



QUALITY ASSURANCE POLICY & PROCEDURES

1. General Statement

The Trustees and all Core Team, Playworkers and Volunteers at the Let's Play Project are committed to excellence in all aspects of service delivery.

Our recruitment, training, monitoring and evaluation systems are thorough and involve reflective practices to ensure that our commitment to excellence in all aspects of service deliver is maintained.

2. Procedures

2.1. All of the Core Team, Playworkers 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.

2.2. All Playworkers have supervision every 16 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.

2.3. Annual appraisals enable all of the Core Team and Playworkers to reflect on their professional development.

2.4. Our Safer recruitment procedures and the Let's Play Project complaints, grievance and disciplinary procedures are reviewed annually.

2.5. Monitoring and evaluation take the form of:

- a. Session de-briefs when all Playworkers and Volunteers share observations made at sessions.
- b. Observations and reflective logs submitted by Session Leaders.
- c. Photographic evidence and sign language/symbol recognition used by Young People.
- d. Formal written evaluations by parents/carers through online surveys and questionnaires.

3. The organisation chart below, indicates the lines of accountability:

3.1. Organisation Chart:

