

CS Quality, Health & Safety and Environmental Sustainability Policy Statement

Care and Support (CS) is committed to ensuring that Quality, Health & Safety and Environmental Sustainability are integral to our everyday business. Our policy is to ensure that:

- we provide customers with quality services which meet specified requirements within agreed timescales
- we have the appropriate level of resources to fully meet all internal and external requirements including all relevant statutory and regulatory requirements
- our approach to Quality, Health & Safety and Environmental Sustainability and the Vision, Mission and Core Values are continually evaluated and communicated to all CS employees
- we comply with the requirements of ISO 9001:2015 (and work towards the 2026 revisions), ISO 45001:2018 and ISO 14001:2015 (and work towards the 2026 revisions) and strive to continually improve the effectiveness of the integrated management system
- we cultivate and maintain a philosophy of continuous improvement
- our staff training needs are analysed and training delivered is evaluated
- all complaints are dealt with efficiently and within agreed timescales.

Our approach is underpinned by our Vision of *'More homes, great services, better lives'* and set out in our Ambitions documents which give more detail about our operational objectives.

Quality, Health & Safety and Environmental Sustainability Objectives

This policy statement provides a framework for our objectives which are monitored and evaluated within the management review process:

- to meet customer requirements or expectations by maintaining and demonstrating upper quartile levels of 95% or higher customer satisfaction by delivering services using a person centred approach
- achieve 100% ratings of either good or outstanding in CQC inspections
- achieve 100% ratings in good or equivalent for local authority monitoring
- fully comply with all relevant legislation and regulations, and stakeholder requirements.

Our objectives are reviewed annually to ensure that they are fit for purpose and that they meet the requirements of customers, the business and other stakeholders and regulators.

Our professional and dedicated employees are wholly committed to our Quality Policy and delivering our Vision, Mission and Core Values.



Holly Dagnall

Director of Homes and Wellbeing

Dated 23 09 2026