LOGGERHEADS PARISH COUNCIL
QUALITY POLICY

Approved by Council: November 2023
Date of Review: May 2026

Purpose

Loggerheads Parish Council believes that its commitment to continuous improvement will guarantee the success of the Council by fulfilling its strategic objectives and the needs and expectations of its residents, communities, businesses, clients, partners and other stakeholders.

The Council has developed its expertise and standards since its establishment and its aim is to achieve a high standard of service to the Parish.

Scope

The Policy relates to all activities and processes developed and operating for quality control and management which have been underlined by the Council in a range of linked policies. It will also help ensure the Council operates in compliance with legal requirements and best practice.

Policy

The Council is committed to seek Quality in all that they do by: -

- Developing and maintaining activities that are systematically planned, implemented, reviewed and evaluated.
- Increasing the Council's capacity by developing both Councillors and Officers and using external expertise where appropriate.
- Investing in technology and equipment which will increase efficiency.
- Working in partnership where it can add value.
- Building successful relationships with clients and communities by ascertaining their respective needs and considering their wishes.
- Develop and achieve our commitments for quality, cost, and schedule.

The Council will seek recognition for its policy by: -

- Striving for excellent internal and external audit reports.
- Seeking to gain and then retain successive levels of the Local Council Awards Scheme.
- Remaining eligible to use the Power of General Competence.
- Operating through integrated quality management principles which incorporate continual assessment and can be externally assessed if appropriate.
- Publicly reporting performance.
- Undertaking satisfaction surveys on its services.
- Assessing business, financial and safety risks and managing in a way that lowers them to an acceptable level.

- Preparing and regularly reviewing a Business Continuity Plan.

The Councillors and Officers are responsible for quality control through the policies and procedures seeking improvement by constant review with suppliers and subcontractors being encouraged to co-operate. The Council is committed to achieving customer satisfaction using quality procedures.