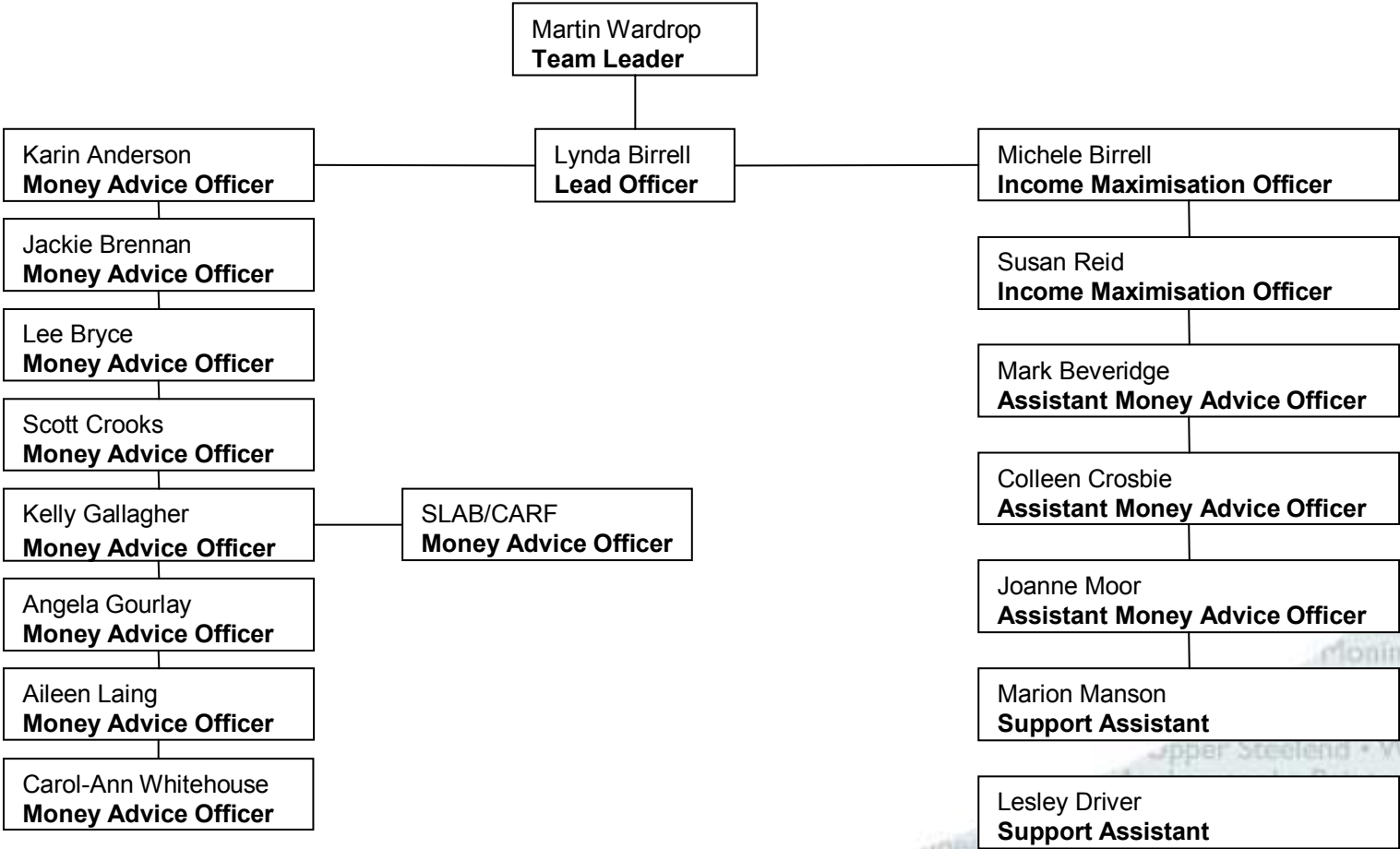


Quality in Money Advice

Martin Wardrop
Team Leader Fife Council

Fife Council Environmental Services

Money Advice Team



- **Complaints**
 - **Advertise**
 - **React**
 - **Review**

- **Surveys**

Fife Rights Forum Quality Standards
are grouped under four headings:

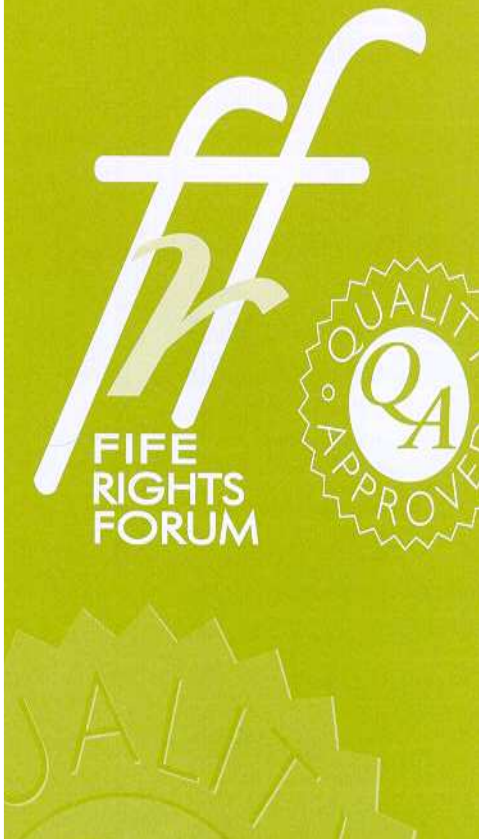
- 1. Organisational Development**
- 2. Accountability**
- 3. Best Practice**
- 4. Child Protection and Rights**



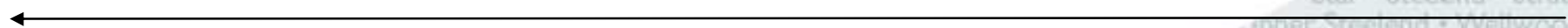
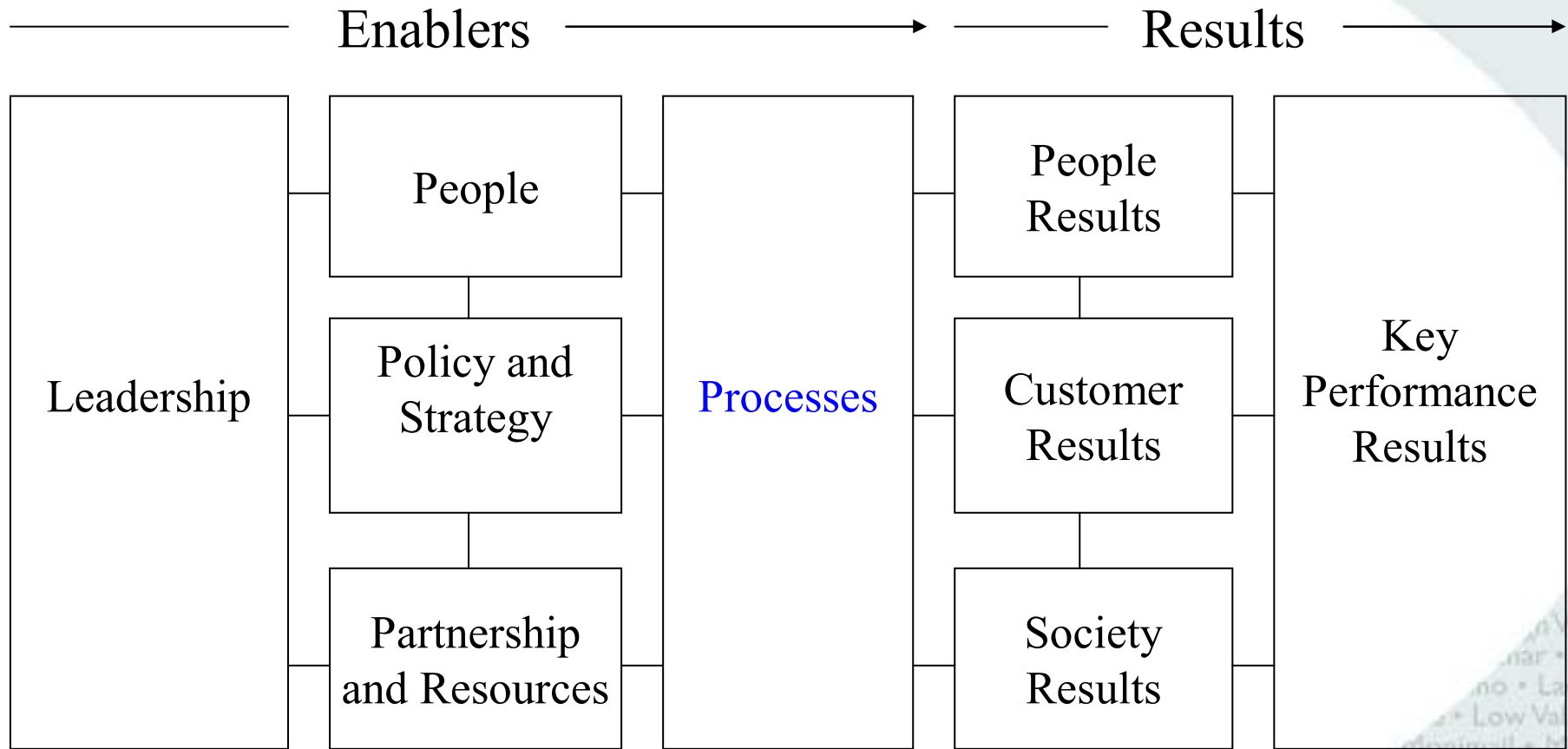
Accountability

There are three quality standards under this heading:

