

# National Standards and Accreditation - Improving Outcomes

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Scottish Legal Aid Board  
[www.slab.org.uk](http://www.slab.org.uk)

# Why are advice-focussed Standards important?

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- Achieving the appropriate advice outcomes for individuals who do access assistance
- Achieving improved outcomes for people who need advice but are not seeking/ accessing it
  - Recognising equivalence across diverse sector
  - Underpinning strategic improvements

# Interaction with strategic improvements

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- People needing advice
- Advisers
- Advice organisations
- Planners
- Funders
- Policy-makers

# Context for change

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Asked to develop an achievable and cost-effective model to support promotion, implementation and accreditation of the Scottish National Standards for Information and Advice Providers

# Option development

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Considered how to:

- Encourage strong self-assessment
- Improve cost effectiveness (across whole cycle)
- Improve take-up
- Support continuous improvement
- Inform national policy and development

# Stakeholder views

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- Agreed with the core principles
- Strongly advocated retaining the technical and organisational elements
- Supported re-introduction of co-ordinating role at national level
- Strong support for cross-sector coverage, and complementing other quality frameworks

# Summary of new model

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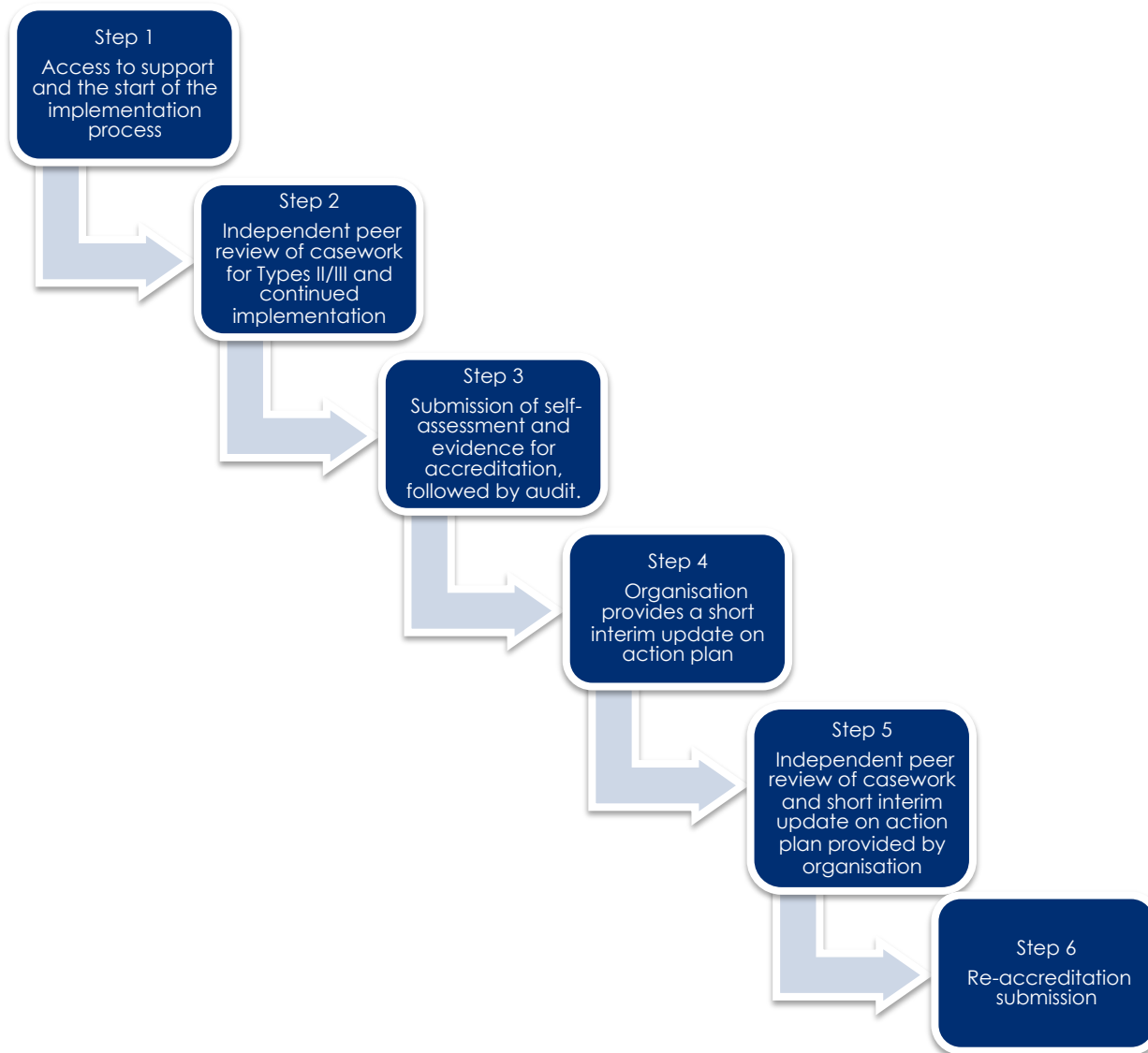
- The new model of accreditation and support for the SNSIAP retains a focus on both organisational and technical quality of advice, but separates out the audit of evidence provided by the organisation of achievement across all the Standards, from independent peer review of casework
- The introduction of independent peer review, based on the competences defined in the SNSIAP, for organisations providing Type II and III advice (those undertaking casework), will encourage and support advice providers to continuously improve, by providing a means of evidencing how effectively technical quality is assured within their advice service

# Summary of new model

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- The accreditation process as a whole will be staggered to reinforce this continuous improvement, with independent peer review taking place prior to audit. The new model is based on a 3 year accreditation cycle
- The Scottish Legal Aid Board (SLAB) have been asked by the Scottish Government to develop, implement and manage the delivery of a first 3 year test cycle of the new model. Requested to provide information to Scottish Government on the progress and outcomes
- SLAB will be the first point of contact for advice providers wishing to apply for accreditation or re-accreditation and will co-ordinate the audit and peer review of advice providers





# What happens next?

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- Establish necessary operational arrangements
  - Refresh guidance and documentation
  - Develop peer review
  - Establish central point of contact and support for organisations on implementation
  - Seek information from accredited organisations to inform planning of re-accreditation
- Agree governance structure
- Communicate and work with others

# SLAB contact details

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# Group exercise 1

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How do you incorporate  
assuring quality of advice into  
what you do?

## Group exercise 2

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What do you think are the benefits of having accredited national standards for advice and information provision?

# Group exercise 3

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If you could choose 1 thing you think should be a priority for SLAB to ensure the new accreditation process improves take up of the SNSIAP, supports continuous improvement, is cost-effective, is recognised by the public and ultimately improves the quality of advice clients receive, what would it be?

# Group exercise 4

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Having heard what the new model of accreditation is, if you could prioritise 1 thing you would do next what would it be?