
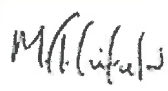




## SWY Quality Policy

Version:	2
Last Updated:	04/08/2022
Next Review:	04/08/2024
Managing Director Signed:	
Approval Date:	08/08/2023
Board Chair Signed:	

This policy should be read in conjunction with the following policies and guidelines:

- Articles of Association
- Business Plan – Vision 2024
- Code of Conduct Policy
- Customer Code of Practice
- Values and Behaviours Framework
- Complaints Policy
- Environmental Health, and Safety Policy
- Training and Development Policy
- Data Protection Policy
- Procurement Policy.

### 1 Purpose

Starts with you's purpose is to create opportunities and empower people. We can only be successful in doing so, through high quality services which exceed expectations and offer financial and social value to our customers.

As a social enterprise Starts with you is committed to providing high quality services which deliver more than our competitors, through ethical and responsible practice in all things. We do not simply deliver quality services but ensure that social value and impact is driven through everything we do.

### 2 Scope

This policy applies to all activities undertaken by and on behalf of Starts with you in the delivery of our business including (but not limited to) all aspects of business administration and service delivery. The

policy applies to all employees, volunteers, consultants, volunteers, or other parties undertaking work on behalf of Starts with you.

The policy will be annually reviewed, updated, and approved by Managing Director and Board, as required.

### **3 Strategic Context**

Quality is under-pinned by our strong Purpose, Vision, and Objectives. These are developed with Board and employees, regularly reviewed, and provide the focus for everything we do. Every activity, service and investment must demonstrate how it supports our Purpose and everyone is clear about our “why”.

#### **3.1 Business Plan and Strategic Direction:**

Starts with you’s strategy is to support our stated Purpose, to deliver services which create opportunity and empower people to make Positive Change. It is not only captured in our Business Plans but is embedded in our Articles of Association, ensuring all that we do supports us to deliver.

To enable and provide clear focus and direction, the Business Plan provides a short to medium term “vision”, setting out what success looks like over the business plan period. Our current Vision 2024 is to become “a successful, nationally recognised and trusted social enterprise, based in Bolton, operating regionally and influencing nationally to make Positive Change.”

#### **3.2 Business Objectives:**

Clear SMART objectives which support the Purpose and Vision are included in the Business Plan and regularly reviewed.

Our current objectives are to be:

- A trusted brand and go to supplier delivering excellent services.
- A successful and self-sufficient business creating opportunities to empower people.
- Recognised as a leading UK social enterprise delivering regionally and influencing nationally.
- Define our success by the Positive Change we make. We will design our services and invest our profits to deliver our purpose.

### **4. Delivering Quality**

#### **4.1 Quality Objectives:**

Delivering quality services to our customers, employees and stakeholder underpins not just SWY service delivery but the way we do business. SWY quality objectives are to:

- Exceed client and customer expectations.
- Meet all statutory and regulatory requirements as a minimum.
- Ensure SWY employees are trained and committed to upholding excellent quality standards in all aspects of their work.

Quality is the responsibility of everyone at SWY and is communicated through all channels, corporate documents, plans, policies, and practices.

#### **4.2 Service Standards:**

Starts with you is committed to delivering high quality services to our customers. Our commitment to customers is set out in our corporate Values and Behaviours framework, Customer Code of Practice, Service (or grant) Agreements and terms of service for every service delivered. We ensure that services are designed, delivered, and reviewed to meet customer current and future needs, setting clearly defined specifications and success measures for all

contracts. Regular monitoring and performance reviews are undertaken at both operational and strategic level, including client review meetings and performance reporting to Board.

#### 4.3 Employees:

As a people focused business Starts with you invests in our people to ensure that they are equipped to deliver excellent services. Principles of quality are built into every stage of the employee experience, from recruitment, through induction, training and ultimately exit, to ensure everyone has the skills and competencies to deliver in accordance with company policy and values.

New starters are briefed on Quality and other key policies at induction and complete comprehensive training and development plans to ensure they are equipped to deliver excellent services.

#### 4.4 Leadership and Management:

Quality is the responsibility of everyone from Board Directions to volunteers. The Operations Manager will lead the development, implementation, monitoring and review of the Quality Policy and procedures, consulting with colleagues across the business.

#### 4.5 Monitoring:

The Quality Policy is kept under regular review, at least annually and approved by Starts with you Board Directors.

Quality monitoring is undertaken across the business including strategic, operational, and corporate Key Performance Indicators (KPIs), which are regularly reviewed as part of the business planning process and agreed for all new services. Performance measures are also reflected in and delivered through employee performance appraisal, regular client review meetings and quarterly reporting to Board.

Starts with you undertake periodic internal service audits, peer reviews and complete independently audited accounts.

#### 4.6 Continuous Improvement:

Starts with you is committed to continually improving its practice. We achieve this through ongoing engagement and regular formal feedback from employees, stakeholders and clients including regular service reviews, spot surveys and annual customer satisfaction data.

Starts with you proactively secure professional and best practice accreditations, meet, and exceed all legal and regulatory requirements, including:

- Real Living Wage Accredited
- Living Hours Accredited Employer
- Disability Confident Employer: DCCS020891
- Financial Conduct Authority: 806403
- Advice UK Member: 2000981
- Greater Manchester Good Employment Charter Member
- Constructionline Gold: 00422948
- ACCLAIM (SIIP): 00422948
- Social Enterprise UK Member
- Cyber Essentials Certified

- ICO Registration: ZA 228509
- Waste Transfer License: CBDU268205.

## **5 The Extent of the Policy**

Starts with you seeks to apply this Policy in the recruitment, selection, training, appraisal, development, and promotion of all employees. Starts with you offer goods and services in a fashion that complies with the spirit of this Policy.

This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral, or express terms to any contract made with Starts with you.

Starts with you reserves the right to amend and update this Policy at any time.