



Continuous Quality Improvement Policy & Procedure

What: NESSie IN ED CIC (NESSie) is committed to continuous improvement and will gain feedback and data in order to monitor and improve service delivery.

Why: NESSie adopts a standardised procedure to ensure there are effective processes in place.

How/When/Who:

User digital feedback:

NESSie uses their digital infrastructure (Podio) to gain simple feedback from all service users. The questions that NESSie asks are delivered via email and are:

- Would you recommend this service to a friend?
- Using a scale of 1-10 (10 be outstanding and 1 being poor), how would you rate your experience of the service?
- please add any further comments or feedback

If the scale or feedback is 7 or lower the operations team will try to contact the person to gain further feedback and ways to improve the service user experience.

Therapy/counselling feedback:

Therapists gain regular feedback from Session Rating Scales as well as Goal Based Outcome tracking.

Therapists gain verbal feedback from schools and multi-professionals in meetings.

Therapists gain verbal feedback from children and young people in sessions.

Therapists gain verbal feedback from parents/carer at review meetings.

This feedback is noted in their therapeutic notes and reviewed in active supervision.

Funded Parent Workshop Feedback:

Online forms are used to gain parent feedback including data required by funders such as Hertfordshire County Council.

Data required by funding bodies is collated and shared on a termly basis.

NESSie has an admin team who collate all data.

NESSie is registered with ICO.

Staff feedback:

Staff are given fortnightly supervision in order to monitor and support them in effective service delivery. Staff also have a manager and CEO that they can give feedback to. There are termly all staff meetings where the whole team gives feedback explicitly on service monitoring and exploring feedback.

All feedback regarding the quality of the service delivery is reviewed regularly by the operations team and overseen by the CEO. Any person who questions the quality of the service is offered a phone call to discuss their experience in more detail. All data, including feedback, is shared with the Board of Directors at the bi-monthly meetings. The board cross reference feedback with the business plan in order to utilize feedback and plan improvement into their targets of service improvement.