

OFFICIAL POLICY

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Section 1.0: Policy Purpose

Age UK Cheshire is a local social enterprise and charity that is dedicated to later life. We co-produce excellent services, make opportunities, connect people meaningfully and influence positive change. Because of our work, people love later life in Cheshire

Our Quality Policy is a statement made by the Trustee Board and SLT which expresses our commitment to continually improve how we contribute to people loving later life in Cheshire.

Section 2.0: Policy Details

Our commitment to quality

This policy demonstrates our commitment to delivering good service reliability and process controls which means quality service for all those who access our services and activities.

The implementation of all external quality marks will be coordinated by the Chief Executive, Senior Leadership Team and Office Manager. In addition, all those concerned with providing a quality service will be involved in assessing how the organisation and services are meeting quality standards.

Age UK Cheshire is committed to quality and meeting the Age UK Quality Standards, consisting of the 'Charity Quality Standards' (CQS) and the 'Good Age UK Standard' for local Age UKs in England.

Through these Standards, our quality commitment is to:

1. *Support people in later life to feel connected.*
2. *Support people in later life to be independent, active and experience good physical and mental health.*
3. *Support people in later life to be engaged in issues that affect them and their communities.*
4. *Support people in later life to be well-informed and have opportunities to learn and be creative.*
5. *Support people to have opportunities to give their time and skills to support loving later life.*

Enabled by

- A. *Listening to, valuing, working with, supporting and co-producing with people in later life, our staff and volunteers.*
- B. *Valuing our volunteers and staff.*
- C. *Supporting continuous improvement and high-quality standards.*
- D. *Building and using our collective strength.*
- E. *Telling people about what we do with confidence and pride, inspiring them to support our work.*
- F. *Raising funds for activities, services and for influencing work.*

We will seek continual improvement in all of these areas.

The requirements of our Quality Management System are integral to the organisation and aligned to our strategic plan and organisational risk assessment, which are reviewed at least annually to ensure that our Quality Management System is appropriately updated. The QMS is audited monthly and reviewed quarterly.

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Through meeting the requirements of the Age UK Quality Standards and ISO 9001:2015, Age UK Cheshire will demonstrate its commitment to consistently meeting customer requirements - ensuring legal and regulatory compliance and enhancing customer satisfaction. The Age UK Quality Standards and requirements of ISO 9001:2015 also set the framework for our quality objectives and the continuous improvement of our Quality Management System (QMS).

Our Quality Objectives

The quality objectives and priorities of Age UK Cheshire are defined in relation to the achievement of our strategic plan, meeting the needs of our interested parties and our process for managing risks and opportunities.

Continual improvement will be sought in all areas of the Quality Management System and the services provided.

Responsibilities

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

- all the organisation's legal obligations are met - seeking professional and other advice when required.
- adequate resource and support is provided for the effective implementation and continual improvement of the QMS.
- this policy and related procedures are communicated throughout the organisation,
- all personnel (including sub-contractors) are familiar with the importance of meeting the requirements of the Age UK Quality Standards and ISO 9001:2015, and understand the implications for their role and responsibilities, including what will happen if the quality requirements are not met.

It is the responsibility of all personnel to implement the requirements of the Age UK Quality Standards and ISO 9001 to ensure consistency of quality throughout all our operations.

Communication

Trustees and SLT are responsible for communicating our quality policy with all staff, volunteers and external providers to ensure that all our quality expectations are known and understood. This policy will be made available 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. SLT will review on an annual basis the list of parties that need to be informed and aware of our quality policy and quality requirements.

Senior Leadership Team review

SLT shall review the organisation's QMS, at least every twelve months 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.

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

SLT, supported by the Office Manager, 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.

Monitoring and measurement

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

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

Progress in delivering the requirements of this policy and the Quality Management System will be measured through the organisation's SLT Review process, supported by the Office Manager.

The above data will be considered by the SLT 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 has been developed by SLT, supported by the Office Manager, to ensure its continuing suitability and consistency with the organisation's strategy and policies.

Section 3.0: Policy Scope

The management and facilitation of a range of services and activities delivered by all of Age UK Cheshire - Charity Services, Social Enterprise, Marketing, HR, Finance and Leadership.

