

**KPC YOUTH**  
**QUALITY ASSURANCE POLICY**

**REVIEWED OCT 12**

**How do we define Quality?**

A quality organisation is an organisation with excellent staff and volunteers providing excellent services within an organisation which has excellent internal systems & processes. At KPC we want to do the best possible work and provide the best possible service for the young people of our area.

The Charities Evaluation Service sums up the idea of quality as follows:

- Knowing what you want to do and how to do it
- Learning from what you do
- Using what you learn to develop your organisation and its services
- Achieving what you set out to do
- Satisfying your stakeholders

**What does quality mean at KPC Youth?**

- We strive for continuous improvement in all what we do
- We are accountable to our stakeholders
- We want to provide the best possible service and opportunities for young people

**At KPC Youth we are actively working to promote and ensure quality within our organisation through:**

- CYP Quality Mark - We achieved Level 3 in Dec 10
- We will continue to work in conjunction with BAVO Youth Options Consortium on the decided Quality Mark for Youth Support Services in Bridgend
- Continual monitoring and evaluation of our services to ensure we meet funder's requirements
- We will have in place a range of relevant and current policies for our organisation, reviewed annually - these include policies such as H & S, Risk Assessment, Safeguarding Children, Equal Opportunities etc.

- We ensure staff undertake regular training to comply with legislation - eg: Food Hygiene Training
- We have worked towards and achieved the Small Workplace Health Awards, demonstrating our commitment to our staff & working environment
- We will continue to work on development opportunities for our service users through deliver of accredited training, eg: Agored Cymru OCN programmes
- We will adhere to quality requirements of funders - eg: Families First etc