

## 1. Purpose

- 1.1 The Council believes that its commitment to continuous improvement will guarantee the success of the Council by fulfilling its strategic objectives and the needs and expectations of its clients, facility users, communities and other stakeholders.

## 2. Scope

- 2.1 This policy stems from the Core Values and Strategic Priority 4 of the Strategic Plan. It relates to all activities, processes and operations of the Council and is at the core of all adopted policies which support the Strategic Plan.

## 3. Policy

- 3.1 The Council is committed to seek quality in all that it does by:

- Developing and maintaining activities that are systematically planned, implemented, reviewed and evaluated.
- Increasing the Council's capacity by developing both Members and staff and using external expertise where appropriate.
- Investing in technology and equipment which will increase efficiency.
- Working in partnership where it can add value to outcomes.
- Building successful relationships with clients and communities by ascertaining their needs.

- 3.2 It will seek recognition for its policy by:

- Striving for excellent internal and external audit reports.
- Obtaining and retaining the Local Council Awards Scheme at Gold level.
- Remaining eligible to use the Power of General Competence.
- Publicly reporting performance.
- Undertaking satisfaction surveys on its services.