Quality Street
Frequently asked questions

What is Quality Street?
Quality Street is a self assessment tool designed by CSSC’s volunteers to help us identify what we do well and where we can improve.

Why has CSSC Developed this Concept?
CSSC is in a competitive market and we need to ensure our product, and the way it is delivered, is right. This will help us to grow our business by developing and improving all parts of CSSC to deliver their best for members.

Who will undertake Quality Street?
All Area Associations, Regions, Sport and Recreation Bodies (SRB) and London Clubs in CSSC are taking part in Quality Street. The Officers in each part of CSSC will be present to complete the self assessment - with the help of someone from CSSC. Area Associations and Regions will be assisted by Volunteer Support Advisors (VSA’s), London Clubs by a representative from the London Team and SRB’s, the Events Team.

How will Quality Street be completed?
Your CSSC contact will be in touch each year to agree a convenient date and time for the second programme.

How long will it take?
The self assessment will take approximately 1.5-2 hours to complete.

What will happen afterwards?
Three action points will be identified from the assessment for the Affiliate to concentrate on improving upon and the Quality Street process will continue year on year. For any advice or further questions contact your Volunteer Support Advisor or Volunteer Support Team.

What is the Quality Street Incentive Scheme?
A central fund to reward and incentivise Area Associations via the Quality Street score. There will be two methods to reward all Area Associations via a sliding scale, benchmarked against the previous year’s score. This will aim to recognise not only a sustainable local offer but also the developments of the local offer.