



Quality Policy Statement

	<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>



We make sure our service is good by planning, doing, checking and acting.

We will continue to make our services better.



We often look at our progress to see how well we are doing.

We try to make it easy to report a problem.

We listen and make changes when things go wrong.



We record what we have done well and what has gone wrong so that we can make the right decisions to make things better.



We develop good relationships with others so that we can all work together to make our services better.



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



The managers will look at this document every two years or sooner if something changes.