

Connecting Advice In Dorset



QUALITY MARK REVIEW

Introduction

This review considers a number of quality marks or qualifications available to the advice sector and summarises the key information for each. The Connecting Advice in Dorset project may wish to provide training, support and consultancy services to enable advice providers and individual advisers in Bournemouth, Dorset and Poole to achieve the standard.

Benefits of achieving a quality mark

Achieving a quality mark brings a number of benefits for advice providers. It demonstrates that an organisation is well-managed and committed to providing a quality service. The quality mark can be used as an indicator for those looking to use an advice service or other organisations wanting to signpost or refer their clients. In addition, a quality mark can be seen by funders as an indicator of value for money and positive outcomes for clients.

Summary of Quality Marks available for Advice Providers

The following quality marks were considered (see table below):

- [Advice Quality Standard](#)
- [PQASSO](#)
- [ISO 9001 \(2008\)](#)
- [EFQM Excellence Model](#)
- [Investors in People](#)
- [Specialist Quality Mark](#)
- [Lexcel](#)
- [Matrix Standard](#)
- [NVQ in Advice and Guidance \(for individual advisers\)](#)

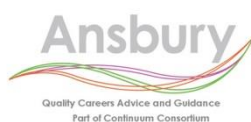
Discussion and Recommendation

From the summary table below, it is clear that the most appropriate quality mark for the sector is the Advice Quality Standard which incorporates a number of requirements around staffing, training and capability, case recording and allocation and file review. The 9 CABx in the area will already have achieved this standard as part of their Citizens Advice membership requirement.

The Matrix Standard, although specifically for organisations providing advice around learning and work, sets out four elements which could be applied to any advice organisation. The Matrix Standard website includes a free self-assessment tool which could be used as a checklist.

However, the costs of applying for the majority of the quality marks under consideration are high and increase for larger organisations. Review processes incur additional costs. Organisations will need to be persuaded of the benefits before committing to this expense.

The project may wish to consider a number of options to support and improve the quality of advice in Bournemouth, Dorset and Poole.



LOTTERY FUNDED

Quality Mark	Details	Key Elements	Process of accreditation /certification	Cost of accreditation /certification	Support Available
ADVICE QUALITY STANDARD	<p>Owned by Advice Services Alliance</p> <p>Assessment Body – Recognising Excellence</p> <p>Previously known as the General Help Quality Mark, and was owned by the Legal Services Commission.</p> <p>Available to organisations providing legal advice –general information about the law, giving advice as to how the law applies</p> <p><u>Levels</u> Advice Only Advice with Casework Advice Only with Telephone Services Advice with Casework and Telephone Services</p> <p>As part of their membership arrangement with Citizens Advice, bureaux who meet the membership audit are currently passported to the Advice Quality Standard</p> <p><u>Contact</u> Email: Amanda.Jordan@recognisingexcellence.co.uk Phone: 07584 355486</p> <p>www.advicequalitystandard.org.uk</p>	<p>Organisations are required to:</p> <ul style="list-style-type: none"> ○ Meet standards around case recording ○ Ensure staff have access to relevant legal material and keep up to date with the law ○ Meet standards about adviser experience and competence ○ Have an advice supervisor who has two years’ experience and up-to-date practical experience and legal knowledge ○ Allocate casework to caseworkers in line with their experience ○ Ensure caseworkers have ongoing experience in casework categories ○ Operate an internal file review procedure ○ Have systems in place to ensure corrective action is taken. 	<p><u>Initial Application</u> 1 – Application 2 – Application Accepted 3 – Desktop Review 4 – Full Initial Audit 5 – Decision 6 – Certification</p> <p><u>Re-accreditation</u> Monitoring Audit every two years</p>	<p>Desktop Audit: £400</p> <p>Full Initial Audit; From £787.50 to £1837.50, depending on size of organisation</p> <p>Monitoring Audit; From £787.50 to £1837.50, depending on size of organisation</p>	<ul style="list-style-type: none"> ● No support available from RE as yet - considering developing a handbook ● CAB managers will have experience of meeting the standard – may be able to offer support/consultancy at cost ● Some national organisations offer support – e.g. Advice UK

