

## **Quality Standards for Independent Sexual Violence Adviser (ISVA) Services Independent Accreditation Programme**

Thank you for your interest in joining the Independent Accreditation Programme for the Quality Standards for Independent Sexual Violence Adviser (ISVA) Services.

### **The Quality Standards**

LimeCulture CIC launched the Quality Standards for Independent Sexual Violence Adviser (ISVA) Services at the National ISVA Conference in Birmingham on 17 October 2018.

They are made up of 20 individual standards across four domains; Leadership & Governance, Access & Engagement, Service Delivery and Outcomes & Evaluation.

The Quality Standards create a framework and benchmark that can be used to develop and improve ISVA service provision. They set out the expectations for the organisational leadership and staff and the client experience.

The Quality Standards and the implementation guidance for commissioners and service providers are available online, free of charge and include information about the background and process of their development.

The purpose of these Quality Standards is to improve consistency, practice and the overall quality of ISVA services so that;

- Victims/survivors of sexual violence will have confidence in the quality of the ISVA Service they are accessing,
- Service Providers will be able to evidence the quality of their ISVA Service provision against the Quality Standards,
- Commissioners will be able to commission against these Quality Standards, which assure the provision of support and enable effective performance.



## Independent Accreditation Programme

Sitting alongside the Quality Standards is the Independent Accreditation Programme, delivered by LimeCulture CIC.

The Independent Accreditation Programme will independently validate ISVA services and will award a Quality Mark to those ISVA services that demonstrate they meet the Quality Standards. This will be done through a robust and independent accreditation process, which includes a documentary evidence review, one-to-one interviews or focus groups and site visit(s).



### 01 Self-Assessment

The service submits their self-assessment (including their score) of their current performance against the Quality Standards using the categories of fully, partially or not met. If a service is unable to meet a minimum threshold on the self-assessment determined by the accreditation team, further actions/progress may be required before the service can enter the independent accreditation programme.

### 02 Accreditation Workshop

The accreditation workshop will describe the accreditation process and outline the resources provided to services to support evidence submission. This workshop is an important part of the accreditation process, it is an opportunity to clarify expectations, meet your accreditation manager and ask questions about the process and timescales.

It is strongly recommended that leaders and managers attend to support organisational awareness and demonstrate commitment to the accreditation process.

### 03 Documentary Evidence Review

Following the workshop, services will be invited to submit documentary evidence to show that the Quality Standards are being met. Evidence will be reviewed by the independent accreditation team. The team will issue an action plan detailing additional evidence/actions required (if any). Teleconferences may be arranged to discuss the action plan and/or identify timescales for further submissions and stages. The site visit will not take place until the documentary evidence has been assessed as fulfilling the requirements.

### 04 Site Visit

Site visits will be scheduled after the documentary evidence review has been completed. The site visit will allow the independent accreditation team to gather additional verbal and observational evidence and conduct interviews with staff, leaders and former clients, where possible.

At the conclusion of the site visit the accreditation team will discuss with the service manager whether any further evidence is required before accreditation can be awarded.

### 05 Final Report

Following the site visit, the accreditation team will issue the service with a final report of findings. This will outline if the service has been assessed as Fully Met, Met with conditions, or Not Met.

### 06 Accreditation

Accreditation will be awarded when all evidence has been reviewed and assessed by the independent accreditation team as meeting the Quality

Standards for accreditation. The Quality Mark will be awarded to the provider of the service(s) being assessed.

Met with conditions means that the service will be accredited, but with conditions. It is used for services that have implemented new processes and procedures in order to comply with the standards but where there is not yet evidence to support their effective operation. Evidence will be required at the one year point to assess whether the condition can be removed, or the service should lose its accreditation status.

If services are assessed as Not Met, they have the option for a second site visit once outstanding items have been completed. There will be a small additional charge for a second visit.

## 07 Monitoring & Re-accreditation

Services who have achieved accreditation will be required to submit monitoring evidence at Year 2 & 3 to retain the Quality Mark. This evidence will vary according to the requirements of the service. In some cases it will be a process of self-certification, but in others, further evidence associated with meeting the conditions of accreditation will be required.

The Quality Standards will be kept under review to ensure changes in legislation and best practice are included in the Standards. Therefore services should expect iterative improvements in the Quality Standards and / or the evidence required to demonstrate compliance. In recognition of this, providers will have to seek reaccreditation after three years.

### **Timescales**

The length of time for a service to reach accreditation will vary from service to service and will depend on a number of factors, including for example, how far the service has to go to meet the Quality Standards, and/or how quickly the service can provide evidence to the independent accreditation team to show that they meet the Quality Standards. However, we anticipate services to achieve the Quality Standards and reach accreditation within approximately 12 months.

The independent accreditation team will work with services to identify the appropriate timescales, based on initial self-assessment, service capacity and functions and location of the services being accredited.

## Costs

The cost of joining the Independent Accreditation Programme is currently £3,500 + VAT. This covers a service, which is based at a single site. Where services are delivered from more than one site, each site entering the process will be charged accordingly. There will also be a charge if a service requires more than one site visit. Please ask for details.

## Applications for 2019

In order to manage the demand, we will be allowing ISVA Services to join the Independent Accreditation Programme at scheduled intakes throughout 2019. The intakes are scheduled every two months throughout the year, and places will be allocated on the next available intake.

The first accreditation workshop will take place in mid-February 2019 (location to be confirmed).

The application including self-assessment are available from our website <https://limeculture.co.uk/accreditation>

Applications should be submitted before **5pm on Friday 11 January 2019** and we will notify services as soon as possible which intake they can join. In order to proceed we will require payment information (purchase order confirmation or equivalent). Once a start date has been agreed services should complete the self-assessment and submit it to [accreditation@limeculture.co.uk](mailto:accreditation@limeculture.co.uk)

For further information or an informal discussion please contact the Independent Accreditation Team on 0203 6330018 or email [accreditation@limeculture.co.uk](mailto:accreditation@limeculture.co.uk) and we will be happy to discuss your requirements.