eg how content your trustees are in their role (secondary satisfaction).

The four elements of full value

<i>Effect/Stakeholder</i>	Primary (users or cause)	Secondary (non-users)
Outcomes	Primary outcomes	Secondary outcomes
Satisfaction	Primary satisfaction	Secondary satisfaction

Why full value is important: don't sell yourself short!

There are many amazing things achieved by charities, community groups, voluntary organisations and social enterprises that are not always properly appreciated. Exploring and identifying your broader value will help you to:

- appreciate the real worth of your organisation
- create more value of different types
- better communicate your value to others - helping you, for instance, to make better bids to grant-makers, or to attract and retain the best people to work for you.

Full value, not 'added value'

The full value idea is particularly helpful when thinking about public service delivery. Whether you are interested in shaping or delivering public services, full value is a useful alternative to the term 'added value', which has no clear meaning and tries to push all voluntary and community organisations into one homogenous group, all labelled as offering extra - but undefined - benefits. This is a very crude and confusing description.

The benefit of the full value approach is that it can be applied to any organisation, from any sector, as well as to the service in question. It can help commissioners, user representatives and potential bidders to focus on what really matters for each particular service, and can help procurers choose the best supplier for the job.

Find out more

The publication *True Colours: Uncovering the full value of your organisation* introduces the full value approach. Written by NCVO's Strategy and Impact Team, it offers practical exercises to help you identify your organisation's own full value and gives tips on how best to communicate your value to different audiences. It also takes a closer look at public service delivery and suggests how the approach can enable all players to achieve more for users. To buy a copy of the guide please visit <http://www.ncvo-vol.org.uk/publications/publication.asp?id=8302>

A think piece for policy-makers, *Full Value: Public services and the third sector*, is also available at www.ncvo-vol.org.uk/askncvo/index.asp?id=9340 (1,350KB)

The full value idea has been developed by NCVO's Strategy and Impact Team. NCVO encourages all voluntary and community organisations to adopt the approach, to enable them to identify their true worth.

WCAVA - WARWICK DISTRICT
wants your comments on



Please contact us on
0845 051 1170

E-mail: information@cvswd.org.uk
Or write to us at the address below

ARTICLES/COMMENTS TO WCAVA - WD BY

THURSDAY 18TH SEPTEMBER 2008

NEXT MAILOUT DATE:

THURSDAY 2ND OCTOBER 2008



www.cvswd.org.uk

Raise money for
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Voluntary
Service - Warwick
District just by
searching the web!

See our website for
more information!

WCAVA - WD

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