



Quality Management Policy

The purpose of this Quality Management Policy is to ensure that the supported accommodation service provided to our clients, stakeholders and collaborative partners consistently meets or exceeds their expectations.

As part of our commitment to continual improvement, our organisation performs regular Quality Management Reviews that establish key performance indicators and objectives, and evaluate our working practices, policies and procedures in line with ever changing service user need.

Key Performance Indicators are set to assess core areas of our service and ensure that changes required are highlighted within a carefully managed system. This methodical approach ensures that Quality Management is fully understood and implemented throughout the organisation.

Palm Cove Society provides an environment to encourage employees at all levels, to direct their abilities to the benefit of the organisation linked to their own personal satisfaction, an environment that management recognise attracts the best personnel within our field.

Managers have the authority and responsibility for the control of quality management systems and cannot be over-ruled on matters of quality and in the event of differences of opinion on quality matters have the responsibility to refer such items to the Managing Director for resolution.

This Quality Assurance Policy is in place to ensure that overall the organisational Key Performance Indicators are reviewed and met. The Key Performance Indicators are set to ensure that the best possible outcomes are achieved for our service users and that we are in a competitive position to be able to meet the obligations and requirements of current or ongoing contractual obligations, which we commit to satisfy at all times.

Yvonne Hall Managing Director

23rd September 2020

Meg Heath Operations Director

23rd September 2020