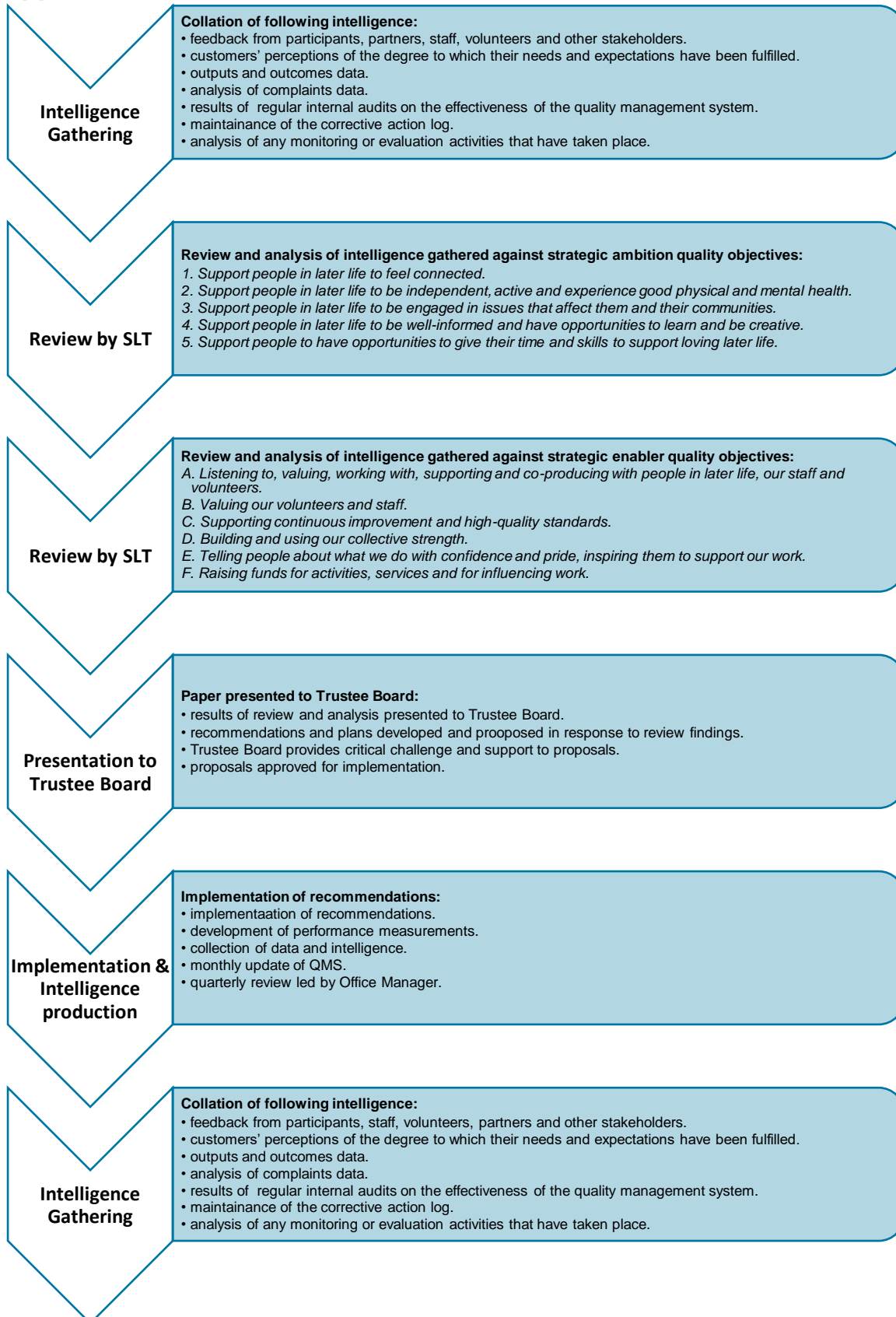
Section 4.0: Definitions

Quality Management System: A quality management system is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work.

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Section 5.0: Appendices/Forms

Appendix 1: QMS Process Flowchart



Intelligence Gathering

Collation of following intelligence:

- feedback from participants, partners, staff, volunteers and other stakeholders.
- customers' perceptions of the degree to which their needs and expectations have been fulfilled.
- outputs and outcomes data.
- analysis of complaints data.
- results of regular internal audits on the effectiveness of the quality management system.
- maintainance of the corrective action log.
- analysis of any monitoring or evaluation activities that have taken place.

