

QUALITY POLICY

1. Background to the organisation:

Age UK Blackburn with Darwen is a registered charity (Registered Charity No. 1143809) and exists to: *'To listen to the diverse voices and views of local older people and use these to influence both our own and others priorities. To deliver quality, person centred services which meet local needs and maximise independence'.*

Our Objectives:

- preventing or relieving the poverty of older people;
- advancing education
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
- promoting equality, diversity and inclusion
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the trustees may from time to time decide

Our mission, values, aims and objectives are outlined in our business plan.

2. Scope

The quality and risk based management and facilitation of care, social and community services, covering all of the organisation's services and including auditing of the following areas:

- Advice and Information
- Active Ageing service
- Befriending services
- Charity shop
- Day care
- Digital Inclusion service
- Fundraising
- Social Inclusion service
- Here to Help service
- Volunteering

3. Our commitment to quality:

To deliver our vision and mission, and our business plan priorities Age UK Blackburn with Darwen delivers a range of community based services to improve the health and wellbeing of older people; to support people to remain independent as long as possible; and to be able to continue contributing to their community.

We also work to influence the development of services for older people through a variety of mechanisms, including membership of the Age Well Partnership, sitting on a number of key strategic boards and groups; and through supporting national campaigns.

We raise funds from a range of sources to support our work that is not funded through grants and contracts, including volunteer recruitment and support; and our campaigning and influencing work, along with core functions that ensure the quality of our provision.

We are a member of the Age UK network and play an active role sub-regionally, regionally and nationally.

Age UK Blackburn with Darwen is committed to quality and we work within the Quality Assurance Framework for local Age UKs in England, which includes the Charity Quality Standard (CQS) and a suite of core service standards. Through these Standards, our quality commitment is to:

- Keep older people safe and well
- Be older people-centred
- Be well governed
- Be an effective and financially sound organisation
- Value our volunteers and staff
- Be committed to working in partnership
- Offer innovative and flexible, quality services
- Continual improvement will be sought in all of these areas.

Through meeting the requirements of ISO 9001, the Age UK Quality Assurance Framework and other quality standards, Age UK Blackburn with Darwen will demonstrate its commitment to achieving customer satisfaction and legal and regulatory compliance. The CQS and requirements of ISO 9001 also set the framework for our quality objectives and continuous improvement of the Quality Management System (QMS).

We demonstrate this by having a number of policies and procedures in place. The key ones include:

- Complaints and Feedback Policy and Procedure
- Confidentiality, Data and Record Management Policy
- Equality, Diversity and Inclusion Policy
- Financial Policy and Procedures
- Health and Safety Policy Statement
- Information Governance Policy
- Involving Older People Statement of Intent
- Safeguarding Policy and Procedures
- Volunteering Strategy

A full list of policies can be found at: [..\Policies](#)

The trustees of Age UK Blackburn with Darwen are committed to working within the Age UK Quality Assurance Framework including the CQS, the requirements of ISO 9001 and other relevant quality standards, and are aware of their responsibility for ensuring all legal and governance obligations are met - seeking professional and other advice when required. This includes robust risk management processes.

4. Protection of Data

We are committed to protecting all data including any sensitive or personal information, belonging to any persons who participate in our activities and our staff, volunteers and donors. This is done by strict adherence to our policies and risk assessments relating to:

- Confidentiality, Data and Record Management Policy
- Information Governance Policy
- Transfer of Data Risk Assessment
- Current Data Protection regulations

5. Responsibilities

Leadership responsibility for our Quality Management System (QMS) sits with the trustees and senior management of Age UK Blackburn with Darwen. As part of their leadership responsibility, the trustees and the senior management team are committed to the development and implementation of the QMS and continually improving its effectiveness through ensuring that:

- adequate resource and support is provided for the effective implementation and continual improvement of the QMS
- ensuring the processes needed for the QMS are established, implemented and maintained, and regularly reviewed including the identification of any required improvements
- all personnel (including sub-contractors) are familiar with the importance of meeting the requirements of the Age UK Quality Assurance Framework and ISO 9001, and understand the implications for their role and responsibilities, including what will happen if the quality requirements are not met
- all the organisation's legal obligations are met - seeking professional and other advice when required
- this policy and related procedures are communicated throughout the organisation,

It is the responsibility of all personnel to implement the requirements of the Age UK Quality Assurance Framework and ISO 9001 as relevant to their role to ensure consistency of quality throughout all our operations.

6. Communication

Trustees and the senior management team are responsible for communicating our quality policy to all staff, volunteers and external providers to ensure that all our quality expectations are known and understood. This policy will be made available on our website and provided to any person or organisation involved in the delivery of our activities. Any specific quality requirements relating to how a process, product or service should be delivered will be outlined in any contracts or agreements in place for that activity.

7. Management review

Senior management shall review the organisation's QMS, at least annually and at quarterly Quality & Risk meetings to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the QMS, including the quality policy and quality objectives.

The remit of the management review is defined within the management review procedure document.

Senior management shall make any decisions and determine required actions relating to:

- a) improving the effectiveness of the QMS and its processes
- b) improving of the organisation's activities to meet participant requirements, and

c) resource needs

8. Monitoring and measurement

Age UK Blackburn with Darwen is committed to continually improving the effectiveness of the QMS, and will do this through:

- analysing complaints and feedback data
- considering the analysis of monitoring or evaluation activities that take place
- maintaining a corrective actions log
- monitoring customers' perceptions of the degree to which their needs and expectations have been fulfilled
- seeking feedback from participants, partners and other stakeholders
- undertaking regular internal audits of the effectiveness of the quality management system

Progress in delivering the requirements of this policy and the Quality Management System will be measured through the organisation's management review process.

The above data will be considered by the management review meeting, and conclusions of this review will be presented to the board of trustees.

Where there is any concern regarding the quality of our services, whether from external comment or complaint or through internal monitoring, we are committed to investigating the issue and resolving it as positively and as quickly as possible in accordance with our procedures and will always seek to learn and improve from any issues that arise.

This policy will be regularly reviewed by the senior management team to ensure its continuing suitability and consistency with the organisation's strategy and policies.

Policy adopted: December 2016

Date for review: February 2026

Next due for review: February 2027

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