



## QUALITY ASSURANCE POLICY

**Policy Statement:** Assessing and improving quality is about learning about what Community Matters is doing well and what needs improvement. It is also about using the information to do better.

Our quality system is intended to strengthen Community Matters and will set out standards and expectations we should meet

### Quality standards:

Quality standards cover:

- leadership
- policies, plans and strategies
- staff and volunteers.

### Quality Process:

Assessing and improving our quality will involve these activities:

- 1) Planning for quality for each program and service: We will consider:
  - why quality matters to us
  - what sort of approach will best suit us
  - what resources might be needed
  - resources, partnerships and information
  - ways of working
  - the results of our work.
- 2) Agreeing on quality standards: What we most need depending on our focus
- 3) Carrying out a quality assessment: Getting a sense of our strengths and areas for improvement through self-assessment and where necessary by external assessment.
- 4) Learning and improving: following our quality assessment, we will agree where improvements are most needed and to draw up action plans.

Approved by the Board  
April 2013