

FREQUENTLY ASKED QUESTIONS FOR MEMBERS

London Youth Quality Assurance

Here you will find the frequently asked questions we receive about the London Youth Quality Mark. To go directly to the question you are interested in, just click on the link below.

If you would like to find out more or you are unable to find the answer to your question below, [join us for a Getting Started meeting](#). During this meeting you will have an opportunity to meet up with the London Youth Quality Mark Accessors and other London Youth staff and members.

Getting started meetings are open to the London Youth new members and non-members. To find out about our upcoming Getting Started meeting download the [Training and Networks Calendar](#).

To book your place contact membership@londonyouth.org.uk

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1. What is the Quality Mark?

- **The Quality Mark is a quality assurance framework providing your organisation with a badge of excellence.** It has been designed to establish a recognised level of quality across any group/organisation that is delivering youth work.
- The Quality Mark is not a “pass” or “fail” test but a way of taking your organisation on a journey to achieve and demonstrate a level of competence.
- **The Quality Mark is co-delivered with UK Youth and accredited by City and Guilds,** the global leader in skills development & apprenticeship schemes and is recognised by local authorities and funders.

2. Which type of organisation can participate in achieving the Quality Mark?

The Quality Mark is designed for any type of organisation that is directly delivering youth work outside of formal education.

If you are a **group/organisation with no physical premises** or **your organisation operates on more than one central site** you are still eligible to start the process of achieving the Quality Mark. Please contact membership@londonyouth.org to review your particular case. Your lead Quality Assessor will get in touch to assess your organisation and will be able to advise you further.

3. What are the benefits of the Quality Mark?

- It encourages your group/organisation to collect evidence on its work, which shows good practice and demonstrates the efficiency and effectiveness of the service
- It highlights that your group/organisation is up-to-date with policies and procedures, meets legal requirements and provides a safe environment for young people
- It helps demonstrate that your group/organisation has systems in place to record how young people take part in positive activities and provide current and potential funders and partners with measurable outcomes
- Your group/organisation is able to demonstrate your capacity to engage with other groups/organisations to work in partnerships and to deliver services commissioned by local authorities.

- The London Youth Quality Mark achievement proves that your group/organisation is a valuable and indispensable part of local community.
- It provides practical ways to positively involve young people within your organisation, showing that you value young people's views and empower them to shape your group/organisation's future developments and services, and creates constructive communication among parents, carers, staff and young.

4. Who benefits from achieving the Quality Mark?

- **Young People:** They have an important role within your group/organisation and can participate in decision-making; they are made to feel welcome and valued; their opportunities for new experiences and for personal development increased
- **Staff:** Assurance that your staff are competent and reliable; increased training opportunities
- **Parents:** Security and knowledge that your staff are screened and trained in child protection policies and that your premises are safe and equipment is safely stored and up to date. They will know that their child will have opportunities for personal development; as well as opportunities to become involved in the organisation/group at a variety of levels
- **Management:** Increased awareness of the day-to-day running of the group/organisation; developed confidence that the staff team is supported and publicly committed to equality; assurance that resources are used safely and correctly
- **External Partners/Funders:** their awareness that your group/organisation meets all requirements on equal opportunities, child protection and legal commitments is invigorated; their confidence that your group/organisation is functioning in the best interest of young people is increased; enhanced interest in offering and receiving help and support
- **Community:** Increased awareness of the group/organisation's existence; developed a valuable and visible role in your community; increased communication among parents, staff, members and management

5. I have achieved Bronze/Silver/Gold level of the London Youth Quality Mark. Do I get a grant?

There is currently an unrestricted grant of £5,000 for achieving the Silver level or £7,000 for achieving the Gold level provided by City Bridge Trust for non-statutory organisations. Members who achieve reaccreditation of silver or gold after three years are awarded £3,000. **You are able to access only one City Bridge Trust grant based on your level achieved.**

6. Do I need to be a member to begin the Quality Mark process?

Yes. You need to be a London Youth member to access the Quality Mark.

To find out how to become a London Youth member [click here](#).

The Quality Mark is only one of many exciting membership benefits London Youth has to offer. Find out more on [our website](#).

7. How is the Quality Mark structured?

The Quality Mark is made up of three levels; **Bronze**, **Silver** and **Gold**.

- **Bronze level (Stage 1)**

The Bronze Quality Mark focuses on policies and procedures, enabling an organisation to demonstrate that it meets all legal requirements and has in place some fundamental elements of good youth work practice.

