Women's Breakout Quality Standards: Self-Assessment Tool

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The environment

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
The service is delivered in an environment based on safety, respect, and dignity.	Location and security Policy statement Staff consultation Service user feedback Site visits 'Enabling environment' portfolio		
In most cases the service is delivered in a women only environment.	Site visits		
The service provider understands that gender makes a difference.	Mission statements, websites, annual report, policy statement Staff consultation Service user feedback		
The ethos of the organisation is women-centred, and women control the decision making processes that directly support the service delivery.	Decision making processes Mission/policy statements Ratio of women on the Board of the organisation Management body of the service is women controlled Staff consultation Service user feedback		
The service environment provides a warm and welcoming message.	Site visits – 'walk through' Signage Décor and furnishings		

Buildings used should be accessible and welcoming for all women wherever possible.	Site visits		

Service provision

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
Services are gender-specific, holistic, and flexible; addressing all relevant aspects of a woman's life, to ensure that the impact of a wide range of underlying issues that cause distress, including offending behaviour, are addressed.	Tailored to meet individual needs Offering early and intensive support where appropriate. Services address the issues of: • Safety and safe accommodation • Domestic abuse • Substance abuse • Trauma • Mental health • Women as mothers • Relationships • Children and safeguarding • need for and access to education training and work opportunities • Through comprehensive, integrated, culturally relevant services and appropriate support.		
The service will ensure that service users feel physically safe and emotionally supported.	Safeguarding vulnerable adults policy and procedure Evidence of links to local safeguarding teams Service user feedback		

Services promote empowerment, choice and self-determination, improving women's economic/social conditions by developing their resilience and capacity to be self-sufficient.	Staff discussion Outcome star or equivalent Service user feedback		
The service is built around a central feature of the importance of understanding relationships and evidences a strong focus on staff and service user relationship development.	Policies, practices and programs that are relational and promote healthy connections to children, family, significant others, and the community.		
Services provide a consistent key worker approach with the aim of establishing a comprehensive understanding of the service user's situation, encouraging trust and facilitating coordinated access to relevant services.	Key worked discussion Service user consultation		
The service will work with each individual to assess her situation, looking at the areas in her life which she might like to change, and they will then develop a support plan with her which will consider a wide range of issues including, if relevant to her: (i) Attitudes, thinking and behaviour (ii) Accommodation (iii) Drugs and alcohol (iv) Children and families	Confirm that an approved assessment framework in line with the procedures manual has been used in all cases. Service user consultation		

(v) Health (vi) Education, training and employment (vii) Finance, benefits and debt (viii) Abuse (ix) Street work and prostitution			
A therapeutic assessment, where appropriate, will form part of every woman's offer where identified as a need.	Counselling services on site Links to counselling provider Recorded in case management files Service user consultation		
The service prioritises and supports skill building in the woman	Courses offered Referrals to other agencies Recorded in case management files Service user consultation		
The service is provided on the basis of informed consent and therefore has clear and accessible pathways both into and out of the service.	Promotional material Referral material and record		
The service works proactively to ensure that a non-discriminatory service is equally accessible to all eligible women.	Policy statement Clear statement of eligibility Data monitoring on protected characteristics. Data is analysed and reported to Senior Management Teams and Boards. Action follows where necessary		
The service provides women with on-going opportunities for support, even after funded programmes have finished as part of the holistic women centred approach.	Follow up opportunities Drop in Groups Peer mentor volunteering		

Human Resources

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
The organisation has clear and relevant recruitment, induction and training policies.	Policies Review of policies Includes volunteers Adheres to Safer Recruitment guidelines		
The service will employ suitably experienced or qualified, competent, well supported staff and recruit them in a safe and considered way.	Qualifications of staff Recruitment policy		
A process for evaluating workers in terms of competencies, experience and ethos must be in place in the organisation.	Clearly articulated: • Competency framework • Organisational ethos • Valid experience		
Members of staff delivering the service will have received appropriate training, and will have regular supervision sessions.	General Training will include: • Induction to women's issues including values for working with women and the holistic approach • Safeguarding • Confidentiality • Professional Boundaries • Equality and diversity • Risk and risk management • Risk of serious harm/risky behaviour • Trauma informed approach • First aid		

		Evidence provided	Peer assessor comments
	• Mental health • Domestic abuse • Health and safety • Data protection • Drugs and alcohol • Relationship work		
The organisation maintains a training log to evidence regular training needs reviews and attendance at refresher courses as appropriate.	Sample of staff/volunteer training plan record		
Where appropriate, members of staff will receive clinical supervision.	Domestic abuse/sexual violence Counselling/therapeutic intervention staff. Evidence of sessions taking place Number of sessions per year		

Monitoring for impact and value

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
The organisation has implemented monitoring, measurement and analysis to ensure continual improvement of the effectiveness of the service.	Policy document Management information systems Data collection systems		
The organisation will adopt a case management approach where appropriate, ensuring effective recording practice and appropriate staff support from intake to case closure	Review case management approach. It should include: early contact and assessment of risk, agreed pdp, actions, progress, formal reviews, closure.		

