

Quality Policy (Housing, Maggie Ward)

Synopsis of report:

The proposed Quality Policy will provide an additional mechanism for continuous service improvements as part of the Quality Management System for Housing services

Recommendation(s):

That Members approve the Quality Policy for Housing services for implementation with immediate effect

1. Context of report

- 1.1 A vital element of establishing a Quality Management System (QMS) is the adoption of a Quality Policy. The Quality Policy aims to demonstrate a commitment to delivery of quality housing services and to continuous improvement. The aim is for the QMS to become embedded in the culture of our Housing services.
- 1.2 Members at the meeting of the Housing and Enabling Members Working Party on 8th December 2021 were supportive of the proposed policy.

2. Proposed Quality Policy

- 2.1 The draft Quality Policy is attached at appendix A.
- 2.2 The policy sets out the Council's commitment to continuous improvement of its Housing Services and to establishing, implementing and maintaining a QMS. The purpose of the policy is to ensure that the QMS drives a performance management framework which facilitates managing and improving systems and quality services.
- 2.3 The policy objectives are:
 - Ensure the Council has a framework for delivery of its Housing services that facilitates quality objectives and provides ISO compliance.
 - Ensure that our processes are effective to meet the needs of all interested parties.
 - Provide a comprehensive risk management framework which ensures business continuity and viability through a series of controls to mitigate risk.
 - Adherence to a risk-based approach to identify threats and opportunities
 - Provides valued and consistent tenant services
 - Satisfies more customers and improve standards within our financial constraints
 - Manages change in a controlled way, whether it is legal, technical, contractual, legal or in relation to IT
 - Works effectively with stakeholders and our supply chain

- Achieves value for money, by continually improving operations and reducing costs
 - Recognises that improving efficiency is essential to achieve high levels of customer satisfaction, particularly in terms of value for money and consistency.
- 2.4 The policy will be achieved by delivering the services detailed in the Housing Centre Business Plan that meet agreed requirements, as monitored by the suite of performance indicators.
- 2.5 Members at the meeting of the Housing and Enabling Members Working Party on 8th December 2021 were supportive of the proposed policy.
- 2.6 If approved by Members, it is intended that the Quality Policy will be adopted immediately. It will become a vital element in establishing the QMS for housing services. Officers propose to operate and continually improve a management system that meets the requirements of British Standards ISO 9001:2015 in ensuring that quality services are consistently delivered and continually improved.
- 2.7 Officers anticipate applying for ISO certification during 2022. This will involve demonstrating measurement against the quality objectives, reviewing the effectiveness of the QMS and assessing opportunities for its continuous improvement, ensuring processes are effective and meet legislative and regulatory requirements and the training and developing staff.
- 2.8 To ensure that all staff and stakeholders are aware of the QMS and their particular responsibilities within it, this policy will be displayed and communicated publicly, supported by awareness and training. The policy, if approved, will be available on the Council's website, the Staff Pages on the intranet and maintained in the Master Document list of the QMS. All new starters will be made aware of this document as part of their induction process.

3. Policy framework implications

- 3.1 In line with the Corporate Business Plan, the Quality Policy will help achieve the goals of delivering cost effective services and having very satisfied customers.
- 3.2 The Housing Business Centre Plan 2021/22:

H6	Introduce a Quality Management System to maintenance and roll out across the Department (ISO 9001) Supported by a strategy, policy and procedure framework	Corporate Head of Housing Head of Housing Head of Housing Technical Services Housing Services Manager	Started to be put in place by end of July 2021
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4. Resource implications

- 4.1 There are no additional resource implications.

5. Legal implications

- 5.1 There are no legal implications

6. Equality implications

6.1 The policy promotes quality services for all stakeholders

7. Environmental/Sustainability/Biodiversity implications

7.1 There are no known implications

8. Conclusions

8.1 Members are recommended to approve the Quality Policy for immediate adoption, to provide an additional mechanism for continuous service improvements as part of the Quality Management System for Housing services.

(To Resolve)

Background papers

None