
Housing Vision



Quality Assurance Policy

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Housing Vision: Quality Assurance Policy

1 Introduction

1.1 The Housing Vision Consultancy (HVC) is committed to providing a high quality service to its clients. This is the responsibility of all those operating under the name of HVC, i.e. the Director (an employee) and Associates (self-employed sub-contractors). It is HVC's policy to continually improve its quality by monitoring, measuring and enhancing its Quality Assurance system.

1.2 This will be achieved in conjunction with HVC's vision and values:

Vision

Combining advanced research skills with policy formulation to develop effective and practical solutions, tailor-made to our clients' needs.

Values

Commitment	all team members operate in a professional and flexible manner to ensure that clients' needs are met.
Value for Money	track record of competitively priced projects, successfully completed to a high standard, on time and within budget.
Diversity	offering skills, experience and geographical coverage that aid in delivering uniqueness for clients.
Impact	producing high quality outputs which clients can use with confidence to improve their performance.

2. Objectives

2.1 HVC will undertake a risk analysis before and during undertaking consultancy work for clients. These are likely to include issues around project team availability and obtaining and managing primary and secondary data.

2.2 HVC will apply a well-established approach to quality assurance which enables projects for clients to be managed in a structured and logical manner. The key principles are:

- A defined organisational structure for the project management team;
- Dividing the project into manageable stages enabling the efficient control of resources, and regular progress and quality monitoring at pre-defined points;
- Outcome-based planning; and
- Effective communication between the project, project management and stakeholders.

2.3 HVC will implement quality control mechanisms on work that is submitted to clients to ensure that it is of an appropriate standard.

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- 2.4 HVC will obtain feedback from clients during projects and at sign-off to ensure that the Consultancy is meeting its client's requirements.
- 2.5 HVC will ensure that it complies with the principles of the Data Protection Act 1998.

3. Implementation, Monitoring and Review

- 3.1 Quality Control mechanisms are well established in the consultancy for the delivery of work to clients and obtaining feedback from clients.
- 3.2 Compliance with the principles of the Data Protection Act 1998 requires HVC to set up an additional mechanism to manage this process.
- 3.3 At the regular Housing Vision Business Review Meetings, a standing agenda item on 'Quality Assurance' will ensure that the policy objectives are monitored.
- 3.4 The Director of Housing Vision, in agreement with the Associates, will review the Quality Assurance Policy on an annual basis.
- 3.5 Dr Richard Turkington, the Director of Housing Vision, will have overall responsibility for Quality Assurance in the Consultancy.

4. Communicating the Policy

- 4.1 Where appropriate a copy of the Quality Assurance Policy will be included in submissions for consultancy work.
- 4.2 All Associates operating on a sub-contractor basis to the consultancy will receive a copy of the Quality Assurance Policy and agree its terms as part of the HVC Associate Code of Practice.
- 4.3 All Partners working with the Consultancy will be made aware of the Quality Assurance Policy. HVC will seek to obtain copies of its Partner's quality assurance policies.