



<b>Subject:</b>	Community Centres Awarded PQASSO Quality Mark
<b>Date:</b>	7 June 2016
<b>Reporting Officer:</b>	Nigel Grimshaw, Director of City and Neighbourhood Services
<b>Contact Officer:</b>	John Nelson/Yvonne Coyle Community Facilities Unit Managers Catherine Taggart Community Development Manager

<b>Is this report restricted?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Is the decision eligible for Call-in?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

<b>1.0</b>	<b>Purpose of Report or Summary of main Issues</b>
1.1	The purpose of this report is to inform Members that Community Services has recently achieved the PQASSO quality standard award for all 27 directly managed Community Centres which are managed by the service's Facilities unit.
<b>2.0</b>	<b>Recommendations</b>
2.1	The Committee is asked to <ul style="list-style-type: none"><li>Note the contents of this report and the progress made by the service towards improving customer satisfaction, quality service delivery and enhanced performance management and the achievement of obtaining the award.</li></ul>
<b>3.0</b>	<b>Main report</b>
3.1	In 2013 the Council became the first local authority to be awarded the PQASSO Quality kite mark in recognition of the high standard of the councils 22 community centres, the staff and the services provided.
3.2	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 as an appropriate quality kite mark because of its focus on

community centre management and organisation development. PQASSO is built on 12 quality areas which include:

- Planning,
- Governance,
- Leadership and Management,
- User-Centred Service,
- Managing People,
- Learning and Development,
- Managing Money,
- Managing Resources,
- Communications and promotion,
- Working with others,
- Monitoring and Evaluation,
- Results.

3.3 PQASSO has been designed to recognize organisations who are motivated by strong values particularly those organisations;

- Who put users at the heart of services
- Who value staff and volunteers
- Who value equal opportunities and diversity
- Who show environmental and ethical responsibility
- Who communicate and seek to be a learning organisation

#### **The Accreditation Process**

3.4 A three day assessment was carried out by 2 assessors which entailed the consideration by the assessors of information across the 12 quality areas as well as the production of a portfolio of evidence and the conducting of 32 interviews with a range of staff, committee members, volunteers and service users.

3.5 Following this assessment, Community Services was awarded the PQASSO Quality standard in recognition of the high quality standard that the Council's 27 Community Centres, the staff and services operate. In particular the assessors found that the Council Community Services Facilities Unit met all the requirements of PQASSO.

3.6 Particular strengths were exhibited in the following areas:

- The enthusiasm, passion and commitment of the staff and volunteers to what they

<p>3.7</p> <p>3.8</p>	<p>are doing and towards service users</p> <ul style="list-style-type: none"> <li>▪ The high reputation of the Centres locally and;</li> <li>▪ The commitment to quality improvement and innovation</li> <li>▪ Continual quality improvement is an ethos which runs throughout Community Services and the Facilities Unit. It is actively led by both the Committee and managers. There has been strong support for implementing PQASSO and for ensuring that it leads to improvement – this is the second assessment and the intention is to go for level 2 next time.</li> </ul> <p><u>Financial &amp; Resource Implications</u></p> <p>None</p> <p><u>Equality or Good Relations Implications</u></p> <p>There are no relevant equality or good relations implications attached to this report.</p>
<p><b>4.0</b></p>	<p><b>Appendices – Documents Attached</b></p>
<p>4.1</p>	<p>None</p>