



Quality Standards

Ending 'honour'- based abuse and harmful practices

Introduction

Savera UK's Quality Standards (hereafter referred to as 'Quality Standards') are designed to ensure a consistent and effective service provision throughout our work that contributes towards achieving our overall vision of 'a world without 'honour'-based abuse (HBA) and harmful practices'.

Harmful practices are often considered as cultural norms, and are not confined to certain communities and societies. Where it has been proven that most harmful practices affect women and girls; men, non-binary individuals and people of other genders also face risks and threats to their safety. Thousands of people living in the United Kingdom are at risk and under threat of losing their lives to this, which is seen as the unwritten code of conduct named as so called 'honour.'

Savera UK was established in 2010 and became a registered charity in 2012. The organisation's overall strategic objective is to improve the lives of people who have experienced/are experiencing 'honour'-based abuse (HBA) and harmful practices and we will improve attitudes, behaviours and systemic responses around 'honour'-based abuse and harmful practices.

These will be achieved through Savera UK's principal activities of Safeguarding, Advocacy and Intervention Service (SAIS) that seeks to improve the lives of people who have experienced/are experiencing 'honour'-based abuse and harmful practices. Our Campaigning, Educating and Engaging Service (CEES) seeks to improve attitudes, behaviours and systemic responses around 'honour'-based abuse and harmful practices.

Savera UK has five values that underpin and uphold our Quality Standards

Values:

Respect:	Inclusive:	Compassion:	Innovation:	Ambition:
We respect the views of others, ensure we listen, and make an effort to understand other people's opinions, while	We value the importance of culture and are committed to creating a fair, understanding, and accessible	We work with empathy, solicitude and provide a safe and supportive environment.	We are leaders in driving a movement of change and use our unique, specialist knowledge to	We are led by our strong belief that everyone has the right to safety and security without living in fear. We strive to transform

challenging harmful attitudes which do not align with Savera UK's values.	environment within and outside of Savera UK.	We will go the extra mile ensuring needs and safety are met, no matter how challenging it may be.	inform how we approach this. We value an original and creative approach to problem-solving and are receptive to new ideas.	lives, change attitudes, deliver outstanding services and inspire change that has the power to save lives
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Savera UK's Quality Standards set out, how we intend our services to operate. They are based on our knowledge, experience and feedback from our staff, Clients, volunteers, and partners.

Accessibility and Rights

Strive to provide best practices, accessibility, and information to individuals (Clients) to make an informed decision of their needs, lives and future:

- All individuals (Clients) accessing Savera UK are believed.
- Clients accessing Savera UK are informed of their rights and choices through our specialist staff and/or seek other external specialist services to provide this.
- Savera UK safeguards, advocates and intervention to anyone at risk of HBA and harmful practices, including: people who identify as LGBTQ+, people seeking asylum and refugees, People with No Recourse to Public Funds (NRPF), people with disabilities and/or additional needs.
- Savera UK – where ever possible – will use appropriate and preferred language for Clients referred, where speaking no or limited English, including sign language.
- Savera UK will provide relevant trusted agencies and services to the Clients to access.
- Savera UK will do its utmost best to do all of its diligence of any new services before referring or signposting Clients to them.

Safeguarding and Safety

To ensure all safeguarding and safety measures are in place to protect all Clients:

- At the first point of referral all Clients are considered at high risk of HBA and harmful practices.
- Clients referred to Savera UK will be assessed to identify HBA and harmful practices risks and all of its safeguarding needs.
- All accepted Client referrals will be assessed and provided intervention that meets the individual's needs wherever possible.
- Clients will be provided with a HBA & Harmful Practices Specialist worker to provide 1-1 direct intervention using Savera UK service delivery model.

- All necessary steps will be taken to ensure full safeguarding and safety for the Clients at risk and under threat of HBA and harmful practices.
- Clients of Savera UK will be informed of their safety and safeguarding plan, as put together by the charity.
- Savera UK encourages and assist Clients to keep themselves, the staff and the organisation safe.
- Savera UK will encourage and assist the Clients to report their abuse to any relevant and appropriate service including the police and local authorities.
- Savera UK will provide and do all it can to protect anyone at risk of HBA and harmful practices regardless of gender, sexuality, age, ethnicity (this will include LGBTQ+, people with disability, seeking asylum and people with No Recourse to Public Funds (NRPF)).
- With the majority of Savera UK are women, will provide and protect women-only spaces and intervention
- All those who are involved with Savera UK, both external and internal to the charity, must sign a confidentiality or non-disclosure agreement.
- Staff and anyone involved with Savera UK will be informed and follow all policies and guidance to ensure all aspects of safeguarding are considered.

Independence and Wellbeing/Welfare

To ensure that Savera UK's services are relevant to meeting the needs of the individuals, to inform their decision making and independence:

- Savera UK will refer and signpost to other trusted specialist services for Clients to receive the intervention needed to support their wellbeing and independence.
- Clients are assessed throughout their time with Savera UK and monitored for their needs and progress, this will include physical, psychological, safety, social and financial factors.
- Clients are assisted and encouraged to identify goals to achieve as part of their needs assessment and progress plan, supporting their rehabilitation.
- Clients are assisted and encouraged to get involved and participate in activities, programmes and projects that help support their wellbeing.
- Clients are assisted and encouraged to participate in Savera UK's development to improve service provision internally or/and externally.
- Clients are encourage and assisted to achieve financial stability and independence.

Strategic/Campaign and Engagement Intervention

Working in partnership for change in provision and society change:

- Savera UK will engage and participate in partnerships to ensure appropriate and effective responses to end HBA and harmful practices or other harm and abuse.
- Savera UK will provide a platform for young people to campaign and raise awareness to their peers on HBA and harmful practices.
- Savera UK will provide opportunities for volunteers interested in building their knowledge and support the organisation toward achieving its vision.
- Savera UK will lead and contribute through research to continue improving the response to HBA and harmful practices or any other related harm and abuse.

- Savera UK will develop and lead new and innovative programmes, projects and campaign to increase understanding of HBA and harmful practices and end these practices for good.
- Savera UK prioritises work with communities/groups where HBA and harmful practices are considered more prevalent.

Accountability and Governance

To provide a high standard of governance, and an effective equality of service, structures and processes:

- Savera UK's main leadership and supervisory management are led by diverse women reflecting the majority of the organisation's Clients, who are women from diverse communities.
- Savera UK monitors its workforce and strategic management to ensure it reflects the organisation and is in line with the Equality Act 2010.
- Savera UK uses a highly secure IT and management system to store Clients', staff and volunteer records in line within the GDPR and data protection.
- Opportunities are in place for the continual professional development of Savera UK's staff ensuring their learning progression.
- Savera UK's staff receives the same pay or equivalent to the nationally recognised pay scale.
- Measures are in place to ensure safe working conditions and protection to all staff, volunteer, Clients, and anyone involved with Savera UK.
- Processes are in place to ensure that volunteers and Clients are aware of the Savera UK complaints process to report and inform of any misconduct or discrimination.
- Opportunities are provided to Clients in the planning and evaluation of service provision and development.
- Savera UK has all relevant frameworks in place for consistent, effective monitoring and evaluation of high equality response and progress of independence for Clients and always strive for improvement.

Annual Review:

The CEO of Savera UK, in conjunction with the charity's Board, will review the Quality Standards on an annual basis to ensure that we are fulfilling that expectations we have set as an organisation and are delivering consistently and effectively.