

QUALITY POLICY

<p>How are our values demonstrated/supported through this policy?</p>	<p><i>We welcome all</i> – this policy is part of everyone’s induction and their welcome to the organisation</p>
	<p><i>We support</i> – this policy supports all staff with information on the quality management system. It provides a summary of key processes that are important to quality management.</p>
	<p><i>We inspire</i> – through committing to continual improvement and learning from mistakes we inspire each other to improve</p>
	<p><i>We speak out</i> – staff are encouraged to speak out if something is wrong and to raise ideas for improvement, through supervisions, team meetings, focus groups, surveys and if serious concern, through the whistleblowing policy</p>
<p>Equity, Diversity & Inclusion implications of this policy</p>	<p>This policy applies to everyone and will benefit all groups of people</p>
<p>Policy Owner</p>	<p>Head of Quality and Compliance</p>
<p>Version Control Review information</p>	<p>Version number: 09</p> <p>First published: December 2015 Reviewed: April 2016, June 2017, May 2018, July 2019, August 2020, December 2021, March 2022, December 22 Next Review Date: December 23</p>

1.0 Introduction

YMCA DownsLink Group (YMCA DLG) provides quality management of services to children, young people and their families. Services are provided in person across Sussex and also online, with some services in Guildford, Surrey. It is the policy of YMCA DLG to provide clients (service users) with a range of quality services, including housing, therapeutic services, and specialist advice and support.

The organisation is committed to demonstrating its values through all its policies. Our values are:



- We welcome all
- We support
- We inspire
- We speak out

The Head of Quality and Compliance maintains a Quality Manual which outlines the organisation's quality management system (QMS). This meets the requirements of the Quality Standard **BS EN ISO 9001:2015**. YMCA DLG is committed to satisfying the requirements of ISO 9001:2015 and all applicable regulations and legislation that cover its services.

The Quality Policy is part of every new starter's induction process. Staff are supported proactively to deliver quality services through management framework including supervision and appraisal, learning and development, performance management processes and feedback routes.

2.0 Scope

YMCA DLG has ISO 9001:2015 certification for *the management of supported accommodation, advice and wellbeing services to children, young people and families in the Brighton and Hove, Sussex and Surrey areas.*

The QMS covers all staff (employees and volunteers, including Trustees), and is applicable across the whole of the organisation.

3.0 The Quality Management System (QMS)

YMCA DLG's Quality Manual sets out the quality objectives and key processes, as well as the organisational structure. All the sections make up the overall quality management system (QMS). The Leadership Team, Senior Management Team, Managers and staff are all responsible for quality service delivery through the QMS.

Client (service user), staff and other stakeholder satisfaction is an essential part of the quality process and to ensure satisfaction levels are high, staff and volunteers receive training to establish awareness and understanding of quality services and its impact on satisfaction.

We seek regular opportunities to gather feedback and share ideas for improvement with our clients and staff. The complaints process ensures that learning is gathered from complaints and that things are put right when they are wrong. The complaints process is compliant with the Housing Ombudsman's Complaints Code. The organisation's Compliments Log reflects the positive feedback received about services and staff.

To ensure we continuously improve, the Quality Manual is refreshed annually and is subject to an annual independent audit by the British Assessment Bureau.

There are a number of key policies and documents that relate to our Quality Management System and these include (but are not exhaustive):

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| <ul style="list-style-type: none"> • Annual Client Satisfaction Survey • Annual Staff Survey • Case Note Writing Guidance • Client Information Sharing Policy • Code of Conduct • Complaints Policy • Compliance and KPI reports • Data Protection and Information Handling Policy | <ul style="list-style-type: none"> • ISO 9001:2015 annual audit • IT Security Policy • Learning and Development Policy • Legal Register • Quality Manual • Risk Registers • Safeguarding Policies (Children and Young People; Adults at Risk) • Standing Financial Instructions |
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- Equity, Diversity and Inclusion Policy
- External Audit of Accounts
- Health and Safety Policy
- Incident Reporting
- Independent audits
- Internal Audit Schedule
- Strategic Plan
- Whistleblowing Policy