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PQASSIO	<p>The leading quality standard developed for the third sector, by the sector. Used systematically, it will help you to run your organisation more effectively and efficiently.</p> <p>Supported by Charities Evaluation Service</p> <p>3 Levels:</p> <p>Level 1 – for smaller organisations Level 2 – larger or more complex organisations Level 3 – organisations which as well established systems in place, which are well resourced, and which aspire to being leaders in their field.</p> <p><u>Contact</u> Email: pqm@ces-vol.org.uk Phone: 020 7713 5722</p> <p>www.ces-vol.org.uk</p>	<p>12 elements:</p> <ol style="list-style-type: none"> 1. Planning 2. Governance 3. Leadership and management 4. User-centred service 5. Managing people 6. Learning and development 7. Managing money 8. Managing resources 9. Communications and promotion 10. Working with others 11. Monitoring and evaluation 12. Results 	<ol style="list-style-type: none"> 1. Implement PQASSO standards 2. Submit application 3. Desktop Review 4. Site visit 5. Reporting 6. Receiving the Award <p><u>Reaccreditation</u> Required after 3 years</p>	<p>Level One – from £1,350 to £3000</p> <p>Level Two – from 2,025 to £3,900</p> <p>Level Three – from £3000 to £5,200</p> <p>Charges depend on size of organisation</p> <p><u>Re-accreditation</u> Costs as per initial application</p>	<p>Training courses - £295 (2 days)</p> <p>PQASSO Work pack - £105</p> <p>1-2-1 Support and consultancy available from CES</p>

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ISO9001 (2008)	<p>Consensus of good practice, not a certification in itself.</p> <p>Organisations can be audited and certified to ISO9001 standard by United Kingdom Accreditation Service (UKAS)</p> <p>To be updated by end 2015</p> <p><u>Contact</u></p> <p>www.iso.org/iso/iso_9000</p>	<p>Eight principles:</p> <ol style="list-style-type: none"> 1. Customer Focus 2. Leadership 3. Involvement of People 4. Process Approach 5. System Approach to Management 6. Continual improvement 7. Factual approach to decision making 8. Mutually beneficial supplier relationships 	<ol style="list-style-type: none"> 1. Application 2. Pre-assessment visit 3. Initial assessment visit 4. Annual surveillance visit <p><u>Re-certification</u> Four years – full re-assessment</p>	<p>Application - £1500</p> <p>Pre-assessment visit: From £1030</p> <p>Initial assessment: From £1030</p> <p>Costs are dependent on size of organisation</p> <p>Annual fee: £150</p>	<p>Many organisations and consultants offering support, consultancy and training</p>

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EFQM Excellence Model	<p>Not for profit foundation</p> <p>A framework used to drive sustainable organisational development</p> <p>Uses the RADAR approach to assess the organisation: Required Results => Plan Approaches=>Deploy Approaches=>Assess and Refine</p> <p><u>Contact</u> Email: info@efqm.org</p> <p><u>www.efqm.org</u></p>	<p>Model criteria:</p> <ol style="list-style-type: none"> 1. Leadership 2. Strategy 3. People 4. Partnerships & Resources 5. Processes, products and services 6. Customer Results 7. People Results 8. Society Results 9. Business Results 	<p>Self-Assessment – submission of improvement plans</p> <p>1 day assessment on site</p> <p>Feedback report</p> <p>Committed to Excellence recognition</p>	<p>EFQM Member: from £2,930</p> <p>Non-member: from £3663</p>	<p>A network of members sharing good practice</p> <p>Training for internal assessors</p> <p>Free online webinars</p> <p>Assessment tool and free training for members</p> <p>Membership = £1172</p>

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INVESTORS IN PEOPLE	<p>Excellence through people management</p> <p>It recognises your commitment to developing your people and shows your ambition, drive and focus to the rest of the world.</p> <p>4 levels – Standard, Bronze, Silver and Gold</p> <p>3 Principles – Plan, Do, Review</p> <p>IIP is delivered by Inspiring Business Performance (IBP) for South of England</p> <p><u>Contact</u></p> <p>Tel: 0800 612 3098 Email: info@ibp.uk.com</p> <p>www.investorsinpeople.co.uk www.ibp.uk.com</p>	<p>39 standards based on 10 framework indicators:</p> <ol style="list-style-type: none"> 1. Business Strategy 2. Learning Strategy 3. People Management Strategy 4. Leadership & Management Strategy 5. Management Effectiveness 6. Recognition & Reward 7. Involvement & Empowerment 8. Learning & Development 9. Performance Measurement 10. Continuous Improvement 	<p>Work with a Specialist to meet the required standard</p> <p>Onsite assessment</p> <p><u>Recertification</u> Every 3 years</p>	<p>Less than 10 people £1800</p> <p>10 – 14 people = £2000</p> <p>Recertification = same cost as accreditation</p>	<p>Free one day training for one delegate, other delegates at £50</p>

