



Standards to be evidenced for accreditation of Type 1 service.

1 General Management Standards

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

Standard 1.3 All service providers must have robust systems for financial management.

Standard 1.5 Each Service Provider must be able to demonstrate that it is complying with all relevant general legislation.

2 Standards for Planning

Standard 2.1 All service providers must be clear about the remit of their service and the boundaries of their service.

Standard 2.5 (amalgamating 2.6) All services must regularly review their work against their aims and objectives for their service and make the results of these reviews available in a publicly accessible format at least once a year. All services must be subject to regular independent review and /or evaluation.

3 Standards of Accessibility and Customer Care

Standard 3.1 (incorporating 3.2, 3.4 and 3.7) All service providers must : be committed to providing equity of access to services for all; regularly review the accessibility of their methods of delivery and be able to provide information in a range of formats and languages appropriate to the needs of the local community

Standard 3.9 All service providers must have effective and appropriate policies on confidentiality and access to information.

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

4 Standards for Providing the Service

Standard 4.1 All service providers must provide an independent and impartial service that can represent the interests of their service users.

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

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

Standard 4.7 All service providers must have robust means of recording service wide activity and service use.

5. Standards around competence

Standard 5.2 (incorporating 5.3,5.4 and 5.5) All service providers must ensure that: they have the systems to identify the skills and knowledge to meet users needs; the procedures to match these requirements with staff and volunteers delivering the service; a clear commitment to equal opportunities in employment practice; those delivering the service are provided with adequate training and development and that workers have core competences and that all cases are dealt with by an adviser with the relevant topic specific competence.

Standard 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.

Standard 6.2 Service providers must pay sufficient attention to human resource planning to maintain service outputs and inform future planning