



Service Six

Changing Lives • Creating Futures

Service Six

Quality Assurance Policy

April 2018

Date: April 2020

Review Due By: April 2021

Lead Role/Manager: Chief Executive

Others involved in implementing: Managers and Personnel

What this policy covers

Service Six is committed to providing appropriate quality services that demonstrate good value and maximum outcomes for beneficiaries. This policy outlines the measures that the Charity, Board and personnel will take to meet this commitment and continually improve the quality of our provision.

Charity approach

- Service Six ensures a quality assurance approach throughout the Charity, including in its governance, infrastructure, personnel management, its worker's competence, skills and experience, as well as less tangible elements such as Charity morale and motivation, corporate culture, and integrity.
- Service Six uses statistical - manual and database controls to record, measure, monitor, report and audit activities.
- We are committed to actively promoting Equal Opportunities and Anti-Oppressive Practice.
- We provide a range of high quality, professional service delivery to meet the needs, expectations and aspirations of children, young people, adults and families within Northamptonshire and the surrounding areas.
- We communicate effectively with clients, respond to requests and queries and adhere to all our policies, procedures and protocols.
- We are committed to providing Evidence Based Practice and application.
- We provide significant informal and formal resources and opportunities enabling clients to provide feedback, suggestions and evaluations of our service delivery, therefore actively measuring our quality assurance.
- We abide by the Ethical Framework of the British Association for Counselling & Psychotherapy and have taken account of this in developing our Quality Assurance System.
- We believe that our personnel are the basis of our success. We recruit and train a high quality and well experienced workforce. We make flexible use of their knowledge, skills and abilities.

- We aim to use high quality, suitably equipped and accessible venues that offer a stimulating and comfortable quality environment for our clients.
- As a non-profit making Charity, we aim to provide value for money.
- We are committed to reviewing and developing our approaches to quality assurance.
- We systematically monitor and evaluate consistency and effectiveness of provision and aim to measure the impact of our work on young people towards improvement and the raising of standards of achievement.
- We undertake skills assessment processes with all service provision personnel to ensure and improve quality. Assessments include observation exercises and digitally recorded exercises as appropriate to the roles and responsibilities of the personnel. Where appropriate these exercises are undertaken through role-play or real play. Where appropriate these exercises are assessed by independent professionals and agencies. Results are recorded and recommendations made as appropriate.
- We undertake regular quality assurance checks on service provision. Members of the Board, Chief Executive & Managers undertake observation visits to sites, services and personnel. This ensures that there is Charity understanding of services and adequate provision provided, alongside ensuring staff adherence to roles and responsibilities. Results are recorded and recommendations made as appropriate.
- We undertake an ongoing internal training and development programme for personnel including negotiated support for inclusion on external accredited training courses. Service Six meets the training needs of personnel. We link into the monitoring systems of Northamptonshire County Council and NHS amongst other bodies and local, regional and national strategies.
- Service Six welcomes appropriate recommendations and developments to our quality assurance process and policy.
- Service Six is actively working within the PQASSO Quality Mark Framework.