



The Swansea Wellbeing Centre CIC

Quality Assurance Management Policy

<p>CLIENT/CENTRE USER FOCUS</p> <p><i>The primary focus of quality management is to meet centre users' requirements and to strive to exceed centre users' expectations.</i></p> <ul style="list-style-type: none">• Centre users are at the heart of our organisation.• We deliver support services at point of need.• We employ community consultation to inform our programmes.• We implement ongoing monitoring to measure outcomes.• We provide a long-term strategy for individual's wellbeing needs.
<p>LEADERSHIP</p> <p><i>Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the organisation's quality objectives.</i></p> <ul style="list-style-type: none">• We operate with 5 active directors.• Management provide clear vision, direction and support for the team.• Team leaders are accessible, active and offer daily support.• The internal communication within the practitioner community is efficient and well organised.• Management ensures all policies and procedures are developed in collaboration with team members.• Leaders and key team members receive relevant people management training.
<p>ENGAGEMENT OF PEOPLE</p> <p><i>Competent, empowered and engaged people at all levels throughout the organisation are essential to enhance its capability to create and deliver value.</i></p> <ul style="list-style-type: none">• People come first in all of our work.• We prioritise listening and being responsive to our community.• We consult with staff, practitioners and beneficiaries of our services in our decision making process.• We hold regular community consultations.• We host community open days.• We recognise people sometimes need support for social engagement.• We facilitate a culture of respect and collaboration, with each person's role being valued contribution.

PROCESS APPROACH

Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.

- The organisation operates with clearly defined mission statements and values.
- We evaluate our process management in an ongoing basis.
- We keep our processes efficient, effective and flexible.
- We review our processes regularly and we are open to scrutiny and transparency.
- Our beneficiaries' support needs are at the heart of all our process planning.
- We seek support from external agencies to improve system where needed.

IMPROVEMENT

Successful organisation have an ongoing focus on improvement.

- The organisation prioritises ongoing continued professional development for all team members including volunteers.
- We are actively engaged in peers support processes.
- We encourage, support and resource extensive volunteer training.

EVIDENCE BASED DECISION MAKING

Decisions based on the analysis and evaluation of data in information are more likely to produce desired results.

- We use Kotter's 8 Step Change Management Model to ensure holistic and rigorous decision-making process.
- We employ a logical and practical approach to monitor and measure outcomes of projects.
- We rely on a combination of our internal monitoring forms, verbal and anecdotal feedback to inform a swift response to any issues that arise during projects.
- We pride ourselves on our ability to turn constructive feedback into clear actions.

RELATIONSHIP MANAGEMENT

For sustained success, an organisation manages its relationships with interested parties, such as suppliers.

- Central to the fulfilment of our vision is our collaboration and excellent working relationship with Social Prescribers, Local Area Coordinators, local GP's and Practice Managers, Social Services, Local Agencies and National Charities.
- We promote a common understanding of goals and values among interested parties.
- We pool and share information, expertise and resources. Collaboration is the corner stone of our Community Centre.