Quality Areas

BRONZE: Focus on Young people; Outcomes for Young People; Safeguarding and Protecting Young People; Diversity, Equality & Inclusion; Staff and Volunteers; Premises and Resources: Safety for all; Administration; Leadership and Management; Partnerships: Working with others; New Ideas and Improvement

- **Silver level (Stage 2)**

The Silver Quality Mark focuses more on the opportunities given to young people through their involvement in an organisation and also the opportunities and training given to staff and volunteers.

Quality Areas

SILVER: Focus on Young people: Involving Young People; Outcomes for Young People: Monitoring and Evaluation; Diversity, Equality and Inclusion; Staff and Volunteers; Premises and Resources: Safety for all; Leadership and Management; Partnerships: Working with others

- **Gold level (Stage 3)**

Gold is what we term a centre of excellence, whereby a group/organisation can demonstrate that it is a learning organisation that is forward-thinking and well-placed to meet future challenges.

Quality Areas

GOLD: Focus on Young people: Involving Young People, Outcomes for Young People; Monitoring and Evaluation; Diversity, Equality and Inclusion; Staff and Volunteers; Premises and Resources: Safety for all; Leadership and Management; Partnerships: Working with others

Each Quality statement is made up of a number of indicators.

Come and join us for a [Getting Started meeting](#) to find out more about the Quality Mark indicators.

8. How do we get our indicators?

After attending our initial Getting Started meeting we will follow up with our introductory email to give you more detailed information about the Quality Mark indicators.

9. Can I skip a level? Can I do a Gold level directly?

No, you need to go through all stages of the Quality Mark, from Bronze through Silver to Gold.

10. How long am I assured by the Quality Mark?

Your group/organisation is assured by the London Youth Quality Mark for three years. After that, your Quality Mark will expire and your group/organisation will need to go through the renewal process which means starting from Stage 1, at the Bronze level.

11. What is the process?

- i. **Become a London Youth member**
- ii. **Begin work on gathering your evidence**
- iii. Attend training workshops as required
- iv. Attend a [Quality Mark Workshop](#) at 50%
- v. Book a 'Check-In' when 80-90% complete
- vi. Undertake an assessment

- vii. **Successfully complete assessment**

- vii. **Unsuccessfully complete your first assessment**
Receive feedback (tips), an action plan, recommendations and support to complete the Quality Mark assessment by the assigned London Youth Quality Mark Assessor

- viii. In three years renewal process

12. When will we get a grant after successfully completing the Quality Mark assessment?

At each completed level you will receive the grant offer. If you choose to accept the grant, you will be sent a grant request form. This will be processed by London Youth and City Bridge Trust and may take up to two months. You are only entitled to one grant per organisation. This means that if you decide to make your claim at Silver level, you will not be able to make another claim when you reach Gold.

13. How long does it take to gain accreditation?

As every organisation is different, we will give you as much time as you need to complete your Quality Mark portfolio. The only requirement we will make is that any evidence provided is no more than 18 months old.

How long it takes you to go through the accreditation process will depend on a few factors:

- Your current systems and processes: monitoring, evaluation, documentation, involvement of young people, etc.
- The amount of staff time that you can commit to compiling the evidence folder
- How much buy-in you have from your board and senior management
- Staff turnover

From our experience working with different types of organisations with diverse resources:

- Bronze level can be completed from 3 months to 1 year
- Silver level can be completed after completing Bronze level and usually takes from 1 month to 2 months to complete
- Gold level can be completed after completing Silver level and usually takes from 1 month to 2 months to complete

14. What kind of support can I get from London Youth through the process?

We support you throughout the whole process and work closely with you to make sure that you are successful in achieving the Quality Mark.

All our training, clinics, one-to one support and templates are included within the price of membership.

Training: Impact Measurement & Evaluation; Improve your Policies; Equality and Diversity; Risk Assessments; Intro to Safeguarding;

Safeguarding Level 3; Designated Person Training (accredited); Youth Mental Health

In House Training: We can deliver in-house training for a minimum of 12 staff members directly at your premises

One to One Support: Your assigned Quality Mark assessor will be supporting you through the whole process, advising you on the training, **providing you with templates**, informing you about the newest policies and there to answer any of your questions.

Safeguarding and Learning Clinics: 1-2-1 sessions with our Head of Safeguarding and Learning team

15. What is the impact and value of the Quality Mark?

Shephard & Moyes Ltd was appointed in 2015 to evaluate the Quality Mark. The aim of the evaluation was to review the framework and process, make an assessment of the value of the Quality Mark and consider how the Quality Mark could be reshaped to deliver more benefits. You can read their full report [here](#).

Evaluation highlights:

- Youth workers feel more proud of their work, and more confident that they can make a difference to young people in London.
- Achieving the Quality Mark has helped many organisations attract new funding – in some cases at significant levels
- The process of gathering evidence and preparing for assessment helps organisations to open up new partnership and delivery opportunities