



Quality Assurance and User Engagement	
Reference: GN27	Effective date: 1 June 2012
Page no: 1 of 2	Approved: 07 June 2022
Last revision date: 9 May 2022	Revision date: May 2024

Aims and Principles

Windmill Hill City Farm (WHCF) is committed to providing a quality experience for all service users by continuously improving the quality of our provision and resources. In order to do this it is vital that we regularly evaluate our provision and engage people in designing the services on offer.

There are a wide range of services on offer in the organisation and no one method of evaluation or engagement will suit all services.

The quality assurance process should involve

- ◆ Identifying key processes and systems
- ◆ Developing effective mechanisms for all stakeholders (managers, staff, service users) to input to design and review of services
- ◆ Fostering ownership of, and commitment to, quality among staff
- ◆ Participating with external reviews of our performance
- ◆ Sharing good practice and providing a unified approach across all service provision
- ◆ Participating in staff development

Implementation

To implement this policy, the organisation will

- ◆ Actively work towards involving all staff in the shared ownership of quality services and provision.
- ◆ Monitor key performance indicators and set annual targets.
- ◆ Carry out annual internal observations of practice.
- ◆ Carry out annual staff appraisals.
- ◆ Develop and monitor service standards for each service team.
- ◆ Carry out user and staff satisfaction surveys and act on the results.
- ◆ Ensure that all staff understand the mission and objectives.

External monitoring

Some areas of the organisation are monitored by external regulatory bodies. Compliance with the advice and instruction of these bodies over-rides any internal considerations. These include

- ◆ Nursery and Farm Adventurers – Ofsted
- ◆ Farm and Gardens – DEFRA, Environmental Health
- ◆ Café – Environmental Health
- ◆ Organisation – Auditors, Charity Commission, Companies House, Entrust

In addition, we subscribe to some voluntary codes and quality programmes. These include

- ◆ Nursery – Bristol Standard, Bristol Quality Improvement Framework, Bristol Association of Neighbourhood Daycare.
- ◆ Health & Social Care – Social Farms and Gardens Green Care Quality Mark



Quality Assurance and User Engagement	
Reference: GN27	Effective date: 1 June 2012
Page no: 2 of 2	Approved: 07 June 2022
Last revision date: 9 May 2022	Revision date: May 2024

Internal monitoring

Ultimate legal accountability for the organisation rests with the Board of Trustees. They have meetings every 6 weeks to examine the financial position of the organisation, progress against its targets and to ensure the strategic direction matches organisational objectives.

Organisational strategy is reviewed at least once every three years. An operational plan is developed for each year. This plan is used to guide individual staff targets for the year. Staff have reviews regularly through the year and a full appraisal at least annually. Training needs are reviewed and staff development undertaken (subject to financial constraints).

Some practice is monitored internally through observations of work in progress. Feedback from such monitoring is fed back directly to staff involved and shared more widely where wider lessons can be learnt.

A staff survey is undertaken twice a year. Visitor surveys are undertaken at least twice a year.

User engagement

All service users will be offered the opportunity to feed back on the service they receive. Some service users will have opportunity to engage further in the design of the services. Service design and delivery should always allow for consultation of service users and should aim for greater levels of engagement as appropriate. Because of the diverse range of services it is not useful to prescribe in this policy how users are engaged. Examples of engagement and feedback are given here as guidance.

- ◆ Annual visitor survey
 - invites all visitors to give a basic level of feed back on the services and facilities.
- ◆ Nursery Parents Group
 - Meets four times a year to update parents on significant developments and to elicit feedback on the service
- ◆ Members' meetings (including AGM)
 - 4 times per year with the CEO to update members on significant developments, to elicit feedback on the service and, for the AGM, to vote on key governance issues.
- ◆ Volunteer engagement
 - One-to-one and group meetings with volunteers about their role at the farm.
- ◆ Project engagements
 - Volunteer-led projects with input from the staff team.

Complaints

Complaints are dealt with through a hierarchy of actions, depending on the nature of complaint and the area to which it is addressed. Full complaints procedures are detailed in the complaints procedure. All complaints are logged and recorded. See GN03 Complaints for details.