

## LITEWAVES QUALITY MANAGEMENT POLICY

Lite-Waves Therapeutic Education is an outreach service and as such we are usually guests in other groups. Lite-Waves Therapeutic Education was established in 2007 to provide therapeutic educational programmes to young people and adults with a view to **'raise aspirations and change behaviour'**. Our vision is to support schools and linked organisations by working with young people, individuals and families providing social and emotional support.

We do this through our Re-Connect Programme, which uses life events in a unique way and is designed to systematically cover social and emotional events and offer practical support. A major thrust of the programme is to provide enough information and support to enable our user groups to act on specific issues of importance to them. We are based in the London Borough of Lewisham and employ 19 staff, volunteers and associate workers at full quota. We also have access to a pool of associate Educators who are familiar with our work should we need them through our partnership work with Hope UK and other committed professional individuals.

Quality is important to our organisation. We strive to provide our clients and service users with programmes and services that meet their needs and expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of clients' feedback.
- A service users' complaints procedure.
- Selection and performance monitoring of our therapeutic educators against set criteria.
- Training and development for our employees and volunteers.
- Regular audit of our internal processes.
- Measurable quality objectives which reflect our aims.
- Regular monitoring and recording of programme activities.
- Evaluation and impact assessment of our services as reflected on measurable outcomes.

Staff, volunteers and associate workers are provided with information relating to our Quality Management Policy and our performance monitoring procedures during induction training. This policy is also posted on the staff area of the Lite-Waves' website and can also be found in the staff handbook located in central office.

Although the CEO has ultimate responsibility for quality all employees have a responsibility within their own areas of work therefore helping to ensure that quality is embedded within the whole of the organisation.

Signed: .....*P.Howell*.....

Position: .....Chief Executive.....

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This revision dated: ...7..March 2016.....