



navca

local focus national voice

NAVCA PERFORMANCE STANDARDS
for local support and development organisations



Introduction to the NAVCA Performance Standards

The NAVCA Performance Standards are a set of outcomes-based quality standards for local support and development organisations delivering key services to local voluntary organisations and community groups.

These services are the essential functions of a local support and development organisation and the outcomes demonstrate how their services make a difference to the local voluntary and community sector. Therefore using the Standards will ensure that all core activities are being undertaken and that these activities lead to identifiable outcomes for voluntary and community groups in a local support and development organisation's area of benefit.

We want the Performance Standards, together with actions involved in monitoring and measuring their associated outcomes, to be integrated into the day to day running of local support and development organisations. Experience from the audit process for the Quality Award suggests that basing the annual strategic plan or work plan of the organisation around these Performance Standards greatly facilitates this process.

The NAVCA Performance Standards do not cover areas such as governance, finance or other internal areas of a local support and development organisation. However NAVCA believes that for the effective delivery of core activities, a local support and development organisation must be well governed and managed. NAVCA therefore requires a commitment to undertake a quality assurance system and continues to signpost members to PQASSO as a suitable system.

Continuous improvement is an ongoing activity, therefore, members should identify activity that they are undertaking either as a part of their annual work plan or in a discrete plan for continuous improvement as evidence.

**NAVCA Quality Award:
Excellent service for local
groups**



The NAVCA Quality Award is a rigorous, externally audited evaluation of the quality of services offered to voluntary organisations and community groups by local support and development organisations that are members of NAVCA. This accredited award is assessed against the NAVCA Performance Standards and, once awarded, is valid for three years.

DEVELOPMENT

The organisation supports the identification of needs in the local community and facilitates improvements in service provision to meet those needs.

Outcomes

As a result of the organisation's activity, local voluntary organisations and community groups:

- 1.1 know more about needs in the communities in their area;
- 1.2 review/change their services in response to information about changing or emerging needs;
- 1.3 involve a range of individuals/organisations, reflecting the diversity of the local community, in the identification of needs and solutions.

As a result of the organisation's activity:

- 1.4 statutory organisations and funders of the local voluntary and community sector are informed about changing needs in the local community.

Outputs/activities (minimum requirements)

The organisation:

- 1a works with new groups to address new/unmet needs;

- 1b maintains and updates a directory of local voluntary organisations and community groups and the services they provide, or ensures that one is available elsewhere;

- 1c facilitates one or more interest networks each year, where needs can be identified/discussed;

- 1d has a systematic way of collecting information on needs/unmet needs.

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SUPPORT

The organisation assists local voluntary organisations and community groups to function more effectively and deliver quality services.

Outcomes

As a result of the organisation's activity, local voluntary organisations and community groups:

- 2.1 know about the organisation and other available support services in the area;
- 2.2 increase the knowledge, skills and qualifications in their workforce;
- 2.3 increase their knowledge of current local, regional and national developments affecting their work;
- 2.4 have access to a range of funding sources;
- 2.5 increase their knowledge of how to improve their performance and use quality tools and techniques;
- 2.6 accessing the organisation's services reflect the diversity of the local community.

Outputs/activities (minimum requirements)

The organisation:

- 2a produces and distributes regular newsletters each year;

- 2b models good practice by committing itself to achieving an appropriate quality assurance standard (at least PQASSO level 1 or agreed equivalent);

- 2c provides access to routinely updated information and resource materials about legal structures and effective management of a voluntary organisation;

- 2d signposts organisations to appropriate training and support.

- 2e advises on a range of local, regional and national funding sources;

- 2f consults annually with existing and potential membership to ensure that services are appropriate and accessible;

- 2g provides information and support re financial and administrative management.



LIAISON

The organisation facilitates effective communication, networking and collaboration amongst local voluntary organisations and community groups.

Outcomes

As a result of the organisation's activity, local voluntary organisations and community groups:

- 3.1 benefit from meeting and communicating with each other;
- 3.2 work more collaboratively and, where relevant, form partnerships or consortia to address particular needs or tasks;
- 3.3 make better use of resources by sharing good practice, expertise and/or equipment, premises etc., where possible.

Outputs/activities (minimum requirements)

The organisation:

- 3a provides information on models of partnership working for voluntary and community organisations;

- 3b ensures conferences or meetings take place where issues can be debated and practice shared;

- 3c provides space in newsletter or other mechanisms to enable VCOs to make contact with other local groups concerning activities, needs etc;

- 3d is actively involved in a range of community networks taking opportunities to promote the services of the organisation.

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REPRESENTATION

The organisation enables the diverse views of the local third sector to be represented and supports structures which promote effective cross-sector partnership working.

Outcomes

As a result of the organisation's activity, local voluntary organisations and community groups:

- 4.1 have a more integral role in local planning and policy making;
- 4.2 have access to appropriate and sufficient information to enable them to develop views about key issues and respond to consultation;
- 4.3 have their views sought by key external agencies through consultation processes;
- 4.4 are more actively involved in the development and operation of working partnerships;
- 4.5 benefit from working agreements, protocols and/or compacts with statutory bodies and other support organisations.

Outputs/activities (minimum requirements)

The organisation:

- 4a facilitates the two-way flow of information and views between the voluntary and community sector and relevant external bodies e.g. via newsletter or meetings;

- 4b raises awareness amongst external agencies about the expertise, role and value that VCOs can contribute to discussion and decision making on local/regional/national issues;

- 4c provides information about groups in the local area, and networks which can be accessed by external agencies wishing to communicate with communities/interest groups;

- 4d plays an active part in the development and operation of working agreements, protocols and/or compacts.

STRATEGIC PARTNERSHIP WORK

The organisation ensures the third sector's role as an integral part of local planning and policy making.

Outcomes

As a result of the organisation's activity, local voluntary organisations and community groups:

- 5.1 have the knowledge and skills to become more involved in local planning structures.

As a result of the organisation's activity, the local voluntary and community sector:

- 5.2 has genuinely accountable members involved in key local strategic initiatives with feedback to the whole sector;
- 5.3 provides representatives from a wide range of voluntary organisations and community groups for planning and policy-making bodies.

Outputs/activities (minimum requirements)

The organisation:

- 5a plays an active part in the development and operation of relevant strategic partnerships;
- 5b provides voluntary and community organisations with the information they need to be able to take an active part in strategic partnerships;
- 5c works with other voluntary and community organisations to identify and implement appropriate representation and membership on key local partnerships;
- 5d helps representatives on partnerships to understand their role and responsibilities;
- 5e ensures the exchange of information and views between representatives and a wider constituency.



NAVCA is the national voice of local support and development organisations in England. We champion and strengthen voluntary and community action by supporting our members in their work with over 160,000 local charities and community groups. NAVCA believes that voluntary and community action is vital for vibrant and caring communities.

We provide our members with networking opportunities, specialist advice, support, policy information and training. NAVCA is a vital bridge between local groups and national government.

Our specialist teams take a lead on the issues that matter most to local support and development organisations. We influence national and local government policy to strengthen local voluntary and community action.

For more details about the full range of ways that NAVCA can help you please go to www.navca.org.uk or call us on 0114 278 6636.

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