

# Derbyshire OPCC CORE Website Quality Assurance Self-Assessment Form and Guidance

## 1. Introduction

1.1. This document presents a quality assurance methodology and policy for Derbyshire OPCC's CORE website (<http://www.core-derbyshire.com/>). The policy will be used as a decision-making tool to help Derbyshire OPCC provide a level of reassurance to victims/survivors as to the safety and reliability of the organisations on the CORE website which provide services to support victims and their families in Derbyshire.

## 2. Purpose

2.1. The purpose of the quality assurance process is to assist Derbyshire OPCC to make decisions about which services across Derbyshire that deliver services to victims/survivors and families should be placed on the CORE website.

2.2. The aim is to ensure that people who seek support via the CORE website have a good understanding of the service that they can expect to receive and that it is likely to be safe and reliable.

## 3. About the Self-Assessment Form

3.1. Following an evidence review of 'what works' in quality assuring victims' services, which draws on relevant evidence in the related fields of safeguarding and health services, good practice models and principles were identified. These have been used to underpin the quality assurance process and this Self-Assessment Form.

3.2. In addition this form was "sense-tested" and consulted on with 10 key stakeholders across Derbyshire. This included representatives from local commissioning and provider organisations.

3.3. For each of the most-commonly identified quality areas, key quality principles and minimum quality standards were found. Appropriate sources of evidence which demonstrate that each minimum quality standard has been met were also identified.

## 4. Guide to enabling your service to be promoted on the CORE website

4.1. In order for your organisation to be promoted on the CORE website, you must demonstrate through self-assessment that it is safe and reliable in providing services to Derbyshire residents by completing Derbyshire OPCC's quality assurance process. This involves the following steps:



1. A Self-Assessment Form is available to download on the OPCC website. For any queries relating to this form, please contact the office using the details below:

Email: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)  
 Tel: 0300 122 6000

**The form is voluntary to complete, but without a completed form you will not be eligible to be on the CORE website.** To view the CORE website please see: <http://www.core-derbyshire.com/>

2. Please complete the Self-Assessment Form as instructed and on a voluntary basis. **You must complete all sections of the Self-Assessment Form and return it electronically to the email address below:**

Email: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)

Please insert the subject line: **CORE website application.**

3. You will receive an evidence request form from Derbyshire OPCC within three weeks of submitting your completed Self-Assessment Form. Please provide copies of all evidence requested to Derbyshire OPCC in the format required within three weeks.

Organisations, at random will be required to provide evidence of meeting all minimum quality standards evidence.

All other organisations will be required to provide evidence to meet randomly selected minimum quality standards as part of the 'dip sampling' approach.

4. Please provide a Service User Feedback report to Derbyshire OPCC via email ([pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)) which provides feedback from

service users on their experiences of your services from within the last 12 months.

5. In order for your organisation to continue to be featured on the CORE website you will need to comply with Derbyshire OPCC's ongoing quality assurance processes, which involves:
  - (a) On an annual basis you will need to provide a Service User Feedback report.
  - (b) On an annual basis you will also be subject to spot checks on a randomly selected key quality principle.
  - (c) Organisations at random will be asked to provide evidence to demonstrate that they are meeting minimum quality standards.

The quality assurance process is subject to consultation and review by Derbyshire OPCC. You will need to comply with all other quality assurance mechanisms outlined by Derbyshire OPCC in order to maintain your place on the CORE website.

If you have any questions about the quality assurance process then please contact [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk).