

QUALITY POLICY

VERSION NUMBER	V3
DATE & MINUTE REFERENCE (Council)	Date: 14/07/26 Ref: FC2/33b
DATE OF NEXT REVIEW	April 2029

PURPOSE

The Council believes that its commitment to continuous improvement will guarantee its success by fulfilling its strategic objectives and therefore the needs and expectations of its clients, communities, partners, and other stakeholders.

This **Quality Policy** is a brief statement that aligns with the Town Council's purpose and strategic direction, provides a framework for quality objectives, and includes a commitment to meet applicable requirements (be that a formal standard, customer, statutory or regulatory) as well as to continually improve.

It is important because it expresses management commitment to ensure customer satisfaction through service quality, transparency and communication.

SCOPE

The Council's Quality Policy relates to all activities and processes developed and operating for quality control and management which will be underlined by the Council in a range of linked policies. It will also help ensure the Council operates in compliance with its principles and best practice.

PRINCIPLES OF QUALITY MANAGEMENT

Our adopted principles of quality management are:

1. Customer Focus: The primary focus of the organisation is to meet and exceed the customers' and resident's needs and expectations.
2. Leadership: Both within the organisation and within the community.
3. Engagement of People: Again, both within the organisation and the wider community.
4. Process Approach: Managing inputs to ensure pre-determined outputs and outcomes.
5. Continuous Improvement: In how we operate and in our service.
6. Evidence-based Decision Making: Seeking views from our residents for decision-making.
7. Relationship Management: Within the organisation and with the community and customers.

We believe the key to having good all-round performance is five performance objectives:

Quality - Speed - Dependability - Flexibility - Cost.

POLICY

The Council is committed to seek Quality in all that it does by:

- Developing and maintaining activities that are systematically planned, implemented, reviewed and evaluated.
- Increasing the Council's capacity by developing both Members and Staff and using external expertise where appropriate.
- Investing in technology and equipment which will increase efficiency.
- Working in partnership where it can add value.
- Building successful relationships with clients and communities by ascertaining their respective needs and aspirations.
- Developing internal standard operating procedures to carry out routine actions to help achieve consistently high input standards necessary to achieve the desired outputs and outcomes.

It will seek recognition for its policy by:

- Striving for excellent internal and external audit reports.
- Seeking to gain and then retain successive levels of the Local Council Awards Scheme.
- Having independent reviews carried out when considered desirable.
- Becoming and remaining eligible to use the Power of General Competence.
- Maintaining a strict performance management regime and publicly reporting performance. [See related Performance Management Policy]
- Assessing business, financial and safety risks and managing in a way that lowers them to an acceptable level.
- Undertaking satisfaction surveys on its services.
- Operating through the principles of integrated management system which, incorporates continual assessment and improvement.
- Working with local stakeholders to improve Neston and its services.