

3. THE QUALITY POLICY

It is the policy of Age Concern Malling to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives.

The company's Quality Manual defines our quality objectives and key documented information.

It is the policy of Age Concern Malling to promote the welfare of the older residents in the Borough of Tonbridge and Malling.

We believe:

- That older people are entitled to the help that they need to improve their own sense of well-being, to promote independence and to have control of their own lives
- That 'ageist' or negative attitudes can lead to low expectations by older people or carers about what can be achieved
- That older people should remain free to choose the services they require
- In working with partners to achieve our vision

Our Objectives are:

- To provide a wide variety of services aimed at improving the quality of life for elderly people at a price they can afford
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- The reduction of hazards, prevention of injury, ill health and pollution;
- To provide all resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".
- To work in partnership with others to this end and seek to educate and influence key decision makers on issues relating to older people
- To support older people in their homes to promote their independence and offer temporary access to services where appropriate
- To provide companionship for our clients at our day centre facilities which offer a range of specialised services. When clients need more specialised care, we refer them on to other agencies working to secure the support they need.

In delivering services for older people we value our partnerships with:

- Kent County Council
- Tonbridge and Malling Borough Council
- To work in Partnership with others in the community who support our work

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" and is subject to internal and external annual audits

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

Chief Executive

Signed

Dated annually