



# The Trust for Developing Communities

## Quality Assurance Policy

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### 1. Introduction

The Trust for Developing Communities (TDC) continuously strives to meet and excel the expectations of our partners, volunteers, and communities in which we work.

TDC has achieved Level 1 of PQASSO certification and is working towards Level 2 of the quality assurance scheme. PQASSO is the leading quality standard for the third sector. This ensures sound governance practices, financial and risk management procedures and a robust system for measuring outcomes.

The TDC Board is responsible overall for quality assurance and all staff are involved in implementing this policy through their work.

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

### 2. Quality Areas

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

#### a) Planning

TDC plans what we will do, based on organisational priorities as well as on what the communities we support and our other stakeholders need. We agree outcomes, set targets and systematically review progress. This is done by following our Memorandum & Articles, setting and following work plans for staff, through maintaining an up to date Business Plan and keeping accurate Board Meeting minutes and Workers Reports.

**b) Governance**

Board members have overall legal responsibility and provide strategic direction for TDC. TDC ensures that all legal requirements are met and is governed effectively. The Board reviews our practices, ensuring we have right skills and experience. This is done by holding regular Board Meetings and Away Days, Board Skills Audits and an Annual General Meeting.

**c) Leadership and Management**

TDC's managers are responsible for planning and organising resources and supporting people through clear communication. This includes responsibilities for legal and financial matters, policies, systems and procedures. TDC management team provide a strong support for staff with regular recorded supervision sessions. They develop staff work plans and are part of the process of keeping policies reviewed and updated. Team Meetings and Management Team Meetings are held regularly with minutes recorded for each.

**d) User-centred Service**

TDC works closely with local communities and supports them to identify their needs and aspirations and to take action to achieve these. We work in an inclusive way with a diverse range of communities. TDC plans, promotes and delivers our work through a local presence in the neighbourhoods we work in, friendly and accessible workers, regular outreach, attending local meetings events and information via the website, social media and locally displayed materials. We regularly gather feedback about our work to inform future plans.

**e) Managing People**

Our motivated and effective staff and volunteers are a vital resource that we value and support. TDC follows clear and fair recruitment and redundancy policies. There are regular Personnel & Employment Sub-Committee Meetings attended by members of the Board of Trustees. Staff and volunteers have documented roles, responsibilities and accountabilities. There are regular staff meetings, practice sessions, supervision meetings and annual reviews.

**f) Learning and Development**

Learning opportunities for our volunteers, staff and Trustees are essential for the development of TDC. This is achieved through sharing information at staff meetings, practice sessions and developed through our Business Plan and continual training and development of our employees and volunteers through internal and external trainers.

**g) Managing Money**

We raise funds to support our work, and then manage it effectively. We meet our legal responsibilities and having a planned approach to getting the most out of our financial resources. TDC's Finance Sub-Committee oversees the different income streams and ensures they are effectively managed, meeting on a quarterly basis. Copies of all funding applications are kept and our financial procedures are reviewed regularly.

**h) Managing Resources**

We manage non-financial resources such as equipment, premises and information and have agreed policies on health and safety and environmental and sustainability issues. The Business Plan and Management Team Meetings both include planning for resources. There are regular risk assessments and an inventory of IT equipment.

**i) Communications and Promotion**

We aim to have a strong organisational profile of our community development role and to use this to communicate with external stakeholders and influence change. We use our website, social media and leaflets as promotional material and are developing a Communications & Marketing Strategy.

**j) Working with others**

We value our many partnerships at both a neighbourhood and citywide level and believe that by working together we can achieve more for the communities we support. TDC identifies key organisations with whom we work for a range of purposes and develops strong working relationships. As well as working closely with other organisations we signpost or refer residents to and from other services.

**k) Monitoring and Evaluation**

TDC regularly monitors our outputs and outcomes. This information is collated and reviewed, feeding back into daily practice and informing management decisions.

**l) Results**

We monitor the results of our work to ensure that our planned outcomes are achieved and can be checked through Workers Reports, supervision notes and monitoring information. Our financial situation is regularly reviewed through the Finance Sub-Committee and Annual Report and through the Board of Trustees.