

Quality Policy

We will provide this policy on request at no cost, in large print, in Braille, on tape or in another non-written format.

Purpose

The purpose of this policy is to provide employees with information on the staff commitment, which is expected in order to achieve excellence and high quality services throughout the Organisation.

The policy is fundamental to everything Loretto Housing does, no matter what department, team or service you work in.

Aims

The aim of the Quality Policy is to promote and maintain excellence and high quality services throughout the Organisation in order to benefit all stakeholders and purchasers.

Policy Statement

Loretto Housing will strive to deliver consistently high quality services, which meet or exceed the needs and expectations of all stakeholders. In order to achieve this, we will:

- Expect all staff to take responsibility for ensuring that excellent services are delivered to stakeholders within the given resources
- Be proactive in preventing problems and achieving continuous improvement and service development rather than detecting and correcting problems after they occur
- Apply the principles of quality and continual improvement to all areas of work
- Develop and communicate clear, achievable, accountable Performance Management Indicators and Quality Standards for all activities, ensuring these are systematically reviewed
- Regularly review service performance against targets and standards
- Adhere to the Organisations Policies, Procedures, Codes of Practice and Terms and Conditions of Employment
- Involve and consult stakeholders in evaluating service quality and areas for change, improvement or development
- Monitor stakeholder satisfaction at individual, service and organisational level
- Manage high quality, cost effective services to produce best value for all stakeholders and the Organisation
- Work within recommended Standards, Contract Frameworks and Best Practices
- Devise Annual Improvement Plans and share best practices

- Promote training and information relating to quality and continual improvement to all staff

Implementation of the Policy

Providing high quality services are key to the success of the Organisation and the implementation of this policy affects everything the Organisation does.

The Core Values of Open Communication, Person Centred, Committed and Quality underpin the overall work of the Organisation.

The policy requires an attitude of Commitment, in line with the Core Values, to understanding key activities or processes that lead to successful outcomes and to thinking of ways of improving what we do for individuals, teams, services or for the Organisation overall.

The commitment of continually reviewing and improving quality services is not new but has to be carried out systematically to evidence best practice.

Excellence in our services is built around the Core Values and established good practices and reinforces our drive to provide high quality services.

In Loretto Housing, implementation of the Core Values and best practice covers more than direct delivery of services and care and support to service users / tenants but also includes services to our staff and other key stakeholders.

Effective and efficient use of resources like money, time, training, knowledge, buildings and equipment increases our scope for exceeding expectations and improving services.

In order to ensure quality in the Organisation we need to ask:

- What do stakeholders, internal and external require or look for from us?
- How can those requirements be met in the best way possible?
- What are the standards we must meet?
- How will we know how well we have met them?
- What can we do if we fall short?
- How can we improve and give an even better standard of service?

Answering these questions will simply help us identify areas for improvement. We can do this through service planning and review days, service audits and from feedback from stakeholders.

Implementation also means everyone being proactive to new ways of working which will help develop services in ways that are more relevant, more effective and more efficient.

Outcomes from Quality

We should look creatively and innovatively at Quality and Service Improvement and seek the following benefits:

For Internal and External Stakeholders:

- Improved understanding of their requirements
- Improved Standards of Service
- Improved satisfaction levels

For Staff:

- Increased job satisfaction through positive achievements
- Increased job security
- Increased Learning and Development
- Clear direction both personal, service and organisational
- Effective sharing of knowledge and best practice
- Fewer wasted efforts and non achievement

For the Organisation:

- A Learning and continuously improving culture
- Reinforcement of a corporate identity
- Improved team work
- Improved communication
- Improved business competitiveness
- Avoidance of quick fixes
- Longer term focus