

QUALITY ASSURANCE MARK

Congratulations on achieving the Quality Assurance Mark which was awarded to Sharpham Trust on 11 March 2021. The Quality Assurance (QA) Mark has been developed for the community, voluntary, and social enterprise (VCSE) organisations that provide health and well-being services and activities in the South Devon & Torbay area.

The aim of the QA Mark is to contribute to the health and well-being of our communities by providing the option of a quality assurance scheme to boost confidence and build trust with the statutory sector, particularly around the areas of service quality, data management, confidentiality, and training and support for volunteers. The scheme is also designed to highlight the range of quality VCSE services available that support prevention for the most vulnerable.

It is not an NHS standard, nor a requirement for any group. This is an opportunity for many small organisations, who make up most of the sector, to engage in the process and be part of the solution to improve health and wellbeing outcomes for our clients, customers and communities.

Support, guidance and resources is provided by the voluntary infrastructure organisations, in our role to strengthen the capacity and resilience of the sector to respond to the needs of our communities and national and regional policies outcomes.

The QA Mark has been developed by Teignbridge CVS, South Hams CVS and Torbay Community Development Trust with funding support from Torbay and South Devon NHS Foundation Trust.

Sharpham Trust has been contributing to the community in many ways since its inception in 1982.

An educational charity set in a stunning location you connect people with nature and foster mindfulness and well-being through an impressive programme of retreats, mindfulness courses, events and the arts. You offer many volunteering opportunities as well as an impressive and broad range of courses supporting mental health, wellbeing and more. These include Mindfulness in Nature and it was through these that Lucy approached South Hams CVS with regards the Quality Assessment Process. Sharpham and the CVS already had a long association as Jill Davies, Chief Officer has worked with you previously in support of various areas.

I really enjoyed working with Lucy and discovering more about Sharpham. We undertook the assessment during lockdowns and whereas usually I would have come in person to meet and talk about it all we did it across email and Zoom. I really enjoyed finding out more in our 90 minute assessment interview and found that as a member of staff Lucy was well informed, well managed and had a strong understanding of how the business runs and what it offers. Lucy did send me some policy evidence to review but being such a well-structured organisation I was able to look on the Charity Commission website and at your website in support of business plans, accounts and so on. Our process is that the applicant fills out an application form and the meeting covers discussion and review of evidence, with the assessor completing assessment paperwork. A colleague in another CVS reviews our assessment to see if we have missed anything. I need to admit that you are the first of these I have done, following training, and I did wonder if I had missed anything as I could only see positives. Essentially you passed with flying colours and I and Jill congratulate you on having your house in such good order. I would like to thank Lucy for being so informative and passionate about the work here and you all for all that you do.

We are very pleased to award you your plaque which is so well deserved. Thank you