



**Ambition
Quality**



Why We Are Passionate About Quality

Ambitious youth organisations want to develop and improve, with quality standards a vital part of their work. Choosing the right approach is key to your organisation's future. It is about knowing you are doing a good job, improving your performance and ensuring you can demonstrate quality in a competitive sector.

We not only want to drive up standards for individual youth clubs and organisations but across the whole youth sector. Our quality standard is accessible, flexible, tailored to individual need and affordable. It is essential for any youth club, project or youth infrastructure organisation.

Ambition Quality is unique as it has been specifically designed by the voluntary youth sector to support organisations of all sizes.

Why Should You Get Involved?

Achieving Ambition Quality will help you improve and accredit your quality work using our supported self-assessment process. It is based on the experience of Ambition, London Youth and Youth Options. A nationally recognised award, it has been tried and tested with thousands of youth clubs, projects and sports clubs across the UK.

Working towards Ambition Quality will:

- Help you make lasting improvements to your practice and management
- Provide a clear structure for you to recognise and develop quality provision
- Improve your confidence to develop and manage young people's services
- Allow you to involve young people in working towards the standard, giving them valuable experience and skills
- Mean you can show funders, commissioners, partners – and everyone else – that you are a quality organisation worthy of their support. You can stand out in a competitive market



The Award and Assessment Areas

First Steps

The basic standards required by any youth club or community project to demonstrate safe, equitable and legal practice. This framework provides minimum operating standards for working with young people.

Ambition Quality

This is aimed specifically at youth clubs, projects and sports clubs who can achieve a Bronze, Silver or Gold Award.

Ambition Quality+

Designed specifically for youth infrastructure organisations. This award sets two standards:

- Excellent practice for membership organisations
- Excellent practice in supporting other youth organisations

Quality Areas

- **Focus on young people**
- **Outcomes and impact for young people**
- **Safeguarding**
- **Diversity, equality and inclusion**
- **Staff and volunteers**
- **Premises, resources and health & safety**
- **Administration**
- **Leadership, management & governance**
- **Partnerships**
- **New ideas and improvements**

What Support Will You Receive?

Unlike other quality standards, Ambition Quality offers a support package including dedicated quality managers, training, online resources, assessment, feedback and accreditation. You will be provided with comprehensive guidance on the standards, how to use the pack, evidence gathering and portfolio building, support mechanisms and the opportunity to discuss ideas, raise concerns and share effective practice.

You will also have unlimited access to our online Ambition Quality resources such as sample policies, procedures, templates and further training.

The pack has a simple, easy reference layout which includes:

- An introductory section
- The benefits of quality assurance outlined
- How to use the pack
- An introduction to each quality area
- The standards
- Planning templates
- Further reading and useful agencies information

Each of the quality areas starts with a supporting statement followed by detailed information on how to interpret the statement. Each section also signposts users to useful websites where they can find relevant, up to date information and guidance supporting the standards. Each quality area has a simple referencing system. The indicator details the criteria that will be assessed and then users are guided to how much evidence is required. Guidelines are also provided on the types of evidence required including mandatory evidence such as a Health and Safety Policy.



	Not met	Just started	Progressing well	Fully met
Reference ✓ <i>Easy referencing system with training provided on how to put together a quality portfolio of evidence</i>				
Indicator ✓ <i>Describes the assessment criteria in detail</i>	Young people have access to information on issues that are relevant to them and on where they can get advice from For example: <ul style="list-style-type: none"> • substance misuse • alcohol abuse • domestic abuse or bullying • sexual health or teenage pregnancy volunteering and careers			
Minimum pieces of evidence needed ✓ <i>Gives clear guidance on how much evidence is needed</i>	3			
Evidence needed ✓ <i>Outlines mandatory evidence as well as clear suggestions of other types of evidence that will be relevant</i>	What you must include Details of the types of information and advice available to young people Suggestions for other evidence <ul style="list-style-type: none"> • Say where this information can be found • Some photos of the notice board or leaflet rack • A list of contacts for advice agencies • Examples of the types of leaflets available to young people • Job descriptions of individual workers whose role it is to give advice 			
Guidelines ✓ <i>Providing further suggestions for good practice and where relevant, reference to statutory guidelines</i>	It is good practice for this information to be made available easily and discreetly so that individual young people can make informed choices			
	Notes: ✓ <i>Action planning space for each indicator with a clear evidence reference system</i>			
	Evidence			Index no.

Ambition is the UK's leading youth club charity

Our members work with over 3,500 youth clubs and youth community projects across the UK, supporting more than 350,000 young people. Our members are at the heart of what we do.

Achieving a quality standard offers established and brand new youth clubs a framework for getting their club right. It allows groups the chance to work towards developing systems and programmes that will sustain the club and ensure it is running a facility that young people respect, value and want to participate in. Young Cumbria has and will continue to support its members to gain a quality standard and is really excited by Ambition Quality. Promoting and using it sends out a clear message that community and voluntary projects work to professional standards and are part of a quality network.

Young Cumbria

First Steps has been a vital tool to engage youth and play organisations in the process of ensuring that quality standards are being met in children and young people's services across Hertfordshire. This initial award empowers organisations to start on the quality route, and highlight good practice and areas which can be developed in order to improve service delivery.

Pro-Action Hertfordshire

Clubs will know they have all the basic minimum requirements in place. It gives them something to aspire to in terms of improving. Young people can get more involved and take ownership of quality issues.

First Steps training participant





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