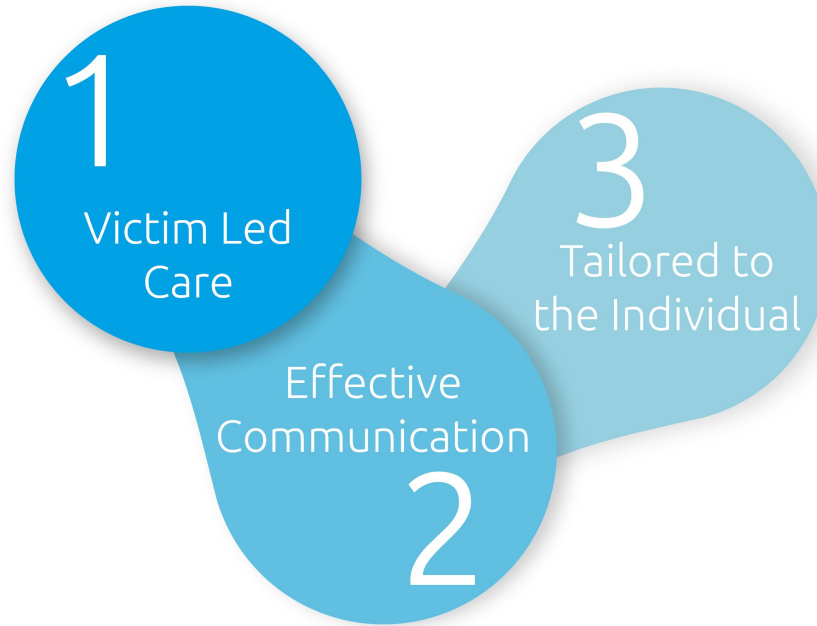


QUALITY MARK

What Supporting Justice believe:



About Supporting Justice

- We are a Not-for-Profit Community Interest Company
- We do not make profits for shareholders in our work
- Any surplus is invested directly in our work
- We provide advice and insight based on our extensive knowledge and experience
- Our aim is to improve services for victims and witnesses
- We offer a lean and cost effective service based on delivering clear and effective outcomes
- We are a small team backed by an experienced team of associates and advisory board
- Our experience lies in: strategic improvements; policy development; high quality service delivery

The Quality Mark

- The Victims Choice Quality Mark is the first quality mark for victim services
- It is an independent assessment of victim services against five victim care standards
- It's innovative in its approach as it looks at the service victims receive rather than at the organisation itself
- It provides certification that the service is fit for purpose and delivers good care and support that meets victims needs
- It provides a benchmark for other services to aspire to, to deliver a victims service that can be considered excellent.

The Quality Mark - for funders

The Supporting Justice Quality Mark offers funders of victim services the opportunity to:

- Ensure victims and witnesses are effectively supported
- Ensure the provider has a good understanding of the needs of victims and can evidence how their needs are being met
- Demonstrate to the public that their resources are being utilised effectively
- Develop their strategic approach and planning for future resource allocation
- Recognise opportunities for collaborative working and planning with service providers
- Identify where improvements are needed and set targets for providers.

The Quality Mark - for providers

The Victims Choice Quality Mark offers service providers the opportunity to:

- Have an independent assessment of the quality and effectiveness of their services
- Build confidence among current and future service users (victims, witnesses and the public)
- Enable providers to become aware of areas where they excel and areas that need improvement
- Demonstrate an investment in staff and service improvement and development
- Become more attractive to prospective and current funders and stakeholders
- Promote the service through achievement of the quality mark.

Why now?

- There is currently no quality mark against which to assess victim services
- The victim services landscape is complex with much competition and duplication which can be confusing for victims and stakeholders and is resource intensive
- Victims are entitled to know in advance about the quality and effectiveness of service providers before they engage with them
- Funders are increasingly looking for independent evidence about providers so that they can make informed funding decisions
- The quality mark gives service providers an advantage when looking for funding and will help build confidence amongst victims and the wider community.

The Quality Mark so far

- Supporting Justice have so far delivered two quality mark assessments
- The quality mark has been awarded to both organisations:
 - Derbyshire Victims Services
 - Victims and Survivors Service Northern Ireland
- Both assessments highlighted areas for improvement (in the context of successful service delivery)
- Supporting justice gave clear and concise recommendations for improvement which were agreed with the service providers
- Those involved in the process found it useful and a real help to continuous improvement

The Quality Mark: key findings so far

There are some common themes emerging in relation to our assessments and areas identified for improvement:

- Barriers to communication with clients who may have learning disabilities
- Risk assessments
- Consistency in delivering effective needs assessments
- Service user feedback - alternative methods
- Safeguarding - training and approach
- Skills and knowledge assessment and monitoring
- Response time monitoring

There is also a very clear, evidenced based conclusion that staff and volunteers often go the extra mile for their clients and offer an inclusive and effective approach to delivering support services.

Why Supporting Justice's Victims Choice Quality Mark?

- Provides current and future funders with confidence and evidence that their funds are being used effectively and delivering best outcomes for service users
- The Supporting Justice Victims Choice Quality Mark will help promote the value and effectiveness of service providers to a wider audience and will encourage victims to access support, including victims who may be reluctant to report crime or seek help.
- Ability to provide lean and cost effective audit and assessment work offering value for money
- Offers service providers opportunity to deliver more effective services and become increasingly attractive to clients and funders
- Experience of providing focused recommendations leading to significant service improvement.
- Can be tailored to individual services



SUPPORTING JUSTICE

 @SupportingJust

www.supportingjustice.org.uk
info@supportingjustice.org.uk