



Leicester
City Council

Appendix 1

Social Welfare Advice Procurement Review 2017-22

Proposed Tiers of Advice

Lead director: Alison Greenhill

Date: 24th August 2016

Proposed Tiers of Advice

(Example of tiers of advice for clients with financial problems)

Tier	Overview	Detail
1	Assisted information and signposting	<ul style="list-style-type: none"> ▪ Involves giving clients the information they need, to enable them to know more and do more about their situation. ▪ Includes information about rights, policies and practices, national and local services and various agencies that can help them. ▪ The responsibility rests with the client whether to take any further action or not
2	General advice and general advice with casework	<ul style="list-style-type: none"> ▪ Includes diagnosis of a client's enquiry and their financial circumstances, giving information and explaining their options and identifying further action to take. ▪ Some assistance is provided, for example contacting third parties (e.g Council Tax Department or enforcement agents on the client's behalf, form completion and drawing up a budget.) ▪ This level of service may be provided either by self-contained interviews, following by the customer taking responsibility for further action ▪ Or, ongoing casework support including all of the above and taking action on behalf other client, with the advice provider taking responsibility for follow-up work.
3	Specialist advice and tribunal representation	<ul style="list-style-type: none"> ▪ A specialist service accredited by the Financial Services Authority undertakes advice and casework at a level where detailed knowledge of law is required. ▪ This would involve intensive one-to-one support and casework up to litigation and advice on Court hearings, including bankruptcy, insolvency, Debt Relief Orders and appropriate financial products.