

Trusted Standard

CASE STUDY - YMCA WIRRAL

YMCA

Here for young people
Here for communities
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TRUSTED
STANDARD

NCS

ABOUT YMCA WIRRAL



We were delighted to interview Nigel Hughes, Chief Executive from a YMCA organisation, and discuss their Trusted Standard Level 1 accreditation. We will explore the challenges faced, the support received, and the eventual positive outcomes of becoming accredited.

THE ACCREDITATION PROCESS

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

Initially, Nigel was unsure about the value of Trusted Standard because of their other quality frameworks. However, due to the national requirement within YMCA and encouragement from colleagues, they decided to embark on the Trusted Standard Journey.

“TRUSTED STANDARD IS AN ESTABLISHED BENCHMARK OF EXCELLENCE WITHIN 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.

During the self-assessment, the team encountered challenges with the IT platform initially, 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 their 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 tackling the process in manageable segments. The support from the Trusted Standard team and the assessors provides a comfortable experience for organisations.

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: trustedstandard@growthco.uk