

Appendix A

RUNNYMEDE BOROUGH COUNCIL

Draft Quality Policy

Approved:

Review due:

1. Introduction

1.1 This Quality policy demonstrates the Council's commitment to continuous improvement of its Housing Services and to establishing, implementing and maintaining a Quality Management System (QMS).

1.2 ISO 9001:2015 is the internationally recognised Quality Management standard. This Policy is an integral part of our commitment to using the QMS to drive our approach to delivering quality services.

2. Aims

2.1 The policy aims to ensure that the QMS drives a performance management framework which facilitates managing and improving systems and quality services.

2.2 The aim is for the QMS to become embedded in the culture of our Housing services.

3. Scope

3.1 The Quality Management System:

- Helps meet legal requirements
- Allows us to comply within the regulatory framework and statutory returns
- Aids effective scrutiny and challenge
- Delivers a comprehensive Risk Management Strategy which incorporates a range of controls to mitigate strategic and operational risk
- Provides a robust performance management framework which allows effective responses to under performance and continuous improvement
- Includes the comprehensive suite of strategies, policies and procedures which are systematically controlled and updated to ensure they are accurate, relevant and fit for purpose
- Creates flexibility to manage unforeseen situations effectively within our operating environment
- Ensures external validation and accreditation systems
- Seeks independent tenant views via surveys and feedback
- Delivers an independent benchmarking system to review service quality and costs
- Provides for a systematic process for ensuring business continuity
- Delivers a comprehensive approach to investing in staff through a clear Human Resources/People Strategy: recruiting, training and developing people who are proud to provide excellent services.

4. Policy objectives

- 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.

5. Communication

5.1 To ensure that all staff and stakeholders are aware of the QMS and their particular responsibilities within it, this policy is displayed and communicated publicly, supported by awareness and training.

5.2 This Policy is available on the web, the Staff Pages on the intranet and maintained in the Master Document list of the QMS. All new starters are made aware of this document as part of their induction process.

6. Monitoring and review

6.1 Councillors and the Housing Management Team demonstrate their commitment to the Quality Policy and implementation and on-going maintenance of our QMS through the appropriate deployment of resources.

6.2 We use British Standard ISO 9001:2015 international standard certification as it allows us to demonstrate our ability to consistently deliver services that meet our customers' needs within a social housing context and within a legal and highly regulated industrial context. Compliance with this international standard requires that a Quality Policy will be established, implemented and maintained.

6.3 This policy is reviewed annually, along with the business planning process and review of the QMS.

7. Related strategies

Housing Revenue Account Business Plan
Housing Asset Management Plan
Housing Business Centre Plan
Financial Sustainment Strategy
Older Persons Strategy
Tenant Engagement Strategy
Corporate People Strategy

8. Version control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	October 2021			Angela Horsey	
V1.1	November 2021			Angela Horsey	