

CRITERIA FOR BECOMING A FULL DIAL MEMBER

VALUES

To qualify for a full membership of the DIAL network organisations must be committed to **DIAL values**:

They must be

- local, independent disability information and advice services run on a voluntary, not for profit basis
- organisations of disabled people controlled by disabled people
- committed to the social model of disability
- user-led organisations

They must provide

- accessible, free, confidential and impartial services
- opportunities for local people, particularly disabled people, to use and develop their skills and experience to the full at all levels

They must

- aim to provide appropriate, comprehensive and accurate information and advice each and every time
- empower and enable disabled people to maximise the choice and control they have over their lives
- work towards eliminating discrimination that disabled people face by raising awareness of their abilities and rights
- commit to equality of opportunity
- commit to independent inspection of their services to agreed quality standards and to continuously reviewing and improving them.

STANDARDS AND ADMINISTRATIVE REQUIREMENTS

Groups must meet certain **minimum service standards** and certain **administrative requirements** to join the network as full members and must state that it is their aim to meet the DIAL Quality Standards at Level 1 within 2 years of joining.

Minimum Service Standards

The minimum **service standards** are that they must:

1. be able to provide a service of information and advice on disability for at least 8 (eight) hours per week;
2. have a constitution and a management structure identifying responsibility for finance, premises, personnel, the information system, publicity and reviewing policies and procedures;
3. have a management body consisting of at least 51% people with disabilities;
4. publicise the service to disabled people, occupy premises accessible to them and adequately signed and have arrangements for regular review of accessibility.
5. have access to current information, national and local, including the following or acceptable alternatives:-
 - Disability Rights Handbook
 - Directory for Disabled People
 - Child Poverty Action Group Welfare Benefits Handbookaddresses of local voluntary and statutory agencies dealing with disability, benefits and care services;
6. have procedures for ensuring that the information is accurate and comprehensive, and for ensuring that it can be accessed and appropriately shared throughout the organisation;
7. work in partnership with other appropriate agencies to meet the needs of the service user;
8. have adequate staffing arrangements:

- the majority of the advice workers should have a disability;
 - the group must keep under review the number of advice workers needed, including the number available each session; if the group has fewer than 2 *advisers* each session there must be a convincing reason why that is adequate;
 - to ensure safety at least 2 *people* should be available when the service is open;
 - there must be arrangements to induct all staff and to identify and meet their training needs so that they can gain and update necessary skills and knowledge;
 - there must be supervision arrangements to ensure that staff are giving accurate and comprehensive information and advice and as part of that to require advisers to give an on-going commitment to gain basic knowledge and to update as necessary;
9. maintain monitoring information about the service including number of service users and categories of information and advice;
 10. have arrangements to ensure confidentiality of information about users; these must include a requirement for all staff to sign an undertaking to observe confidentiality and a lockable filing cabinet in which papers with such information are put;
 11. have a complaints procedure which they make known to users
 12. have an equal opportunities policy covering users and staff;
 13. comply with government regulations regarding health and safety, public liability insurance and, if applicable, employers' liability insurance;
 14. hold current professional indemnity insurance.

Administrative Requirements

Groups must meet the following **administrative requirements**:

1. have a named contact within the DIAL, for DIAL UK;
2. provide monthly statistics to DIAL UK;
3. pay the appropriate membership fee;
4. have the words “affiliated to DIAL UK” in all their published literature;
5. sign up to the DIAL Values Statement;
6. agree to work towards meeting the DIAL Quality Standards.