



## SERVICE ACCREDITATION STANDARDS

*The following provides examples of the type of evidence you may wish to provide in support of your evidence claim. It is not exhaustive and the examples given are suggestions - they are not mandatory; as a guide you should provide one or two pieces of evidence per standard.*

### 1. Core Standards

Standard	Evidence Statement
<i>1.a Free at point of delivery - the service should not charge individuals for standard mediation services.</i>	Service documentation e.g. leaflets, promotional materials, letters or service-level agreements.
<i>1.b Open and accessible to all residents - there should be no discrimination between tenures.</i>	Service documentation e.g. leaflets, promotional materials, letters or service-level agreements.
<i>1.c Operating within an appropriate ethical framework - mediators act within the Scottish Mediation Network's 'Code of Practice for Mediation in Scotland'.</i>	Service documentation e.g. leaflets, promotional materials, letters, service-level agreements or statement by service.
<i>1.d Impartial - services should be committed to acting without favour towards or against either party. This will involve a degree of visible independence or autonomy.</i>	Service documentation e.g. leaflets, promotional materials, letters, service-level agreements. Equal opportunities policy, access policy or referrals policy.



<p><i>1.e Committed to quality and safety of service - services should ensure staff are adequately trained, supported and supervised, the service operates within legal requirements, and all paid mediators are either accredited under the SCMN Mediator Accreditation Scheme or are in the process of seeking accreditation.</i></p>	<p>Service documentation e.g. leaflets, promotional materials, letters or service-level agreements, training policy, support + supervision scheme, health &amp; safety policy, data protection policy or statement on mediator qualification base.</p>
<p><i>1.f Community based - services should have clear, direct links to the community they are working in.</i></p>	<p>Service documentation e.g. leaflets, promotional materials, letters, service-level agreements, equal opportunities policy, access policy, referrals policy, Advisory Committee profile or statement on community involvement.</p>



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2. Specific Standards

##### 2.a Staff Recruitment And Support

Standard	Evidence Statement
<p><i>2.a.i A comprehensive written job description and job specification as well as clear terms and conditions of employment.</i></p>	<p>Job descriptions/specifications.</p>
<p><i>2.a.ii An induction process that familiarises post-holders with the organisation, its policies and methods of operating and identifies initial training needs.</i></p>	<p>Written induction policy, induction timetable or statement by service.</p>
<p><i>2.a.iii A formal procedure of support and supervision with the opportunity to reflect on individual practice and continued professional development requirements.</i></p>	<p>Support + Supervision procedure, statement by service or sample supervision record.</p>



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.b Recruitment And Support For Services Using Volunteers

Standard	Evidence Statement
<p><b>2.b.i</b> <i>A volunteer contract or equivalent, outlining rights and responsibilities.</i></p>	<p>Volunteer contract/agreement or volunteer policy.</p>
<p><b>2.b.ii</b> <i>An induction process that familiarises post-holders with the organisation, its policies and methods of operating and identifies initial training needs.</i></p>	<p>Written induction policy, induction timetable or statement by service.</p>
<p><b>2.b.iii</b> <i>A formal procedure of support and supervision with the opportunity to reflect on individual practice and continued professional development requirements.</i></p>	<p>Support + Supervision procedure, statement by service or sample supervision record.</p>



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.c Mediator Training

Standard	Evidence Statement
<p><i>2.c.i A requirement that all service mediators undergo adequate mediation training of at least 30 hours and delivered by trainers with direct experience of working in the field.</i></p>	<p>Training/staff development policy or service statement.</p>
<p><i>2.c.ii A facility for ensuring that inexperienced mediators have the opportunity to shadow/co-mediate with experienced mediators.</i></p>	<p>Induction policy, training/staff development policy or service statement.</p>
<p><i>2.c.iii A requirement that all mediators undertake at least twelve hours a year of CPD.</i></p>	<p>Induction policy, training/staff development policy, sample CPD log or service statement.</p>



