

Mapping Table – The Approved Provider Standard and PQASSO

The Table below has been drafted to indicate where the two standards map against each other and the evidence that would be required to meet both standards. The evidence highlighted in **blue** relates to the **Approved Provider Standard** and the evidence highlighted in **brown** relates to **PQASSO**. Where evidence corresponds to both standards this is highlighted in **black italic typeface**. It is from Section C of the APS application that the evidence required has been mapped directly against **PQASSO**. Organisations need to recognise that this table has been compiled as a mapping document and that does not therefore provide a complete picture in terms of detailed evidence for each standard. Organisations interested in achieving the standards would need to refer to the detailed documentation provided by MBF and the Charities Evaluation Service.

The Approved Provider Standard	PQASSO	Evidence required
Section A – Application and Contact Details	Not applicable as there is no application process	Information regarding the contact details and organisational details is requested in section A of the application form
Section B – Facts about your organisation	Not applicable as there is no application process	More detailed information regarding the organisation and the work of the organisation is requested in section B of the application form
Section C – Project Information	QA1 Planning for Quality – the organisation defines clearly for its stakeholders its long-term purpose, and its plans for the medium and short term. It sets clear	<i>Organisations are required to identify the rationale for their operation and their aims and objectives</i>

<p>Question 2 – What is the purpose of your project?</p>	<p>priorities and targets for its activities that are designed to meet the needs and expectations of its stakeholders and it reviews its progress</p> <p>QA2 Governance – The organisation governs itself effectively and responsibly. It demonstrates accountability to the appropriate people and bodies, and the Board of Trustees has the skills and information it needs to achieve its mission.</p> <p>QA4 User-centred Service – The organisation recognises and values its users, and builds good relationships with them. It includes them in designing, delivering, reviewing and assessing services in order to meet their needs. Users are encouraged to make positive contribution to the organisation.</p>	<p><i>Evidence in relation to strategic planning and annual business planning</i></p> <p><i>Funding submissions</i></p> <p><i>Details of the client group/service user group for whom the service is provided and how need is being met</i></p> <p><i>Evidence in relation to the induction and operation of the Trustee board is required</i></p>
<p>Question 3 – What organisational and management structure is in place to support your project?</p>	<p>QA2 Governance – The organisation governs itself effectively and responsibly. It demonstrates accountability to the appropriate people and bodies, and the Board of Trustees has the skills and information it needs to achieve its mission.</p> <p>QA3 Management - The management of a quality organisation is appropriate to the organisation’s needs. Manager’s carry out all legal and financial responsibilities and are accountable to the organisation’s funders and other stakeholders. Managers carefully plan the development of the organisation and promote effective communication.</p>	<p><i>Organisational charts, management structures and reporting including financial management need to be identified and evidenced</i></p> <p><i>Evidence that demonstrates the involvement of all stakeholders in the business planning process is required</i></p> <p><i>Policies and procedures that cover key legislative areas</i></p> <p><i>Evidence relating to the specifics of volunteer and client involvement and job descriptions</i></p>

	<p>QA7 Managing Money – The organisation systematically attracts and generates money to support its work, and manages its funds effectively and prudently. It exercises financial control, and accounts for all its money within a framework of law and good practice.</p> <p>QA8 Managing Resources – The organisation manages its resources effectively, efficiently and ethically. Managers ensure there are enough resources for the planned level of activities. Premises and information resources are managed so that targeted users have the best possible access to services.</p>	<p>Constitution, audited accounts, evidence of meeting financial requirements such as Inland Revenue, fund raising procedures and charity and company law</p> <p>Budgetary information</p> <p>Records of meetings pertaining to financial reviews</p> <p>Evidence of recycling</p> <p>Year planning detailing resources and record keeping</p>
<p>Question 4 – What support mechanisms are in place to ensure that staff overseeing the project are operating effectively?</p>	<p>QA5 Staff and Volunteers - The organisation recruits and manages the right people to work as staff and volunteers to the benefit of the organisation and its users. The organisation values its staff and volunteers and the contribution they make towards achieving the organisation’s aims</p>	<p><i>Processes in place for reviewing job roles.</i></p> <p><i>Training and networking opportunities attended by staff. Supervision and support provided to staff</i></p> <p><i>Minutes of team meetings</i></p> <p>Information regarding broader staff recruitment other than those who manage volunteers</p> <p>Terms, conditions and contracts of employment</p> <p>Role descriptions for volunteer roles</p>

		other than mentors/befrienders
Question 5 – To whom does your project provide services?	QA4 User-centred Service – The organisation recognises and values its users, and builds good relationships with them. It includes them in designing, delivering, reviewing and assessing services in order to meet their needs. Users are encouraged to make positive contribution to the organisation.	<i>Client/service user information</i>
Question 6 - How are your clients identified and referred to you for support?	QA4 User-centred Service – The organisation recognises and values its users, and builds good relationships with them. It includes them in designing, delivering, reviewing and assessing services in order to meet their needs. Users are encouraged to make positive contribution to the organisation. QA9 Managing Activities – The organisation identifies its core activities and develops appropriate processes and standards to deliver and improve them. Staff and volunteers are well informed about the processes and standards.	<i>Promotional literature</i> <i>Referral criteria, procedures and eligibility</i> <i>Evidence relating to equality of opportunity for clients/service users</i> Management reports including information regarding service users
Question 7 – How are clients made aware of what the project involves?	QA4 User-centred Service – The organisation recognises and values its users, and builds good relationships with them. It includes them in designing, delivering, reviewing and assessing services in order to meet their needs. Users are encouraged to make positive contribution to the organisation. QA9 Managing Activities – The organisation identifies its	<i>Induction/briefing materials and client interview/assessment documentation</i> Year and work plans

