

Quality Assurance Policy

Rochdale Connections Trust was founded in 1997 to provide support to the most marginalised, vulnerable and disadvantaged children, young people, families and adults living in greatest need in the Borough of Rochdale. Our remit has grown over the years and whilst we remain committed to our original aims we have responded to changing health, social and well-being needs of our community and are now the leading independent provider of Domestic Violence and Abuse services, with programmes for those deemed to be at risk, female victims, male perpetrators and the children and young people affected by abuse in the family home. We now employ 17 people and have a bank of approximately 45 volunteers.

Quality is of utmost importance to our organisation because we value and care about our service-user's and want them to be assured that the service they are receiving is the best that it can be. We strive to provide our service-user's with programmes of support and interventions which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance across all programmes that we deliver.

We have the following systems and procedures in place to support us in our aim of total service-user satisfaction and continuous improvement throughout our organisation:

- regular gathering and monitoring of feedback from service-user's and key stakeholders
- a complaints procedure, the details of which are communicated to all service-user's when they engage on a programme with us
- selection and performance monitoring of partner organisations against set criteria
- regular training and development for our employees and volunteers
- regular audit of our internal processes
- regular audit of client files
- measurable quality objectives which reflect our organisational aims
- management reviews of audit results, service-user's/stakeholders feedback and any complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. New staff are issued with key policies when they commence employment and they can all also be found in the staff handbook.

Although the Board of Trustees, supported by the CEO have ultimate responsibility for quality; all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the organisation.

REVIEW SCHEDULE:

The Quality Assurance Policy is formally reviewed on an annual basis.

Date of last review: November 2021

Reviewed by: Lizl Donnelly

Job Role: Business Support Manager

Date of next Review: November 2022