

## SHETLAND BEFRIENDING SCHEME

### QUALITY ASSURANCE POLICY

#### **Background**

Our quality assurance system aims to monitor our activities and performance to evaluate the service impact on our service users. Through this monitoring we aim to develop a process where we obtain ongoing feedback from users, embrace the need to reflect on and develop the approach we take to service delivery and promote continual improvement of our services.

#### **Quality Assurance Approach**

The approach is designed to ensure that the services are monitored to determine whether there is compliance with the principles, aims and objectives of all elements of the Shetland Befriending Scheme.

The quality assurance approach aims to ensure that:

- The service users involved in the scheme are central to the service and meeting their needs will be the key task of the Shetland Befriending Scheme
- That all users of the scheme are entitled to access a quality service
- The service users have the right to have their say and express their views on the service they receive and to make comments on how the service can be improved
- The service users are involved in the scheme on a voluntary basis and do not at any time feel forced to participate
- A feedback process is in place to enable and encourage service users, families, legal representatives, referring agencies, staff and volunteers to comment and discuss the scheme in order to positively develop the service
- The scheme works in a non-discriminatory way, that builds trust and positive relationships between users, volunteers, referring agencies, families, legal representatives staff and other agencies
- All timescales outlined in the schemes policies and procedures are adhered to where possible

- The scheme recruits and manages a team of highly trained volunteers selected through a rigorous process that embraces Voluntary Action Shetland's equal opportunities policy and which aims to ensure that individuals selected are suitable for working with vulnerable service users
- The scheme is administered efficiently, that appropriate systems of record keeping are in place for volunteers, service users, referral agencies, staff and volunteers.
- The scheme adheres to viable financial systems and confidential record keeping

The evaluation and monitoring procedure outlines how the scheme will ensure that this quality assurance approach will be implemented.