

Scottish National Standards for Information and Advice Providers Self Assessment Summary

Date:

1.General Management Standard	Red	Amber	Green
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.			
1.2 All standard office procedures must be documented			
1.3 All service providers must have robust systems for financial management			
1.4 There must be clear lines of internal communication			
1.5 Each service provider must be able to demonstrate that it is complying with all relevant general legislation			
2.Standards for Planning			
2.1 All service providers must be clear about the remit of their service and the boundaries of their service			
2.2 All services must undertake a regular exercise to determine the profile of their local community and any special needs that may exist.			
2.3 All service providers must develop long-term plans that cover a period of three to five years.			
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			
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			
2.6 All services must be subject to regular independent review and evaluation			
3.Standards of Accessibility and Customer Care			
3.1 All service providers must be committed to providing equity of access to services for all.			
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			
3.3 All service providers must have procedures to review their premises at least once every three years			
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			

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			
3.6	All service providers must ensure that potential service users are aware of the service that is provided			
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			
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.			
3.9	All service providers must have effective and appropriate policies on confidentiality and access to information			
3.10	Service providers must have procedures for the safe maintenance of files and for file destruction.			
3.11	Service providers must have an effective complaints procedure and adequate insurance to provide rights of redress			
3.12	All service providers must have procedures that actively encourage feedback from service users			
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.			
4.2	All services must have arrangements to ensure that their service has up to date reference materials and appropriate journals			
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			
4.4	Type II & III services must have systems that ensure that service user information and case files are well organised.			
4.5	Type II & III services must have a casework procedure that can be applied consistently to all service users.			
4.6	Type II & III services must ensure that the casework files of individual advisers are subject to suitably qualified, independent review.			
4.7	All service providers must have robust means of recording service-wide activity and service use.			
5. Standards Around Competence				
5.1	All service providers must have a clear commitment to equal opportunities in employment practice			

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			
5.3	All service providers must ensure that those delivering the service are provided with adequate training and development			
5.4	All service providers must ensure that all staff involved in delivering the service have core competences before they advise the public			
5.5	All service providers must ensure that all cases are dealt with by an adviser competent in that topic			
5.6	All service providers must ensure that all information and advice work is supervised by a suitably qualified individual either from within or outwith the service			
5.7	All service providers must ensure that they understand the work of other relevant agencies in their localities			
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			
6.2	Service providers must pay sufficient attention to human resource planning to maintain service outputs and inform future planning			
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			