

# **RUNNYMEDE BOROUGH COUNCIL**

## **Quality Policy**

Review due: April 2024

## **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 and leaseholder services
- Satisfies more customers and improves standards within our financial, legal and regulatory constraints
- Manages change in a controlled way, whether it is legal, technical or contractual in relation to IT
- Works effectively with stakeholders and our supply chain
- Achieves value for money, by continually improving operations and demonstrating efficiency
- 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, and staff pages on the intranet and is maintained in the Master Document list within 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 ongoing 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, as part of our business planning process.

## **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

Organisational Development Strategy

## **8. Version control**

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	October 2021	Approved by Housing Committee	January 21	Andy Vincent	Housing Committee
V2	April 2022	Amendments to monitoring and review section	Not Required	Andy Vincent	Housing Committee
V3	April 2023	Minor tweaks to wording on policy	April 2023	Andy Vincent	HMT