

INDEPENDENT ACCREDITATION, MONITORING & SUPPORT PROGRAMME

SELF ASSESSMENT TOOL FOR SERVICES SEEKING ACCREDITATION
QUALITY STANDARDS FOR SERVICES SUPPORTING MALE VICTIMS/SURVIVORS OF SEXUAL VIOLENCE

INTRODUCTION

Thank you for implementing the Quality Standards for Services Supporting Male Victims/Survivors of Sexual Violence and taking part in the Independent Accreditation, Monitoring & Support Programme.

This document provides more information about the accreditation process as well as self-assessment which needs to be completed and returned as the first stage of the process.

BACKGROUND

Following a successful bid to the Lloyds Bank Foundation England & Wales 'Transform' fund, Male Survivors Partnership (MSP) commissioned LimeCulture Community Interest Company to develop the Quality Standards for Services Supporting Male Victims/Survivors of Sexual Violence.

The quality standards were developed through consultation with commissioners, providers and most importantly male victims/survivors of sexual violence.

The purpose of these quality standards is to improve the consistency of service provision for male victims/survivors. The overall aim of the quality standards is to create a framework and benchmark that can be used to develop and improve the quality of service provision to male victims/survivors, in particular recognising the specific needs of male victims/survivor.

INDEPENDENT ACCREDITATION, MONITORING & SUPPORT PROGRAMME

The Independent Accreditation, Monitoring and Support Programme awards services achieving the quality standards a 'kitemark' to demonstrate they meet the rigorous evidential requirements of the standards.

During the course of the accreditation process, services will be required to complete a self-assessment, attend pre-accreditation workshop, submit documentary evidence and facilitate a site visit.

This in-depth process will ensure the services achieving the 'kitemark' are recognised for their commitment to supporting male victims/survivors and the high level of care and support offered.

INDEPENDENT ACCREDITATION, MONITORING & SUPPORT PROCESS

1. SELF ASSESSMENT	<p>Services submit their self-assessment, to include:</p> <ul style="list-style-type: none"> • Score against the Quality Standards - fully, partially or not met • Accreditation applied for, e.g single service, multiple service • Overview of support delivered e.g helpline, counselling, ISVA <p>If a service is unable to meet the self-assessment threshold, further actions/progress may be required before continuing with the accreditation process.</p>
2. WORKSHOP	<p>The workshop will set out the accreditation process and outline the resources provided to support evidence submission. It is essential that leaders and managers attend to support awareness and commitment to the accreditation process. This workshop provides a great opportunity to clarify expectations and ask questions about the process and timescales.</p>
3. EVIDENCE REVIEW	<p>Following the workshop, services will be invited to submit documentary evidence which will be reviewed by the Independent Accreditation team. They will issue a summary report and action plan detailing additional evidence/actions required. Teleconferences may be arranged to discuss the action plan and/or identify timescales for further submissions and stages.</p>
4. SITE VISIT	<p>Site visits will be scheduled after the documentary evidence has been assessed and meets the Quality Standards. 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.</p>
5. FINAL REPORT	<p>Following the site visit, the accreditation team will issue the service with a final report of findings. Where necessary, this will be accompanied by an action plan outlining what actions, if any, are required in order to meet the accreditation.</p>
6 ACCREDITATION	<p>The accreditation 'kitemark' will be awarded when all evidence has been reviewed and assessed by the independent accreditation team as meeting the Quality Standards for accreditation. The kitemark will be awarded to the provider of the service(s) being assessed.</p>
7. MONITORING & EVALUATION	<p>Services who have achieved accreditation will be required to submit monitoring evidence at Year 2 & 3 to retain the accreditation. Due to iterative improvements in the Quality Standards, providers will have to seek re-accreditation after three years.</p>

COMPLETING YOUR SELF ASSESSMENT

This self-assessment tool has been developed for leaders and managers of services supporting male victims/survivors to help them establish their current level of readiness for accreditation

There is a section to make comments or notes that you think would be useful for the assessor to take into consideration, particularly if you have answered 'Not Met' to any of the standards

When completing the self-assessment, review each standard and indicate whether your service/organisation has **Fully Met**, **Partially Met** or **Not Met** the standard.

This document should be viewed in context alongside the Implementation Guidance for Commissioners and Service Providers which provides an overview of the standards and their rationale.

You can find the Implementation Guidance for Commissioners and Service Providers here:

<http://bit.ly/MSVQS>

The self-assessment can be submitted by editing this PDF document and sending it to mqs@limeculture.co.uk or by completing our online self-assessment which can be accessed here:

<http://bit.ly/MSVQS-SA>



SERVICE INFORMATION

NAME OF SERVICE:

CONTACT NAME:

CONTACT ROLE:

CONTACT EMAIL:

CONTACT PHONE:

WEBSITE:

SERVICES PROVIDED: (Types of services including approx numbers of male : female clients per year)

SERVICE TO BE ACCREDITED

QUALITY STANDARD ONE

Quality Standard One relates to the organisation providing the service's Leadership and Governance arrangements.

These quality standards will assure that the organisation can be held accountable by its client's and commissioners for the services and support that it provides.

These quality standards will ensure that the specific needs of male clients have been considered within the organisation's objectives, financial planning, policies and procedures including the training of staff.

