

### Frequently asked questions about Leading Lights

Please see below Leading Lights frequently asked questions. For any other queries, please contact [leading.lights@safelives.org.uk](mailto:leading.lights@safelives.org.uk)

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#### How do I apply?

Please complete the below form to register your interest for Leading Lights accreditation for your service, and the team will be in contact with more information:

**[Click here to register your interest](#)**

If you know you would like to go ahead with the accreditation and want to book this in, please complete the application form:

**[Click here to submit your application](#)**

## How much does it cost?

The standard baseline cost for Leading Lights accreditation is £3,000 for services with up to 10 frontline staff. For every additional 10 staff a further assessment day is required and is charged at an additional £500.

Particularly large assessments or assessments covering multiple services may require additional time and costs; Leading Lights can provide a quote tailored to your organisation, structure and needs.

We also offer the below **subsidies**:

1. Organisations with an annual income of under £500,000: standard baseline cost of £1,500
2. Organisations with an annual income of between £500,000 and £1million: standard baseline cost of £2,000

## 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 standards.

The standards are separated into four main categories: service provision, multi-agency working, human resources and governance.

You will be assessed on policy and practice in those four categories. If you would like more detail on the individual criteria you will be assessed against, please email us at [leading.lights@safelives.org.uk](mailto:leading.lights@safelives.org.uk)

## Does the Leading Lights Standards assess a specific service of the organisation or the whole organisation?

Leading Lights generally assesses specific services, rather than the whole organisation.

However, some organisations who only work with domestic abuse do choose to put all their services through; depending on the size we can often combine these into one accreditation.

## Do you accredit Children and Young People (CYP) work?

We accredit services that work with young people who are in or have left an intimate abusive relationship. At the moment we do not accredit wider CYP work. This is an area of accreditation that we are hoping to develop, as we recognise the importance of support for children and young people impacted by domestic abuse.

## Do you only accredit IDVA services?

We accredit lots of types of domestic abuse services!

We recognise that there is a wide array of service models that support people impacted by domestic abuse. Some of the services we accredit include:

- Outreach
- Refuge
- Groupwork
- IDVA

If your service isn't on the list, we may well still be able to accredit it – please email us at [leading.lights@safelives.org.uk](mailto:leading.lights@safelives.org.uk) to find out more.

## How long does the Leading Lights accreditation process take?

The length of the accreditation process is likely to vary for each service, depending on a range of factors. For most services, it would be possible to achieve accreditation within six months.

Services who are 'accreditation ready' and do not need much time to gather evidence and prepare may be able to achieve accreditation within three months, although this would be unusual.

## How long does the Leading Lights accreditation last?

Once achieved, the Leading Lights accreditation lasts for three years. To keep your accredited status, SafeLives will ask for certain information about your service each year (called an annual return) to show that you continue to meet the key criteria.

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

Absolutely! 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.

## Can I apply for Leading Lights before completing the Service Managers training?

You can register your interest for Leading Lights before completing the Service Managers training, however, you will not be able to go through accreditation until someone in your organisation has completed the Service Managers training.

## **Is having one SafeLives qualified Service Manager enough for the whole organisation or do all service managers of the organisation need the training?**

One Service Manager is enough to meet the requirement, and it is not necessary for all Service Managers within an organisation to complete the training.

However, in large accreditations, particularly those covering multiple services, some organisations do choose to have more than one Service Manager trained manager so the work can be shared more evenly and practice is consistent across services. This is really positive practice but is an organisation decision, and not something we require.

## **Once accredited, what happens if the qualified Service Manager leaves?**

If a qualified Service Manager leaves, you will need to declare this in your annual return. As long as you continue to work to a Leading Lights standard, this would not impact your current accreditation, but you would not be able to achieve reaccreditation until someone else in your organisation completed the Service Managers training.

## **Once the SafeLives Service Manager training is completed, do organisations have to redo the Service Managers training for the next accreditation after three years?**

No, the training doesn't expire so does not need to be re-done.

## **How does the Leading Lights assessor complete the case audit?**

Your assessor will need to review a certain amount of cases and will need access to your case management system via temporary login details for your assessment. This will be kept fully confidential and no identifying details relating to your clients will be recorded or shared.

## **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, they should first attempt to resolve their concern through the complaints process provided by the organisation involved. If they are not satisfied with the outcome, they can then 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 Frances Keel.