

# Pioneering Care Partnership (PCP) Quality Policy



## Aim

PCP's mission is 'Health, Wellbeing and Learning for All'. We are fully committed to delivering high quality services and projects that meet the needs and expectations of our customers and stakeholders. This policy should be read alongside PCP Values Statement and Charter of Service standards.

Our aim is not only to provide excellent services and projects but also to be an employer of choice, offering outstanding opportunities and systems that empower our teams to thrive. PCP operates within a culture of continuous improvement and best practice, using evidence-based approaches and recognised standards to underpin our commitment to quality.

PCP strives to maintain the following key Quality Standards, while ensuring quality is embedded across all aspects of our work - not solely to achieve external accreditation:

- BS EN ISO 9001 Quality Management System
- BS EN ISO 14001 Environmental Management System
- Investors in the Environment
- Investors in People
- North East Better Health at Work Award
- County Durham Volunteer Kitemark
- Mindful Employer
- Disability Confident Employer
- Carer Friendly Employer

## Policy Statement and Principles

Our core objective is to put people first, ensuring that those who use our services are at the heart of everything we do. We are committed to equipping staff with the tools, training and support needed to delivery a high quality service.

We will:

- Regularly review and update our policies, procedures and services;
- Actively respond to customer feedback; and
- Strive to meet the highest standards of quality, reliability and service user satisfaction.

PCP is committed to:

- Achieving and maintaining nationally recognised Quality Standards relating to performance, staff and services,
- Continuously developing and improving our Quality Management System (QMS),
- Ensuring positive customer satisfaction, across all areas of the organisation, and
- Developing, implementing and evaluating effective Governance Standards (Data, Technological and Quality)

We measure progress against our strategic aims and objectives, enabling trustees, leaders, and employees to evaluate performance at individual, team, and organisational levels. We also

monitor effectiveness through customer feedback, internal and external audits, and regular leadership reviews.

## Scope

This Policy applies to all PCP staff (including agency, self-employed and contracted). PCP volunteers, Trustees and individuals on work placement.

## Definitions

**Quality** is the standard of something as measured against other things of a similar kind; the degree of excellence of something.

**Quality Management Standards** are details of requirements, specifications, guidelines, and characteristics that products, services and processes should consistently meet in order to ensure: their quality matches expectations, they are fit for purpose, and they meet the needs of their users.

**Continuous improvement** is an ongoing effort to improve products, services, or processes. These efforts can seek “incremental” improvement over time or “breakthrough” improvement all at once.

## Responsibilities

**Trustees** are committed to realising the aim of the Quality Policy and are responsible for approving and reviewing the Policy as part of the review cycle.

**PCP Chief Executive** is responsible for setting realistic and measurable quality objectives as set out and documented in the organisation’s Strategic Plan, impact plans and reporting structures.

**Senior Leaders** are responsible for measuring performance and ensure continuous improvement across all aspects of PCP. They are also responsible for ensuring that the Policy is reviewed, disseminated and implemented and addressing any concerns raised through this Policy.

**Quality & Compliance** are responsible for ensuring that this Policy and associated procedures remain compliant with best practice and British or European Quality Standards.

**Line Managers** are responsible for applying the Policy and communicating the Policy to staff.

**Employees & Volunteers** are responsible for upholding best practice standards, reading and operating within PCP policies and procedures, adhering to PCP core values and supporting customers to achieve the mission.

## Related Policies and Procedures

This is an overarching Policy that supports continuous improvement of all PCP strategies, policies, procedures and guidance notes.

## Relevant Legislation

There is no specific relevant legislation relating to Quality overall. However, PCP will ensure each quality standard is aligned with the relevant legislation or guidance (i.e. Environmental Regulations, Employment legislation etc)

## Communication

PCP will ensure that:

- All employees are aware of the policy at induction;
- The policy document is available on PCP's Pioneering Portal, Volunteer Zone and website;
- Generic training will include examples or reference to this policy;
- Employees are informed when a particular activity aligns with this policy;
- Employees are empowered to actively contribute and provide feedback to the policy; and
- Employees are notified of all changes to this policy in a timely manner.

## Monitoring and Review

This Policy will be reviewed by Governance and Development Manager on a regular basis to ensure that it remains compliant. A full formal review will also take place every 2 years by the Senior Leadership Team as part of the Policy Review Cycle and approved by the Board of Trustees.

**October 2025**

## Policy Document tracking

| Action                                            | Date(s)                            |
|---------------------------------------------------|------------------------------------|
| Draft to SLT:                                     | 19 September 2025                  |
| Draft to Board:                                   | 15 October 2025                    |
| Ratified by Board:                                | 15 October 2025                    |
| Approved Policy uploaded to shared and circulated | 22 October 2025                    |
| Main Review Date:                                 | September 2027                     |
| Accountable Lead for Review                       | Governance and Development Manager |

**If this policies or procedure is not reviewed in line with the review date indicated then this version remains valid until such time it is updated and reviewed.**