Factsheet 3
Meeting Expectations

This is the third of a set of 4 factsheets to help BME third sector organisations do what they do better.
For more details visit www.voice4change-england.co.uk/performance

Example Scenario

A regional Black and Minority Ethnic (BME) infrastructure network provides capacity building and organisational development support to frontline BME groups. They also offer valuable support on how BME groups can improve their performance. They have five development staff who work with different groups across various geographical areas. The groups they work with are at different stages of development from newly formed to well established.

The network's main challenge is to make sure that all the BME groups they work with receive a similar standard of advice and support.

Using a relevant quality system can help the network to meet the expectations of the different BME groups they support. Using quality tools can help an organisation to develop a consistent approach to delivering their services to all the people and organisations they work with.

Photo by Adrian White at the *Race & the Recession* Conference (October 2009)

Meeting expectations: example actions

The network already has:

- A strategic plan for the next five years.

- A three year business plan for their development work.

- A strong culture of developing their staff.

- A range of monitoring and evaluation methods for different areas of their work.

- A fundraising strategy.

The network could:

- Involve users to see if the organisation is meeting their needs.

- Employ an independent person to assess their work.

- Conduct an internal review of the success of their capacity building work across different geographical areas.

- Consider using a relevant quality standard to ensure consistency in delivery.

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Meeting Expectations:
Delivering quality

Quality tools and standards can be useful when you want to show the extent to which your work satisfies the expectations of the people and organisations you work with including funders. Depending on your focus you may wish to look at a quality tool or standard that covers the work of all of your organisation or a specific part of it. There are generic quality tools or ones that are specific to certain areas of work.

What is it?

Quality is about knowing what you want to do and how to do it to a high, consistent standard. It involves developing your organisation through learning and ensuring you meet the needs and expectations of the people you work with. Any quality tool or standard will typically involve looking at some broad areas of work or sections of the organisation, specific indicators for good practice, suggestions of evidence against these indicators and support guidance.

Why is it important?

Using quality tools can help to make sure you deliver your work efficiently and that all your beneficiaries are satisfied with the services they receive. Quality tools can help you and the people you work with to have a shared understanding of what they should expect from your services. It also shows how your organisation is committed to achieving good practice.

How can it help us?

Quality tools can help your organisation to develop a planned approach to setting and meeting expected standards. It can also identify key areas where improvements are needed. Using a quality standard can help you to build your organisation's creditability with funders and other stakeholders.

Want to know more about quality?

First Steps in Quality (CES 2002)
*www.ces-vol.org.uk/downloads/
firststepsquality-14-20.pdf*

CES publications
www.ces-vol.org.uk/index.cfm?pg=69
020 7713 5722

V4CE website
www.voice4change-england.co.uk/performance

Charities Evaluation Services
020 7713 5722

www.improvingsupport.org.uk/performance
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