

# LIQA

Local  
Infrastructure  
Quality  
Accreditation

## Member's Webinar

### 18 April 2023

**Alex Boys, Dept. CEO**

**Cheng Ee Kok, Membership Officer**

# A brief history....



**2005** - NAVCA QA launched

**2015** – QA refreshed but interest declining

**2020** - Coproduce the 4FI with members and stakeholders

**2021** - NAVCA launches refreshed VCQA and begins wider review of infrastructure QA



## LEADERSHIP AND ADVOCACY

Mobilising and encouraging community action, strengthening our sector's voice and influence on key decision-makers and funders.



## PARTNERSHIPS AND COLLABORATIONS

Creating opportunities and driving effective joint working by building networks of local organisations and strategic partners.



## CAPACITY BUILDING

Providing practical support and development for local people and organisations, to nurture skills and build community resilience.



## VOLUNTEERING

Building an environment in which volunteers and their communities thrive, by encouraging and nurturing volunteering opportunities.



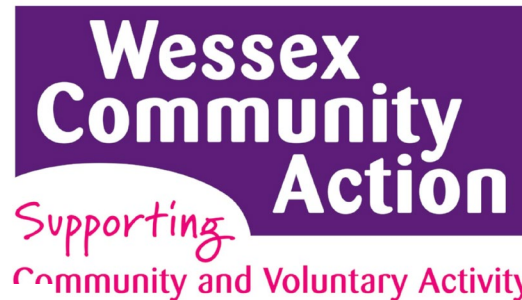
# A short history....



**2022** – Pilot group established to coproduce LIQA. Testing with stakeholders including LGA, NHS and TNLCF.



**2023** – All five pilot group members achieve accreditation

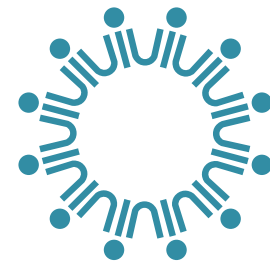


# Why?

NAVCO  
local focus national voice

- To promote and recognise high quality local infrastructure
- A badge of prestige to celebrate excellence
- An opportunity for organisational development and reflection
- To give communities and local sectors confidence of receiving effective, high-quality support
- To give local partners, commissioners and funders confidence they are investing in, and working alongside effective local partners
- To support the shaping of local commissioning and funding intentions - helping describe expectations for purchasers and providers

# The only quality assurance system specifically for Local Infrastructure



**LIQA**  
Local  
Infrastructure  
Quality  
Accreditation

- £2,250 (ex. VAT)
- Open to NAVCA members only
- Requires a portfolio of evidence demonstrating impact against the Four Functions of Local Infrastructure
- Independently assessed with final decision by NAVCA
- Takes six months to complete – accreditation last for three years.
- A significant undertaking that will require engagement across the organisation
- High interest and engagement from stakeholders

**Initial  
Assessment  
(4 weeks)**

**Full  
Application  
(12 weeks)**

**Full  
Assessment  
(8 weeks)**

**Outcome**

# Stage 1: Initial Assessment



- Short online form providing details of your organisation
- Supporting documents to check compliance
- Agree a date for full submission
- Begin Assessor matching process
- Sign the agreement and pay 10% non-refundable deposit
- Maximum of four weeks, often quicker

# Stage 2: Full Application



## **Section 1: Your Organisation and Area**

- Contextual evidence to inform the Assessor about your organisation, local sector and the area(s) and communities you serve

## **Section 2: Case Studies and supporting Evidence**

- The evidence used to assess and grade your application

## **Section 3: Areas of Strength and Areas for Development**

- A space for reflection



# Case Studies and Supporting Evidence

## **Eight case studies of max. 500 words**

- At least one unique case study per Function
- Detailing the problem, the actions taken, the outcomes and impact, learning and next steps

## **Supporting Evidence**

- Documents, datasets, reports, plans, videos
- No more than 24 months old from the date of submission

# The Evidence Framework

## LEADERSHIP AND ADVOCACY



Mobilising and encouraging community action, strengthening our sector's voice and influence on key decision-makers and funders.

## PARTNERSHIPS AND COLLABORATIONS



Creating opportunities and driving effective joint working by building networks of local organisations and strategic partners.

## CAPACITY BUILDING



Providing practical support and opportunities for people to develop skills in their local community, so that they can achieve their goals and aspirations.

## VOLUNTEERING



Building an environment in which volunteers and their communities thrive, by encouraging and nurturing volunteering opportunities.

## Activities

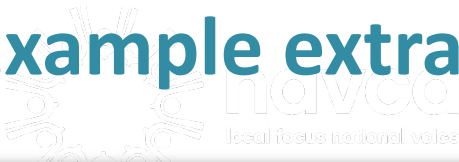
- STRATEGY
- LEADERSHIP AND REPRESENTATION
- ADVOCACY
- ACCESSIBLE SERVICES

- STAKEHOLDER RELATIONSHIPS
- VOLUNTARY SECTOR RELATIONSHIPS
- CROSS-SECTOR RELATIONSHIPS

- RESPONSE TO NEEDS
- VCSE PROVISION
- ACCESS TO SUPPORT
- SUSTAINABILITY

- PROMOTING VOLUNTEERING
- REDUCING BARRIERS
- POLICY & PRACTICE

# Example extract of the guidance



capacity, skills and resources.

### 3.3. ACCESS TO SUPPORT

- How you support local VCSE organisations to assess their current performance, training, learning and development needs, and identify how they need to develop to fulfil their missions more effectively in the future.
  - How you enable, support and facilitate VCSEs to share their strengths and skills to enable other organisations to develop.
  - The guidance, training and information you provide.
- Training and skills analysis.
  - Completed organisational health-checks.
  - Completed or confirmation of performance standards and quality marks achieved by organisations.
  - Publicity, guidance and materials for training courses.

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- experiences, communities, or services.
  - How you facilitate consultations between statutory bodies and VCSE sector organisations.
  - How you gather information and intelligence across the local area and use it to influence and persuade others.
  - How representatives are selected and are supported to contribute to cross-sector forums
- community or civic representative, etc.
  - Documents to show engagement with statutory or other organisations to influence policy and practice.
  - Planning and delivery documents to show the issue addressed, planned actions, and outcomes or responses.
  - Examples of documents, such as working agreements, protocols or compacts.

## Stage 3: Assessment

- Assessor will agree plans with you to meet with staff and stakeholders.
- This will take place within eight weeks following your submission.
- Each Functions individually graded: Does not meet, Almost meets, Meets or Exceeds Requirements.
- Compile a Final report and make a recommendation on outcome.

## Stage 4: Outcome



- NAVCA makes the final decision.
- Applicants need to demonstrate how each of the Four Functions “Meets” or “Exceeds” requirements to achieve the LIQA.
- We write out to agree stakeholders to inform them of success. And publish details on our website.
- Or, we work with you to develop a package of support to address challenges.





# Your Questions

# Next Steps



- Check out what LIQA holders say about the process here
- Contact us to express your interest or start your Initial Application
- Get in touch to find out more about becoming an LIQA Assessor
- Promote our workshop for members of the LGA on 10 May (details to follow)
- Look out for Q&A document following this event
- Anything else, just ask!

# Contact



For Expression of Interests, Initial Applications or Assessor Application enquiries:

[quality@navca.org.uk](mailto:quality@navca.org.uk)

For general queries, informal discussions or anything else:

[alex.boys@navca.org.uk](mailto:alex.boys@navca.org.uk)

Thank you.