



HAIL Quality Policy Statement

The Management Committee and everyone that works for HAIL are committed to delivering services to the highest standards for our customers and stakeholders. This commitment covers the integrity and competencies of all our staff to that of the direct service provided to our customers.

Quality to HAIL means that we provide the best service we can to our customers and utilising whatever resources we have to meet customer's individual needs and wishes. This will be backed by outcomes that we will monitor and celebrate when achieved. This will be backed by our mission and value base which should retain its customer focus.

Quality in HAIL should be based on meeting customer need, having good management systems in place, having well informed staff and demonstrating that we are learning and striving to get better at what we do.

To help us achieve we will need to work in a way that demonstrates we meet and achieve recognised standards that support good practice and excellence in our work, this will form the basis for our Quality Management System (QMS) that should reflect the true quality within HAIL (this system is based upon the requirements of the BS EN ISO 9001:2015).

HAIL are committed to the continual improvement of our QMS and the service that we deliver by improving the suitability, performance and effectiveness of our QMS through analysis, evaluation and management review.

HAIL would want our quality to be reflected in a way that is open and transparent that can be seen directly in the service that we offer, this should be responsive and flexible to meet the challenges that may arise.

HAIL's business and marketing objectives should complement the QMS but they should be open and a real reflection on what we can offer to and achieve with our customers. They will have a focus that meets the needs of local and Government initiatives and leads but are focussed on our customers who choose and pay for their services.

HAIL acknowledges that the current financial climate in social care does not negate a quality service being received, however it does mean working with our customers to work differently to support customers achieving outcomes and having control, independence and choice.

Signed: Kevin Dowd
Kevin Dowd, CEO

Dated: AUGUST 2016