

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

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## Advice Provider Information and Remit

<b>Name of bureau</b>	
<b>Address of bureau</b>	
<b>Contact name</b>	
<b>Telephone number</b>	
<b>Email address</b>	
<b>Number of sites advice service operates from</b>	
<b>Number of paid advisers Number of volunteer advisers (at date of application; covering welfare benefits, housing and money advice)</b>	
<b>Memberships</b>	
<b>Date of last CAS audit</b>	



<b>Remit of advice service</b>
Topic and Type of advice provided (as defined in the SNSIAP)
Please explain the background, context and overall purpose of the advice service, including any projects.

## 4. Standards for Providing the Service

**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				
<b>4.4 Type II &amp; III services must have systems that ensure that service user information and case files are well organised.</b>				
Key Indicator	<b>1. The service provider has an effective and efficient case management system</b>			
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.**

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

<b>Standard 4.5 ready for review</b>	
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**4.6 Type II & III services must ensure that the casework files of individual advisers are subject to suitably qualified, independent review.**

<b>Key Indicator</b>	<b>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.</b>
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Date	Current position	<b>Red</b> <b>Amber</b> <b>Green</b>	Action(s) required/Progress log	Target completion date
<b>Standard 4.6 ready for review</b>				

## 5. Standards Around Competence

**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**

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

<b>Standard 5.3 ready for review</b>				
<b>5.4 All service providers must ensure that all staff involved in delivering the service have core competences before they advise the public</b>				
<b>Key Indicator</b>	<b>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.</b>			
<b>Date</b>	<b>Current position</b>	<b>Red Amber Green</b>	<b>Action(s) required/Progress log</b>	<b>Target completion date</b>
<b>Standard 5.4 ready for review</b>				

**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)			

<b>Key Indicator</b>	<b>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.</b>			
<b>Standard 5.5 ready for review</b>				
<b>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</b>				
<b>Key Indicator</b>	<b>1. The service can demonstrate that the supervising adviser meets the requirements in Section 2 of the Standards, for the relevant areas of law</b>			
<b>Date</b>	<b>Current position</b>	<b>Red Amber Green</b>	<b>Action(s) required/Progress log</b>	<b>Target completion date</b>

<b>Key indicator</b>	<b>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.</b>	
<b>Standard 5.6 ready for review</b>		

**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				



## Monitoring and Reviewing Compliance

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### Form completed by:

Name(s) :
Date :