

## Quality statement for website

Addaction helps people make positive changes in their lives. Our 2016-21 strategy focuses on continuous improvement, setting out five strategic themes for our work:

- Excel: achieving excellence in service delivery
- Transform: using our skills and expertise to enter new markets and increase support from voluntary income
- Influence: providing evidence from service delivery to influence key decision makers
- Digital: increasing choice in the way in which people can access support and enabling the flexibility of our workforce
- Culture: continually improve how we recruit, induct and develop our people. Involve people in the decisions that affect them

Each year our business plan provides the detail of what we'll do in the year ahead to take this forward. We track our priorities and results across these five themes, making sure that our infrastructure and resources are aligned to achieve results. We review the business plan every quarter so that we stay on track.

Our quality manual sets the overarching framework through which we set, monitor and achieve continuous improvement. This includes how we manage risk and how we drive change and resilience by taking every opportunity to learn. Our quality team develop, maintain and implement the manual, ensuring adoption throughout the organisation and reporting to the Executive Team. The team use cross-department learning, internal and external audit to adapt our approach to the needs of the organisation. We recognise the value of multi-disciplinary leadership and as a result, the quality team comprises expertise from our:

- Clinical leads (in pharmacy, nursing and medicine)
- Operational leaders
- Clinical and information governance leads
- Finance and procurement leads
- IT, digital and business development leads
- People and culture leads
- External affairs leads
- Company secretary - leading on corporate governance

Signed



Mike Dixon, Chief Executive