QUALITY STANDARD ONE: LEADERSHIP AND GOVERNANCE		SELF-ASSESSMENT	NOTES
1.1	The service provider is an incorporated legal entity and has a defined aim and objectives.	Fully met Partially met Not met	
1.2	The service provider has a strategic plan, which focuses on long term sustainability of service delivery for its clients.	Fully met Partially met Not met	
1.3	The service provider has policies and procedures in place specifically for supporting male clients	Fully met Partially met Not met	
1.4	The service provider has adequate financial controls in place to safeguard funds intended to support male clients.	Fully met Partially met Not met	
1.5	The service provider ensure staff have appropriate experience, training and/or qualifications to support male clients	Fully met Partially met Not met	
1.6	The service provider demonstrate a culture of inclusivity with a visible male presence across the organisation	Fully met Partially met Not met	

QUALITY STANDARD TWO

Quality Standard Two relates to access and engagement with male clients and seeks to ensure that the organisation that provides the service recognises the specific needs of male clients.

Research indicates male victims/survivors tend not to engage with support services in the same way that female victims/survivors do. Male victims/survivors may take longer to access support following their experience of sexual violence, and they may take several attempts to meaningfully engage with the service or its staff. Additionally, services should also recognise that males represent a diverse group, rather than one homogenous group, that do not respond, engage or access services in the same way. Therefore, organisations will require specific strategies to engage with marginalised groups in the communities they serve.

QUALITY STANDARD TWO: ACCESS AND ENGAGEMENT		SELF-ASSESSMENT	NOTES
2.1	The service provider utilises male-specific and culturally sensitive marketing for its services for male victims/survivors, reflecting the diversity of the community it supports	Fully met Partially met Not met	
2.2	The service provider has a strategy for engaging with marginalised and disadvantaged male victims/survivors in the community it supports	Fully met Partially met Not met	
2.3	The service provider ensure equitable access to all services and premises for all clients, regardless of gender or other protected characteristic	Fully met Partially met Not met	
2.4	The service provider ensures its premises are welcoming and accessible to all clients, regardless of gender or other protected characteristic	Fully met Partially met Not met	

QUALITY STANDARD THREE

Quality Standard Three relates to the operational delivery of support services for male victims/survivors of sexual violence.

Many services for male victim/survivors have been added to existing services for female victims/survivors without consideration of the specific needs of males. This can create significant challenges for males wishing to access support and may result in some males feeling their needs have not been taken into account.

The service delivery to clients should be based on the risk and needs of individual clients. All clients should have a choice about the gender of the professional supporting them, without a requirement to justify this decision.

QUALITY STANDARD THREE: SERVICE DELIVERY		SELF-ASSESEMENT	NOTES
3.1	The service provider ensures leaders and staff understand how males respond to trauma and have developed appropriate services to meet their needs	Fully met Partially met Not met	
3.2	The service provider empowers male clients to identify the services they need and adopts a flexible approach to engagement	Fully met Partially met Not met	
3.3	The service provider staff can identify male clients in need of urgent support or those 'in crisis' and can manage risk accordingly	Fully met Partially met Not met	
3.4	The service provider adheres to all appropriate ethical and regulatory frameworks	Fully met Partially met Not met	
3.5	The service provider ensures all male clients can choose the gender of the professional(s) supporting them	Fully met Partially met Not met	

QUALITY STANDARD THREE: SERVICE DELIVERY		SELF-ASSESSMENT	NOTES
3.6	The service provider ensures that individual risk and needs assessments are carried out with all male clients	Fully met Partially met Not met	
3.7	The service provider ensures bespoke support plans are developed for all clients, based on their individual needs	Fully met Partially met Not met	
3.8	The service provider has established referral pathways to other services that may benefit its male clients	Fully met Partially met Not met	
3.9	The service provider is transparent about whether it supports perpetrators of sexual offences and has implemented policies to ensure client safety is maintained at all times	Fully met Partially met Not met	

QUALITY STANDARD FOUR

Quality Standard 4 relates to outcomes, evaluation and the ability of the service to meet the needs of male clients.

This can be done through a variety of methods including routine data collection, clinical outcomes evaluation and client feedback and service review and improvement. Monitoring the services' ability to meet the client's needs will be important for commissioners, the service and its staff and importantly, the client himself.

Commissioners will want to be assured that the service is effective to meet the needs of the local population, does not replicate other services and provides value for money. Services will want to monitor outcomes to ensure that they are performing as well as possible to meet the needs of their client-groups.

QUALITY STANDARD FOUR: OUTCOMES AND EVALUATION		SELF-ASSESEMENT	NOTES
4.1	The service provider has a process for encouraging feedback from male clients including those who choose not to proceed with support	Fully met Partially met Not met	
4.2	The service provider has a client consultative panel or user group that includes representation from its male clients	Fully met Partially met Not met	
4.3	The service provider identifies and monitors client outcomes	Fully met Partially met Not met	
4.4	The service provider collects and analyses outcome data to understand whether it is making a positive impact on the lives of its male clients.	Fully met Partially met Not met	
4.5	The service provider reviews data, evaluation and feedback from male clients to develop new and innovative services	Fully met Partially met Not met	

NOTES





Learning • Innovation • Management • Excellence
SUPPORTING A PROFESSIONAL
RESPONSE TO SEXUAL VIOLENCE

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