



## Ending domestic abuse

### Frequently asked questions about Leading Lights

Take a look at some frequently asked questions below. For any other queries, please contact [leading.lights@safelives.org.uk](mailto:leading.lights@safelives.org.uk)

#### **How do I apply? (update as of August 2022)**

We are not currently accepting Leading Lights applications or payments from new services. This is due to a fully-booked assessment schedule throughout 2023 and the pricing review which is currently underway.

Please complete the below form to register your interest for Leading Lights Accreditation for your service, and we will be in touch once we have reopened applications from new services:

[Click here to register your interest](#)

#### **What criteria do I need to meet to achieve Leading Lights accreditation?**

SafeLives will work with your service to help you demonstrate your commitment to good and safe practice by meeting the Leading Lights key criteria. The criteria can be divided into four main categories: governance, human resources, multi-agency working and service provision.

#### **Can I attend the Service Managers training without applying for Leading Lights?**

Yes. You can apply for Service Managers training to learn how to make your service more effective and sustainable, even if you're not applying for Leading Lights.

#### **How long do I have between completing the training and applying for Leading Lights?**

Service Manager training is the first step to gaining Leading Lights accreditation. We ask services to submit an application for Leading Lights programme within a year of training.

#### **How long does the accreditation process take?**

The length of the accreditation process is likely to vary for each service, depending on the policies and practices that are in place. As a general guide, we expect most services to receive accreditation within 6 to 12 months of finishing Service Managers training.

### **Will we have to be re-accredited every year?**

No. To keep your accredited status, SafeLives will ask for certain information about your service each year to show that you continue to meet the key criteria. Once achieved, Leading Lights accreditation lasts for 3 years.

### **Once accredited, what happens if the qualified service manager leaves?**

If a qualified service manager leaves, the service will need to declare this in their annual return. To keep the Leading Lights accreditation, you must commit to putting the new manager through Service Managers training within the next 12 months.

### **Can I make a complaint about a Leading Lights accredited service?**

Where someone (staff member/ commissioner/client/other) has good reason to believe that an accredited organisation is not working in line with the Leading Lights Standards and they have not been able to resolve their concern through the complaints process provided by the organisation involved, then they can raise their concern with SafeLives. When SafeLives receives a complaint about an accredited organisation we will respond to this in a timely and effective manner, in line with our Leading Lights complaints policy.

### **Who is the Leading Lights Programme Lead?**

The SafeLives Leading Lights Programme Lead is Judith Fitzsimons.