

Breaking Cycles CIC – Quality Assurance Policy

Purpose of Policy

The purpose of this policy is to ensure that Breaking Cycles CIC maintains excellent standards of delivery in all aspects of its work. It is our aim to embed Quality assurance procedures into our work and the day to day running of the business.

Recruitment and initiating New Projects

When recruiting any freelance staff, details of experience and qualifications are checked and recorded.

It is our expectation that freelancers take responsibility for their own professional development and compliance, but we do require them to provide the dates of renewing qualifications so that we are able to support them in keeping qualifications and licences up to date.

When investigating the viability of new projects, we do so from the viewpoint that best practice is usually best value. Therefore, avoiding situations where financial compromises on quality of staffing and equipment are necessary in order to complete projects on budget.

Ongoing quality assurance

Practice is continually evaluated as we deliver our services, this takes the following forms:

- Professional self evaluation
 - Each professional working with Breaking cycles CIC is expected to reflect on their practice in order to maintain excellent standards.
 - A format will be provided for those who wish to record this. However, more experienced professionals are likely to have their own preferred methods of self evaluation.
- Client feedback
 - Client feedback forms will be made available to all clients, these will provide the opportunity to report incidents, accidents, minor safeguarding concerns and complaints.
 - This form will be available to download, complete online or as a paper copy.
- Formal observations of working practices & Appraisals
 - Professionals working within Breaking Cycles CIC regularly will be formally observed from time to time by a member of the board. This will occur using relevant documentation and timescales advised by professional bodies. E.g. All instructors delivering Bikeability training will be formally observed by either a board member, one of their peers or an external peer at least once per year. The methodology for this will be informed by the use of the Bikeability internal quality assessment documentation.

- In the eventuality that negative feedback is given (rating of 2/5 or lower), the professional may be monitored more closely.
- Investigation and evaluation of all negative feedback including complaints, safeguarding concerns and incidents.
 - When a complaint has been made, the member of staff concerned will be given the opportunity to explain what happened from their point of view, this may be validated against other observers if deemed necessary by a member of the board. The issue will be discussed and advice about how to develop practices that avoid issues arising will be given.
 - See safeguarding policy for details of how reported safeguarding concerns will be handled.
 - Any incidents resulting in first aid being administered are recorded; the member of staff concerned is required to comment on the situation that led to this happening.

Continual Professional Development

Breaking Cycles CIC is committed to promoting continual professional development within its workforce.

It is the responsibility of each individual to maintain their own professional standards, keeping qualifications, licences and CPD commitments up to date.

Breaking Cycles CIC makes provision for the development of its workforce by the following means

- Where financially viable, supporting access to training.
- Sharing good practice within the organisation and with external peers.
- Mentoring & Coaching amongst staff.
- Celebrating exceptional skill sets and areas of expertise in individuals.

Agreement

This Policy (reviewed on Thursday, 20 August 2020) has been read and understood by the following members.

Member	Signature	Date
P. Wade (Director: PSC)		
K. L. Seed (Director: Legal advice)		
J. L. Wade (Secretary)		
J. Marshall (Director: Community sport fundraising)		
J. Myhill (Director: Corporate training)		