

**Quality Assurance Procedures**

**Reviewed May 2018**

**YOT Quality Assurance (QA) procedures**

Quality assurance begins with the individual. Each member of staff has a personal responsibility to ensure that they work they produce is accurate and of an acceptable standard. As a minimum, written work should be spell-checked and grammatically correct. Staff should read through their work and correct typos and other mistakes before it is submitted for management oversight.

Staff should submit written pieces of work within the timescales agreed within the YJB National Standards and the Common Assessment Framework dependent upon the type of intervention they are undertaking. Quality assurance of written documents must only be performed by a Team Manager or Assistant Team Manager. It is the case manager’s responsibility to ensure that they have made any amendments requested by the manager prior to returning the document for countersignature. Should the case manager disagree with the amendments requested then it is their responsibility to discuss this with the manager and mark any continued difference of opinion on the gatekept document and scan this back into the young person’s electronic file.

**Asset plus**

All Asset + documents should be subject to quality assurance in the manner outlined above. Statutory case managers should complete the documents in line with YJB National Standards. Whereby an assessment document is required to underpin the completion of a report for Court or Panel, it is the case manager’s responsibility to ensure that they are completed and quality assured in advance of the aforementioned written report.

**Panel Reports**

Case Managers should provide panel reports to a manager 2 working days before the panel. This ensures that the final quality assured version is in the panel box by 2pm on the day of the panel. The Referral Order quality assessment tool is used to quality assure the report.

**Court Reports**

Case Managers should provide Pre-Sentence Reports, breach reports and Referral Order reports at least 2 working days before the court date.

**Management Oversight**

There are a number of processes in Gateshead Youth Offending Team which ensure thorough management oversight and shared responsibility of risk.

These include:

1. Regular monthly 1-1 supervision dealing with areas of concern in individual cases facilitating improvements and reflection in practice.
2. POD initial and review meetings
3. Direct observation working with case managers
4. Audits of cases
5. Management moderation of Asset+ assessments.
6. CSPPI, Serious Case Reviews and Extended Learning Reviews
7. Exit interviews

All of the above must be recorded on the Child View Case Management System.

**POD Meetings**

POD meetings take place on a weekly basis and are attended by all case managers, advocates, the VLO, police and other partners, it is chaired by a manager and this forum serves as an opportunity for peer review. The meeting is used to plan interventions for all orders, review the young person’s intervention plan, identify any barriers to compliance or discuss additional concerns and intelligence. This forum is also used to agree the conditions of a caution prior to delivery by the police.

Cases of concern (ISS, IRO, Custody, MAPPA, high risk) will be reviewed every four weeks other cases are reviewed 12 weekly.

**YOT to YOT Transfer of cases**

Prior to receipt of a transfer of case or caretaking arrangement the transfer quality assurance form is used to ensure that all of the relevant paperwork is received and of an acceptable quality. The decision to accept a transfer case is not made until the requirements of the quality assurance form are fulfilled.