

Standard 6: To ensure that an organisation's programme aligns with best practice and provides an optimal service to survivors of modern slavery

6.1 Criteria

The organisation:

1. **Survivor Voice:** Implements multiple methods for collecting survivor feedback, beyond maintaining a formal forum, to ensure the inclusion of a diverse range of survivor perspectives. This must include testing survivors' perception of Victim Navigator independence.
2. **Dip Sampling by Management/Quality Staff:** Management/Quality Assurance staff conduct regular (minimum monthly) dip sampling of cases, records, or service delivery to monitor and assure quality.
3. **Regular Reviews of Practice:** Has a structured process for the regular internal review of practice, with the involvement of external expertise as required, to maintain high standards and adapt to emerging needs.
4. **Theory of Change:** Co-designed and produced in practice to ensure agreed inputs/outputs and outcomes are achieved ensuring fidelity to the Victim Navigator model.
5. **Key Performance Indicators (KPIs), Outputs and Outcomes including Equity of Access:** Measures current performance systematically, sets clear targets, and implement actions for continuous improvement, with a focus on equity of access, service and impact for all survivors.
6. **Understanding and Acting on Barriers to Access:** Has a process to identify, review, and address the reasons why some survivors cannot or do not access the service, and take appropriate action as needed.
7. **Survivor Forum – Ongoing Feedback:** Establishes a survivor forum which meets regularly (minimum quarterly) to provide ongoing feedback, ensuring the service evolves in response to survivors' changing needs and is seen to be maintaining its independence from policing. Consultation feedback heard and actions taken as a result must be shared also to 'close the loop.'
8. **Intellectual Property:** Respects and adheres to any/all requirements related to intellectual property, including trademarks, as part of its operational standards.
9. **Evaluation – Independent Process:** Conducts an independent evaluation to ensure objectivity and transparency in assessing its effectiveness and alignment with best practice.
10. **Stakeholder Engagement in Governance:** Trustees and management take account of stakeholders' views at least annually in reviewing and developing the service, ensuring responsibility for review, risk, and strategic decision-making in accordance with Charity Commission (CC) and Companies House requirements.
11. **Systems Change and Policy Influence:** Demonstrates efforts to influence wider systems and policies (e.g., addressing issues like cuckooing, county lines, immigration) to improve the broader experience of survivors.

6.2 Sample Evidence Table

Criterion	Sample Evidence
Survivor Voice – Methods for Collection	Surveys, interviews, focus group notes, anonymised feedback forms, summary reports of feedback themes
Dip Sampling by Management/QA Teams	QA reports, sampling schedules, audit trails, case review logs
Regular Reviews of Practice	Minutes of review meetings, action plans, reports from external experts, updated policies
Theory of Change	Theory of Change template and evidence of practice e.g. monitoring reports
KPIs, Outputs and Outcomes including Equity of Access	KPI dashboards, quarterly/annual reports, equity analyses, improvement action plans
Understanding and Acting on Barriers to Access	Access review reports, records of identified barriers, actions taken, follow-up analyses
Survivor Forum – Ongoing Feedback	Forum meeting agendas and minutes, feedback summaries, action logs. Evidence sought should be proportionate to number of survivors supported e.g. 10% of voices heard
Intellectual Property – Honouring Trademark Requirements	Trademark agreements, compliance checklists, communications with trademark holders
Evaluation – Independent Process	Copies of independent evaluation reports, evaluator contracts, recommendations and responses
Stakeholder Engagement in Governance	Board meeting minutes, stakeholder consultation reports, risk registers, strategic plans
Systems Change and Policy Influence	Policy submissions, records of meetings with policymakers, evidence of participation in sector-wide initiatives