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SPECIALIST QUALITY MARK	<p>A quality management system for legal aid providers. Owned by the LSC SQM Delivery Partnership has been appointed as the National Auditing Body</p> <p>The LSC will continue to require legal aid providers to hold either the SQM or Lexcel (the Law Society's quality standard).</p> <p><u>Contact</u> Email: josieaddleton@ibp.uk.com Phone: 0161 875 2243</p> <p>www.sqm.uk.com</p>	<p>Based on seven key areas:</p> <ol style="list-style-type: none"> 1. Access to Service 2. Seamless service 3. Running the Organisation 4. People Management 5. Running the Service 6. Meeting People's Needs 7. Commitment to Quality 	<ol style="list-style-type: none"> 1. Desktop Assessment 2. Pre audit assessment 3. Post audit assessment <p><u>Re-accreditation</u></p> <ol style="list-style-type: none"> 1. Post audit assessment 	<p>Desktop assessment £262 - £287</p> <p>Pre-audit £1050 - £1725</p> <p>Post audit £1050 - £1725</p> <p>Existing SQM holders: £1050 to £1725</p>	<p>Preparing for your SQM audit workshops - £175 per person</p>
LEXCEL	<p>Law Society's international practice management standard</p> <p>Awarded to solicitors who meet the highest management and customer care standards</p> <p><u>Contact</u> Email: lexcel@lawsociety.org.uk Phone: 020 7320 5933</p> <p>www.lawsociety.org.uk</p>	<p>Requirements under headings:</p> <ol style="list-style-type: none"> 1. Structures & Policies 2. Strategic Plans 3. Financial Management 4. Information Management 5. People Management 6. Risk Management 7. Client care 8. File and case management 	<ol style="list-style-type: none"> 1. Self-Assessment 2. Application for assessment 3. Assessment <p><u>Reassessment</u> valid for three years with annual monitoring visits</p>	<p>Annual Registration fee: £60 - £865</p> <p>Assessment fee: varies according to size of practice and assessment body</p>	<p>Consultancy and training available from a number of organisations</p>

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MATRIX STANDARD	<p>Framework for the effective delivery of information, advice and guidance, specifically focussed on advice around learning and work. However, the criteria for each elements could be applied to any advice provider.</p> <p>emqc Ltd is appointed by the Department for Business Innovation and Skills as the organisation responsible for the management, administration and delivery of the matrix Standard</p> <p><u>Contact</u> Phone: 0845 304 8600 Email: info@emqc.co.uk</p> <p>www.matrixstandard.com</p>	<p>4 key elements:</p> <ol style="list-style-type: none"> 1. Leadership and Management 2. Resources 3. Service delivery 4. Continuous quality improvement 	<ol style="list-style-type: none"> 1. Self-Assessment (free online assessment) 2. Request an assessment 3. External assessment 4. Feedback 5. Develop a continuous improvement plan 6. Annual checks <p><u>Reaccreditation</u> Every 3 years</p>	<p>£1,600 to £12,200 depending on size of organisation</p>	<p>Workshops @ £30 per person</p> <p>Advisers available at cost</p>

Quality Mark	Details	Key Elements	Process of accreditation /certification	Cost of accreditation /certification	Support Available
NVQ, ADVICE & GUIDANCE – LEVEL 3	<p>New work-based qualifications endorsed by Lifelong Learning UK</p> <p>Two levels:</p> <p>Level 3 NVQ – Certificate in Advice & Guidance</p> <p>Level 4 NVQ – Diploma in Advice & Guidance</p>	<p>Level 3 - aimed at people who undertake activities at level 3 working directly with clients, disseminating information, advice and some level of guidance.</p> <p>Learners will be working with information that is often interpreted by others, usually working within some clear guidelines.</p>	<p>21 credits (12 mandatory, 9 optional units). Mandatory units include:</p> <ul style="list-style-type: none"> • Establish communication with clients for advice and guidance • Support clients to make use of the advice and guidance service • Review own contribution to the service • Understand importance of legislation and procedures 	<p>Open University = £1430 per person</p> <p>Advice UK £1267 +vat per person</p>	

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NVQ ADVICE & GUIDANCE – LEVEL 4	<p>New work-based qualifications endorsed by Lifelong Learning UK</p> <p>Two levels:</p> <p>Level 3 NVQ – Certificate in Advice & Guidance</p> <p>Level 4 NVQ – Diploma in Advice & Guidance</p>	<p>Level 4 - aimed at experienced practitioners who work directly with clients, disseminating information, advice and guidance and formal advocacy. Prospective learners may also some have managerial or training responsibilities and could be creating information, advice and guidance publications. Learners also have to show that they have dynamic relationships with other organisations.</p>	<p>37 credits (17 mandatory, 20 optional units) Mandatory units include:</p> <ul style="list-style-type: none"> • Develop interactions with advice and guidance clients • Manage personal caseload • Evaluate and develop own contribution to the service • Operate within networks • Understand importance of legislation and procedures 	<p>Open University = £1950 per person</p> <p>Advice UK £1603 +vat per person</p>	