



## Trafford Quality Mark Overview

Thrive Trafford is providing free support for voluntary, community, faith based organisations and social enterprises (third sector organisations) based in Trafford or delivering services in Trafford. The Trafford Quality Mark (TQM) has been developed by Thrive Trafford working in partnership with blueSCI, Trafford Council commissioners and procurement, and Trafford Clinical Commissioning Group (CCG).

The TQM is a new approach for Trafford and aims to assist third sector organisations in becoming fit for purpose, more sustainable and better able to deliver quality services. The approach used will also support organisations that may wish to consider in the future completing nationally recognised quality marks such as PQASSO.

## Trafford Quality Mark Assessment

The TQM involves an assessment which is used to show that third sector organisations in Trafford are of a recognised standard. Third sector organisations will need to demonstrate that they have the correct paperwork or evidence, procedures and systems in place; those that successfully complete the assessment will then be awarded a TQM certificate.

The assessment is designed to be undertaken by a member of the Thrive Trafford team with a key representative from the third sector organisation, for example the Chief Executive, Manager or Chair of the Board.

The assessment for the TQM includes nine sections, as follows:

- Business Planning
- Governance
- Managing People
- Policies and Procedures
- Money Matters
- Performance Management
- Engagement and Services
- Promotion and Marketing
- Partnership Working

The TQM is a tool to help develop the organisation and the initial visit from Thrive Trafford is designed to help identify the steps needed for support and should not be seen as a negative if an organisation is not ready at this stage to complete the assessment. The initial visit is arranged through Thrive Trafford who will go through the process with the representatives from the third sector organisation and provide the necessary paperwork for completion of the TQM.

All organisations are asked to sign a contract if they wish to take part in the TQM, which sets out the organisation's commitment to achieving quality standards within their organisation and that they can commit the time needed to produce the evidence required for the TQM. During the process support is available from Thrive Trafford to help in completing the nine sections set out above.

Third sector organisations need to provide evidence against all nine sections to be awarded the TQM, which is collected and presented in a TQM folder (provided by Thrive Trafford). If the standard is not achieved on any section support will be offered to help the organisation achieve the required standard and produce the evidence needed. This could range from advice and guidance through the Third Sector Good Practice Toolkit that has been developed alongside the TQM, one to one support or access to training.

Once an organisation feels they have all the evidence available to complete the TQM, an assessment takes place with a representative from Thrive Trafford who works through the TQM assessment process with the organisation. If all evidence is provided the organisation will achieve the TQM, which remains valid for four years (in line with the average Trafford Council framework duration). This is subject to evidence being up to date, for example insurance certificates, relevant professional qualifications and updates to policies such as Safeguarding and Health and Safety.

There is no set timescale for completing the work as part of the TQM assessment; this is for the organisation to decide. Some organisations are able to complete the process in a short time period whilst others could take up to a year or more to complete and be in a position to be awarded with the TQM.

## Recognition of Other Quality Awards

The TQM assessment has been developed in line with other quality marks, taking into account evidence that may have been developed and collected for other assessments by Trafford based organisations. The TQM is designed to be generic, used with all types of third sector organisations, tailored to the needs of Trafford based organisations. If organisations have collected evidence for other quality marks they can discuss with the assessor how this can be used towards the TQM assessment. The local needs have been identified in Trafford by third sector organisations and commissioners of services, procurement and funders to ensure that this addresses key areas in an organisation's development.

## Third Sector Good Practice Toolkit

The Trafford Quality Mark is supported by the Trafford Third Sector Good Practice Toolkit, which has been developed by Pulse to help organisations become fit for purpose, more sustainable and better able to deliver quality services. The Toolkit is in a modular format to match the Quality Mark assessment and is used as part of the capacity building support to third sector organisations as part of the Infrastructure Service, be that through training, peer learning, or 1-2-1 support from advisors at Thrive. The Toolkit is based on the successful toolkits developed by Pulse Regeneration in other areas of the UK and will be tailored to meet the needs of the third sector in Trafford identified from the Third Sector Needs Survey undertaken at the end of 2012.

If you would like to register your interest or for more information please about the Trafford Quality Mark please email [bernadette.elder@thrivetrafford.org.uk](mailto:bernadette.elder@thrivetrafford.org.uk)