

Continuous Service Improvement

CREST Waltham Forest is firmly committed to taking action to monitor and continuously to improve service quality across our range of services. Continuous improvement of service quality is seen as an added value to our services. Although we endeavour to implement objective measurement of our services, we are conscious that simply monitoring and reporting does not ensure continuous improvement, but that our management processes must be focussed on change. Continuous improvement will be ensured in CREST through such measures as:

- Ensuring it is an essential component in all staff training and development
- Reinforcing it as a key component of management's role to spearhead continuous improvement strategies
- Conducting on-going evaluation of our services eg satisfaction questionnaires etc
- Attending key strategic forums which help us to monitor and keep abreast of both local and national initiatives
- Communicating to all the benefits of continuous improvement