**Quality Policy**

**Age UK Barrow & District’s Purpose**

* We will work together with people in later years to offer services, support and education, to help them live healthy, socially active and independent lives.

We strive to achieve this through our five key priorities:

* Our Governance
* Our People
* Our Money
* Our Services
* Our Development & Partnerships

In order to support our work, we are committed to having a Management System that meets the needs of the following Quality Standards and Accreditations:

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| ISO 9001 | Quality Management System |
| Age UK CQS | Age UK Charity Quality Standards |
| IAQP | Age UK Information and Advice Quality Standard |
| AQS | Advice Quality Standard |
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This provides us with a framework that enables us to:

* Achieve our Strategic Priorities
* Manage and facilitate the objectives and targets set through our annual Operational Plan
* Develop, monitor and review our progress
* Develop and deliver services that are relevant to our stakeholders and support our vision
* Continually improve our services, including the outcomes, satisfaction and experience of our beneficiaries and other stakeholders
* Fully meet the requirements of our partners, regulators and funders
* Develop qualified, competent and motivated staff and volunteers
* Continually improve our processes and the way we work to ensure we afford maximum resources as we strive to achieve our vision

The Management System is held electronically on our server within the R drive. Other areas of the server within other drives and within our CRM system, hold supporting information and records about our organisation to support staff and maintain accurate and timely information.

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| *Reviewed/Revised November 2022 due to minor amendments*  Signed:  Vickie Martin – Head of Age UK Barrow and District |
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| Date: November 2022  Review Date: November 2025 |