Review by SLT

Review and analysis of intelligence gathered against strategic ambition quality objectives:

1. *Support people in later life to feel connected.*
2. *Support people in later life to be independent, active and experience good physical and mental health.*
3. *Support people in later life to be engaged in issues that affect them and their communities.*
4. *Support people in later life to be well-informed and have opportunities to learn and be creative.*
5. *Support people to have opportunities to give their time and skills to support loving later life.*

Review by SLT

Review and analysis of intelligence gathered against strategic enabler quality objectives:

- A. *Listening to, valuing, working with, supporting and co-producing with people in later life, our staff and volunteers.*
- B. *Valuing our volunteers and staff.*
- C. *Supporting continuous improvement and high-quality standards.*
- D. *Building and using our collective strength.*
- E. *Telling people about what we do with confidence and pride, inspiring them to support our work.*
- F. *Raising funds for activities, services and for influencing work.*

Presentation to Trustee Board

Paper presented to Trustee Board:

- results of review and analysis presented to Trustee Board.
- recommendations and plans developed and proposed in response to review findings.
- Trustee Board provides critical challenge and support to proposals.
- proposals approved for implementation.

Implementation & Intelligence production

Implementation of recommendations:

- implementation of recommendations.
- development of performance measurements.
- collection of data and intelligence.
- monthly update of QMS.
- quarterly review led by Office Manager.

Intelligence Gathering

Collation of following intelligence:

- feedback from participants, staff, volunteers, partners and other stakeholders.
- customers' perceptions of the degree to which their needs and expectations have been fulfilled.
- outputs and outcomes data.
- analysis of complaints data.
- results of regular internal audits on the effectiveness of the quality management system.
- maintainance of the corrective action log.
- analysis of any monitoring or evaluation activities that have taken place.

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Appendix 2: Process Overview

Inputs	Resource requirements	Control methods & Performance measurement	Outputs & Outcomes	
Feedback from people in later life accessing our services.	<ul style="list-style-type: none"> - Feedback mechanisms. - Feedback collection processes. - Feedback recording facilities. - Staff time, experience, knowledge and skills. 	<ul style="list-style-type: none"> - Monitoring at service level meetings. - Financial performance monitoring. - Monitoring by SLT. - Contractual monitoring and reporting. - Monitoring by funders/commissioners. - Monitoring in QMS meetings. - Monitoring in QMS meetings. - Monitoring at Trustee Board and sub-committees. 	<ul style="list-style-type: none"> - Co-produced services and activities. - Continuous improvement and high-quality standards. - Using our collective strength. - Support for our work. - Funds raised for activities, services and for influencing work. 	
Feedback from partners.				
Feedback from wider stakeholders.				
Feedback from staff				- Valued staff.
Feedback from volunteers				- Valued volunteers.
Meeting needs of people in later life accessing our services.	<ul style="list-style-type: none"> - Financial resource. - HR resource. - Service/activity delivery resources. - Staff time, experience, knowledge and skills. - Feedback mechanisms. - Feedback collection processes. - Feedback recording facilities. - Output and outcome recording processes. - Output and outcome recording facilities. 		<p>People in later life:</p> <ul style="list-style-type: none"> - feel connected. - are independent, active and experience good physical and mental health. - are engaged in issues that affect them and their communities. - are well-informed and have opportunities to learn and be creative. - have opportunities to give their time and skills to support loving later life. 	
Outputs & outcomes data	- Output and outcome		<p>People in later life:</p> <ul style="list-style-type: none"> - feel connected. 	

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	<ul style="list-style-type: none"> recording processes. - Output and outcome recording facilities. - Staff time, experience, knowledge and skills. 		<ul style="list-style-type: none"> - are independent, active and experience good physical and mental health. - are engaged in issues that affect them and their communities. - are well-informed and have opportunities to learn and be creative. - have opportunities to give their time and skills to support loving later life.
Complaints	<ul style="list-style-type: none"> - Complaints recording processes. - Complaints recording facilities. - Staff time, experience, knowledge and skills. 		<ul style="list-style-type: none"> - Co-produced services and activities. - Continuous improvement and high-quality standards. - Using our collective strength. - Support for our work.
QMS monthly update	<ul style="list-style-type: none"> - Staff time, experience, knowledge and skills. 		<ul style="list-style-type: none"> - Continuous improvement and high-quality standards.
QMS quarterly review	<ul style="list-style-type: none"> - Staff time, experience, knowledge and skills. 		<ul style="list-style-type: none"> - Continuous improvement and high-quality standards.
Corrective action log	<ul style="list-style-type: none"> - Staff time, experience, knowledge and skills. 		
Monitoring & evaluation activity	<ul style="list-style-type: none"> - Financial resource. - Staff time, experience, knowledge and skills. 		

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SLT Review (supported by Office Manager)	- Staff time, experience, knowledge and skills.		
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