

Scottish National Standards for Information and Advice Providers - Type I Summary Audit Report

March 2010

Fife Council Local Services Network

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1 INTRODUCTION AND AUDIT OUTCOME

Fife Council Local Services Network provides services in the Fife area face to face, by telephone, home visit, through outreach surgeries and by providing information on the Fife Direct internet site.

The remit of the service is:

- to provide good quality housing information and advice to customers who are seeking housing in Fife or who have a housing related issue
- to work with the customer in a problem solving manner to assist the customer

1.1 AUDIT OUTCOME

The on-site audit visit took place on 26th February 2010.

Following the audit visit, it was concluded that the advice service provided by Fife Council Local Services Network meets the requirements of the Scottish National Standards for Information and Advice Providers (the Standards).

Fife Council Local Services Network is accredited to the Scottish National Standards for Information and Advice Providers in the topics and for the types of service shown below until March 2014.

Housing topics accredited

TOPIC	Applied for	Accredited
2.1 Rent Arrears		
2.2 Mortgages/Secured Loans		
2.3 Housing Benefit/Council Tax Benefit		
2.4 Disrepair in Rented Housing		
2.5 Housing Options		
2.6 Discrimination in Housing		
2.7 Eviction		
2.8 Anti Social Behaviour		
2.9 Harassment and Illegal Eviction (includes race discrimination)		
2.10 Homelessness		

2.11 Relationship Breakdown		
2.12 Rent: Private Sector		
2.13 Security of Tenure		
2.14 Statutory Tenancy rights		
2.15 Repair and Improvement Grants		

2 AUDIT FINDINGS

2.1 STRENGTHS

- The referral systems used by the agency were excellent, providing staff access to a comprehensive range of local services and allowing referrals to be made and accepted speedily
- Staff appeared to be well motivated and committed to their jobs and to have a good customer service ethos
- There were a range of procedures in place to ensure that staff were supported in their work and risks were managed

2.2 AREAS FOR DEVELOPMENT AND RECOMMENDATIONS - Quality of Advice

Recommendation: The service could be improved by further training and development of frontline staff to increase their knowledge of the areas in which they provide a service.
(Standard 5.3)