



Quality Policy Statement

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|  | <p>New Directions aims to provide support of the highest standards.</p> |
|  | <p>Our managers work together to make sure that the service we provide is the best it can be.</p> |
|  | <p>We expect our staff to provide people with the highest quality support.</p> |
|  | <p>Staff follow processes to make sure quality support is delivered and managers check this is happening.</p> |
|  | <p>We want to recruit people who will love the job they do and will do the job well.</p> <p>We encourage our staff to learn more about what the best support looks like and help them to achieve it.</p> |
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|  | <p>We make sure our service is good by planning, doing, checking and acting.</p> <p>We will continue to make our services better.</p> |
|  | <p>We often look at our progress to see how well we are doing.</p> <p>We try to make it easy to report a problem.</p> <p>We listen and make changes when things go wrong.</p> |
|  | <p>We record what we have done well and what has gone wrong so that we can make the right decisions to make things better.</p> |
|  | <p>We develop good relationships with others so that we can all work together to make our services better.</p> |



We will tell the people we support, our staff, suppliers and stakeholders about this document.



The managers will look at this document annually or sooner if something changes.