



***Family
Friendly UK***
familyandchildcaretrust.org

Assessment Standards, Evidence and Assessors' information for organisation

Family Friendly Accreditation

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Table of Contents

- Overview
- Section 1 –Standards
- Section 2 -Legal Compliance and Baseline Standards
- Section 3 – Initial Position Statement and Guidelines
- Section 4 – Policies for Review
- Section 5 – Case Studies
- Section 6- Assessment and Accreditation
- Section 7 – Timeline Aide Memoir

Family Friendly Accreditation

Assessment Standards, Evidence and Assessors information

This information is designed to support Member Organisations to understand what the Family Friendly Accreditation (FFA) process is and how they can achieve accreditation. It is divided into 7 sections for ease of use, with each section corresponding to a main aspect or activity within the Family Friendly Accreditation (FFA) process.

Section One

The Standards

Assessment is undertaken against a number of standards found in the Family Friendly Accreditation Standards documents and organisational leads should ensure they have familiarised themselves with the standards and what is expected in order to gain accreditation.

Organisations should be familiar with the standards they are working towards and the levels of success expected of them in order to achieve accreditation.

There are three types of Standards

Type 1:

Type 1 Standards are the essential to basic Family Friendly UK practice and legal compliance. All organisations are expected to meet all of these standards in order to be a member organisation and before they can be considered eligible to undertake our full Family Friendly Accreditation. All Type 1 Standards must be achieved in order to be fully compliant with the law. Organisations found not to be compliant with all Type 1 Standards will be supported to address this issue, but will not be able to undertake accreditation until they have achieved this.

Type 1 Standards must have 100% positive response to be considered met, internal and external, and need to be submitted on the Type 1 Standard Declaration form.

Type 2:

Type 2 Standards are those that a good accredited organisation would be expected to meet, and the level where we would expect most of our members to be functioning over time.

Type 3:

Type 3 Standards are those that an excellent service would meet and are aspirational in nature.

Standards as a measure of ongoing Improvement in Family Friendly Practice:
Our Members who were able to show both a sustained and increasing number of Level 2 and 3 standards at each 2 yearly assessment would be celebrated as organisations that can demonstrate ongoing commitment to and delivery of Family Friendly Practice. Organisations can be awarded with Bronze, Silver or Gold Award as a reflection on their achievements. Organisations who wish to be assessed prior to the 2 year reassessment period in order to achieve a higher award level must speak to their account manager regarding fees.

Section Two:

Legal Compliance and Baseline Standards

Submitting evidence at Stage One (within 8 weeks of membership).

Each organisation will need to submit a completed Baseline Type 1 Standards Declaration form (two parts external and internal facing), with suitable evidence that will show the organisations compliance with all of the Type1 Standards. This should be completed and submitted with supporting documents electronically to the Family Friendly Team along with your Initial Position Statement and your list of policies for review, within 8 weeks of receiving your membership confirmation with username and log in details for the website.

Self-Assessment Met/Not Met:

In this column the FFA organisational lead will indicate by yes or no if the organisation believes that it meets this standard and can evidence this.

Evidence:

The evidence submitted to support the standard should be logged in this column and should have a title – e.g. ‘Emergency leave policy’ and where possible a link to where it is in the file or an attachment.

Evidence numbers and labels:

Please ensure you cross-reference the evidence submitted against the standards it supports. You may submit a document in support of more than one standard, but you will need to indicate this clearly, and ensure each document is clearly marked so our assessors can make cross-reference checks. For example – an electronic policy submitted to support standards 1 and 3 should be labelled and saved as policy-support-std-1 & 3 or similar. A hard copy will need to have one of the evidence labels provided by our team clearly on the front of the documents folder or front page.

Section 3:

Initial Position Statement

Each member organisation will develop and submit a baseline position with regard to Family Friendly practice using the Initial Position Statement Framework and Guidelines provided. This statement should indicate where your organisation is now, where it is aiming to be in the short and longer term and how it aims to get there. There are three sections to complete and the focus is both internal (workforce focused) and external (the customer experience). Feedback will be given on the Initial Position Statement from the Family Friendly Team within 12 weeks of confirmation of membership.

(See documents Initial Position Statement and Initial Position Statement Guidelines).

Section 4:

Policies for Review

Organisations are able to utilise the Family Friendly HR team expertise to review four of their existing policies against specific family friendly markers, additional policies can be reviewed but this will incur an additional charge per policy of £99 plus VAT.

This review forms part of Phase One of the accreditation and a list of the policies to be submitted is requested as part of the Initial Position statement. The policy list needs to be submitted within 8 weeks of confirmation of membership, and the policies themselves need to have been submitted to the HR team two weeks before the booked assessment date.

