

AGE UK EXETER

Controlled Document

Document Name: Quality Assurance Policy

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Agreed by Standards Committee on: 07.01.2019

Approved by Board of Trustees on: 15.1.2019

Review Schedule: Every three years

Next review due: January 2022

Owner (Responsibility): CEO

Pass amendments to: Governance Officer

Revision History: See end of document.

Document Location: www.ageuk.org.uk/exeter/about-us/policiesandguidelines/

Document Description

Age UK Exeter is committed to providing high quality services which meet or surpass the expectations of service users and other stakeholders. This policy explains how we will achieve this.

Implementation & Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the Chief Executive Officer on, info@ageukexeter.org.uk or at Age UK Exeter, Sycamores, Mount Pleasant Road, Exeter, EX4 7AE, 01392 202092.

Quality Assurance Policy

Policy

Age UK Exeter strives to ensure that all the services offered by the Charity are of a high quality and will meet or surpass the expectations of service users and other stakeholders.

We do this by:

- Fostering a culture that promotes dignity and respect for the individual and puts the client at the centre of all we do.
- An open, listening culture that encourages improvement and is flexible in the way it meets individual needs.
- Recruitment, induction, and training procedures that ensure our staff and volunteers have the experience, knowledge and skills necessary to deliver first rate services.
- Regular supervision and support for our staff and volunteers.
- Providing opportunities for service users to tell us what they think of services either through one-to-one or group discussions or via client satisfaction surveys.
- Maintaining a Trustee Services Review Group made up of experienced professionals who review our services through interviews with service users, carers, staff and volunteers and report their findings to the full Board.
- Working with Age UK to meet nationally developed quality standards in the network's one core service - Information and Advice.
- Having a clear and open complaints procedure.
- Investing in and working towards the Charity Quality Standards following the selection of a suitable national provider by Age UK.

Monitoring

The results of service evaluations will be presented to the Board of Trustees for discussion and comment.

There will be regular 'arm's length' monitoring of service quality by the Service Review Group of the Board of Trustees.

A report summarising the range of feedback and the effectiveness of quality assurance systems, including compliance with Age UK standards, will be made to the Board of Trustees on annual basis.

Revision History

Revision date	Summary of Changes	Other Comments
21.11.14	Routine review by the Standards Committee.	Recommended to Board for approval
12.1.15	Approved by the Board of Trustees	Next review due January 2017
19.12.16	Routine review by the Standards Committee Reference to ISO9001 removed	Recommended to Board for approval.
10.1.17	Approved by the Board of Trustees	Next review due January 2019
7.1.19	Routine review by Standards Committee. Minor change of name to CQS	Recommended to Board for approval.
15.1.19	Approved by Board of Trustees	Next review due January 2022