Selsey Community Forum
Quality Assurance Policy

Policy Statement

Selsey Community Forum aims to ensure that the quality of the services it provides are safe, effective and of a high standard. The aim of this Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning. Quality assurance refers to the policies, attitudes, actions and procedures necessary to ensure that quality is being maintained and enhanced.

Where feasible, this will be achieved by regular monitoring and evaluation. In addition, both positive and negative feedback will be sought from service users. This information is also useful in demonstrating to funders and other external agencies that resources are being used to good effect.

Monitoring and Evaluation

Monitoring and evaluation will help Selsey Community Forum to:

- Inform decision-making by:
  - ✓ Checking that what is being done is having the desired effect.
  - ✓ Improving things that are being done by identifying aspects that are not working.
  - ✓ Changing what is being done if the situation changes.
- Provide evidence to support funding applications and expenditure reports.

Monitoring

For existing Selsey Community Forum projects and on setting up each new project, a review should be made of the data required to establish the performance of that project and the method by which it will be collected and reported as a Performance Indicator. If necessary, reviews should be made of data being collected to make the Performance Indicator more informative or accurate. The relevant manager or project lead will normally be responsible for recording the data and for reporting it as necessary.

Evaluation

As the need arises, Selsey Community Forum Trustees, staff and volunteers should be consulted about proposed changes in the organisation, policy or operations as well as about any suggestions they might have to improve the quality of the services provided by the Charity, such as a Suggestions Box and online surveys.

Those attending Selsey Community Forum events and activities will be invited to complete a written or verbal evaluation to establish such things as: affordability, suitability of the venue, relevance and value of the activity to the individual, suitability of the transport arrangements, duration of the event or activity, toilet or other facilities, quality of refreshments, support of volunteers and whether those attending felt safe and comfortable. Where possible, evaluations will also be sought from carers or independent professionals involved in the event or activity.

Compliments

Compliments can be a significant morale-booster for those involved in running Selsey Community Forum's various projects. The opportunity should be taken to give wide publicity, both internally and externally to any complimentary verbal or written feedback.

Complaints

Complaints about any of Selsey Community Forum's projects must be taken seriously. The handling of complaints is dealt with in a separate Complaints Policy.

Other Matters

Selsey Community Forum's Health and Safety Policy requires that, when new events, activities, services or workplaces are being planned, the process is to include a risk assessment in accordance with the Charity's Project Planning Guidance document.

Quality Assurance also depends on the knowledge, demeanor and willingness of staff and volunteers to interact appropriately with service users and others with whom they come into contact; in this respect, Selsey Community Forum's Staff and Volunteer Handbooks, Complaints, Grievances and Equality, Diversity and Inclusion Opportunities Policies are all relevant.

The importance to Selsey Community Forum in offering high quality events, activities and services, and in interacting appropriately with all those with whom they come into contact, will be made clear during induction training.

This Policy is applicable to all the activities in which Selsey Community Forum is or becomes involved; it is to be reviewed and updated as necessary at least annually.

Review

This Policy will be reviewed periodically and may be amended to reflect changes in legislation, guidance, organisational requirements or best practice.

Version Control

Version Number	Date of Update	Amendments
1.0	October 2025	Policy reviewed
2.0	October 2026	Reviewed and updated in line with current guidance