

Age UK Northumberland is committed to continuous quality improvement and meeting ISO9001:2015 and the Organisational Quality Standards (OQS) for local Age UKs in England, CQC regulatory requirements, contractual obligations, H&S and safeguarding standards. Through these Standards, our quality commitment is to:

- Keep older people safe and well
- Develop and deliver high quality and person centred services
 - Be well governed
 - Be an effective organisation
 - Value our volunteers and staff
- Be committed to working in partnership

Continual improvement will be sought in all of these areas.

Through meeting ISO9001:2015 and the OQS, Age UK Northumberland will demonstrate its commitment to achieving service user satisfaction, legal and regulatory compliance. ISO9001:2015 and the OQS also set the framework for our quality objectives and continuous improvement of the Quality Management System (QMS).

The trustees of Age UK Northumberland are committed to working within the ISO9001:2015 standard and the OQS, and are aware of their responsibility for ensuring all legal obligations are met - seeking professional and other advice when required.

Trustees and the Senior Leadership Team are committed to meeting the quality requirements of ISO9001:2015 and OQS and will ensure adequate resources and support is provided for the effective implementation and continual improvement of the QMS.

We will make sure that quality services will not be compromised by the financial ambitions or management pressures. We will actively seek out views and listen to what service users are saying about the quality and safety of services.

We will become recognised as a learning organisation, including proactively looking towards utilising best practice, and learning from when things go wrong. We will make sure that communications are timely and transparent, with openness and honesty with our stakeholders and our regulators including when we know that the decisions we have to take will be difficult.

The Senior Leadership Team will ensure this policy and related procedures are communicated throughout the organisation, and that all personnel are familiar with the requirements of ISO9001:2015 and the OQS, and the implications for their role and responsibilities.

It is the responsibility of all personnel to implement the requirements of ISO9001:2015 and the OQS to ensure consistency of quality throughout all of our operations.

This policy is regularly reviewed by the Senior Leadership Team to ensure its continuing suitability and consistency with the organisation's overall business policies.

For the purposes of managing the quality of our service delivery, we have developed a number of policies which are held on our document management system and are issued and accessible to staff. Relevant policies are also issued to volunteers.

Issued on: July 2018



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Andrew Marsh
Chair of Trustees



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Helen Mills
CEO