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
The organisation will have robust data capture systems in order to report regularly on impact and value for money.	Use of recognised system eg PQASSO, Matrix Standard, Outcome Star **or** a minimum standard impact measurement which must investigate and explain: • the outcomes it achieves; • for whom (which stakeholders); • how it achieves them; and • their impact, taking into account attribution, displacement, deadweight and drop-off.		
Organisations will undertake audits, including process audits on samples of cases from time to time to ensure service delivery standards are maintained, and also safeguarding practices.	Evidence that a %/number are reviewed regularly dependent upon size of the organisation.		
All aspects of casework and case files meet legal requirements.	Sample casework files, assess confidentiality, information sharing, assess security of information.		

Enhancement of social capital

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
Recovery capital - the organisation can demonstrate that they encourage support from parents and family, partners, friends and neighbours; and also support the individual's engagement with,	Service user consultation		

commitment to and participation in the community and its values.			
The organisation offers opportunities to integrate women into community activities, opportunities and networks	Case management Proactive engagement with comprehensive, collaborative services. Service user consultation Outreach capacity Evidence of giving women opportunities to give back to the organisation supporting fundraising etc		
Organisations will develop strong partnerships with other service providers and joint working arrangements with statutory and community based organisations.	Proactive engagement with other services Attendance at local partnership meetings Assess other agencies before referring women to them. Named contact in Housing and Children's Services. Child protection procedures Appropriate referrals Proactive engagement with other services Other VCS organisations		
Opportunities for women in contact with the Criminal Justice System to mix with women who have not been in contact with the Criminal Justice System are actively sought.	Programmes and promotional material Centre visit – classes/activity Service user consultation		

Using the contribution of experts by experience

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
The service will be women-centred and will maximise their choice and control.	Evidence that the woman's voice and views have been heard and taken into account in planning and delivery (or well-reasoned and approved override based on professional judgement has been recorded.		
Service providers will be informed by the women they are working with in design, delivery, outcomes and evaluation.	Customer feedback forms Service user committees Volunteers/peers Engagement in strategic decision making Evidence of working with service users to identify gaps		
The service will value the strengths, abilities and potential for change and recovery of the women in the service.	Relationship with service user Ambitious and innovative personal plans		

Governance

Service standard	Evidence/data sources	Evidence provided	Peer assessor comments
The service is based within a sustainable organisation with a clear strategy for maintaining its activities.	Annual Accounts Annual report Strategic Plan/Risk Register		
The service is placed within a robust framework with clear lines of accountability between all staff and	organisational structure chart job descriptions supervision and appraisal policy		

between the senior management and governing body.	Risk management		
The Board monitors appropriate data to measure the performance and outcomes of the service, and ensures that corrective action is taken where necessary.	Confirm service delivery is in line with requirements 6 monthly report to Board		
The Board takes responsibility for ensuring that the service meets its contractual requirements.	Quarterly report to Board		
The Board receives regular information to ensure that a non-discriminatory service is being offered to all eligible clients.	Annual diversity report		

Policy Table

Service provision

	Yes/No	Date last reviewed
Eligibility and referral policy		
Intake policy		
Confidentiality and information sharing policy		
Case management policy		
Data protection policy		
Service user engagement policy		
Other relevant policies		

Governance

	Yes/No	Date last reviewed
Organisational risk management policy		
Governance policy		
Governance roles and responsibilities policy		
Equality and diversity policy		
Stakeholder feedback policy		
Other relevant policies		

Human Resources

	Yes/No	Date last reviewed
Recruitment policy		
Volunteers policy		
Training and development policy		
Induction policy		
Safe working practices/ lone working policy		
Line management policy		
Clinical supervision policy		
Other relevant policies		

Assessment Report

The Team

Management Lead:

Lead assessor: Assessors:

External assessor: Experts by Experience:

The Report

General summary:

Strengths of the Organisation:

Areas for improvement:

Date of Quality Assessment:

Improvement plan

To be completed following assessment by the organisation management lead

Issue identified	Action to resolve	Lead	When	Goal met? Yes (i) No (ii) Partially (iii)	Lesson learned	Next step or no further action.