Quality Statement

Wellbeing Challenge CIC is committed to the provision of a quality service to our users.

Wellbeing Challenge CIC continually seek to improve and keep on improving what we do, constantly looking for better ways of achieving our goals. Our approach is based on the following principles**:**

**Customer focus**

* All that we do should ultimately result in a benefit for our service users.
* Service users should be meaningfully involved in setting standards, suggesting improvements and commenting on how well we’re doing.
* Our aim is to deliver quality for all, by avoiding unfair discrimination and by ensuring our services are accessible.

**Continuous improvement**

* We are committed to continually reviewing what we do, learning from our experiences and being prepared to change where change will deliver improvement. We do this though a number of methods including using consultations, questionnaires, evaluation forms and customer comments etc.
* We are committed to vigorously and critically evaluating our performance, comparing ourselves with best practice and taking action to improve.
* We seek to create a culture where we all take responsibility for continuous improvement, where we review, learn, act, monitor and so on. We are not content to stand still.
* We will continually review the services we provide in terms of their accessibility, availability and appropriateness while ensuring that the use of the service on a day-to-day basis is monitored through the collection of relevant data.

**Supporting and valuing our staff and volunteers**

* We realise that staff who are well supported are more satisfied in their work provide a better service. Good support is an essential element of excellence
* We believe that all our staff, volunteers and directors can help us improve what we do and that we should enable each of them to do so.

**Managing for quality**

* Improvements need to be integrated into everyday plans. We need to recognise that improving quality often requires us to reallocate resources and redesign processes.

Written by: Jill McManus

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