**Draft Quality Standards for ISVA Services**

**Feedback Form**

This form may be used to provide feedback on the **Draft Quality Standards for ISVA Services.** A copy of these is available to download from <https://limeculture.co.uk/research/>

Alternatively you can include comments in the body of an email or attachment.

A section is provided at the end if there are areas not covered by the standards. We are particular keen to hear from any specialist services how the standards may fit with your client group.

Feedback should be returned by Friday the 14th of September 2018 to [research@limeculture.co.uk](mailto:research@limeculture.co.uk) we will acknowledge receipt via email and may contact you for further clarification.

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| Feedback Form | |
| Name |  |
| Organisation |  |
| Type of Organisation | Service Provider / Commissioner/ Researcher / Other (Delete as appropriate) |
| Contact email |  |
| Contact telephone |  |
| Delete as appropriate | I do/do not wish you to receive further information on the standards development I do/do not wish you to receive further information on the standards development |
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| 1. Leadership & Governance | Feedback |
| The ISVA Service: |  |
| 1.1 Maintains independence through the provision of accurate and impartial information to clients, |  |
| 1.2 Has distinct policies and procedures in place specifically for supporting ISVA service clients, |  |
| 1.3 Is underpinned by strategic partnerships to support multi-agency working, seamless pathways to support, and appropriate information sharing, |  |
| 1.4 Ensures that the ISVA service is managed by staff who have appropriate experience and training to provide management of the ISVA service and supervision of caseloads, |  |
| 1.5 Ensures all staff with a caseload have undertaken a full accredited ISVA training course and have access to continued professional development, |  |
| 1.6 Ensures all ISVAs have access to regular clinical supervision |  |
| 2. Access & Engagement |  |
| The ISVA Service: |  |
| 2.1 Provides an equitable service to ISVA Service clients, regardless of involvement with the criminal justice process and nature of abuse, |  |
| 2.2 Allows referrals to be made to the ISVA Service from a range of referral sources including police referrals, self referrals (for adults) and professional referrals, |  |
| 2.3 Guarantees initial contact is made with new ISVA service clients within a maximum period of 5 working days of referral, |  |
| 2.4 Puts in place an ISVA service agreement with all clients that seeks to  • Outline ISVA Service provision,  • Manage service and contact expectations,  • Define professional boundaries. |  |
| 2.5 Delivers flexible and frequent support that is facilitated by effective case management. |  |
| 3. Service Delivery |  |
| The ISVA Service: |  |
| 3.1 Ensures that individual risk and needs assessments are carried out with all ISVA service clients at every contact, |  |
| 3.2 Ensures that bespoke support plans are developed for all ISVA service clients, based on their individual risks and/or needs |  |
| 3.3 Maintains robust management of client records to ensure confidentiality and where appropriate, sharing of information. |  |
| 3.4 Complies with all national and local safeguarding requirements when supporting ISVA service clients. |  |
| 3.5 Has established referral pathways to other local services that may benefit ISVA Service clients, |  |
| 3.6 Ensures clearly defined exit strategies are put in place to ensure the safe, timely and appropriate completion of support, |  |
| 4. Outcomes and Evaluation |  |
| The ISVA Service: |  |
| 4.1 Has a process for encouraging feedback from ISVA service clients, including those who do not continue with support, |  |
| 4.2 Collects and monitors a data set to understand whether the ISVA service is making a positive impact and inform change and/or improvement, |  |
| 4.3 Reviews data, evaluation and feedback from ISVA service clients to develop new and innovative ways of working |  |

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| General / Additional Comments | |
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