

Trusted Standard

CASE STUDY



**TRUSTED
STANDARD**

NCO

ONE PARTNERSHIP - ONE VISION

About the Collaboration

Four specialist disability organisations based in Manchester decided to form a partnership and to work together to strengthen their organisations. The collaboration members were:

- **Manchester Deaf Centre (MDC).**
- **Breakthrough UK.**
- **Greater Manchester Coalition of Disabled People (GMCDP)**
- **Autisma.**

All partners were passionate about supporting disabled people, reducing the barriers they face in everyday life and influencing change in society.

The Trusted Standard quality assurance system provided the partnership with a structured approach to reviewing their organisations, their policies and procedures. Using Trusted Standard to support a self-assessment process enabled all partners to share learning, and identify common areas for development as well as areas where tailored consultancy support would be useful for their individual organisations. It was the combination of a structured approach together with tailored support for each organisation which proved beneficial.

Each organisation appointed a Quality Champion to lead this work.

"I DON'T THINK THE PROGRAMME WOULD HAVE RUN SO SMOOTHLY OR BEEN SO EFFECTIVE WITHOUT THE SUPPORT OF THE QUALITY CHAMPIONS - THEY REALLY HELPED COORDINATE THINGS AND KEPT THINGS MOVING",

- DR SUE NEWBERRY, TRUSTED STANDARD LICENCED PRACTITIONER

Initial diagnostic and action planning workshop

An initial face-to-face workshop brought all the partners and their key representatives together. The aims of this workshop were to kick start the development programme and to enable participants to:

- Identify the **stages** in the Trusted Standard process.
- Understand the Trusted Standard **structure**, the 11 different **quality areas** and the 2 levels of achievement.
- Carry out **a broad sweep diagnostic** by reviewing how their organisation's current evidence met the requirements of the standard.
- Use the results of this diagnostic to inform an **action plan** to prioritise the quality areas for each organisation.

REFLECTIONS FROM THE PARTNERS

As part of the initial workshop the partners reflected on what they wanted to achieve from this partnership programme:

PARTNERSHIP

"STEERING CHANGE AND INFLUENCING DIRECTION"

REDUCTION IN COSTS

"·BETTER IMPACT AND VOICE FOR DISABLED PEOPLE IN GREATER MANCHESTER"

FUNDING

"BEING RECOGNISED AS A QUALITY ORGANISATION"

MORE JOINT WORKING

BETTER QUALITY OF SERVICES FOR CLIENTS

"ENHANCED COORDINATION FOR SERVICE USERS"

"STAFF FEELING VALUED AND INCLUDED"

CONTINUOUS IMPROVEMENT

"INCREASED KNOWLEDGE ABOUT OTHER PARTS OF THE ORGANISATION"

"IMPROVING OPPORTUNITIES FOR LONG-TERM FUNDING"

"EMBEDDING A CULTURE OF CONTINUOUS IMPROVEMENT"

TAILORED SUPPORT FOR THE SELF-ASSESSMENT PROCESS

Sue worked with each organisation to draw up a tailored programme to facilitate their self-assessment process. A series of confidential sessions were held online with each partner with each session tackling a different quality area of the standard.

These sessions were made more effective by the Quality Champions engaging key team members to support the different quality areas. For example, the Treasurer would be invited to join the working group when talking about Quality Area 7 Managing money.

'YOU NEED THE RIGHT PEOPLE. INVOLVED AT THE RIGHT TIME TO IDENTIFY THE RIGHT EVIDENCE.'

'IT'S SO MUCH QUICKER WHEN YOU CAN CREATE THE RIGHT WORKING GROUPS. EVERYONE CAN GET INVOLVED IN IDENTIFYING EVIDENCE AND AT THE END THEY'RE OFTEN DELIGHTED TO REALISE WHAT'S ALREADY IN PLACE!'

- DR SUE NEWBERRY, TRUSTED STANDARD LICENCED PRACTITIONER

By the end of each session, there were detailed notes about the evidence already in place as well as an Action Plan for each quality area. It was from these online sessions that strengths, common areas for development and topics where partners needed individual support were identified and prioritised. Each working group was able to get through a lot of work in a short space of time which was appreciated by the partners.

'Thanks again for the session today, incredibly helpful as always.'

COMMON AREAS FOR DEVELOPMENT

From the online sessions, Trusted Standard was able to identify **priority topics** that everyone wanted to work on. These topics were addressed in a series of workshops for all partners.

The **Business Planning** workshop was a top priority for all the partners. A bespoke workshop mapped traditional elements of business planning across to the evidence requirements for the Trusted Standard. This involved focussing on the requirements for level 1 and level 2 of the standard and therefore included the importance of stakeholder consultation, evidence of need as well as SWOT and STEEPLE analyses. This workshop demonstrated the links between the strategic business planning cycle and a good operational plan and monitoring framework.

The *'Getting hands-on with The Trusted Standard Self-Assessment'* workshop focussed on learning about the online system clients use to support their journey. It supports both the self-assessment and action-planning process in one place. It also enables organisations to upload their evidence and document how they feel they meet the indicators in the Standard.

Developing the partnership was a recurring theme for this development programme. In the first workshop, the partners identified the sorts of outcomes they wanted to achieve together. In this workshop, we reviewed the requirements for successful partnership development and management. We also developed a Theory of Change for the partnership programme.

Team members gave a RAG rating to the short-term, medium- and long-term outcomes to show whether they felt they had already made progress from the start of the programme. As you will see there are a lot of green outcomes and some are already shown in orange indicating that the partnership had **already made progress** and that substantial distance had already been travelled!

At the same workshop, partners gave detailed presentations on their organisations and share information about their services and their priorities. This exchange led to partners identifying immediate opportunities for joint working as well as the potential for sharing resources and saving costs.

Preparing for external assessment

The first online session addressed the first stage of the assessment process, the **Desktop Review**. The evidence presented at this stage is very important, so it's vital to prioritise preparing this evidence. At this workshop, partners became "Assessors for the day" which gave them a better understanding of the Desktop review requirements.

Briefing potential interviewees for the assessment was an important topic raised by the partners.

Bespoke support focussed on:

• **STRATEGIC BUSINESS PLANNING**

• **OPERATIONAL BUSINESS PLANNING**

• **PERFORMANCE REPORTING**

• **ROLE DESCRIPTIONS FOR BOARD MEMBERS**

• **FINANCE POLICY**

• **FINANCIAL PLANNING**

• **INVESTMENT POLICY**

• **CASHFLOW FORECASTS**

• **THEORY OF CHANGE**

• **MONITORING FRAMEWORKS**

• **STRATEGY ON A PAGE**

• **LOBBYING AND CAMPAIGNING**

• **FUNDRAISING**

• **STAKEHOLDER MAPPING**

• **RISK ASSESSMENTS**

• **POLICY REVIEW MATRIX**

• **IMPROVEMENT LOGS**

THE VALUE OF TRUSTED STANDARD

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When asked about the programme Sue said, 'I've learned such a lot by working with this dedicated group of organisations. Every time I use the Trusted Standard with organisations it just reinforces what a wonderful, unique and accessible 'vehicle' it is to support organisations and their staff.

I feel this programme really has made a difference. Some are already arranging their formal assessments and all are working much more closely as partners for the benefit of disabled people in the Manchester area and beyond!

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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