



reconstruct

# Quality Assurance policy

## **Policy**

This policy is in place to ensure the service provides a service and product that is of a consistent quality. This policy covers Advocacy and Independent Visiting.

## **Scope**

This policy applies to all Reconstruct employees working within the advocacy and independent visitor services.

## **Evidencing Quality**

Both qualitative data and quantitative data will be collected to ensure that this is a quality service. Qualitative data such as case studies, focus groups and feedback will be collated. Quantitative data will be collected at each service point. The quality standards are listed below.

## **Recruitment**

Robustly follow the standard safer recruitment process for each advocate and independent visitor and complete the recruitment of each individual within a 12 week period.

A minimum of one IV to be recruited per month per service area if KPI are being met.

## **Referrals for Advocacy**

All referrals for advocacy must be assessed within 24 hours of referral.

All referrers of advocacy for children and young people must be contacted within 48 hours of referral.

All children who refer or for whom a referral is made must be contacted within 72 hours of the referral.

## **Referrals for Independent Visiting**

All referrers for Independent Visiting must be contacted within 5 working days of referral.

If the child or young person does not meet the criteria or the service is at capacity, the Commissioner must be made aware and agreement sought on action within 8 working days of referral.

If there is capacity - ie the service is below KPI – then the match must be made within 12 weeks of referral.

## **Monitoring Outcomes – Independent Visitors**

Feedback is sought from child or young person after first visit, then 3 months, 6 months and one year, then annually.

Feedback is sought from social worker, foster carers and related professionals at one month, then six monthly

IVs return reports after each visit

IVs are supervised at one month, three months and six months ongoing

### **Monitoring Outcomes – Advocacy**

Qualitative and quantitative feedback is sought after each piece of advocacy from:

- i. Child or young person
  - ii. Referrer
- At the end of each piece of advocacy, the Advocate must submit their report within 5 working days.

Advocates to receive supervision at least after six sessions

### **Service Quality**

All complaints to be recorded and dealt with within the timescales provided.

### **Continuing Improvement**

All data to be collated on a monthly basis and reviewed by the Service Manager to ensure quality service delivery. All qualitative and quantitative data collected for the delivery related to a team member's work to be discussed and recorded as part of performance management in supervision.

Service Manager to do spot audits on quality of recording.

This document to be reviewed on an annual basis to ensure that relevant quality issues are reflected in the service delivery and subsequent data collection.

## VERSION CONTROL

			Document Owner	Reconstruct Ltd
			Status	Active
			Next Review	30/09/2024
Version	Revision Date	Section Revised	Person undertaking Revision	Reason for Revision
V2_2023	11/10/23	All	AD	Review of policy, rebranding, and implemented version control mechanism opposed to having just date for next review