

# Quality Policy

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Date Effective:	September 2016
Last Review Date:	August 2022
Next Review Date:	November 2024
Officer Responsible:	Chief Executive
Delegated Delivery Responsibility:	SLT

Version	Date	Note	Author
V1-0	11/01/2019	Original – New Policy Format	SLT
V2-0	01/10/2018	Policy Reviewed	SLT
V2-1	23/01/2019	No changes to policy – just placed into new format	Lisa Finch
V2-2	08/11/2019	Reviewed	Michele Leach
V3-0	05/12/2019	Small Amendment by CP	Lisa Finch
		Re-signed by new CEO	Lisa Finch
V3-0	May 21	Just new logo added	Lisa Finch
V3-1	October 21	Reviewed by AT – No changes needed – Redated	AT/LF
V3-2	August 2022	Reviewed by AT – No changes needed – Redated	AT/LF

## Overview

It is the policy of **Carers First** to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of **Carers First** to:

- set Clear expectations of our service to carers and stakeholders and aim to meet these;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by the Senior Leadership Team to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Alison Taylor  
Chief Executive