



**Belfast City Council**

<b>Report to</b>	Development Committee
<b>Subject:</b>	Community Centres Awarded PQASSO Quality Mark
<b>Date:</b>	21 May 2013
<b>Reporting Officer:</b>	John McGrillen, Director of Development, ext 3470
<b>Contact Officer:</b>	Cate Taggart, Community Development Manager, ext 3525

<b>1</b>	<b>Relevant Background Information</b>
1.1	As part of its change management and business planning processes Community Services identified performance management and quality assurance as key development opportunities.
1.2	To obtain a quality kite mark for community centres was set as an objective in the services' business and change management plans. The Community Facilities Unit was tasked with the responsibility to deliver a project which would meet this objective.
1.3	Anticipated Outcomes that would be achieved: <ul style="list-style-type: none"><li>- Improved level of service to our customers</li><li>- Improved level of customer satisfaction with Council Community centres</li><li>- Enhanced quality assurance and performance management system</li><li>- 22 Community centres will receive a recognised quality mark.</li></ul>
1.4	The PQASSO Quality Mark is awarded by the Charities Evaluation Services, a UK based organisation specialising in performance management/improvement, evaluation and quality. PQASSO was chosen because of its focus on community centre management and organisation development. PQASSO is built on 12 quality areas, with a series of performance standards and indicators focussing on; Users, People, the Organisation and the Community. In addition to the production of a portfolio of evidence by the organisation, PQASSO assessors conduct a series of interviews with staff, committee members, volunteers and service users.
1.5	PQASSO has been designed to recognize organizations who are motivated by strong values:

	<ul style="list-style-type: none"> <li>- Who put users at the heart of services</li> <li>- Who value staff and volunteers</li> <li>- Who value equal opportunities and diversity</li> <li>- Who show environmental and ethical responsibility</li> <li>- Who communicate and seek to be a learning organisation</li> </ul>
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<b>2</b>	<b>Key Issues</b>
2.1	The Community Services Facilities Unit submitted its portfolio of evidence in January 2013. PQASSO assessors conducted a series of site visits and interviews with, Members, staff and users in February.
2.2	Following this assessment, the Community Services Facilities Unit was awarded the PQASSO Quality Mark in recognition of the high quality of the Councils 22 Community Centres, the staff and services provided.
2.3	This is the first time PQASSO has been awarded to a Public Authority and represents a huge vote of confidence in the management , staff and work of the Community Centres

<b>3</b>	<b>Resource Implications</b>
3.1	None

<b>4</b>	<b>Equality and Good Relations Implications</b>
4.1	There are no relevant equality and good relations implications attached to this report.

<b>5</b>	<b>Recommendations</b>
5.1	Members are asked to note the contents of this report and the progress made by the service toward; improving customer satisfaction, quality service delivery and enhanced performance management.

<b>6</b>	<b>Decision Tracking</b>
There is no decision tracking attached to this report.	