



SERVICE ACCREDITATION STANDARDS

Appendix 1

EVIDENCE CLAIM FORM - FRONT PAGE

To be completed by applicant:		
Service name		
Address		
Date portfolio submitted for assessment		
Contact name and e-mail address		

To be completed by admin/assessors:		
Names of assessors assigned		
Date signed as assessed by assessors		
Signatures		
RESULT (PASS or FAIL): (see appendix 3 for feedback)		

Appendix 1



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM

Please indicate the ways in which your service meets the Standards in the form below. Supporting evidence can be attached either physically or electronically, with each piece of evidence clearly numbered.

1. Core Standards

Standard	Evidence	Evidence No.	Assessors' Decision
1.a <i>Free at point of delivery - the service should not charge individuals for standard mediation services.</i>			
1.b <i>Open and accessible to all residents - there should be no discrimination between tenures.</i>			
1.c <i>Operating within an appropriate ethical framework - mediators act within the Scottish Mediation Network 'Code of Practice for Mediation in Scotland'.</i>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

1. Core Standards - continued

<p><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></p>			
<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><i>1.f Community based - services should have clear, direct links to the community they are working in.</i></p>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

2. Specific Standards

2. a Staff Recruitment And Support

Standard	Evidence	Evidence No.	Assessors' Decision
2.a.i <i>A comprehensive written job description and job specification as well as clear terms and conditions of employment.</i>			
2.a.ii <i>An induction process that familiarises post-holders with the organisation, its policies and methods of operating and identifies initial training needs.</i>			
2.a.iii <i>A formal procedure of support and supervision with the opportunity to reflect on individual practice and continued professional development requirements.</i>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

2. b Recruitment And Support For Services Using Volunteers

Standard	Evidence	Evidence No.	Assessors' Decision
2.b.i <i>A volunteer contract or equivalent, outlining rights and responsibilities.</i>			
2.b.ii <i>An induction process that familiarises post-holders with the organisation, its policies and methods of operating and identifies initial training needs.</i>			
2.b.iii <i>A formal procedure of support and supervision with the opportunity to reflect on individual practice and continued professional development requirements.</i>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

2. c Mediator Training

Standard	Evidence	Evidence No.	Assessors' Decision
<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>			
<i>2.c.ii A facility for ensuring that inexperienced mediators have the opportunity to shadow/co-mediate with experienced mediators.</i>			
<i>2.c.iii A requirement that all mediators undertake at least twelve hours a year of CPD.</i>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

2.d Equal Opportunities/Access To Services

Standard	Evidence	Evidence No.	Assessors' Decision
<i>2.d.i Good accessibility for people with mobility restrictions or arrangements in place whereby they can easily use the service.</i>			
<i>2.d.ii Service publicity is targeted sufficiently and appropriately for its intended client group, and is available in other languages/media.</i>			
<i>2.d.iii The service is covered by an active equal opportunities policy and staff/volunteers are given adequate equal opportunities training.</i>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

2.e Safety

Standard	Evidence	Evidence No.	Assessors' Decision
<i>2.e.i There is an active service policy covering personal safety and health & safety in the work environment.</i>			
<i>2.e.ii The service operates risk assessment procedures for casework activity.</i>			
<i>2.e.iii Staff and volunteers are given adequate personal safety and health & safety training.</i>			



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EVIDENCE CLAIM (continued)

2.f Referrals Policy

Standard	Evidence	Evidence No.	Assessors' Decision
<i>2.f.i There is a referrals procedure covering the steps to be taken and any indicators of suitability/unsuitability for mediation.</i>			
<i>2.f.ii Referrals are accepted via post, telephone and e-mail.</i>			
<i>2.f.iii If referrals are not accepted a clear reason is given to the individual/agency making the referral.</i>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

2.g Case Management System

Standard	Evidence	Evidence No.	Assessors' Decision
<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>			
<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>			
<i>2.g.iii There is a case record system, which identifies what stage a case is at, and actions taken to date.</i>			



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EVIDENCE CLAIM (continued)

2.h Confidentiality/Access To Records

Standard	Evidence	Evidence No.	Assessors' Decision
<p>2.h.i <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>2.h.ii <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>2.h.iii <i>Mediators and support staff are aware of and follow the service's policies on confidentiality and access to records.</i></p>			



SERVICE ACCREDITATION STANDARDS

EVIDENCE CLAIM (continued)

2.I Monitoring And Evaluation

Standard	Evidence	Evidence No.	Assessors' Decision
<i>2.1.i There is a statistical recording system for cases which records case numbers, nature of dispute and outcomes.</i>			
<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>			
<i>2.1.iii The service undertakes periodic reviews of its performance in relation to case activity, outcomes, and profile of clients.</i>			



SERVICE ACCREDITATION STANDARDS

Appendix 3

This page to be completed by assessors

Feedback on portfolio, interview and evidence claim form:
