



# Freedom Support Network Quality Management Policy

This policy is intended to set out the values, principles and policies underpinning Freedom Support Network Quality Management Policy's approach to maintaining and improving quality and high standards. This policy is to be implemented by all Operations team members.

## **QUALITY MANAGEMENT POLICY**

### **Policy Statement**

Freedom Support Network Quality Management Policy is engaged in the provision of quality information, guidance, training, coaching, and counselling support to individuals who have been released from custody and looking to rebuild their lives and integrate into the society. Freedom Support Network recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, friendly and compliant with all statutory requirements and the Coaching and Counselling codes of practice.

### **Aim of The Policy**

Freedom Support Network places a strong emphasis on providing the highest quality service possible for all of its clients. It works on the basis that no matter how good its present services, there is always room for improvement.

Freedom Support Network believes that having the highest quality support is the absolute right of all our service users. The continuing aim of the organisation is to provide a professional and efficient service to meet all the requirements of its clients and the long-term goal is to obtain the highest possible level of satisfaction from customers and relatives.

Customer's views will be sought, collated and used to inform the services we provide.

All Service users of Freedom Support Network Should:

- Expect the highest quality services possible
- Be given a say in how their support is planned and delivered through routine evaluations of sessions and a larger survey of client opinion carried out periodically. This survey is confidential, but the results are published and distributed to all clients.
- Feedback is also sought from clients' relatives, carers, friends, advocates and other stakeholders
- Be free to complain about any aspect of the services provided and to have their complaints listened to and acted upon promptly. To this end the organisation operates a robust complaints procedure. (See the organisation's Complaints Policy and Procedures for details on how this works.)

### **Procedures**

All staff and volunteers including senior managers are expected to demonstrate their commitment, understanding and adherence to delivering the highest standards of quality support

services to all of our clients in all aspects of their day to day roles and to discharge their responsibilities accordingly. In particular:

- The charity, its Trustees and management team bear the responsibility for establishing, maintaining and implementing a quality management system for the charity. This system helps to set standards and to make changes to achieve the standards and the process is reviewed regularly.
- Every employee and volunteer is responsible for the quality of their work and is trained to perform their duties to our specified quality standards
- Contractors employed for specific functions are required to meet our specified standards
- The charity has a development plan for quality improvement drawn up as part of its operational plan and which is based upon feedback from clients, staff and relatives. The plan is costed, focuses upon specific measurable standards and includes named staff as responsible for each aspect
- The organisation is consistently listening to its clients and stakeholders and conducts annual user satisfaction and feedback surveys using a standardised questionnaire and follow up interviews with a random sample of its customers, representatives and stakeholders. The findings are analysed and incorporated into its development plan.
- Freedom Support Network's managers monitor closely the quality of its staff's work by regular supervision, which includes direct observation of people's practice and occasional unannounced supervision.
- Freedom Support Network has a timetable for regular self-assessment activities against each of the practice standards, information from which informs its improvement and annual development plans.

## **Personnel**

The Service manager is responsible for quality in the organisation. The Customer Relationship manager is responsible for preparing and distributing the annual questionnaires and collating the results.

## **Audits**

At least one quality audit is conducted on an annual basis. All data collected during the audit is treated as confidential. Regular ongoing surveys are conducted including during the review process. All views are recorded and acted upon.

Finally, we will always work with the councils where we operate to address all complaints and queries raised by our service users, in respect of the services we provide regarding this project. We have a robust and transparent complaints procedure as outlined in our complaints policy and will be following this, should there be any reason for our service users to have complaints against our services.

## **Training**

The charity, trustees and the management team are committed to the idea that in order to provide a quality service, the organisation requires high quality staff who are suitably trained, supervised and supported. In particular we are committed to ensuring that:

1. All new staff read, understand and become committed to the policy on quality as part of their induction training
2. Each member of staff has a personal development plan in which their training needs are identified, and a plan made as to how such needs will be met. (See the organisation's policy on Development and Training.)

The organisation's management undertake to ensure through instruction, practical example and

training that quality is the aim of all members of staff and that each employee has a proper understanding of the importance of the quality system and its direct relevance to the success of the charity.

<b>Title:</b>	Quality Management	<b>Page:</b>	
<b>Issue date:</b>	September 2023	<b>Version no:</b>	
<b>Review date:</b>	August 2024		