FACES

Quality Assurance Policy

Statement of Intent

FACES (Family and Children's Early-help Services) has a responsibility to stakeholders (funders, families, staff and volunteers) to ensure that internal procedures and controls are in place to ensure best practices and high standards throughout all aspects of the Charity.

Aim

The aim of this Quality Assurance Policy is to affirm FACES' commitment to maintain a high standard of quality in the way we work, the services we deliver, our relationships with staff, volunteers and stakeholders and ensure continuous improvement.

What is Quality Assurance?

"Quality Assurance" is what FACES' and its stakeholders enjoy if quality control has been effectively applied in the work of the organisation. "Quality control" is the operational techniques, procedures and objectives that are used to fulfil the requirements of quality. The overall aim is to deliver the best service possible and to ensure continuous improvement.

Policy

FACES' policy is to maintain an effective and efficient quality assurance process planned and developed in conjunction with all management, staff and volunteer functions and stakeholders, outlined in a series of policies and procedures (including external contracts, regulations and codes of practice) which are designed to eliminate deficiencies and inaccuracies and to ensure high quality standards.

The assurance of quality is fundamental for all work undertaken by FACES' and should be implemented by all trustees, staff and volunteers in their work. To that effect FACES shall:

- Maintain consistency in work method throughout in accordance with set policies, procedures, regulations and codes of practice and without significant deviation.

- Ensure that all policies, procedures, relevant regulations and codes of practice are implemented and systematically reviewed to reflect FACES' values

- Regularly monitor and measure the quality of its work methods, outputs and outcomes with a view to ensuring high quality standards, best value and continuous improvement.

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- Adopt and work to the standards as set out in the ISO 9001 Quality Manual.
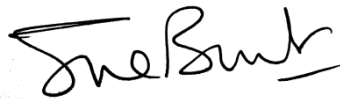
Responsibilities

FACES' Senior Leadership Team has overall responsibility for quality assurance and will be supported in this role by the designated Quality Representative and the Quality Assurance Sub-Group

- It shall be the responsibility of the Chair of the Quality Assurance Sub-Group to report on quality assurance to the Board of Trustees.

- It shall be the duty of the Quality Assurance Sub Group to meet at agreed times to undertake a self-assessment of FACES' processes using the ISO 9001 Quality Manual by way of review if the internal audit schedule with the aim of reviewing and determining key areas for improvement. The Sub- Group will be responsible to the Board of Trustees.

- The Senior Leadership Team will work closely with the Quality Representative to develop effective quality control procedures in order to achieve quality assurance.

Commitment and ownership

This quality assurance policy requires commitment and ownership from all FACES' staff.

Signed:

Eve Burt   Chairperson: FACES Bedford

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