

I.1.

QUALITY POLICY STATEMENT

CROSSROADS – *Caring for Carers*' mission is to promote, offer, support and deliver high quality services for carers and people with care needs.

All staff and volunteers have a commitment to developing quality by the implementation of Crossroads' Quality Evaluation Tool (CROQUET).

This will be achieved by:

- Establishing a recognised set of quality criteria that can be used by the staff, the Board of Trustees, users, carers, and other stakeholders;
- Providing a framework to help Crossroads continually assess and review its own performance against agreed standards, grounded in experience and its own professional sector guidelines;
- Enabling Crossroads to demonstrate that it has reached agreed standards in all aspects of service provision, and that it has done so in an ethical and cost-effective manner;
- Providing a structure to support Crossroads in aspiring to higher standards, and to help it generate action plans and to set targets to reach them;
- Enabling Crossroads to focus upon improving the quality of its services;
- Helping users and carers to know what service they can expect, and to judge if standards are met in practice;
- Supporting the establishment of a carer-centred culture;
- Combining quality, monitoring and evaluation systems in a way that meets contract requirements, while retaining staff control over necessary administration work;
- Providing a common language and frame of reference for grant and funder representatives;
- Supporting the development of a preventative approach, rather than a corrective one.