

## Quality Assurance Policy

**The Sandringham Enterprise Centre is a charity and a company limited by guarantee established in 2010. Our mission is to develop services within and around The Sandringham Centre, a community building in Norfolk, U.K. and use our organisational skills in social enterprise, governance and community organisation development to support local groups and local enterprise ideas.**

This is achieved through the medium of:

Developing good governance practices in our own organisation and sharing it freely with others.

Supporting local groups in developing their services, governance and enterprise ideas to achieve sustainability.

Developing social enterprise as a model for sustainability, based upon the individual skills, needs and compatibilities in existing groups. (Everyone is different and we recognise it).

Improving existing services in our community centre and creating and supporting new ones, for the increased learning, leisure and social support of our community audience.

As a charity we are continuously pushing ourselves to meet and excel the expectations of our partners, volunteers, customers and beneficiaries. Continuous improvement goes hand in hand with the work that we do, therefore we have implemented this Quality Management policy.

This policy provides a framework for measuring and improving our performance in regards to the services we provide.

We will implement the following systems and procedures to enable this continual evaluation:

1. Continual training and development of our employees and volunteers through internal and external trainers and consultants, whenever appropriate to develop services and their quality of outcome.
2. Continual evaluation and critical reflection by everyone at SEC.
3. Tailoring any workshop, programme or service to our customers needs by in depth research and consultation with individual members of our community.

4. Continuous observation, support and monitoring of long term programmes, as well as qualitative data collection through baseline and end line questionnaires
5. Working with other respective professional governing bodies to be up to date with ongoing developments in any field of activity we support.
6. Use Advisory Panels. Our children and young people, youth and local group panels will feed back to SEC to change and improve our services.
7. Implementing the use of new technology, shared workspaces and web communication of all kinds to effectively manage our customer communication, knowledge sharing and evaluation of the data generated.
8. Regular review of our best practice guidelines.
9. Sign up for and recommend that we, and our groups, undertake and working towards PQASSO certification, or any other Quality Assurance scheme that is appropriate for the activity under review.
10. Use Charity Evaluation Service type models to monitor & evaluate the impact of our work
11. Annual monitoring & evaluation reports for all programmes of work at the end of each year
12. Reports for all partners, funders and community groups at the end of every programme delivered

Achieving of these policy aims involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

Our quality policy is available on our website and is made readily available to all parties concerned. We require all associates to read our quality policy and to implement this into their practices.

The SEC Board is responsible for quality and all our volunteers, contractors and employees are encouraged to be responsible for the quality of the service or product that they are in charge of.

We will review our Quality Assurance Policy annually.