



## WHITCHURCH TOWN COUNCIL

### QUALITY POLICY STATEMENT (April 2013)

#### PURPOSE

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

#### SCOPE

The Council's policy on Quality supports the purpose, Vision, Goals, strategic priorities and objectives contained in its Strategy. It relates to all activities and processes developed and operating for quality control and management which have been underlined by the Council developing its Safety Policy, Equalities Policy, Environmental Policy, Personnel Policies, Information & Data Protection Policy, Computer Use and Security Policy, Child Protection Policy, Grants Policy, volunteers Policy and Communities & Social Policy. It will also help ensure the Council operates in compliance with its Core Values and best practice.

#### POLICY

The Council is committed to seek Quality in all that they do 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 to them
- Building successful relationships with clients and communities by ascertaining their needs.

It will seek recognition for its policy by:

- Striving for excellent internal and external audit reports.
- Retaining Quality Town status.
- Becoming eligible to use the Power of General Competence.
- Operating through an integrated quality management system which, incorporates continual assessment and can be externally assessed if appropriate.
- Publically reporting performance.
- Undertaking satisfaction surveys on its services. .