



News Release  
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## A charity with the Q (for quality) Factor

The Surrey Care Trust has achieved a prestigious international quality mark.

It is among only a handful of charities in Surrey and 3% of organisations and businesses in the UK who have been awarded ISO 9001 certification, a benchmark of quality in the way that an organisation is run that is recognised around the world.

“We have always been proud of the way we run the Surrey Care Trust,” said Deputy Chief Executive Lynsay Scott. “It is very important that we strive for the highest quality in our administration and management systems because that way we make the best possible use of our precious resources. We are really delighted that our success in achieving this has been confirmed by outside experts.”

The Surrey Care Trust also flies the flag for the importance of supporting and training staff and volunteers as an Investor in People. It has recently been assessed successfully for the third time.

These achievements mean that the charity, which works in many different parts of Surrey and bordering areas, impressed independent assessors who are used to judging standards in a wide variety of fields.

“This official recognition of its commitment to providing a quality service to its beneficiaries is not simply about having logos on the letterhead,” said Lynsay Scott. “We believe it speaks volumes about our ethos and the way we work. It also reflects the investment we put into training and supporting our hard-working staff and volunteers.”

The Surrey Care Trust is a long-established, Surrey-wide charity whose remit is to challenge disadvantage. Much of its work today is focused on education and enabling young people and adults of all ages to improve their life chances through raising their skill levels and gaining qualifications. Its office is at Milford near Godalming but it works in many areas of Surrey.

Here are some of the comments from the Investors In People assessor.

‘This is a special place where people continue to talk with great affection about the Trust, their colleagues and clients. The values are driven from the top with strong and visible leadership.’

‘Business planning is strong and has been strong for a number of years. The assessor was given a consistent message of how this operates and how people in the Trust are involved in the planning process.’

‘People say they feel valued and that the culture is one where people say “thank you”. ‘

‘The commitment from staff is said to be “huge”. ‘