

Management Policy

Quality

Suffolk Artlink works to improve the quality of life of people of all abilities through taking part in engaging and inspirational creative activities.

We believe in the instrumental value of the arts and promote participation in high quality creative activities as a positive way of improving health and wellbeing. We have a reputation for delivering projects that engage people in the arts, collaborating with the best artists and cultural partners.

Our work is delivered in the community in partnership with care, education, voluntary and community organisations to reach our target participants. Projects all have a focus on being creative together – either in pairs or small groups or within the wider community.

Our services should exceed participants' expectations. We are committed to continually improving the quality of our work through regular monitoring and rigorous evaluation.

- regular gathering and monitoring of participant feedback
- a published complaints procedure
- training and development for our employees
- regular audit of our internal processes as part of our Quality Standard
- measurable outcomes which reflect our charitable mission
- evaluation of programmes against the stated outcomes using a variety of tools as appropriate including SWEMWBS, SOUL, SROI, Path etc and other bespoke methodologies devised in partnership with our external evaluators.

Although the Co-Directors have ultimate responsibility for the quality of work all employees have a responsibility within their own areas of work to monitor and improve the quality of Suffolk Artlink's work and enhance outcomes for our participants.

The policy review date is May 2021.

Authorised by Alex Casey (Co-Director)

Date: 11/05/2020