

Our quality policy – supporting the sector

Social Investment Business provides loans, grants and strategic support to charities and social enterprises to help them improve people's lives. We have helped hundreds of organisations become more resilient and sustainable so that they can grow and increase their impact. We were one of the UK's first social investors and since 2002 have provided over £400 million of loans and grants to charities and social enterprises.

Our quality policy is to deliver a customer focused high quality service where quality is reflected in everything we do.

We update our procedures regularly so that they are up-to-date and keep us effective, cost efficient and fair in the ways we work. We have a set of strategic priorities which set the framework of activity for all our staff.

Our strategic priorities for this year are:

- Putting our customers at the heart of everything we do
- Being an active and innovative intermediary
- Recognised as a knowledge-base and advocate for what impact-led organisations need
- Building a stronger business model and finances
- Investing in our people & systems to help achieve excellence

We work through our priorities jointly with our staff and support our staff to understand their role in achieving the priorities. This is done through work objectives/targets which are included in team and individual work plans for the year.

We will know that we have achieved our priorities when we have completed the following projects by the end of our current performance year (31/03/19).

- Published a minimum of 6 research pieces
- Developed a clearer brand identity
- Published an initial impact 'manifesto'
- Developed and packaged ready-to-sell, at least 1 product offering
- 3 new funds that test innovation are active and started making investments
- 2 Challenge projects have completed investment commitments plus all projects have completed stage 1
- SIB Ltd I&E Account balance is \geq £0

We track our performance against our project targets and our Directors Group and our Board receive reports on performance. This way we are all aware of our progress as well as our learnings and can act when required.

Our employees are our greatest asset and we support them in their professional and personal development and we celebrate our employees' successes including their efforts in meeting our targets. We ask for and get regular feedback from our staff and our customers and act to make improvements wherever we can. We do our very best to offer high quality services to our customers and to do whatever is necessary to continually improve our customers' experiences.

Our quality objective for 2018-19 is:

To achieve 96% of our contractual KPIs; a 2% improvement on last year's achievement.

Our Directors Group provides the leadership and sets the standard for the organisation to follow.



Chief Executive: Nick Temple

September 2018