

Quality Standards for Independent Sexual Violence Adviser (ISVA) Services

The Quality Standards for ISVA Services were developed by LimeCulture in collaboration with victims/survivors of sexual violence, ISVAs, service providers and commissioners in 2018.

The Quality Standards aim to ensure every victim and survivor of sexual violence can access a high-quality, well managed ISVA service wherever they are in the country, and whether or not they have chosen to engage with the criminal justice system.

The Quality Standards provide a benchmark for services to monitor their provision against, and describe the standards required for the delivery of a safe and effective ISVA service.

They are the **only** Quality Standards that are focused solely on ISVA services.

What do the ISVA Quality Standards cover?

There are 21 separate Quality Standards covering all essential aspects of ISVA services:

- Governance and management
- Access and engagement
- Service delivery
- Outcome monitoring

Indicators under each Quality Standard set out what a high-quality service means in practice for clients, staff and leaders. There are separate and specific indicators for ISVA services for adults, and ISVA services for children and young people.

What benefits do working to the ISVA Quality Standards bring?

- Victims and survivors of sexual violence can have confidence in the quality of the ISVA service they access.
- Service providers can demonstrate the quality of their ISVA service provision against nationally recognised Quality Standards.
- Commissioners can be assured that the service they commission has been independently verified and has a clear framework to underpin effective performance.

Who can access the ISVA Quality Standards?

The ISVA Quality Standards are freely available at www.limeculture.co.uk/accreditation/quality-standards-for-isva-services to any ISVA professional or service who wishes to work towards them.

Is there support available for services wishing to work to the ISVA Quality Standards?

Services wishing to be independently accredited as meeting the ISVA Quality Standards can sign up to LimeCulture's Independent Accreditation Programme. A dedicated Accreditation Manager will support and guide services as they work to implement the standards. To find out more, contact us at accreditation@limeculture.co.uk.

Quality Standards for Independent Sexual Violence Adviser (ISVA) Services

Domain 1 Leadership and Governance

The Quality Standards within this Domain seek to ensure the ISVA service is able to deliver appropriate and sustainable support to victims and survivors of sexual violence through the effective management of the ISVA service and its staff.

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 Is managed by staff who have undertaken specific training to provide management of the ISVA service and supervision of caseloads
- 1.5 Ensures all staff with a caseload have undertaken (or are undertaking, with supervision) an accredited ISVA training course and have access to continuing professional development
- 1.6 Ensures all ISVAs have access to regular clinical supervision, of no less than 1.5 hours every 4-6 weeks*

**Applies to ISVAs working full-time*

Domain 2 Access and Engagement

The Quality Standards within this Domain seek to ensure that the ISVA service recognises the specific needs of ISVA clients.

The ISVA Service:

- 2.1 Provides an equitable service to clients, regardless of involvement with the criminal justice process and nature of abuse
- 2.2 Allows referrals from a range of referral sources including police, self and professional referrals, and has a process in place to safely manage self-referrals
- 2.3 Aims to provide initial contact with new clients within 5 working days of referral, or sooner
- 2.4 Puts in place an agreement with all clients that seeks to:
 - outline ISVA service provision
 - manage service and contact expectations
 - obtain consent and assure confidentiality
 - define professional boundaries
- 2.5 Proactively engages with third party individuals and/or professionals who support children and young people or adults with additional needs to ensure their client can fully engage with ISVA support

Domain 3 Service Delivery

The Quality Standards under this Domain seek to ensure that the ISVA service has processes in place to enable the safe, effective and appropriate delivery of services to its clients.

The ISVA service:

- 3.1 Ensures that individual risk and needs assessments are carried out with each client at every contact
- 3.2 Ensures that client-led support plans are developed for each client, based on their individual risks and needs
- 3.3 Delivers flexible support to meet the needs of the client, facilitated by effective case management
- 3.4 Has established referral pathways to other local services that may benefit ISVA service clients
- 3.5 Maintains robust management of client records to assure confidentiality, adherence to data protection legislation and, where appropriate, facilitate the sharing of information
- 3.6 Complies with all national and local safeguarding requirements
- 3.7 Ensures clearly defined exit strategies are put in place to enable the safe, timely and appropriate completion of support

Domain 4 Outcomes and Evaluation

The Quality Standards under this Domain seek to ensure that the ISVA service collects and monitors data sufficient to understand whether they are achieving equitable access and engagement and having a positive impact.

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 core data set to understand whether the ISVA service is achieving equitable access, engagement and a positive impact
- 4.3 Reviews data and feedback from clients to inform change and improvement, and to develop innovative ways of working