
QUALITY POLICY

Policy Title: **CCRC Quality Policy Statement**

Reference: **Q-POL-02**

Version: **1.0**

The Criminal Cases Review Commission (CCRC) is a purpose-led organisation passionate about our core function of investigating and identifying miscarriages of justice.

The CCRC aims to provide excellence in case reviews, as quickly as possible, without undermining the policies and procedures which are in place to ensure high-quality outcomes. Our work, in turn, promotes public confidence in the criminal justice system.

The management, staff, and Commissioners at the CCRC are committed to delivering an effective, efficient, and robust case review process in order to effectively meet our statutory obligations and the strategic objectives of the organisation.¹

Establishing the Quality Policy (Q-POL-01)

This Quality Policy Statement is supported by 'Q-POL-01 CCRC Quality Policy' which provides detailed information on our quality policy. Q-POL-01 is aligned to, and informed by, the CCRC's 'Corporate Plan 2020 to 2023' and 'Business Plan 2020 to 2021'.² Q-POL-01 also provides a framework for setting our quality objectives.

The Quality Management System (QMS) exists to provide a controlled structure in which the management and personnel of the CCRC operate. Its purpose is to ensure that all business services are delivered with competency, consistency, and compliance with the ISO 9001:2015 quality standard. The CCRC is committed to satisfying the applicable requirements of the ISO 9001:2015 quality standard.

¹ See 'Corporate Plan 2020 to 2023' for further information.

² All documents are available on our website: <https://ccrc.gov.uk/corporate-information-and-publications/>.

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The CCRC is committed to the continual improvement of its QMS, case review activities, and overall business performance.

Personnel within the CCRC will adhere to the policies and procedures that form the CCRC's QMS as well as the corporate policies and procedures that impact upon the quality and delivery of our service.

Our business activities will only be carried out in accordance with documented methods, relevant statutory primary and secondary legislation, and other external sources of policy and guidance as deemed necessary.

Personnel will be supported by effective management and provided with training and development to ensure their competence in delivering these services.

Communicating the Quality Policy (Q-POL-01)

This Quality Policy Statement and Q-POL-01 will be available and maintained as documented information within the CCRC QMS. The Chief Executive Officer and the two Directors³ have overall responsibility for defining, documenting, implementing, and reviewing our quality policy in consultation with the Head of Quality, management teams and other personnel as deemed necessary. The quality policy is reviewed at least annually, as part of the management review programme or at a frequency determined by:

- I. The changing needs and expectations of relevant interested parties, and/or
- II. The risks and opportunities that are presented through the risk management process.

This Quality Policy Statement and Q-POL-01 will be communicated, understood, and applied within the CCRC. This will be achieved through communication to all personnel at all levels throughout the organisation via training, regular internal communications, and reinforcement during annual performance reviews. Personnel understanding of our policies and objectives is determined as part of the Quality Assurance programme⁴ which includes internal audits and dip sampling of work.

Q-POL-01 will be available to relevant interested parties by virtue of being hosted on our publicly accessible website. In addition, a copy will be made available to anyone who makes a request directly to the CCRC either via a Freedom of Information request or any other suitable method of request.

³ Casework Operations Director, and Finance and Corporate Services Director.

⁴ See 'Q-SOP-08 Quality Assurance Checks' for further information.

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Quality Policy Statement - Authorisation

I authorise this Quality Policy Statement in my capacity as Chief Executive Officer.⁵ I confirm that this Quality Policy Statement and the associated 'Q-POL-01 CCRC Quality Policy' has been, and will continue to be, established, implemented, and maintained by the CCRC's Senior Management Team and those who we may delegate authority to from time to time.

Signed:

Name: Karen Kneller

Date: 18 February 2021

Appendices

None

Relevant CCRC Documents

Q-MAN-01	CCRC Quality Manual
Q-POL-01	CCRC Quality Policy
Q-SOP-08	Quality Assurance Checks
TBC	Corporate Plan (2020 to 2023)
TBC	Business Plan (2020 to 2021)

Document Control

Document author: Head of Quality

Issue authorised by: Karen Kneller (Chief Executive Officer)

Version History

Date Issued	Version	Brief Details of Change	DCR
18/02/2021	1.0	First Issue	20/02

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⁵ The Chief Executive Officer (CEO) is the Top Manager. The CCRC's Senior Management Team (SMT) is comprised of the CEO and the two Directors. The SMT is also the Top Management (as defined in ISO 9000:2015 clause 3.1.1) for the purposes of ISO 9001:2015 clause 5.1.1, and ISO 17020:2012 clause 8.1.3.

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