



THE NYA QUALITY MARK SELF-ASSESSMENT FRAMEWORK

Quality services for young people do not just happen. They need a skilled confident workforce, an efficient performance management system, robust processes and systems, sufficient resources and decision making processes built around young people, to ensure organisations who work with young people achieve the vision for quality, set out in the ten year strategy.

The NYA Quality Mark framework has been designed as a management tool to support an organisation's development and improvement of its quality management systems. It tests the processes and structures, which are the building blocks of an organisation. By using the self-assessment framework, organisations will be able to check monitoring and reviewing procedures and how management information is used to improve the quality and outcomes of an organisation.

The framework was recently rewritten to take into account its wider applicability to Integrated Youth Support Services and re-launched at an event in March 2008. This new framework is more reflective of the needs of all organisations and services for young people across all the sectors whilst maintaining consistency in the high standards expected of those submitting for The NYA National Award.

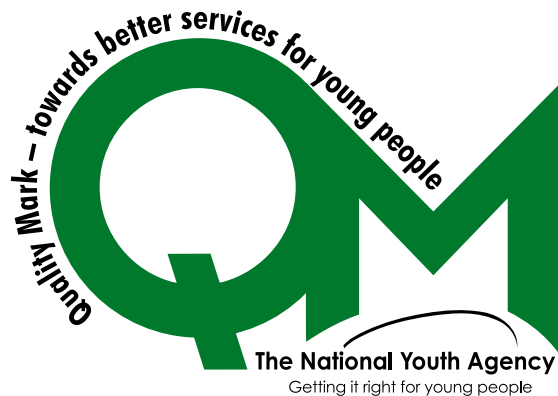
There are 11 operating standards to the Quality Mark:

Performance Management	Legal Requirements
Management Information	Personal and Social Development
Quality Assurance	Involving Young People
Equality and Diversity	Workforce Development
Curriculum/Programme of Activities	Partnerships
Resources	

HOW CAN I GET A COPY?

The self-assessment framework is available at no cost. Please contact Lyndsay White (lyndsayw@nya.org.uk) to request a form. After completing and returning the form, you will be sent the framework via e-mail. Hard copies with a CD-Rom are also available at a cost of £15 including VAT plus £2 p&p per copy, or £10 inclusive of VAT for orders of ten or more. This can be done by sending a purchase order by post, fax or e-mail to the addresses below, sending a cheque made payable to The National Youth Agency, or over the telephone by credit or debit card to our Sales team on 0116 242 7427.

The NYA website contains further information about the Quality Mark: www.nya.org.uk/qualitymark



THE NYA NATIONAL AWARD

The NYA Quality Mark is primarily a self-assessment tool to be used as a means to quality improvement. However, there was a demand from those involved in its development for a National Award for those organisations that reach the required standard. Achieving this would bring prestige to organisations working with young people, help with their relationships with other organisations, support funding bids and commissioning, and celebrate good quality services with peers, staff, partners and young people.

An organisation having reached the required standard would need to register and prepare its self-assessment in accordance with the National Award Guidance. This is available on request to Lyndsay White (lyndsayw@nya.org.uk). The submission would then be checked by The NYA and assigned to an external Assessor who will make the assessment, which will then go for accreditation to the Quality Standards Committee.

The NYA Executive Board will ratify the National Award submissions, and once achieved, it will be valid for three years.

COSTS FOR THE NATIONAL AWARD (Costs correct for 2008–09)

Projected costs for Local Authorities and Connexions (individual services)		Projected Costs for Voluntary Organisations	
13–19 Population	Accreditation fee	Annual Turnover	Accreditation fee
Band 1 up to 15,000	£2,880 + VAT	Up to £500k	£2,520 + VAT
Band 2 15,001–45,000	£3,600 + VAT	Between £500k and £1m	£2,880 + VAT
Band 3 Over 45,000	£4,320 + VAT	Between £1m and £2m	£3,240 + VAT
		Between £2m and £5m	£3,960 + VAT

FURTHER SUPPORT

The NYA is happy to work with organisations developing quality improvements, and can offer pre-assessment, training and bespoke consultancy in support of this. If you would like to explore this option, please contact Lyndsay White (lyndsayw@nya.org.uk) with an outline of what you are looking for and the kind of timescales you are working to.



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