

Citizens Advice Bureaux Self Assessment Summary

Date:

4. Standards for Providing the Service	Red	Amber	Green
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.			
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.			
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.			