

Scottish National Standards for Information and Advice Providers Self Assessment and Application Form



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Advice Provider Information and Remit

Name of organisation	
Address of advice service	
Contact name	
Telephone number	
Email address	
Number of sites advice service operates from	
Total number of advisers (covering welfare benefits, housing and/or money advice)	
Memberships/Regulators	



Remit of advice service
Topic and Type of advice provided (as defined in the SNSIAP)
Please explain the background, context and overall purpose of the advice service

1. General Management Standards

1.1 All service providers have clear management structures that identify the roles and responsibilities of all post holders involved in the planning, management and delivery of the service.

Key Indicator	1. A document or online resource outlining the management structure of the advice service.			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key Indicator	2. Staff and volunteers are able to describe the scope of their role and, where appropriate, identify to whom, when and how they could refer matters for decision.			

Standard 1.1 ready for review				
1.2 All standard office procedures must be documented				
Key Indicator	1. A manual or online resource of all policies and procedures.			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key indicator	2. All staff and volunteers are aware of, and have access to, the policies and procedures relevant to their role			

Standard 1.2 ready for review				
1.3 All service providers must have robust systems for financial management				
Key indicator	1. The service has a clear financial strategy and financial management processes			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 1.3 ready for review				

1.4 There must be clear lines of internal communication

Key Indicator	1. The advice service has an internal communication strategy, approaches and channels that meet people's needs			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 1.4 ready for review				

1.5 Each service provider must be able to demonstrate that it is complying with all relevant general legislation

Key Indicator	1. Knowledge of the legislation relevant to the agency & its role as a service provider & employer			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key indicator	2. Evidence that current insurance provides the necessary protection			

Standard 1.5 ready for review	
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2. Standards for Planning

2.1 All service providers must be clear about the remit of their service and the boundaries of their service				
Key Indicator	1. The strategic aims and objectives of the advice service are clearly identified			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 2.1 ready for review				

2.2 All services must undertake a regular exercise to determine the profile of their local community and any special needs that may exist.

Key Indicator	1. The service maintains a deprivation indices of the local community			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key Indicator	2. The service identifies the specific advice needs of the local community			

Standard 2.2 ready for review				
2.3 All service providers must develop long-term plans that cover a period of three to five years.				
Key Indicator	1. A business plan for the advice services that anticipates future demand, availability of resources and advice patterns			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 2.3 ready for review				

2.4 All services must produce an annual service plan that seeks to ensure the best match between the needs of the service users and the resources available to provide the service

Key Indicator	1. An annual service plan that identifies the service that will be provided and how the demand for advice will be met within current resources			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 2.4 ready for review				

2.5 All services must regularly review their work against the aims and objectives for their service and make the results of these reviews available in a publicly accessible format at least once a year

Key indicator	1. Documentary evidence of collation of service statistics, analysis and consideration by those responsible for advice service planning			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key Indicator	2. The evidence is available to the public			
Standard 2.5 ready for review				

2.6 All services must be subject to regular independent review and evaluation				
Key Indicator	1. An independent review and evaluation is undertaken at least once every 3 years			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 2.6 ready for review				

3. Standards of Accessibility and Customer Care

3.1 All service providers must be committed to providing equity of access to services for all.				
Key Indicator	1. A clear statement explaining how the advice service meets the needs of the whole community, including those with protected characteristics defined in the equality Act 2010, and how this is measured (except when the advice service is for a defined sector of the population)			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 3.1 ready for review				

3.2 All service providers must have a clear commitment to treat service users with respect and be clear about any expectations of behaviour they have of service users

Key Indicator	1. A customer care policy which covers all staff involved in delivery of the service, which is published			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key Indicator	2. A policy clearly defining expectations in relation to service user behaviour			

Standard 3.2 ready for review				
3.3 All service providers must have procedures to review their premises at least once every three years				
Key Indicator	1. There are procedures to review the advice providers' premises and how these meet service users' needs, at least once every 3 years.			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 3.3 ready for review				

3.4 All service providers must regularly review the methods of delivery for their service to ensure both accessibility and the effective use of resources

Key Indicator	1. There is a process in place for reviewing the effectiveness of each method of delivery of advice, at least once every 2 years, and this information is used to make improvements			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 3.4 ready for review				

3.5 All service providers must regularly review their hours of service to ensure that these meet the needs of their current and potential service users

Key Indicator	1. There is a process in place for reviewing the opening hours of the advice service, at least once every 2 years			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date

Standard 3.5 ready for review				
3.6 All service providers must ensure that potential service users are aware of the service that is provided				
Key Indicator	1. There is a plan in place to promote/market the advice service in ways that meet the needs and preferences of potential service users			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 3.6 ready for review				

3.7 All service providers must be able to provide information in a range of formats that are appropriate to the needs of disabled people and the local community.

Key Indicator	1. A policy relating to the provision of information in alternative formats			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 3.7 ready for review				

3.8 Services must not disadvantage those users whose first language is not English. All type II and III services must have access to interpreters in appropriate languages and clear procedures for the use of interpreters.

