

QUALITY POLICY STATEMENT

It is the policy of Age UK Oldham to promote and support the welfare, well-being and independence of all older people in Oldham and to make later life an enjoyable and fulfilling experience.

We offer services, activities and products developed to help people make the most of later life. We strive to make sure these services and products are appropriate, accessible and available to older people with a variety of needs and ensure all clients and service users will always be treated with respect, dignity, honesty, and courtesy and their need for privacy and independence be honoured.

We will always be professional, accountable and committed to our Quality Objectives:

- Older People Centred
- Value our Staff and Volunteers
- Committed to Working in Partnerships
- Continually improving our Systems and Processes

It is essential that anyone who works with or for Age UK Oldham is aware of our commitment to our Quality Policy and Quality Objectives and we will provide training and guidance to staff, volunteers, trustees and suppliers to ensure they are able to fulfil their responsibilities.

We will review our quality performance annually and revise practice and procedures where necessary to support the delivery of our Quality Objectives and to continually improve our Quality System.

Y. Lee

Yvonne Lee
Chief Executive Officer
Jan 2018