Section 5:

Case Studies:

Case studies can be a really effective way of showing how an organisation works in a family friendly way, through live examples and stories. It is always important to protect confidentiality and identity so all studies should be anonymised and where possible with the consent of any individuals concerned. Examples of Case studies should be considered as early as possible, to allow individuals to be consulted and to develop the study itself. However, Case studies should not be submitted until the agreed assessment date.

Section 6:

Assessment and Accreditation:

We respect the amount of time and effort our members put into developing genuine Family Friendly Practice and we guarantee that our accreditation process directly reflects this effort and commitment from our members. The Family Friendly Team has been charged with developing and delivering a worthwhile accreditation against a number of member driven challenges and criteria. We feel that our process and approach meets the challenge of balancing accessibility to the scheme with robust assessment, maintaining quality whilst being organisationally sensitive, all of which results in an accreditation that will be valued and sustainable over time.

Assessment is primarily Self-Assessment using agreed audit tools and a standardised robust evidence framework. However, it would be incorrect to think our approach is an easy option, or one that does not require the highest levels of commitment and standards of delivery to employees and to customers. The self-assessment is evidence supported and requires the involvement of different teams and levels of influence within an organisation in order to be successful. The use of multiple audit tools supports a 'real time' rather than a tick box assessment experience, where learning and implemented changes can be directly used to support organisational development and benefits to business practice. In addition to self-assessment there is further randomised audit and check system carried out by the Family Friendly Team and its networks.

These randomised audits include:

- Additional cross-reference of evidence submitted by member organisations against claims of compliance with the accreditation standards
- Mystery Shopper exercises

- Snap shot customer feedback days
- Review of on line platforms for ease of access and intergenerational use
- Review of customer feedback systems
- Review of internal staff support systems
- Consent to carry out these activities is sought from organisations through the membership process.

External Validation:

In order to ensure equality and consistency there will be an annual validation exercise where the Family Friendly team assessments and randomised audits are reviewed by a suitably qualified External Verifier. The standards will be reviewed annually by our Standards Review Panel and this will include external verifiers and representatives from the accredited membership.

Appeals:

To support membership voice and equality, there is a formal appeals process in place. However the decision of the senior Board at Family and Childcare Trust is final and binding. (A Fair assessment process and policy is available on request).

Timeline Aide Memoir:

A timeline has been included in this booklet for your information and to support your planning. It is a list of suggested actions against time, which should help you to plan and operate a lean and successful accreditation application process. It is not organisational specific so this will need to be adapted to your needs. You may want to print it off, but it is best utilised by transferring the detail, actions and deadlines to a larger wall planner.

Suggested planning timeline

Who /Names	To do's / Action	Within weeks	Complete Yes or No
	<ul style="list-style-type: none"> • Apply to become a member or to be accredited • Nominate lead 	2	
	<ul style="list-style-type: none"> • Receive and familiarise with welcome pack • Confirmation of Membership • Liaise with FF Team • Take to Board (s) • Share intention with your organisation 	4	
	Prepare and submit : <ul style="list-style-type: none"> • Initial Position Statement • Type 1 evidence/standards booklet • Source case studies • Submit list of policies • Request if hard copy preferred to e-based assessment and submission of documents 	8	
	<ul style="list-style-type: none"> • Request assessment dates • Liaise with FF account manager • Receive hard copy assessment folder from FF inc labels for document returns • Receive feedback from FF team on IPS • Book your assessment dates and allocate personnel to manage the process on the day • Share the news, update the board (s) • Join the FF online network and share developments through social media • Review and update evidence collection and document submission in house 	12 months	
	<ul style="list-style-type: none"> • Prepare in house for assessment date team. • Submit full copies of policies listed and agreed with FF • Ensure all personnel are aware of progress and next steps • Submit supporting evidence if in hard copy • Liaise with account manager and confirm assessment date and intention to proceed 	Two weeks before assessment date	

	<ul style="list-style-type: none"> • Submit formal assessment booklet • Submit all supporting evidence electronically • Submit Case Studies • Ensure you receive confirmation email from FF team 	On assessment day	
	<ul style="list-style-type: none"> • Receive confirmation of success or working towards and next steps • Update Board and teams • Liaise with account manager 	8 weeks post assessment	
	If not accredited <ul style="list-style-type: none"> • Book resubmission with FF team • Hold meeting with client manager 	4 weeks post notification of outcome	
	If accredited <ul style="list-style-type: none"> • Receive letter of success signed by FCT CEO • Receive award certificate with logo and brand • Receive notification of award poster (print off and display in the workplace or customer-facing environments) • Receive letter of accreditation and membership with start and end dates, individually numbered and verified by FF Team • Receive information about accolade and celebratory events and media opportunities • Share and celebrate 		