



## QUALITY ASSURANCE POLICY STATEMENT/PROCEDURES

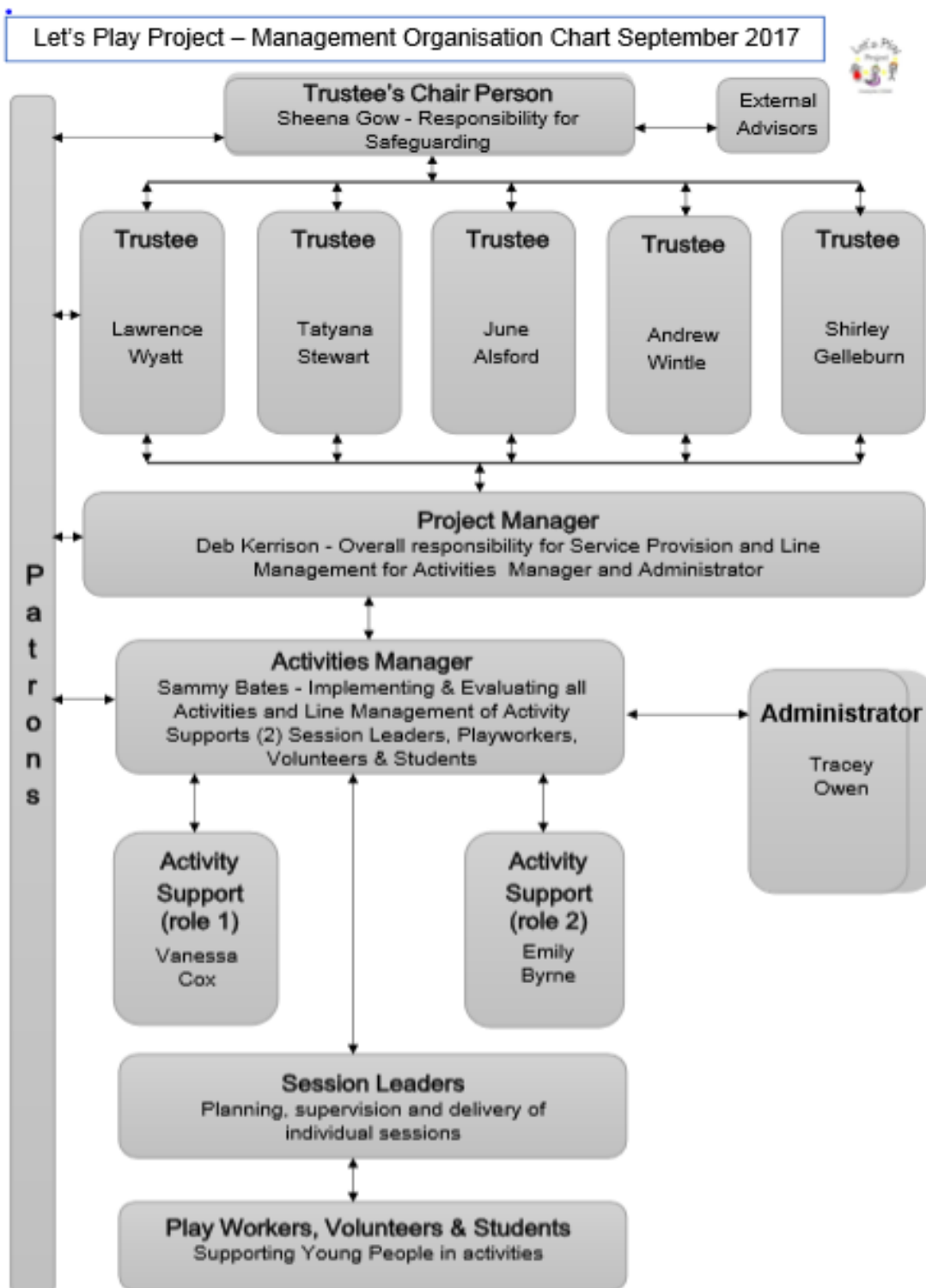
### 1. Quality Assurance Policy Statement:

- a. The Trustees and all staff and volunteers at the Let's Play Project are committed to excellence in all aspects of service delivery.
- b. Our recruitment, training, monitoring and evaluation systems are thorough and involve reflective practices.
- c. All members of staff and volunteers are DBS checked and attend training (outlined in previous sections and the safeguarding self-assessment tool). A three month probation period allows for feedback from line managers.
- d. All Playworkers have supervision every 6- 10 weeks with a member of the Core Staff team or have group supervision to review their working practice, training needs or any issues they wish to discuss.
- e. Annual appraisals enable all staff to reflect on their professional development.
- f. Our Safer recruitment procedures and the Let's Play complaints, grievance and disciplinary procedures are reviewed annually.
- g. Monitoring and evaluation takes the form of:
  - 1) session de-briefs when all play workers and volunteers share observations made at sessions,
  - 2) observations and reflective logs submitted by play workers,
  - 3) photographic evidence and sign language/symbol recognition used by young people/ vulnerable adults.
  - 4) formal written evaluations by parents/carers.
  - 5) Informal feedback by parents/carers reaches us through coffee meetings and we also attend the Young People's/ Vulnerable Adult's Board meetings to ascertain their views.

### 2. **The organisation chart (Appendix A) indicates the lines of accountability:**

Let's Play Project. Orchard's View, Twyford Road, Banbury, OX17 3JL

**Appendix A: Organisation Chart:**



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