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|  | <h1>QUALITY ASSURANCE</h1> | QM001 Date 06.02.2024 |
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Policy

It is Double Impact's policy to continuously strive to improve the quality of the services it delivers. We will use effective quality assurance processes alongside our Business Management System manual to establish, review, evaluate and continuously improve the services provided to meet the needs of our stakeholders.

Quality Objectives

Our quality objectives are broken down into SMART goals which are included in the Business Management System then incorporated into Operational Plans. Progress towards these are monitored in quarterly Quality Meetings and annually by the Board of Trustees.

Objective 1: Create equality of opportunity for all our learners regardless of their individual needs

Objective 2: Streamline the quality of delivery of all our Academies across their different delivery sites

Objective 3: Deliver learning opportunities (face-to-face and remote) which are responsive to service user needs and feedback

Objective 4: Achieve and maintain compliance with regulatory bodies

Objective 5: Ensure all our service delivery reaches the required quality standards

Standards

Double Impact will follow drug and alcohol treatment and education industry standards and guidelines, including, but not exclusive to:

- Skills & Education Group educational system (approved by OFQUAL)
- National Institute for Clinical Excellence guidelines
- Office for Health Improvement & Disparities (Public Health England) directives
- Local guidelines/ targets from commissioners/ funders

Processes

Internal audits

Double Impact will undertake internal audits on all areas of the Management System on a scheduled basis. The purpose of these audits is to ensure conformance to Double Impact's Business Management System as set out in the Business Manual, Academy Regulatory Framework, policies and procedures and relevant legislation and ISO9001.

External Audits

External audits may take place from time to time e.g. Skills & Education Group/ OFSTED, Commissioners, ISO9001 and financial auditors. The purpose of these audits is to ensure conformance to Double Impacts quality manual, policies and procedures and relevant legislation.

These audits will be recorded using the external agencies' procedures.

Our approach to Quality Improvements:

Improvements to our Academies are made in response to staff's and service users' experiences and feedback, within the framework of our organisational Quality Objectives.

Identified improvements to our services arising from these are logged in the Improvement Log on Lamplight (our client data management system) and mapped to the relevant Quality Objective. Progress towards and achievement of the respective Improvements are tracked and evidenced through a Quality Standard which is identified and articulated as part of the Improvement Log.

Corrective Action

Should any areas of non-conformity (non-conformance is defined as 'a failure to follow procedures and therefore fail to meet requirements or a failure to meet service user expectations') be identified either during an audit, or raised at any other time by a staff member or service user then the process of corrective action will commence.

All staff and service users and learners have the right and responsibility to bring to the attention of the relevant manager any areas of the business which are non-conforming.

The manager will initiate a process of corrective action and commence an investigation into what needs to be done in order to ensure compliance.

Quality overall and the requirements of the ISO9001 are monitored at quarterly Quality meetings, and ISO9001 is a standing agenda item at Senior Management Team meetings and Board meetings. Details of non-conformities will be discussed under this agenda and the senior team are responsible for ensuring the appropriate actions are implemented.

If for any reason the Senior Team are not able to deal with a non-conformity then it will be escalated to the Board.

Signed:



CEO

Date: 06.02.2024