

## **Inter-Link Capability Model (ILCM) Frequently Asked Questions For Community and Voluntary Groups**

### **Why should I be interested in ILCM, and why now?**

The Inter-Link Capability Model is designed to improve the capability and capacity of community and voluntary groups or organisations.

ILCM supports voluntary and community groups at a time when funding is becoming harder to access and many more organisations are under pressure to consider contracts (e.g. from Local Authorities).

ILCM helps groups/organisations to demonstrate their organisational ability so that they are in a stronger position to bid for either funding or contracts.

ILCM is an independent measure of competence that is tried and tested as is increasingly accepted by local authorities and commissioning and funding bodies.

### **How can I use ILCM?**

ILCM can be used in several different ways:

- To measure the capability of an organisation so that its standards are recognised by others (including partners, local authorities, commissioning or funding bodies)
- To provide a 'road map' for an organisation to build its capacity or skills
- To develop specific aspects of your group or organisation

All you need to do is become involved in an ILCM programme near you. Some are funded programmes (free at the point of delivery), whilst others may require you to pay a modest charge at Level 2 of the Model

### **What happens once we have expressed an interest?**

Once an organisation has expressed an interest by completing a simple enquiry form we will pass on your details to a project team or partner organisation in your area. They will then get in contact with you with details of a programme in your area.

### **Will my organisation be accredited?**

Yes. Having successfully achieved the standards set out in the ILCM Health Check at Level 2, you will receive your certificate and be entered on our national accreditations database. Public sector or other community/voluntary organisations are then able to verify that your organisation is capable at Level 2.

### **Why is an accreditation system necessary?**

Accreditation systems are used to measure the relative capability or competence of different organisations. They allow users and customers to determine who is most able to provide a service or a product. For public bodies this allows them to select organisations that they would like to work with. This allows funders to identify organisations most likely to achieve delivery of projects against outcomes.

### **Who will the accrediting body be?**

Our benchmarking scheme is gaining acceptance throughout the voluntary and community sector and also with public bodies. The ILCM Accreditation Mark is itself undergoing assessment: Our Assessor/Facilitator and other courses will be NOCN accredited and our systems underpinned will be underpinned by ISO9000. In addition we will be subject to an external review by the qualified systems auditors.

### **Is ILCM a self-certification system?**

Although our benchmarking contains a self-assessment component, it also includes an external assessment against national standards. This gives partners, commissioners and funders confidence that your organisation has a national standing.

### **Is ILCM a quality system / is it an alternative to PQASSO?**

Although ILCM contains a strong quality management component it is an integrated capability assessment programme and includes business management, service delivery, partnership working and community involvement. If you simply require a self-assessment quality management tool we recommend PQASSO, but if you need a tool to provide you a top-to-bottom review of your capability then you should consider ILCM.