



Women's Aid in Scotland

National Service Standards

Guidance for Group Being Assessed

April 2011

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Introduction

This guidance is to support workers who will be completing the service standards assessment for their own group.

There are 5 service standards and a number of assessment criteria within each standard. The standards have been written to ensure that the value of specialist domestic abuse services is clearly defined and that the criteria are underpinned by service user feedback, monitoring and evaluation.

There are three further documents that accompany this guidance:

- 1) Women's Aid in Scotland, National Service Standards - Summary
- 2) Women's Aid in Scotland, National Service Standards and assessment criteria - this includes the service standards and all the assessment criteria that are to be met
- 3) Guidance for assessors

All of these documents are available in electronic form on the members' area of the SWA website.

Process

The Service Standards working group¹ opted for a peer assessment approach to ensure that groups are assessed by workers who understand and have experience of working within a Women's Aid setting. This approach also ensures that the assessment is independent and is being carried out by a worker who is external to the group.

The whole assessment process should take no longer than 5 working days; this includes completion of forms and visiting the groups.

An assessor will be allocated to your group by SWA, based on geographical convenience.

The assessor is there to:

- 1) Support the assessment and its process
- 2) Help and support you to assess and evidence the standards

The assessor is not there to give advice, but can share good practice where you have agreed to do this - see the confidentiality agreement (Appendix 4) in the guide for assessors.

The recommendation is that where possible, each group has two named workers who can be part of the assessment process. Having two named

¹ WA workers and SWA part of the development of the Service Standards

workers means there is a contingency plan for sickness and holidays and that workers are able to share the workload.

Planning and preparing for the assessment

The service standards are a tool to support groups to evidence their good practice and to measure how they meet this. If groups do not meet particular criteria, the process is there to support the group to work towards it.

It may be helpful if groups have drawn up a plan with timescales in order to complete the assessment within the suggested timescale of 3 months from the start of the process.

- 1) Ensure everyone in your group is familiar with the service standards and assessment process, including the limits within the confidentiality agreement (see Appendix 4 in the guidance for assessors).
- 2) Ensure you have consent for those involved in the assessment (see Appendix 3 in the guidance for assessors).
- 3) You will be contacted by the assessor to complete an electronic version of the service standards assessment form.
- 4) Complete and return the service standards assessment form and send it back to the assessor in the timescale allocated – although you are the named person you may want to ask other workers to contribute to different parts of the assessment.
- 5) Ensure you have the appropriate evidence to share with the assessor at the visit.
- 6) Ensure you are able to meet the assessor on the date arranged.
- 7) Ensure others are able to meet with the assessor on the date arranged.
- 8) At your meeting the assessor will go through the working together guidelines - Appendix 2 in the guidance for assessors, and check consents and confidentiality forms - Appendix 3 and 4 in the guidance for assessors.
- 9) Your assessor will ask you and those participating in the assessment questions and check evidence to verify your assessment. If for some reason you do not have evidence you can send it onto the assessor after the assessment; however the preferred option is for the assessor to check all evidence on the day of the meeting in your group.
- 10) The assessor will agree with the named contact to share and agree the criteria that are met, not met, not applicable and the criteria you are working towards.
- 11) The assessor may share examples of good practice with you.
- 12) The assessor will have a short evaluation with you at the end of the meeting.
- 13) The assessor will feed back to SWA your assessment using Appendix 5 & 6 in the guidance for assessors.
- 14) The assessor may arrange another date with you to return to complete the assessment if your group want to achieve all the standards.
- 15) The assessor will email the completed service standards assessment form to you.

16) Complete Appendix 1 – support need identified, highlighting any support needs you have identified for your group as a result of your assessment.

For further information and flowcharts on the assessment process please refer to the guidance for assessors.

ADDITIONAL INFORMATION:

Evidence

You may use many different ways to evidence the standards i.e. Care Commission Self Assessment Form may provide evidence that meets certain parts of the standards.

Some of your evidence may cover more than one criterion, and for others you may have to produce more than one piece of evidence. For example, to cover Health and Safety you may show your Health and Safety policy, but you would also need to show evidence of how the policy is implemented. Another example may be that you can show that you have a training plan in place, but you would also need to provide evidence that the training plan is implemented.

Appeals

There is no appeals process for the service standards. Carrying out the assessment is completely voluntary.

Disagreements

The assessment process is one that should be approached in a facilitative way. However, if there are disagreements on whether or not criteria have been met, the assessee and assessor should try and discuss the reasons/rationale between themselves so that consensus and a positive solution can be reached.

Timescale

The timescale for repeating the assessment is 3 years. Scottish Women's Aid will endeavour to send out reminders, but groups should record this information internally to prompt reassessment.

Groups should aim to have completed the service standards assessment in a period of no longer than 3 months from the start of the process.

If you have any questions/queries at any point please contact Ash Kuloo at SWA on 0131 2400 316/0131 226 6606 or via email at ash.kuloo@scottishwomensaid.org.uk.

***Women's Aid in Scotland, National Service Standards, Guidance for Group Being Assessed – April 2011
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Appendix 1

Support Needs Identified

Group being assessed to complete this form

1. Background information

Name of group being assessed:

Name of worker completing this form:

2. Support needs

Please clearly provide information on the specific areas you have identified as support needs. SWA will look at how best to support those needs.

Please return the completed form to:

Ash Kuloo

Scottish Women's Aid

132 Rose Street

Edinburgh

EH2 3JD

or by email to ash.kuloo@scottishwomensaid.org.uk