WYFY Quality Assurance Diagram Guidance

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The ‘Feedback’ box links the Customer and Customer Relations Officer (CRO). This is the conversation that is initiated by the CRO 22 days after the Customer’s initial contact with any of the WYFY partners.

The CRO initiates these feedback calls based on a weekly report that is generated from the WYFY information sharing system.

The CRO sends the Customer feedback to the practitioner identified as the Co-ordinator on the information sharing system. The same feedback is also sent to the practitioner’s line manager.

The ‘Supervision’ box links the practitioner and their line manager. This is the process commonly known as supervision. In order to maintain and ensure quality in WYFY it is a requirement for line managers to ensure the WYFY goals are being met. Line managers will use the feedback from the CRO and a caseload report from the information sharing system to support the quality assurance. Line management quality drivers are listed in the WYFY Quality Assurance Framework, which can be found on the website.

The ‘Supervision’ box links the ‘line manager’ to their second tier line manager. Again, there is a requirement for a supervision type process. The second tier line manager will ensure that the QA process is being followed with all of the line manager’s practitioners. The second tier line manager will receive a monthly WYFY statistics report to support quality assurance.

The same process is followed for the second tier line manager and their senior manager.

The monthly WYFY statistics report is also sent to the groups identified in the diagram. These groups will review the statistics at their meetings.

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The left hand side of the diagram shows how the Co-ordinator, identified in blue as the ‘Practitioner’ in the ‘Co-ordinator Agency’ column, can seek help in resolving any issues related to the agreed Plan for the Customer.

The diagram shows that initially the Co-ordinator would try to resolve the issue with the practitioner in the agency that is being asked to provide something to support the plan. If the issue cannot be resolved the Co-ordinator will discuss this with their line manager. The line manager will try to resolve the issue with the line manager of the practitioner in the ‘Supporting Partner Agency’.

This process of escalating issues should not be perceived as complaining, or any negative reflection on the supporting partner practitioner. There are two main reasons for escalating issues:

1) Keeping the Customer as the focus and resolving barriers to service delivery as quickly as possible.
2) It is very important for continuing improvement in meeting Customer needs that issues are not lost or masked by being only known to one group of staff. Information about barriers is important for managers at all levels. Knowing where problems lie brings opportunities to improve process, communication, resources and to reduce stress on practitioners.

While issues are being dealt with it is very important to keep the Customer involved in the process. They will continue to be engaged in any decisions regarding changes to their Plan. They will also be informed of revised dates, further meetings etc.

The right hand side of the diagram shows the communication path of the WYFY Annual Report. This report will also inform the stakeholders of:

- activity in the WYFY process,
- the Customer experience,
- any failures or problems with the process,
- security incidents relating to Data Protection and confidentiality.