



QUALITY ASSURANCE PLAN

POLICY & PROCEDURES

| | | | |
|---------|----------------|----------|-----------|
| Author: | Manager - KPC | Date: | 18 Nov 13 |
| Title: | Quality policy | Version: | 0.1 |

Registered Office: Off Pyle Inn Way, Pyle, Bridgend, Mid Glamorgan CF33 6AB
Tel: 01656 745399 or Tel/Fax: 01656 749219
Charity Company No: 1123339 Company No: 6247822
Email: kpcyouth@hotmail.com



QUALITY ASSURANCE

| | |
|---|--|
| 1 | <p>HOW DO WE DEFINE QUALITY?</p> <p>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.</p> <p>The Charities Evaluation Service sums up the idea of quality as follows:</p> <ul style="list-style-type: none"> • 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 |
| 2 | <p>WHAT DOES QUALITY MEAN AT KPC YOUTH?</p> <ul style="list-style-type: none"> • 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 • Quality Assurance is about fault prevention and where possible fault elimination through effective processes and systems • KPC will use a quality mark to manage it's systems and processes • KPC will attempt to exceed the expectations of the young people who engage with the service |
| 3 | <p>QUALITY CONTROL</p> <p>At KPC Youth we are actively working to promote and ensure quality within our organisation through:</p> <ul style="list-style-type: none"> • 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 |



| | | |
|--|---|--|
| | <ul style="list-style-type: none">• We will have in place a range of relevant and current policies for our organisation, reviewed annually – these include policies such as Health & Safety, Risk Assessment, Safeguarding Children and Equal Opportunities etc.• We ensure staff undertake regular training to comply with legislation – e.g.: 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, e.g.: Agored Cymru OCN programmes• We will ensure quality of our Agored Cymru provision through the annual External Verification process• The service is monitored on a monthly basis, via quality tools and practices, and fed into our Board of Directors• The centre manager takes primary responsibility for ensuring a quality service is maintained and enhanced• We will adhere to quality requirements of funders – eg: Families First etc. | |
| | | |