Quality policy statement

UK Youth aims to provide safe, high-quality and inclusive programmes and services that meet the needs of young people, youth organisations and customers, on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001:2015 certification, including aspects specific to the enhancement of unlocking youth work to ensure that all young people are equipped to thrive and empowered to contribute at every stage of their lives. With an open network of over 9,000 youth organisations and nation partners, the Organisation works in partnership to build a cross-sector network, creating a society that understands, champions and delivers effective youth work for young people.

Management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

Management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and set Quality Objectives at relevant functions, levels and processes
4. Ensure that Management Reviews set and review the Quality Objectives, and report on internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Date of issue	**Date of next review**	**Signed** – Rosie Ferguson
7 September 2026	1 September 2027	CEO, UK Youth