

**Safe:Space Sussex Funding Network  
Quality Assurance Framework Matrix**

			Level 1	Level 2	Level 3	Level 4
<b>Governance</b>  In order to demonstrate sound governance, providers must:	<b>1</b>	Provide a copy of the corporate risk register (or provide a clear plan of how corporate risk is managed) and required insurances. The Required Insurances include (but are not limited to): - Public liability insurance with a limit of indemnity of not less than ten million pounds (£10,000,000) in relation to any one claim or series of claims arising from the Project; and - Employer's liability insurance with a limit of indemnity of not less than five million pounds (£5,000,000) in relation to any one claim or series of claims arising from the Project.	✓	✓	✓	✓
	<b>2</b>	Have clearly defined organisational visions, aims and objectives.	✓	✓	✓	✓
	<b>3</b>	Have a solid recruitment and induction policy for all staff and volunteers.	✓	✓	✓	✓
	<b>4</b>	Have solid procedures around recruitment, retention and training.	✓	✓	✓	✓
	<b>5</b>	Have a robust board of directors drawn from a broad range of disciplines, <b>or</b> demonstrate how the organisation seeks external oversight or scrutiny (e.g. charity commission, external memberships).		✓	✓	✓
<b>Management</b>  To demonstrate appropriate management, providers must show that:	<b>1</b>	Individual staff/volunteers are accountable to an assigned line manager.	✓	✓	✓	✓
	<b>2</b>	There are an appropriate number of managers who are all trained in leadership and management skills.	✓	✓	✓	✓
	<b>3</b>	All staff and volunteers have the qualifications and/or have received the training necessary to fulfil their role.	✓	✓	✓	✓
	<b>4</b>	There are support mechanisms in place for staff/volunteers for any vicarious trauma they might develop.	✓	✓	✓	✓
	<b>5</b>	All staff and volunteers have opportunities to develop in furthering personal qualities which support the organisations vision, aims and objectives.	✓	✓	✓	✓
	<b>6</b>	There is regular supervision including clinical supervision for front line staff who support victims and witnesses or the organisation is able to demonstrate how supervision is accessed.	✓	✓	✓	✓
	<b>7</b>	All staff report to a service manager who reports to a senior manager/director.			✓	✓
<b>Financial management</b>  To demonstrate essential financial management, providers must show that:	<b>1</b>	There is regular monitoring of financial performance.	✓	✓	✓	✓
	<b>2</b>	Accounts are externally examined and sent to the charity commission (if a registered charity).		✓	✓	✓
	<b>3</b>	There is a division of duties, oversight and external examination.		✓	✓	✓
	<b>4</b>	Regular finance meetings are conducted with the chair of trustees and treasurer.		✓	✓	✓
<b>Safeguarding</b>  To demonstrate sufficient safeguarding, providers must show that:	<b>1</b>	Personal information is held in accordance with the Data Protection Act, but with the necessary disclosure protocols in place.	✓	✓	✓	✓
	<b>2</b>	Service delivery is underpinned by considerations of the clients safety.	✓	✓	✓	✓
	<b>3</b>	A suitable child protection and vulnerable adults policy is in place.	✓	✓	✓	✓
	<b>4</b>	A suitable protection from abuse, confidentiality and access to information policy is in place.	✓	✓	✓	✓
	<b>5</b>	There is comprehensive training, including enhanced DBS where applicable, with ongoing training and oversight to follow any updated policies.	✓	✓	✓	✓
	<b>6</b>	There is a safeguarding policy in place with all staff and volunteers clear on how to report, discuss and escalate safeguarding issues.	✓	✓	✓	✓
<b>Monitoring and evaluating activities</b>	<b>1</b>	Service delivery is reviewed regularly.	✓	✓	✓	✓
	<b>2</b>	Victim/witness outcomes are recorded and measured as per the framework within this prospectus and the providers pack (Appendix B).	✓	✓	✓	✓

To demonstrate adequate monitoring and evaluation, providers must show that:	<b>3</b>	Client feedback is requested, recorded and acted upon.	✓	✓	✓	✓
	<b>4</b>	Staff/volunteers record data accurately, in line with the organisation's own data recording requirements.	✓	✓	✓	✓
	<b>5</b>	Improvements to processes are made based on the data obtained.	✓	✓	✓	✓
	<b>6</b>	Must have a monitoring and evaluation system.			✓	✓
	<b>7</b>	Seek external views to support service improvement.			✓	✓
	<b>8</b>	Have a comprehensive system of internal and external review, with oversight by any referring agencies and a internal board.			✓	✓
<b>Information sharing</b>  To demonstrate lawful information sharing, providers must:	<b>1</b>	Have data protection, confidentiality and information sharing policies	✓	✓	✓	✓
	<b>2</b>	Have retention, review and deletion policies for the information held.	✓	✓	✓	✓
	<b>3</b>	Be registered with the Information Commissioner's Office.	✓	✓	✓	✓
	<b>4</b>	Have a scheme for classification of information.		✓	✓	✓
	<b>5</b>	Where, on occasion, the service receives personal data for victims who live and wish to receive support services in another police area the service must refer victims to their local support services after gaining consent from the victim to do so.	✓	✓	✓	✓
	<b>6</b>	Where victims require services from other agencies the service will either signpost victims to self-refer to other services or ask the victim for consent to share their information.	✓	✓	✓	✓
	<b>7</b>	Share with consent unless for reason of preventing further harm.	✓	✓	✓	✓
	<b>8</b>	Have Information/Data Sharing Agreements in place with all relevant agencies.		✓	✓	✓
<b>Partnership working</b>  To demonstrate good partnership working, providers must:	<b>1</b>	Have memorandums of understanding (or equivalent) and joint working protocol policy in place (or be able to demonstrate processes or policies that enable effective joint working).	✓	✓	✓	✓
	<b>2</b>	Have effective communication with external partners.	✓	✓	✓	✓
	<b>3</b>	Have effective collaboration internally between teams and individuals involved.	✓	✓	✓	✓
	<b>4</b>	Demonstrate how the organisation is represented at relevant multi-agency meetings.		✓	✓	✓
	<b>5</b>	Gather partnership working data and share at reporting intervals.		✓	✓	✓