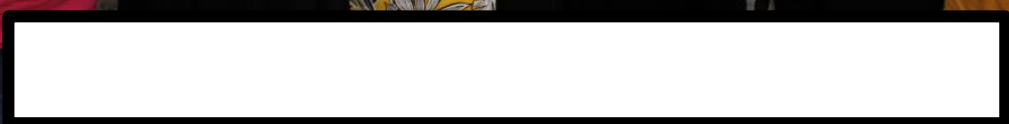




**action
together**



QiAA Handbook



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Hello and welcome to the Quality in Action Award



Action Together's Quality in Action Award (QiAA) is the recognised framework for voluntary, community, faith and social enterprise (VCFSE) organisations working across Oldham, Rochdale and Tameside to demonstrate their commitment to high quality practice.

The QiAA offers an independent, local seal of approval which publicly demonstrates your commitment to safeguarding, quality assurance and continuous improvement.

You'll work alongside one of our dedicated Community Development Workers to meet criteria that ensures your organisation has the right things in place, with practical advice, resources and support to help you develop the policies and procedures that are right for you.

The QiAA is free and open to groups of any size. By achieving the award you'll be able to demonstrate to local commissioners, funders, beneficiaries and other stakeholders that you are delivering quality activities and services.

Our Quality in Action Award covers these key areas:

- **Organisational Governance** – How you run your group, what your aims are and how you make decisions
- **Safeguarding** – How you ensure the safety of children, young people and vulnerable adults
- **Safer recruitment and staffing** – How you recruit, train and supervise your staff and volunteers
- **Health and Safety** – How you make sure your activities are safe and that you have things in place in case things go wrong
- **Equal Opportunities** – How you make sure that you are inclusive and welcoming
- **Promotion and Partnerships** – How you work with others and involve your beneficiaries in your decision making
- **Finance** – How you look after your money and funding

If you would like more information on the Quality in Action Award or how we can support you, contact:

- **Tel:** 0161 339 2345
- **Email:** development@actiontogether.org.uk

Liz Windsor-Welsh
Chief Executive, Action Together

Achieving the Quality in Action Award

What you can expect from us

Whilst completing the QiAA with Action Together, you can expect to:

- Receive all the toolkits and resources to achieve the QiAA
- Receive help and/or training for you to learn and develop your group or organisation
- Regular support sessions with a dedicated mentor
- Access tools and resources

What we expect from you

All organisations are expected to:

- Nominate a named person from your group or organisation to liaise with your Action Together mentor
- Ask if there is anything you don't understand
- Ask for support when needed and talk about any concerns you may have

Getting Started

Your Action Together mentor, who will support you to achieve the QiAA:

Name:

Email:

Tel: 0161 339 2345

Our Offices

Oldham: Action Together, Positive Steps, 80 Union Street, Oldham, OL1 1DJ

Rochdale: Action Together, FireUp, Old Fire Station Maclure Road, Rochdale, OL11 1DN

Tameside: Action Together Age UK, 131 Katherine Street, Ashton Under Lyne, OL6 7AW

Our Values

Believe it's possible

Believe it's possible – vision and ideas matter. We have confidence in the power of people and communities and strive to release their potential to create the widest possible benefits whilst promoting social justice.

Strengthen others

Strengthen others – we work in ways that strengthen people, places and partnerships. We achieve this by working collaboratively, sharing skills and developing relationships between people, groups and agencies.

Be true

Be true – we are brave enough to share constructive insight in order to make progress. Our unique insight comes from our connections with, and amplification of, the diverse range of voices of people and groups that we work with.



Checklists

Please complete this checklist (marking an X in the relevant boxes.)

You must submit your evidence and completed checklist to your Action Together mentor to achieve the QiAA.

		Not applicable	Needs developing	Complete	Validation date
Section	Action Item	x	x	x	
1	Organisational Governance				
1.1	Description of organisation or group				
1.2	Statement of organisation aims				
1.3	Constitution or organisations governance arrangements				
1.4	List of management committee members/ board members, including contact details and DBS information (if applicable)				
2	Safeguarding				
2.1	Written Policy & Procedures for Safeguarding Children				
2.2	Written Policy & Procedures for Safeguarding Vulnerable Adults				
2.3	A named designated person within, or acting on behalf of, your group to be responsible for Safeguarding				
2.4	The designated Safeguarding lead has had specific training for this role				
2.5	All staff and volunteers have received Safeguarding Children Level 1 Awareness Training				
2.6	All staff and volunteers have received Safeguarding Vulnerable Adults Level 1 Awareness Training				
3	Safe Recruitment, Staffing and Volunteers				
3.1	Guidelines for applications, Recruitment and selection recruitment of staff and volunteers				
3.2	Job descriptions and volunteer role descriptions				
3.3	Procedures for carrying out interviews and selection				
3.4	DBS checks for staff and/ or volunteers (if applicable)				
3.5	Procedures for induction and supervising staff and volunteers, including Code of Conduct				
3.6	List of staff and volunteers, including contact details				
3.7	Staffing and Volunteer Policy				

		Not applicable	Needs developing	Complete	Validation date
Section	Action Item	x	x	x	
4	Health and Safety				
4.1	Health and safety policy and accident procedures				
4.2	Registration form for members/ attendees				
4.3	Register of session attendance				
4.4	First aid procedures				
4.5	Trained designated first aider(s)				
4.6	Certificate of Public Liability Insurance				
4.7	Other relevant insurance cover				
4.8	Risk assessment procedures, including supervision ratios and procedures for off site visits (if applicable)				
4.9	Safe premises, including fire safety				
4.10	Parental consent forms (if applicable)				
4.11	Copy of GDPR policy or statement including copy of privacy notice				
5	Equal Opportunities and General Guidelines				
5.1	Equal opportunities statement				
5.2	Equal opportunities policy				
5.3	Process for complaints				
5.4	Process for whistleblowing				
6	Promotion and Partnerships				
6.1	Publicising policies and procedures				
6.2	Involving service users in reviewing activities, their code of behaviour and policies				
7	Finance				
7.1	Finance policy and rules				
7.2	Petty cash rules				
7.3	Accounts and bookkeeping				

EMPOWERED

TO
Thrive ♥ x

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WE INSPIRE, EMPOWER & SUPPORT
WOMEN TO STOP JUST SURVIVING
AND START THRIVING!

ALWAYS HOLDING IT
TOGETHER BUT SECRETLY
RUNNING ON EMPTY?

IF YOU'VE LOST

ALONG THE WAY

YOU'RE NOT ALONE!!

MENT AND WELLBEING WORKSHOPS,
NATURE BASED EVENTS, RETREATS,
COACHING, MENTAL HEALTH SUPPORT AND A
WONDERFUL WELCOMING COMMUNITY.

ED CORPORATE WORKSHOPS, TEAMBUILDING
ESPOKE EVENTS TAILORED TO YOUR NEEDS.



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