QUALITY IMPROVEMENT POLICY

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1. Introduction and Commitment

Pathways Associates CIC is a disabled-led organisation committed to enabling people with learning disabilities, autistic people, and their families to live the lives they choose as equals in their local communities.

We achieve this by drawing on the unique expertise and lived experience of disabled people, families, self-advocates, and colleagues across health and social care. Our work — including co-produced training, policy development, strategy support, and capability-building — is rooted in genuine co-production to break down barriers, improve outcomes, and promote inclusion.

This **Quality Improvement Policy** sets out our approach to continuously enhancing the quality, accessibility, relevance, and impact of everything we do. We aim to create a culture where improvement is normal, inclusive, evidence-informed, and led by the people most affected.

2. Scope

This policy applies to all Pathways Associates CIC activities, including:

- Co-produced training and learning programmes
- Policy, strategy, and capability development support
- Expert Hub and Self Advocates Training Partnership activities
- Partnership working, events, and stakeholder engagement
- Internal operations and organisational development

It covers all colleagues, volunteers, Experts by Experience, self-advocates, partners, and other stakeholders.

3. Quality Improvement Objectives

We will:

- Foster a culture of continuous, collaborative improvement and innovation across all services and activities

- Ensure co-production is at the heart of our work — meaningfully involving people with learning disabilities, autistic people, families, and self-advocates in design, delivery, evaluation, and decision-making
- Deliver high-quality, accessible, evidence-informed training that meets the needs of disabled people, families, and professionals, and aligns with statutory requirements (e.g., Oliver McGowan Mandatory Training standards)
- Support partners to develop inclusive, effective policies, strategies, and capabilities that improve outcomes for disabled people and reduce inequalities
- Regularly measure and demonstrate the real-world impact of our work on people's lives, confidence, inclusion, and wellbeing

4. Core Principles

Our quality improvement work is guided by:

- **Lived experience leadership** — People with learning disabilities and autistic people are central partners, not just consultees
- **Co-production** — Equal partnership in planning, doing, and reviewing (following best practice definitions from NHS England and Skills for Care)
- **Inclusivity and accessibility** — All activities are designed to be accessible, with reasonable adjustments and multiple ways to participate
- **Evidence and learning** — Decisions are informed by feedback, data, evaluation, and best available evidence
- **Transparency and accountability** — We openly share what we do, what we learn, and how we improve
- **Proportionality** — Improvement processes are practical and realistic for a small CIC

5. Roles and Responsibilities

5.1 **Leadership Team / CEO**

- Champion quality improvement and co-production
- Ensure resources, time, and support are available
- Oversee monitoring, reporting, and policy review

5.2 **Colleagues, Volunteers, and Associates**

- Actively participate in feedback, evaluation, and improvement activities
- Share ideas and learning from practice
- Apply quality principles in daily work

5.3 **Experts by Experience, Self-Advocates, and People with Lived Experience**

- Lead and co-produce through the Expert Hub, Self Advocates Training Partnership, and other forums
- Share insights, review materials, co-deliver training, and help evaluate impact
- Receive fair recognition, support, and payment where appropriate

5.4 **Partners and Stakeholders**

- Engage in co-production networks, surveys, and feedback opportunities
- Contribute expertise and collaborate on improvement actions

6. Quality Improvement Processes

We use simple, effective methods to drive improvement:

6.1 **Gather insight and feedback**

- Regular, accessible methods including Expert Hub discussions, co-production networks, surveys, development days, event evaluations, and direct conversations

6.2 **Assess and prioritise**

- Regularly review services, training quality, outcomes, and stakeholder experience to identify strengths and areas for development

6.3 **Plan and act**

- Co-produce clear, time-bound action plans with named responsibilities
- Test changes on a small scale where possible before wider rollout

6.4 **Monitor, evaluate, and learn**

- Track progress against actions and intended outcomes
- Capture stories of change and quantitative measures where meaningful
- Share learning openly with stakeholders

6.5 **Close the loop**

- Communicate what changed as a result of feedback
- Celebrate successes and learning together

7. Training, Development, and Capacity Building

We commit to:

- Providing ongoing learning opportunities for colleagues, volunteers, Experts by Experience, and partners on co-production, quality improvement, accessibility, and inclusive practice
- Supporting Experts by Experience and self-advocates to develop skills, confidence, and paid roles in co-production and training delivery
- Embedding best practice from the Oliver McGowan Code of Practice and related guidance in all relevant training activities

8. Review and Continuous Improvement

This policy will be reviewed at least annually, or sooner if there are major changes in legislation, guidance (e.g., CQC, Skills for Care), or our work. Reviews will involve co-production with Experts by Experience and stakeholders. We will use learning from reviews to update this policy and our practice.

9. Conclusion

Pathways Associates CIC is dedicated to delivering high-quality, inclusive, impactful work that makes a real difference for people with learning disabilities, autistic people, and their families. By embedding co-production, listening deeply, acting on feedback, and continually learning, we will keep improving — together.