- 1. Complaints**
- 2. Communicating with Stakeholders**
- 3. Service Standards**



EFQM EXCELLENCE MODEL



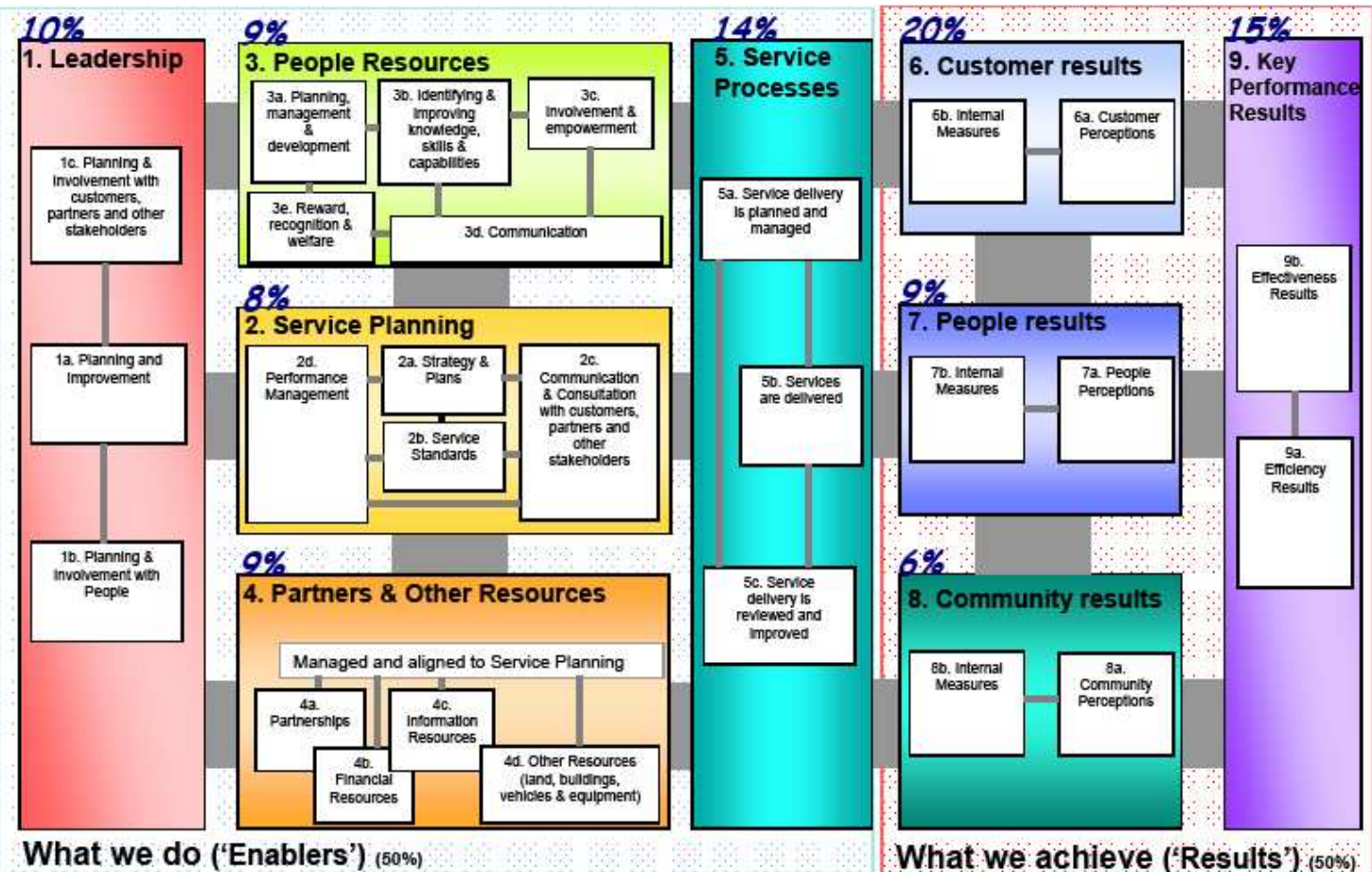
5 PROCESSES

5a Services are developed and provided

5b Processes are managed and improved

5c Customer relationships are managed

FIFE EXCELLENCE MODEL



Fife Excellence model



Standard 4.2

- **All services must have arrangements to ensure that their service has access to up to date reference materials and appropriate journals.**
- Good information and advice is based upon the adviser's ability to readily access up to date and accurate information.
- **Indicators for Type I, Type II and Type III**
- All information and advice providers should have up to date reference materials and journals relevant to the service that they provide.
- A separate and adequate budget should be maintained for this purpose.
- All services should clearly designate responsibility for maintaining and updating information within their Services Plan.



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mentary High Valleyfield • Hill of Peath • Millend • Murrumbidgee • Newburgh • Kellie • Kerbrack • Kerrow

Income Max Gains

