

Trusted Standard

CASE STUDY



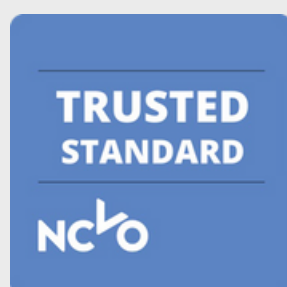
**TRUSTED
STANDARD**

NCVO

THE WALLICH & TRUSTED STANDARD

The Wallich is a Welsh Charity supporting homelessness in Wales. They operate under their categories: getting people off the streets; keeping people off the streets; and creating opportunities for people.

They achieved their Trusted Standard **Level 1** Accreditation at the end of 2023. We had the pleasure of discussing their assessment with Richard O'Brien, Quality Assurance Manager for The Wallich and how there is a perfect link between the IAQF Standard in Wales and our accreditation.



WHAT IS THE VALUE OF THE IAQF AWARD TO THE WALLICH?

There are many benefits of having the IAQF awarded to us, some of the main ones are that we can visibly display the quality mark in our services. Each visitor will know the level of care and effort that has gone into making it operate the way it does and that they can feel comfortable and taken care of being there.

It also gives the service user a level of confidence that the organisation has thoroughly thought about the reasons behind its actions and that each level of staff/management is committed to their progress.

When it comes to new fundraising paths or retendering a service, having the IAQF award shows that we are more than capable of providing a service worthy of investing in where funders won't have to worry about the level of scrutiny and detail with our operations.



“The standard was very straightforward, we completed ours in conjunction with the Trusted Standard Assessment. As the format was the same in terms of gathering relevant documents to upload, incorporating the IAQF indicators into the whole assessment was a seamless task.”

WHAT HAVE BEEN THE BENEFITS OF THE WHOLE PROCESS?

Outside of the public-facing benefits of having the IAQF award, it has a big impact internally. If you look at the indicators that are required, it's clear that they are keen to learn if an organisation has involvement, participation, monitoring and improvements being discussed and acted upon by all levels of staff, while having the service users' needs at heart. Having this multi-tiered approach made the gaps in any of our processes immediately visible. With some slight adjustments, we were able to tighten processes and roll out communication to the organisation to ensure all staff were well informed and we could then start to gather meaningful feedback.

The process of gathering information and identifying specifically where each piece lives has also helped to identify how departments communicate with each other and what reporting may be necessary/helpful to share between them.

HOW SUPPORTIVE WERE THE ASSESSORS?

The assessors were very supportive and flexible. If I had any questions relating to an indicator or specific document, it was an easy back and forth conversation explaining what they want, why they need to see it and some examples of evidence that would suffice. Their communication made it a smooth process.

WISH TO SHARE *YOUR* EXPERIENCE?

**We are always interested in
organisations' accreditation journey!**

Whether it's about the challenges you faced, your experiences with the assessors or what gaining the accreditation means to you, we'd love to hear it all.

Your story may even help others in the same position you were in and motivate them to achieve their level one or two accreditation.

Contact us:

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