

TRUSTED
STANDARD

NCVO

CASE STUDY

YMCA WIRRAL

LEVEL 1 ACCREDITATION



ABOUT YMCA WIRRAL

We were delighted to interview Nigel Hughes, Chief Executive from a YMCA organisation to discuss their Trusted Standard Level 1 accreditation. We will explore the long-term benefits of accreditation, the challenges experienced, and the support they received.

THE ACCREDITATION PROCESS

Prior to their Trusted Standard accreditation, the YMCA already held various ISO accreditation (9001, 14001, 45001), as well as Investors in People and Customer Service Excellence awards.

Initially, Nigel was curious about how Trusted Standard would compare to their other quality frameworks. However, thanks to the support and encouragement from colleagues, and the national requirement within YMCA, they were motivated to embrace the Trusted Standard journey.

“Trusted Standard is an established benchmark of success in our sector”



The self-assessment phase required a detailed review of their processes and documentation. Nigel worked alongside the senior management team where he delegated specific tasks throughout the team. With the YMCA already holding the required documentation, it made the process easier. Nigel's role as an internal verifier and auditor for the ISO standards made it straightforward for him to manage the self-assessment.

The team encountered initial challenges with the IT platform, but the support from Hazel, (a representative from MESMA, who provide the service), was invaluable.

"Hazel's assistance and the supportive approach of Trusted Standard personnel helped ease the process, providing the necessary push to complete the accreditation."

ACHIEVING THE STANDARD

Achieving Level 1 accreditation was a significant milestone. Unlike previous certifications, the Trusted Standard was seen as highly specific and relevant to the charity and voluntary sector. It was great to hear that the accomplishment was celebrated, recognising it as a distinct achievement, separate from their other certifications.



WORKING WITH ASSESSORS

The assessors played an important role, offering clear guidance and accommodating the organisation's needs. Demonstrating flexibility, the assessors adjusted their schedules to meet with board members. Nigel highlighted their professionalism and support.

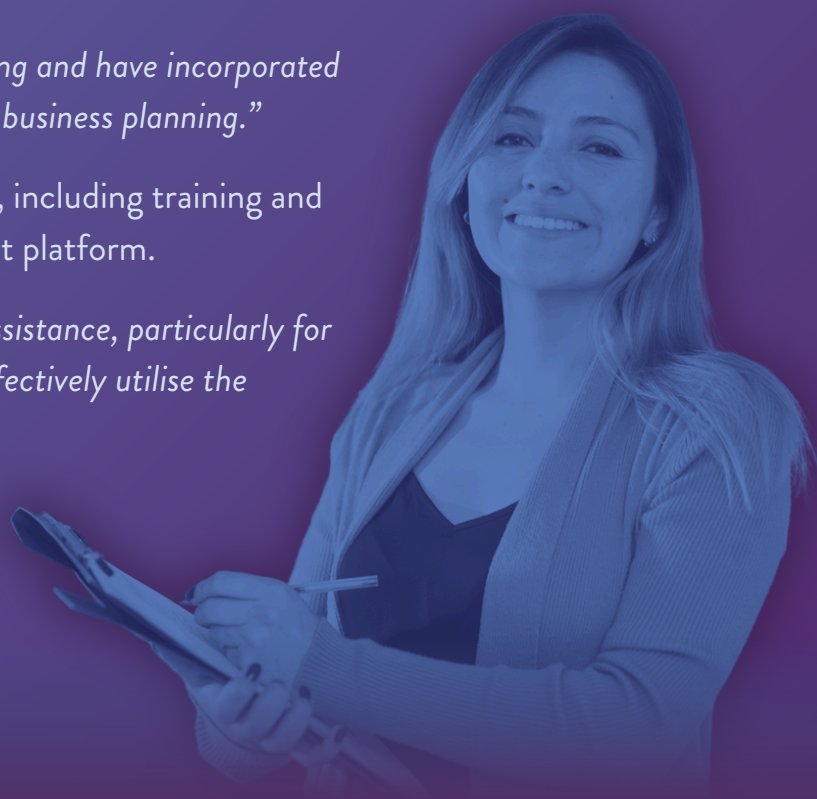
CONTINUOUS IMPROVEMENT, AND FUTURE PLANS

The accreditation process highlighted areas for improvement, leading to the implementation of new business planning tools that enhanced operational efficiency. The YMCA's existing focus on continuous improvement was reinforced by the Trusted Standard's requirements, which aligned with their business and strategic planning processes. They plan to achieve the Level 2 accreditation in the near future.

"We recognise the importance of detailed planning and have incorporated the accreditation requirements into their annual business planning."

Nigel actively participated in support sessions, including training and surgery sessions related to the self-assessment platform.

"These sessions provided essential insights and assistance, particularly for less tech-savvy members, ensuring they could effectively utilise the platform."



RECOMMENDATIONS TO OTHER ORGANISATIONS

Nigel highly recommends the Trusted Standard to other YMCAs, emphasising its relevance and the valuable insights gained through the process, suggesting that even those with time constraints can achieve accreditation by setting long-term goals and taking on the process in manageable segments. The support from the Trusted Standard team and the assessors provides a comfortable experience for organisations.

INTERESTED IN ACCREDITING?

To raise the quality standard of your charity or voluntary organisation, and increase your chances of winning funding, chat with a member of our team at Trusted Standard:

BOOK A CALL

