BINA PATHWAYS

Quality assurance and continuous improvement

BP-PUB-13-20261106-v1 | Owner: Wisdom Akpoturu and Precious Chinazonwa Ezurike | Review by 6 November 2027 or earlier on material change

Purpose

We aim to supply suitable staff reliably, communicate promptly and learn from errors. Quality is demonstrated through current clearance, safe assignments, accurate records and verified improvements, rather than unsupported accreditation or guaranteed-cover claims.

Measures

Monthly launch reviews record: accepted shifts, filled and unfilled requests, late attendance and no-shows, essential clearance failures, induction and competence completion, complaints, safeguarding referrals, invoice corrections, payroll accuracy and overdue client balances. Each measure states its denominator, period, source and owner. Establish actual baselines before claiming improvement.

Audit cycle

Quarterly samples trace a worker file, assignment, timesheet, payroll entry, invoice and any incident to the accepted versions and real approvers. Include at least one education or specialist task file where deployed and a client-access/privacy sample. Sample size and rationale are recorded proportionately to activity. Critical missing clearance requires immediate control, not a target to improve later.

Corrective action and feedback

Every finding has severity, immediate containment, owner, due date and completion evidence. An uninvolved reviewer checks important closures. Ask clients and workers for feedback after initial deployment and periodically thereafter; provide an accessible complaints route. Do not suppress negative feedback or treat a ticked form as competence.

Review and accountability

Directors review trends monthly during launch and adapt resources, training and credit limits. Staff supervision follows the handbook, with practical assessment where required. Review this policy annually, after a serious incident or on service change. Published statistics and certifications require evidence and a stated period.

Related controlled procedures: Audit and action tracker; Complaints policy; Staff handbook section 17. Use Operational Action Guide BP-ACT-2026-11-06-v1 for the responsible person, action, deadline, escalation and record. Accessible copies: admin@binapathways.co.uk or 07337 541218.