Key Indicator	1. The service has a policy and procedures in place in relation to the use of interpreters			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date

Standard 3.8 ready for review				
3.9 All service providers must have effective and appropriate policies on confidentiality and access to information				
Key Indicator	1. The service has policies and procedures in place relating to the holding of client information and access to this information, confidentiality and forms of authority.			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date

Standard 3.9 ready for review				
3.10 Service providers must have procedures for the safe maintenance of files and for file destruction.				
Key Indicator	1. The service has a policy in place relating to storage and destruction of files			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 3.10 ready for review				

3.11 Service providers must have an effective complaints procedure and adequate insurance to provide rights of redress

Key Indicator	1. The service has an easy to use complaints procedure which is publicised			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key Indicator	2. The service has Professional Indemnity Insurance			

Standard 3.11 ready for review				
3.12 All service providers must have procedures that actively encourage feedback from service users				
Key Indicator	1. The service has procedures in place that enable service users to provide feedback on the quality of service they have received and uses this to inform its service planning			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 3.12 ready for review				

4. Standards for Providing the Service

4.1 All service providers must provide an independent service that can represent the interests of their service users.				
Key Indicator	1. A written policy and staff training that demonstrates the service places the interests of service users before their own or a third party's interests.			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 4.1 ready for review				

4.2 All services must have arrangements to ensure that their service has up to date reference materials and appropriate journals

Key Indicator	1. The service has up-to-date reference materials and journals (paper and/or online) relevant to the service they provide			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 4.2 ready for review				

4.3 All service providers must maintain regular contact and liaison with other providers in the locality. Referral agreements must be established between agencies to ensure that service users receive a consistent and seamless service

Key Indicator	1. The service provider can demonstrate a good knowledge of other relevant service providers in their locality			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date



Key Indicator	2. The advice service has a referral policy and procedures in place			
Standard 4.3 ready for review				

4.4 Type II & III services must have systems that ensure that service user information and case files are well organised.

Key Indicator	1. The service provider has an effective and efficient case management system			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 4.4 ready for review				

4.5 Type II & III services must have a casework procedure that can be applied consistently to all service users.

Key Indicator	1. The service has casework procedures, covering the outset of the case, progressing and closing the case, that are consistently applied by advisers			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date

Standard 4.5 ready for review				
4.6 Type II & III services must ensure that the casework files of individual advisers are subject to suitably qualified, independent review.				
Key Indicator	1. Service providers should have arrangements for case files to be reviewed by a supervisor, or other adviser under the control of the supervisor, who has not been involved in the day to day conduct of the case.			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date

Standard 4.6 ready for review				
4.7 All service providers must have robust means of recording service-wide activity and service use.				
Key Indicator	1. The service gathers the relevant client data			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key Indicator	2. The service gathers data on the number of cases by type and topic			

Standard 4.7 ready for review	
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5. Standards Around Competence

5.1 All service providers must have a clear commitment to equal opportunities in employment practice				
Key Indicator	1. The service has an equal opportunities policy which is effectively applied to its employment practises			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 5.1 ready for review				

5.2 All service providers must ensure that they have systems to identify the skills and knowledge required to meet users' needs and the procedures to match these requirements with staff and volunteers delivering the service

Key Indicator	1. There are systems, procedures and processes in place that ensure staff have the relevant skills and knowledge to meet users' needs			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 5.2 ready for review				

5.3 All service providers must ensure that those delivering the service are provided with adequate training and development

Key Indicator	1. The service has induction procedures, an appraisal system, and training and development plans and procedures in place.			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date

Key Indicator	2. All advisers with less than 5 years of experience undertake no less than 35 hours of training per year. All advisers with more than 5 years of experience undertake no less than 20 hours of training per year;			
Standard 5.3 ready for review				
5.4 All service providers must ensure that all staff involved in delivering the service have core competences before they advise the public				
Key Indicator	1. The service ensures that those delivering the service have the skills and knowledge to provide advice to the public, including the relevant core competences listed in the SNSIAP.			

Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 5.4 ready for review				
5.5 All service providers must ensure that all cases are dealt with by an adviser competent in that topic				
Key Indicator	1. The service can demonstrate that advisers meet the requirements of Section 2 of the Standards for the relevant area of law			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date

Key Indicator	2. The service can demonstrate that the adviser, whether paid or unpaid, undertakes advice work of no less than 3 hours per week (Type I), no less than six hours per week (Type II) or no less than twelve hours per week (Type III)			
Key Indicator	3. Supervision arrangements are in place to oversee the work of the adviser in their topics in line with the requirements of Standards 5.6.			
Standard 5.5 ready for review				

5.6 All service providers must ensure that all information and advice work is supervised by a suitably qualified individual either from within or out with the service

Key Indicator	1. The service can demonstrate that the supervising adviser meets the requirements in Section 2 of the Standards, for the relevant areas of law			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key indicator	2. The service can demonstrate that the supervising adviser, for Type I whether paid or unpaid, undertakes information and advice related work no less than six hours per week and for Type II and Type III no less than twelve hours per week.			

Standard 5.6 ready for review				
5.7 All service providers must ensure that they understand the work of other relevant agencies in their localities				
Key Indicator	1. There are adequate mechanisms in place for sharing experience and knowledge with other agencies operating in similar fields			
Date	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 5.7 ready for review				

6. Resourcing Standards

6.1 All service providers must have premises that ensure that the service is accessible to all members of the community and meets the need of service users				
Key Indicator	1. The service provider can demonstrate that they have taken action to ensure premises are accessible and meet the needs of service users			
	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Key indicator	2. Service providers should consult with service users and potential service users, including disability groups, about the adequacy of their premises at least once every three years.			

Standard 6.1 ready for review				
6.2 Service providers must pay sufficient attention to human resource planning to maintain service outputs and inform future planning				
Key Indicator	1. The service has adequate staff to deliver the service now and monitors demands on staff time to inform future planning			
	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 6.2 ready for review				

6.3 All services must be able to demonstrate that their annual budget is sufficient to resource the requirements of these Standards and sufficient to resource the commitments established in the service plan

Key Indicator	1. Each element of the service plan and the plan to meet these standards is costed, identified as a one-off or ongoing requirement and included with the service's annual budget			
	Current position	Red Amber Green	Action(s) required/Progress log	Target completion date
Standard 6.3 ready for review				

Monitoring and Reviewing Compliance

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Form completed by:

Name(s) :
Date :