

## Quality Policy

### Medway Council Housing Services

Housing Services is part of the Regeneration, Culture, Environment and Transformation directorate of Medway Council. The Housing Service incorporates the provision of statutory housing services and the discretionary provision and management of council owned housing, referred to as the Housing Revenue Account (HRA).

Housing Services is committed to delivering a high quality service that meets both the needs of Medways citizens and the strategic objectives of Medway Council. Housing Services are committed to carrying out duties in line with the applicable requirements such as government legislation and guidance. Service Managers have developed and implemented a Quality Management System (QMS) with the processes and procedures required to meet these needs and the requirements of ISO 9001:2015.

Housing Services quality objectives are directed by the overall strategic objectives of the Council. Strategic objectives are linked via Directorate and Service Plans right down to individual staff's personal development priorities. This "golden thread" ensures there is a clear link between the strategic objectives and values set for the organisation by Councillors and top management and the work undertaken by individual members of staff.

Service Managers and their teams consider the Councils strategic priorities, current legislation, best practice, internal and external influences and customer feedback to identify the needs of our internal and external stakeholders (including government bodies). Risks and opportunities are identified then steps taken to reduce the risks and maximise the opportunities to ensure stakeholders needs are met and customer satisfaction is maximised. These opportunities form our quality objectives which are set out by managers in service plans. Service plans are communicated to staff and individual objectives are linked to these plans. Service plans are reviewed annually by Service Managers to ensure quality objectives are focused on improvement and reflect current internal and external issues.

To ensure the needs of Housing Services interested parties are met, Service Managers will regularly review the Quality Management System (QMS) to seek opportunities for continual improvement and will communicate these to staff.

Service Managers will ensure that Housing Services QMS and Quality Policy is embedded and communicated throughout the organisation and to all relevant interested parties. A copy of this Quality Policy will be made available to interested parties on our website and will be made available on request in hard copy.



Mark Breathwick  
Head of Strategic Housing Services



Marc Blowers  
Head of Housing Management

