

# Involve Northwest Quality Policy

## Establishing & Communicating

Involve Northwest's corporate policies act as a compass by providing the direction and framework for establishing key business performance measures, as well as related objectives and targets. Senior management ensures that our corporate policies are established and documented, and that the policies are available to all interested parties via our website.

Senior management have overall responsibility for defining, documenting, implementing and reviewing our policies in consultation with our management teams and other staff. The policies are reviewed at least annually, as part of the formal management review programme or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties;
2. The risks and opportunities that are presented through the risk management process

Our corporate policies are communicated to all employees at all levels throughout our organisation via our central HR system, training, regular internal communications and reinforcement during annual company away days and any performance review. Staffs understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

## Policy Statement

Involve Northwest is committed to an operating philosophy based on openness in communication, integrity in serving our customers, our commissioners and our partners, fairness and concern for our employees and our responsibility to the communities within which we operate or may affect. Our vision is to exceed customer expectations for quality, care, cost, delivery and value. Additionally, we are dedicated to creating a sustainable business culture that is based on the following principles:

### 1.1 OUR PEOPLE

INW believes in equality in employment opportunity and rewards, embracing the cultural diversity within the communities we call home. Our employees' welfare and interests run through all aspects of our business and how we conduct our affairs. We do this by:

1. Creating and nurturing an environment of success based on honesty, openness and integrity;
2. Empowerment through training and communication;
3. Supporting Individuals to grow personally and professionally;
4. Designing and providing a safe, rewarding and secure work environment.

### 1.2 OUR CUSTOMERS

Client and funder needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing those we are contracted to meet and many more that we are not. Commitments in our governing documents include:

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1. To help individuals to find sustainable employment;
2. To provide welfare, debt advice and support;
3. To support families of domestic abuse;
4. To offer all round wellbeing support and guidance;
5. To continually review and improve our services;
6. To continue to work in line with other commitments relevant to our context and mission.

### **1.3 OUR COMMUNITY**

Supporting the communities within which we operate is a key driver for our activities. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers.

### **OUR QUALITY**

INW aims to achieve delivery excellence and provide our customers with services delivered and maintained to meet or exceed their expectations by:

1. Complying with and meeting all client, funder, statutory and regulatory requirements;
2. Delivery of innovative services;
3. Enabling employees to achieve business and professional goals;
4. Continually improving our processes via our QMS;
5. Building our partnership working activities;

### **OUR QUALITY OBJECTIVES**

1. Meet and/or exceed contract requirements/KPI within a specific timeframe.
2. Achieve and maintain ISO9001:2015 certification.
3. Ensure every staff member undertakes an annual supervision by December each year.
4. Maintain IIP gold award status.



**Justine Molyneux**

**Chief Executive Officer**