



Service Review and Reporting Policy

Statement of Intent

Energize is committed to being clear, accountable and open as an organisation. This establishes trust and positive working relationships with staff, clients and partner agencies.

Review Process

Energize will undertake several stages of review in relation to its client based services. These stages of review are as follows:

- End of term review- Undertaken by the Youth and Family Services Manager, to assess the successes and areas for improvement for the academic term that has been concluded. This will include staffing and practice issues, client dynamics and behaviour. Checks will also be made regarding funding, budget and equipment at this time. End of term reviews should hi-light specific areas for development in preparation for the forthcoming term.
- Academic year review- Undertaken by the Youth and Family Services Manager, to assess the development and running of client based services over the duration of the academic year following its conclusion. The three 'End of Term' reports will provide much of the assessment undertaken within the Academic year review, enabling a fuller critique and development of service for the forthcoming academic year.

Both End of Term and Academic Year reviews should be presented to the Energize Management Team for full discussion and follow-up as required.

End of Term and Academic Year reviews are available for review by the Board of Trustees and interested parties upon request.