

# Quality Policy



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## **1. Policy Statement**

Quality is important to the Foundation of Light (FOL) because we value all of our participants, staff, volunteers and stakeholders. We are committed to continuous improvement and have established a Quality Assurance Management System which provides a framework for measuring and improving our performance. The Foundation is committed to providing a quality experience for all participants and service users by continuously improving the quality of our provision, resources and services.

## **2. Policy Aim**

To drive improvements in the quality and ensure continuous improvement through a process of self-evaluation and action planning of activities to develop outputs for the future.

## **3. Scope**

The policy (and accompanying manual) applies to all employees, Board Members, partners, and volunteers of the Foundation. It also applies to contractors and visitors, not employed by the Foundation but engaged to work with or who have access to Foundation information, for example, computer maintenance contractors, Foundation partners, and consultants working on behalf of the Foundation.

## **4. Policy Principles**

The principles underlying the Foundations quality assurance (QA) processes are:

- Accountable – Good Governance, Leadership and Management
- Welcoming – Involving Participants and Service Users, managing and developing Staff and Volunteers, Equality and Diversity and working with others
- Effective – Planning, Delivery, Monitoring and Evaluation of programmes and services
- Sustainable – Management of risk, money and the resources to make service delivery happen

The policy is also interlinked with the FOLs values:

Integrity	we are honest, respectful and inclusive. We care about our colleagues and our community.
Innovative	we are creative in solving problems and bold in trying out new ideas.
Passionate	we are proud of what we do and committed to making a difference.
Excellent	we are professional, accountable for our actions and contribute to a high-performing team.
Collaborative	we work together, encourage diversity and build strong relationships in our community.
Agile	we adapt to all situations with flexibility and positivity. We are resilient in times of challenge.

The FOL has associated procedures for reviewing, maintaining and improving the quality of its services and other aspects of its operations. This includes quality standards, targets and/or KPIs for its services which reflect the expectations and needs of participants and other stakeholders; observation of all staff and volunteers involved in service delivery, internal moderation and monitoring assessment, consulting users about their experience of the FOL's services and managing the training and development needs of the staff and volunteers delivering services and activities on behalf of the FOL.

The Executive Team has responsibility for the oversight of the FOL's monitoring and evaluation work, reporting on this to the Programmes Committee as delegated by the Board.

Day-to-day management and coordination of the FOL's monitoring and evaluation is allocated to a member of the Executive Team.

Through the Programmes Committee the services and activities provided by the FOL are reviewed annually to assess the quality of the services provided; outputs and outcomes and if changes to the way it operates would help achieve greater impact.

The result of this review is made available to the Board as part of their review and approval of the Implementation Plan.

### **Equality, Diversity and Inclusion**

We will ensure that equality is embedded in all our activities, policies and decisions and will work with our partners to share good practice.

### **6. Policy Ratification and Review**

The Policy will be reviewed every three years