

A QUALITY MARK FOR ALL

A Quality Mark for Victims

This independent assessment looks to check that victims have access to and receive the quality of support they need, from the support service they've chosen.

A Quality Mark for Service Providers

This independent assessment provides a benchmark for services and identifies their strengths and areas that can be improved.

A Quality Mark for Funders

This independent assessment provides confidence in commissioning decisions and assurance that victims will be supported effectively.

" I believe that victims of crime deserve professional services and support. I welcome any initiative such as this that sets out to recognise high quality services. "

Baroness Newlove -
Victims Commissioner

WHAT PEOPLE SAY

" We are delighted to have been awarded the Quality Mark. The assessors were friendly and knowledgeable. Recommendations were insightful, creative and beneficial. "

Steve Jones -
Director of Remedi



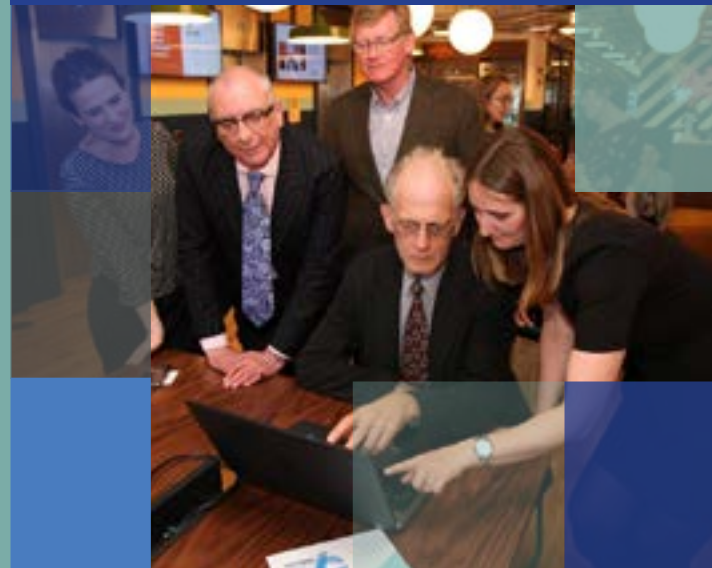
" In being awarded the Quality Mark, the review has helped us be confident and proud of what we do. At the same time, we are always learning and the recommendations provided a clear pathway of what we still need to do to make services better for victims and survivors. "

Magaret Bateson -
CEO of VSS



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Improving the Quality of Victim Services
through the Victims Choice Quality Mark

Supporting Justice is passionate about improving the services available for victims and witnesses. As a Community Interest Company with direct experience working with victims, we know it's imperative that **victims receive quality support** to help them **cope and recover from the effects of crime**.

We have set the standard by launching the first UK Quality Mark **dedicated to victim services**. Our Quality Mark is based on research informed by **practice and proven through delivery**.

The Quality Mark **focuses on outcomes** and what a service really does deliver.

Based on **5 standards of victim care** with a number of quality criteria under each standard which are evidenced through performance indicators.

We want victims to know about and have access to the support they need. So we have created a dedicated Victims Choice website. We continually monitor feedback from victims on the services they receive.

victimschoice.org.uk

VICTIM CARE STANDARDS

ACCESS

Victims know where to get help and find it easy to access

NEEDS

Victims feel able to identify and articulate the needs they have

VALUE

Victims feel they have a voice and are treated with empathy and respect

SUPPORT

Victims receive support for all their identified needs

SAFETY

Victims feel safe and steps are in place to ensure this

ASSESSMENT PROCESS

SELF ASSESSMENT

Our self assessment form asks a wide range of questions to elicit information which will demonstrate that the organisation meets the quality criteria and performance indicators. This should be submitted alongside relevant documentary evidence which supports the response.

REVIEW OF EVIDENCE

We robustly review the response provided and identify where further information is required or where criteria may need to be evidenced in practice.

SITE VISIT

We provide in advance a list of people that we need to interview or meet with to evidence any outstanding criteria. This will include staff at all levels, service users and if appropriate, key stakeholders. We may need to dip sample documentation.

REPORT

A clear report will be provided showing the extent to which the performance indicators have been met and this will identify areas of excellence and areas for improvement. Where the criteria have been sufficiently met a Quality Mark will be awarded.