



Welcome to the Quality in Action Award, our locally recognised quality assurance framework for Voluntary, Community and Faith Organisations.

This management file can be used by organisations to enable them to demonstrate that they meet a set of minimum standards when working with their service users.

By working through the Quality in Action Award management file, organisations can develop their policies, procedures and ways of working in the following key areas;

- Organisational Governance
- Safeguarding
- Safer recruitment and staffing
- Health and Safety
- Equal Opportunities
- Promotion and Partnerships
- Finance

By achieving the Quality in Action Award, organisations meet the requirements for local commissioning opportunities and many external grant funding opportunities.

By working through the management file, your organisation can build a body of evidence to demonstrate that you meet the quality standard. The management file provides you with support to meet the standard including a number of factsheets and sample templates to help you develop the necessary policies and procedures around your work.

Your organisation will be assigned a mentor, who will support you to work through the file and who will assess your evidence.

If you would like to find out further information on the award, please contact Adele Thomson on 0161 339 2345 or email adele.thomson@actiontogether.org.uk

Quality in Action Award

	What needs to be considered	Is in Place	Validated	Notes
	Organisational Governance:			
1.	Description of organisation or group			
2.	Statement of organisation aims			
3.	Constitution or organisations governance arrangements			
4.	List of management committee members / board members including contact details and DBS information (if applicable)			
	Safeguarding:			
5.	Written Policy & Procedures			
6.	A named person within, or acting on behalf of, your group who has had specific training for this role			
7.	Child Protection/vulnerable adults Level 1 training for all volunteers and staff			
	Safe Recruitment and Staffing:			
8.	Guidelines for recruitment and application			
9.	Job descriptions and role descriptions			
10.	Procedures for carrying out interviews			
11.	DBS checks for staff and/or volunteers (if applicable)			
12.	Procedures for induction and supervising staff and volunteers including a Code of Conduct			
13.	List of staff and volunteers including contact details			
14.	Staffing and volunteer policy			
	Health and safety:			
15.	Health and Safety Policy and accident procedures			
16.	Registration form for members / attendees			
17.	Register of session attendance			
18.	First aid provision and a trained designated first aider/s			
19.	Relevant insurance cover – but at least Certificate of Public Liability			
20.	Risk assessment procedures including supervision ratios and procedures for off site visits if applicable			
21.	Safe premises including fire safety			
22.	Parental consent form (if applicable)			
	Equal opportunities and general guidelines:			
23.	Equal opportunities statement			
24.	Equal opportunities policy			
25.	Process for complaints and whistle blowing			
	Promotion and partnership:			
26.	Publicising policies and procedures			
27.	Involving service users in reviewing activities, their Code of Behaviour and policies			
	Finance:			
28.	Financial rules			
29.	Petty Cash Rules			
30.	Accounts			

Organisation: _____

Comments: _____

Validated by: _____