



QUALITY ASSURANCE POLICY STATEMENT/PROCEDURES

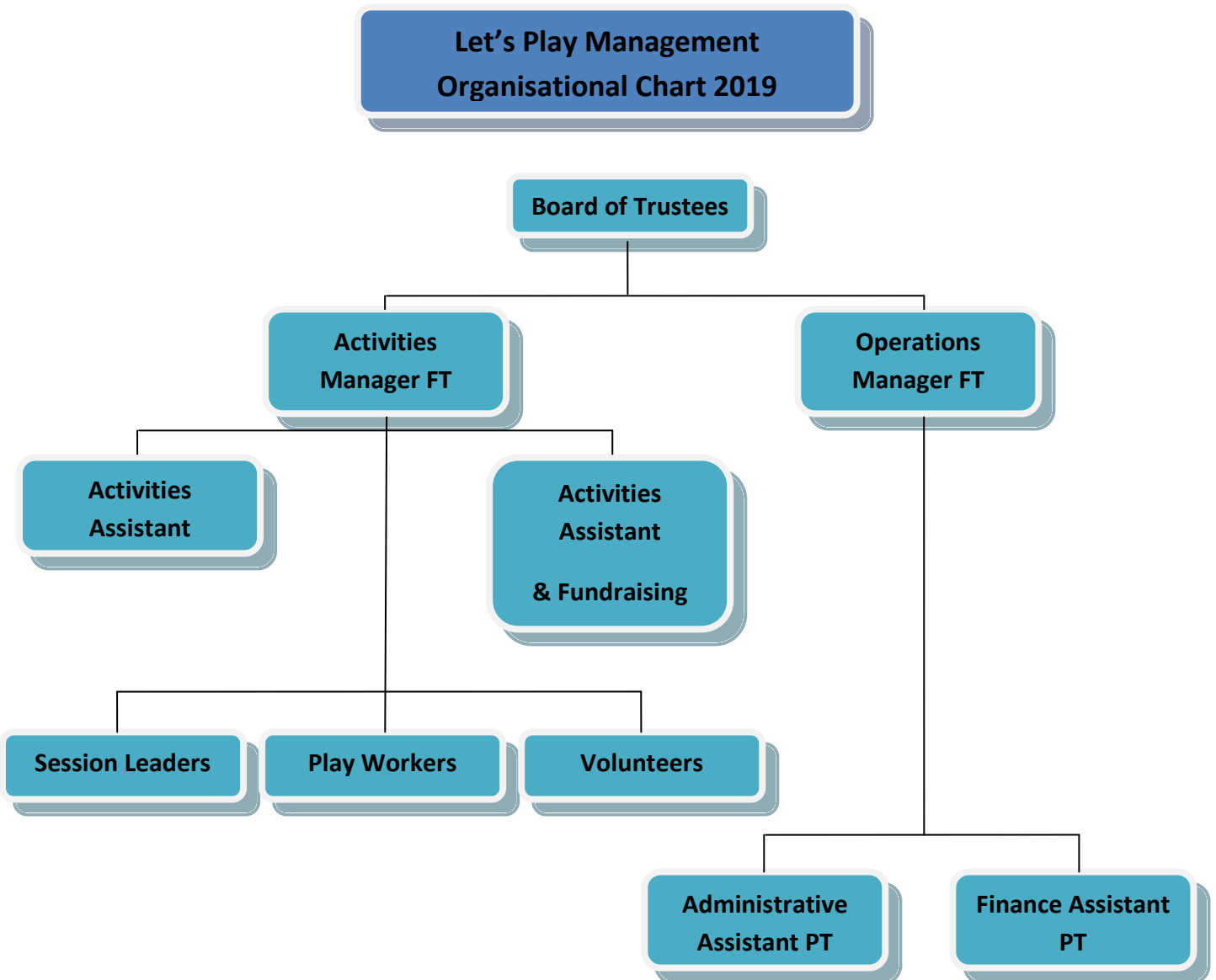
1. Quality Assurance Policy Statement:

- 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.
 - 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 Board meetings to ascertain their views.

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

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

Appendix A: Organisation Chart:



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