

# Safety Recovery – CSIP Quality Assurance

## The QA Process

**All establishments are required to have an assurance process in place to ensure effective governance on the use of CSIP.**

It is Governor's decision what assurance model is put in place within your establishment and your Governor will retain oversight of this process, although it should be owned by your Safer Custody Team.

While the format of any Quality Assurance is to be decided by the Governor, the guide below sets out some key things to consider as you implement your CSIP QA process. There is a CSIP Quality Assurance Tool on the [intranet](#) that can be used as a template.

**Is important that the QA process in your establishment is effective and that you take meaningful feedback from it.**

### Why is QA important?

- It ensures that any **gaps in staff knowledge** can be picked up and addressed.
- It provides assurance that staff are **using CSIP to its' full potential** in your establishment and in line with where you have set the bar for raised risk.
- It provides assurance to you on whether key aspects of **CSIP are being implemented to time and quality**, for example:
  - CSIP referrals
  - CSIP investigations
  - CSIP plans (including whether they are consistent and provide meaningful help for prisoners)
  - It helps to identify any areas of concern with CSIP implementation so that these can be addressed, in a way that supports continuous improvement and learning
  - It allows you to identify key data and trends that can be used to inform your safety strategy

### Your QA process:

- Is the QA process being used to inform your future safety strategies and Wider VR policy?
- Is it being used to identify gaps in staff knowledge? This is everyone in your establishment, from Custodial Managers to psychology services.
- Does it ensure that action is taken to close vital gaps in recorded information? How does the process hold case managers to account for their CSIP's?
- Does the QA help guarantee staff observing prescribed timings between stages in CSIP?
- Do Governors play an active role in scrutinising the QA process to ensure its existence and efficacy? How often do you scrutinise the QA process?
- Where appropriate, as part of the QA process, feedback should be given to staff - Only by doing this regularly can staff gain an in-depth knowledge of CSIP and be confident in its' use.