



Peer Review Questionnaire

1. Contact details, remit and client journey

Name of agency	
Please confirm Address of advice service	
Please confirm primary contact for peer review enquiries	Name: Tel: Email:
Please confirm second contact (in case of absence)	Name: Tel: Email:
Please provide additional staff members NAMES and EMAILS who require access to the Sharefile platform.	
Remit of advice service Describe the remit of the advice service in relation to the Types and topics of advice provided (e.g. Type II in Welfare Benefits) and including the sub-topics as defined in the SNSIAP (e.g. Means-Tested benefits). (We will share this information with the peer reviewer.)	

	<p>Do you provide advice from outreach locations?</p> <p>Yes No</p> <p><i>If Yes, please provide details of any difficulties in using these locations e.g. unable to copy documentation from clients</i></p> <p>Please add any further information about the client journey you think would be helpful for the peer reviewer when reviewing your case-files:</p>
<p>Cases post Covid-19</p> <p>Please outline any (temporary or other) changes you have made to your advice delivery/client journey in response to Covid-19 that you believe are relevant to your peer review.</p>	
<p>Advicepro</p> <p>If you are an agency using Advicepro, please confirm you will have licences available for the required number of reviewers to access your system for up to 6 weeks.</p>	
<p>CASTLE</p> <p>If you are a CAB, please set out how you attach documents to CASTLE.</p>	

2. We estimate that the number of case files which evidence use of Type II and/or Type III* competences (with the required consent or other legal basis for processing) that we have provided advice in over the last 12 months is;

- a. **Housing**
- b. **Welfare Benefits**
- c. **Money/Debt**

** Type I cases cannot be reviewed and will be rejected from the pool of cases.*

3. We have completed a Scottish National Standards for Information & Advice Providers self-assessment of our advice service.

Yes **No**

4a. Have you been routinely asking clients for consent to share their casefiles for the purposes of external quality assurance?*

Yes **No**

If no, please answer Q4b.

4b. What is your legal basis for processing under the GDPR?

** You must not share any client casefiles with SLAB for the purposes of quality assurance unless your clients have given their consent to this or you have another legal basis for processing under the GDPR.*