



## **QUALITY MANAGEMENT STATEMENT**

Creative Futures (UK) is committed to providing the highest quality professional service in all its projects, programmes and contracts, and to ensuring effective project management and high quality customer service.

The Creative Director will take responsibility for ensuring effective quality management on all of the company's projects, as well as the company's overall operations. This will include:

- Professional and structured management of each project against its objectives, goals, and timeframes, including setting a detailed management plan for each project.
- Monthly reviews of every project, to chart progress against the management plan and any intermediary goals.
- Monitoring of every project against its budget and outcomes, and adjusting spending and delivery plans as necessary to ensure budgets are adhered to and outcomes achieved.
- Regular consultations with project delivery staff to ensure transparency in all aspects of project delivery and management, and to deal with any issues that arise promptly and appropriately.
- Monitoring of Creative Futures' overall operations and achievements in order to clearly understand the impact of its programmes, and to ensure high quality in all aspects of planning, delivery and monitoring from both an internal and external viewpoint.
- Setting in place regular and structured forums for feedback from clients, partners, participants, project leaders and independent evaluators in order that our learning constantly informs the planning and delivery of all current and all future projects.

### **Health, safety and security**

Creative Futures (UK) recognizes the importance of health, safety and security in all its projects and operations. The company's health and safety policy sets out our commitment and outlines our approach to effective health and safety management. Our processes and procedures are designed not simply to meet legal requirements but to effectively deliver a healthy, safe and secure working environment for our employees and everyone else who might be affected by our work.

A copy of our health and safety policy is available on request and on our website.

### **Insurance**

Creative Futures (UK) has employer's liability of [£10 million] and public liability insurance of [£5 million] and professional indemnity insurance of [£100,000]. Copies of insurance documents are available on request.

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#### **Creative Futures (UK) Limited**

Company registered in England and Wales, No. 7578987 Registered Charity No. 1143459  
Registered address: Office 9a, The Beethoven Centre, Third Avenue, London W10 4JL  
Tel: 020 8964 2700 | [hello@creativefuturesuk.com](mailto:hello@creativefuturesuk.com) | [www.creativefuturesuk.com](http://www.creativefuturesuk.com)



## Equality

We recognize the contribution our employees and contractors make to the success of what we do. We are committed to offering our staff fair terms and conditions, ensuring they have the skills and qualifications they need, and providing opportunities for training and development.

Creative Futures (UK) is an equal opportunities employer. A copy of our equal opportunities policy is available on request and on our website.

## Sustainability

Creative Futures (UK) understands the importance of sustainability throughout its operations. This is reflected in how we:

- Source sustainable materials and look for ethical suppliers
- Seek the most sustainable and energy efficient office space that our budget will permit
- Encourage staff to use means of travel which minimize their carbon footprint
- Work closely with the local community where appropriate

## Key personnel

Creative Futures (UK)'s is managed by a small management team led by Julian Knight (Creative Director) who together plan, fundraise for, implement, monitor and report on all its programmes. There is a strong Board of Trustees which is legally responsible for the charitable operations of the organisation.

This policy was reviewed at the AGM on 9.10.2023.

Quality Management Officer: Julian Knight, Creative Director

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