	core activities and develops appropriate processes and standards to deliver and improve them. Staff and volunteers are well informed about the processes and standards.	
Question 8 – How do you recruit your volunteers?	QA5 Staff and Volunteers - The organisation recruits and manages the right people to work as staff and volunteers to the benefit of the organisation and its users. The organisation values its staff and volunteers and the contribution they make towards achieving the organisation's aims	<p><i>Equal opportunities statement/policy. Evidence demonstrating that all sections of the community can access volunteering opportunities</i></p> <p><i>Task/role descriptions and person specifications</i></p> <p><i>Examples of standardised interview questions for volunteers</i></p> <p>Completed application forms and interview questions sheets</p>
Question 9 – What screening procedures and personal protection arrangements do you have operate?	QA5 Staff and Volunteers - The organisation recruits and manages the right people to work as staff and volunteers to the benefit of the organisation and its users. The organisation values its staff and volunteers and the contribution they make towards achieving the organisation's aims	<p><i>Standardised screening procedures including CRB checking as appropriate to the requirements of the volunteer role and client group</i></p> <p><i>Health and safety procedures including risk assessments</i></p> <p><i>Insurance cover for volunteer roles</i></p> <p><i>Procedures relating to resolving issues with volunteers including complaints</i></p>

		<p><i>Evidence relating to confidentiality and data protection</i></p> <p><i>Evidence relating to consent for work with young people – as appropriate</i></p> <p><i>Client/user feedback and input</i></p>
<p>Question 10 – What process is used for matching clients and volunteers?</p>	<p>QA4 User-centred Service – The organisation recognises and values its users, and builds good relationships with them. It includes them in designing, delivering, reviewing and assessing services in order to meet their needs. Users are encouraged to make positive contribution to the organisation.</p> <p>QA9 Managing Activities – The organisation identifies its core activities and develops appropriate processes and standards to deliver and improve them. Staff and volunteers are well informed about the processes and standards.</p>	<p><i>Information relating to how matches are carried out and any associated paperwork</i></p>
<p>Question 11 – How do you prepare volunteers so that they can offer effective support?</p>	<p>QA6 Training and Development – Trustees, staff and volunteers are supported in gaining appropriate skills and knowledge to meet their responsibilities. Training and other learning opportunities are seen as an essential part of individual and organisational development. Training and development supports the organisation in achieving its objectives.</p> <p>QA9 Managing Activities – The organisation identifies its core activities and develops appropriate processes and standards to deliver and improve them. Staff and volunteers are well informed about the processes and standards.</p>	<p>Training and induction materials including volunteer handbooks and induction packs</p> <p>Training registers and training evaluation feedback forms – completed</p> <p>Evidence collated would need to apply to Trustees, staff and all volunteers</p> <p>Staff circulars, information sheets and newsletters</p> <p>Year and work plans</p>

<p>Question 12 – How do you provide on-going support for your volunteers?</p>	<p>QA6 Training and Development – Trustees, staff and volunteers are supported in gaining appropriate skills and knowledge to meet their responsibilities. Training and other learning opportunities are seen as an essential part of individual and organisational development. Training and development supports the organisation in achieving its objectives.</p> <p>QA9 Managing Activities – The organisation identifies its core activities and develops appropriate processes and standards to deliver and improve them. Staff and volunteers are well informed about the processes and standards.</p>	<p><i>Structures in place for volunteer supervision, meetings and feedback</i></p> <p><i>Accreditation opportunities for volunteers – as appropriate</i></p> <p><i>Evidence of how the organisation communicates with volunteers – newsletters, intranet systems etc</i></p> <p>Social events including celebratory events</p>
<p>Question 13 – How do you monitor the progress of relationships and determine whether they are successful?</p>	<p>QA4 User-centred Service – The organisation recognises and values its users, and builds good relationships with them. It includes them in designing, delivering, reviewing and assessing services in order to meet their needs. Users are encouraged to make positive contribution to the organisation.</p> <p>QA9 Managing Activities – The organisation identifies its core activities and develops appropriate processes and standards to deliver and improve them. Staff and volunteers are well informed about the processes and standards.</p> <p>QA11 Monitoring and Evaluation – The organisation collects and analyses relevant information appropriately and systematically and uses it to help trustees, managers and staff to evaluate and improve the organisation and its</p>	<p><i>Systems in place for facilitating feedback from clients/users and volunteers</i></p> <p><i>Record keeping, monitoring information</i></p> <p>Reports to funders and trustees including information relating to monitoring and evaluation</p>

	activities.	
Question 14 – How do you evaluate the effectiveness of your befriending or mentoring project?	<p>QA11 Monitoring and Evaluation – The organisation collects and analyses relevant information appropriately and systematically and uses it to help trustees, managers and staff to evaluate and improve the organisation and its activities.</p> <p>QA12 Results – The organisation achieves its planned results, and learns from its experiences. Its results show improvements over time and compare well with those of similar organisations, providing value for money for users and other stakeholders.</p>	<p><i>Feedback from stakeholders, systems for measuring identified outcomes, satisfaction surveys, evaluative reports</i></p> <p>Reports to funders and trustees including information relating to monitoring and evaluation</p> <p>Budgetary information that identifies cost effectiveness</p> <p>Monitoring of staff sickness, turnover and absence</p>
Evidence of networking and partnership is not specifically requested for the APS.	QA10 Networking and Partnership – The organisation works with other organisations in a variety of ways, locally and nationally. It is more effective through sharing information, providing complementary services, joint working and influencing change.	Evidence relating to contact with other agencies and organisations, mailouts, databases etc