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.d Equal Opportunities/Access To Services

Standard	Evidence Statement
<p><i>2.d.i Good accessibility for people with mobility restrictions or arrangements in place whereby they can easily use the service.</i></p>	<p>Service documentation e.g. leaflets, promotional materials, letters or service-level agreements, equal opportunities policy, access policy or referrals policy.</p>
<p><i>2.d.ii Service publicity is targeted sufficiently and appropriately for its intended client group, and is available in other languages/media.</i></p>	<p>Service documentation e.g. leaflets, promotional materials or Access policy.</p>
<p><i>2.d.iii The service is covered by an active equal opportunities policy and staff/volunteers are given adequate equal opportunities training.</i></p>	<p>Equal opportunities policy, access policy, training materials or statement by service.</p>



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.e Safety

Standard	Evidence Statement
<i>2.e.i There is an active service policy covering personal safety and health &amp; safety in the work environment.</i>	Personal Safety/health & safety policy and procedures.
<i>2.e.ii The service operates risk assessment procedures for casework activity.</i>	Risk assessment policy/procedures, case management system or statement by service.
<i>2.e.iii Staff and volunteers are given adequate personal safety and health &amp; safety training.</i>	Training materials or statement by service.



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.f Referrals Policy

Standard	Evidence Statement
<i>2.f.i There is a referrals procedure covering the steps to be taken and any indicators of suitability/unsuitability for mediation.</i>	Referrals procedure, referral form or case management system.
<i>2.f.ii Referrals are accepted via post, telephone and e-mail.</i>	Examples, statistics, service publicity materials or statement by service.
<i>2.f.iii If referrals are not accepted a clear reason is given to the individual/agency making the referral.</i>	Referrals procedure, referral form, case management system, sample letter or statement by service.





## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.g Case Management System

Standard	Evidence Statement
<i>2.g.i There is a written description of the case management process clear enough to be understood by new mediators and support staff.</i>	Case management system documentation.
<i>2.g.ii The process specifies the criteria for accepting/rejecting cases, allocation of cases, how and when contact will be made and any service practice guidelines to be followed.</i>	Case management system documentation.
<i>2.g.iii There is a case record system, which identifies what stage a case is at, and actions taken to date.</i>	Case management system documentation, case recording system or sample case record.



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.h Confidentiality/Access To Records

Standard	Evidence Statement
<p><b>2.h.i</b> <i>The service has a clear policy on confidentiality available to clients and referring agencies and covering circumstances where confidentiality may be broken (e.g. child abuse, harm to clients, serious crime).</i></p>	<p>Service publicity for clients/referring agencies or confidentiality policy.</p>
<p><b>2.h.ii</b> <i>The service has a clear policy on access to records available to clients and referring agencies and complying with the requirements of the Data Protection Acts.</i></p>	<p>Access to records policy or Data Protection Acts policy.</p>
<p><b>2.h.iii</b> <i>Mediators and support staff are aware of and follow the service's policies on confidentiality and access to records.</i></p>	<p>Induction process, case management/recording system or statement by service.</p>



## SERVICE ACCREDITATION STANDARDS

### GUIDANCE (continued)

#### 2.I Monitoring And Evaluation

Standard	Evidence Statement
<p><i>2.1.i There is a statistical recording system for cases which records case numbers, nature of dispute and outcomes.</i></p>	<p>Case management/recording system, output reports or statement by service.</p>
<p><i>2.1.ii There are systems in place for the monitoring of standards of casework (e.g. client questionnaires, sampling procedures) and the service has a customer complaints procedure.</i></p>	<p>Service documentation e.g. data analysis systems, client questionnaires, surveys, quality control measures, complaints procedure or statement by service.</p>
<p><i>2.1.iii The service undertakes periodic reviews of its performance in relation to case activity, outcomes, and profile of clients.</i></p>	<p>Service documentation e.g. data analysis systems, client questionnaires, surveys, quality control measures, service review documentation or statement by service.</p>