

Our commitment to quality



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Age UK Worcester & Malvern Hills is proud to hold the Age UK Charity Quality Standard.

This Standard requires us to demonstrate that we:

- ensure the safety and wellbeing of older people.
- value diversity and promote equity and inclusion.
- protect people's data and ensure there are no surprises about how we use it.
- encourage, listen to and act on feedback.
- plan and review our activities strategically, making sure we use our resources effectively to respond to local need.
- value our volunteers and staff, ensuring we have the right people with the right skills and support to deliver our plans.
- anticipate and manage risk effectively to ensure we are resilient and responsive to change.

Assessed by leading experts

The Standard is externally assessed by industry leaders SGS who undertake a rigorous review of our working practice through interviews, observation, and review of our key documents and records.

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