

# Continuous Quality Improvement and Auditing Policy

Policy Management	
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Date of Next Review: <i>November 2026</i>	
Responsibility: <i>Manager, Bee-Able CIC</i>	Name: <i>Sharon Senior</i>
Signed:	Date:

## 1. Purpose

To ensure Bee-Able CIC consistently delivers high-quality, safe, and person-centred support by regularly reviewing, measuring, and improving everything we do.

## 2. Scope

This policy applies to all services, staff, volunteers, and activities within Bee-Able CIC, including day services, buddying, holiday clubs, and community projects.

## 3. Key Principles

- ☒ Quality is everyone's responsibility.
- ☒ Feedback from service users, families, and professionals is central to improvement.
- ☒ Audits help us identify what's working well and what needs to change.
- ☒ Lessons learned are shared openly to drive better outcomes.

## 4. Quality Assurance Framework

Bee-Able CIC maintains a Quality Assurance Framework covering:



- Service delivery standards: ensuring activities are safe, inclusive, and in line with support plans.
- Compliance checks: verifying safeguarding, risk assessment, training, and record-keeping.
- User feedback: collecting and acting on views from service users, parents, carers, and volunteers.
- Complaints and compliments: monitored to identify patterns and opportunities for learning.

## 5. Auditing Process

- Internal audits are carried out by the Manager or a delegated senior staff member at least twice per year.
- Thematic spot checks (e.g., medication prompts, transport logs, incident records) are reviewed monthly.
- Findings are recorded on an Audit Action Plan, assigning responsibilities and timescales for improvement.
- The Manager ensures actions are completed.

## 6. Involving Service Users

- Service users and families are encouraged to share honest feedback through surveys, meetings, or suggestion boxes.
- Outcomes of audits and changes made are shared openly so people can see that their voices make a difference.

## 7. Continuous Improvement Cycle

Bee-Able uses a Plan–Do–Check–Act model:

- a) Plan: Identify areas for development.
- b) Do: Implement changes.



- c) Check: Review effectiveness.
- d) Act: Embed improvements and update procedures.

## 8. Monitoring and Review

We will review our practices regularly and this policy every year, or after any legal or regulatory change, audit outcome or incident, to make sure it stays relevant and effective.