




The National Youth Agency



Quality Exchange

Wednesday 30 May 2007

The National Youth Agency, Leicester



NYA's Quality Mark for Services for Young People (YSQM)

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The National Youth Agency

The Rationale

- ❖ To improve quality in young people's services & ensure better outcomes for young people
- ❖ To ensure the building blocks are in place for fit for purpose services - policies & procedures, monitoring & review, information & planning
- ❖ Continuous improvement - total quality

Uses of the NYA's Quality Mark

- ❖ As a management tool to improve quality
- ❖ To support funding & commissioning
- ❖ For re-positioning in the market place
- ❖ To enable better outcomes for young people
- ❖ To prepare for a JAR
- ❖ To celebrate good practice
- ❖ To gain national recognition

The NYA's Quality Mark Standards

SECTION 1 - Policy & Strategy

- ❖ Performance management
- ❖ Management information
- ❖ Quality assurance
- ❖ Equality & diversity
- ❖ Curriculum / programme of work
- ❖ Legal requirements

The NYA's Quality Mark Standards

SECTION 2 - People

- ❖ Personal & social development
- ❖ Involving children & young people
- ❖ Workforce development

SECTION 3 - Partnerships & resources

- ❖ Partnerships
- ❖ Resources

Signing up for the Quality Mark

Subscription for one or two years

- ❖ YSQM Framework in hard copy & CD Rom
- ❖ Quarterly briefings
- ❖ Regional/national training events

The National Award

- ❖ All standards at 'established' level
- ❖ Registration & assessment involving visit

National Award Process

- ❖ Submit 4 copies, including any supplementary evidence (CD or paper)
- ❖ Submission checked by The Agency
- ❖ Assessor is assigned to the organisation and agrees timescale for visit
- ❖ Pre-arranged visit takes place involving managers, senior staff, workers at different levels, groups of young people, partners

National Award Process

- ❖ Assessor gives feedback at the end of the visit which will be one of three options:
 1. The Award is achieved subject to QSC approval;
 2. Areas for improvement are identified within an agreed timescale;
 3. The Award is not achieved

National Award Process

- ❖ The Assessors report is scheduled into the next Quality Standards Committee to be accredited
- ❖ Report sent on to the NYA's Executive Board to be ratified
- ❖ Organisation will receive notification from The NYA
- ❖ Award is valid for three years



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