Supporting the development and confidence of the Voluntary and Community Sector through Quality Assurance.

Dipika Kaushal
CEO, Voluntary Action Calderdale

Tamsin Woodhead
Quality for Health Co-ordinator, Voluntary Action Calderdale
The importance of quality in the Voluntary and Community Sector

• Challenges in current health and social care – demand Vs responsive solutions
• Demonstrating effectiveness, impact and value for money
• Commitment to quality and continuous improvement
• Focus on impact and outcomes for people being supported
• Recognition within local delivery systems and care pathways
• Support sector sustainability as community assets
Supporting development and confidence through Quality For Health

- **Fit for purpose** - Holistic approach to organisational development
- **Aligned** – To local and required standards (FYFV/CQC)
- **Engaged** - Connections and networks with wider stakeholders
- **Outcome focussed** - Personal experience, Safety and Effectiveness
- **Confident** - High quality services and continuous improvement
- **Responsive** – Meeting local priorities and individual needs
Benefits of investing in Quality

External and internal benefits for staff, stakeholders, funders or commissioners and for beneficiaries:

• External benefits: stronger position to respond to local demands, secure new business and maintain confidence of funders and referrers
• Internal benefits: organisational improvement and reflection; benchmarking against other organisations; providing a framework for consistency and internal audit, and increasing organisational impact.

= Confidence & Sustainability