



Quality Management Policy

Policy Statement

This Quality Management Policy outlines the belief and commitment by Kehelland Trust to ensure that ongoing quality improvement is an integral part of the organisation. Kehelland Trust will aim for continuous improvement in the quality of all aspects of its work as part of its determination to achieve the highest possible standards.

The purpose of the Quality Management Policy is to ensure a continuous improvement through a process of evaluation and action planning.

The Quality Management Policy and associated procedures will involve all employees, trainees and collaborative partners. The management of the process will be through the existing organisational structure.

The quality procedures will seek the views and perceptions of all staff, trainees and other stake holders for whom the Services exist.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators, against which performance can be measured, evaluated and improved.

Focus of Quality Management

1. To encourage continuous improvement in the quality of all programmes, thereby making the provision an enjoyable place and through this, increasing trainee retention and the achievement of individual learning aims.
2. To develop and sustain a diverse range of programmes across Centre which provide opportunities for progression and which provide trainees with experiences and wherever appropriate, qualifications suited to their learning aims.
3. To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies.
4. To provide information which supports strategic planning for business development.
5. To establish standards and monitoring procedures for providing a supportive and accessible range of services to all trainees.

This process will be known, throughout the Trust, as the "Quality Management Programme" (QMP).

Purpose

The QMP has the following main aims:

- a) To allow important Stakeholders (Trainees, Family and Staff) to have their say in how well the Trust is doing in the provision of its services, and the achievement of its aims and objectives etc.
- b) To identify areas of excellence within the Trust, through to identifying areas where improvements can be made;
- c) To allow those who contribute to the achievement of excellence to be suitably identified, and praised;
- d) To facilitate the production of a Service Improvement Plan and Operational Plan for the Trust which identifies the steps which need to be taken to improve those aspects of the service which are under-performing, together with identifying those who are to be responsible, with timeframes etc. and to update this Plan on a regular basis.

Implementation

There are many aspects of service delivery which need to be surveyed, and assessed, on a regular basis. In order to facilitate the production of a well-informed Service Improvement Plan and a live Operational Plan for the Trust, the following timetable is in place:

Quality Procedure	Frequency
Staff Team Meetings	Fortnightly
Team Leader Meetings	Fortnightly
Trainee Advocacy meetings	Monthly
Staff Supervision sessions	Quarterly
Board meetings	Quarterly
Staff Appraisals	6 monthly
Trainee Reviews	As least annually (Trainee to specify frequency of reviews)
Quality Assurance Questionnaires	Annually
Key Performance Indicators	Quarterly review and publication
Risk Register	Quarterly review and publication

Review, Analysis and Feedback

Records of meetings, supervision sessions and surveys are reviewed and analysed. Any improvements identified are fed into the Operational Plan which is itself reviewed quarterly by the Board of Trustees.

Action Planning and Improvement

The Trust will ensure that all staff are involved in the process of evaluation and planning for improvements based upon these reviews and that any responsibilities for specific areas for improvement are cascaded via individual Appraisal targets.