



Victim Support
Europe

**THE VOICE
OF VICTIMS
IN EUROPE**

Victim Support Standards and Accreditation

Levent Altan
Executive Director



Victim Support Europe

VSE OBJECTIVES

- VSE Constitution envisages the possibility of an accreditation system
- 2012-2015 Strategy: introduction of measurable standards and accreditation
- VSE FPA – 2015-2018: development of standards and possible accreditation system

Developing an accreditation system

- First stage of developing an accreditation system is to develop standards
- To do this assess:
 - Existing standards
 - Objectives and benefits
 - Core aspects
 - Priorities

Why is there a demand for standards?

- National and international NGOs and organisations are increasingly adopting common standards
- These trends are arguably occurring due to:
 - NGOs increasing influence over policy and law
 - Competition over funding
 - Desire to improve quality of services
 - Desire for greater consistency of services (across borders)

Purpose of Standards

- o Standards act as a guideline of what to expect from an organisation.
- o They enable organisations to be held to account by the people they serve
- o This effectively breaks down to:
 - o Transparency

Trust that NGOs are operating correctly Genuinely represent the interests of their stakeholders Are providing value for money Are delivering on their promises Are providing more cheaply than others Have the right knowledge, expertise and methods
--
 - o Legitimacy
 - o Performance

Benefits/Objectives of Standards

Standards helps develop:

High quality services: Victims should receive the best service possible targeted to their needs

Consistency in services: Victim should receive the same level of service no matter where they are

Integrity of services and trust in services: Services should be trustworthy

Effectiveness of services: Services should achieve their objectives

Efficiency of services: Services should achieve their objectives for the least cost.



What's already out there?

- o Range of existing national and international standards have been developed e.g.
- o ISO 9001
- o PQASSO
- o QASRO Standards (refugee orgs)
- o Specialist quality mark standard (legal advice orgs)
- o Supporting people quality standards
- o Quality Assessment framework
- o EQUASS
- o CoE: Recommendation CM/Rec(2007)14 on the legal status of non-governmental organisations in Europe
- o UN Handbook on Justice for Victims



What's already out there?

- o These standards focus either on NGOs in general or on a specific sector e.g. Refugee sector.
- o Standards sometimes established for victim support organisations at the national level
- o Often internal organisational standards e.g.
 - Australia, New Zealand, Germany, England, Scotland, Canada, South Africa, Vietnam, France, etc., etc.
- Many standards established under national laws for formal NGO/ Charity status

What do these standards say?

- Split between Organisational Standards and Service Standards.

Organisational Standards	Service Standards
Planning organisation's work	The Scope of the Service
Managing the organisation	The services provided
Building a network and partnerships	Management of data
Managing Staff and volunteers	Monitoring and evaluation

Organisational Standards

Organisational Standards	
Planning organisation's work	Mission Guiding principles Governance arrangements Financial management Policies and guidelines Ensuring independence Reporting and evaluation Recruiting, managing, training, supporting, developing staff and volunteers
Managing the organisation	
Building a network and partnerships	
Managing Staff and volunteers	

Organisational Standards

Service Standards	
The Scope of the Service	Assessment and referral What services we provide How we provide services
The services provided	How we collect, store, use, protect data How check delivery and quality of services
Management of data	How we improve in the future
Monitoring and evaluation	

Aim of Workshop

1. **10 mins:** Discuss if the categories outlined match your expectations for standards – should some go/ should some be added?
2. **20 mins:** Brainstorm what issues/ standards could set out under each category
3. **15 mins:** Agree which issues are priorities for standardisation
4. **15 mins:** Identify which of these are already subject to standards in Member country