



## ***Appendix 2***

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# ***Citizens Advice LeicesterShire Contract Analysis 2015-16 Advice Tier Definitions***

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## Appendix 2: Advice Tier definitions

Tier	Overview	Detail
1	Assisted information and signposting	<ul style="list-style-type: none"> <li>▪ Involves giving clients the information they need, to enable them to know more and do more about their situation.</li> <li>▪ Includes information about rights, policies and practices, national and local services and various agencies that can help them.</li> <li>▪ The responsibility rests with the client whether to take any further action or not</li> </ul>
2	General advice and general advice with casework	<ul style="list-style-type: none"> <li>▪ Includes diagnosis of a client's enquiry and their financial circumstances, giving information and explaining their options and identifying further action to take.</li> <li>▪ 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.)</li> <li>▪ This level of service may be provided either by self-contained interviews, following by the customer taking responsibility for further action</li> <li>▪ Mandatory reconsiderations</li> <li>▪ 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.</li> </ul>
3	Specialist advice and tribunal representation	<ul style="list-style-type: none"> <li>▪ A specialist service accredited by the Financial Services Authority undertakes advice and casework at a level where detailed knowledge of law is required.</li> <li>▪ 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.</li> <li>▪ Acting as an Appointee</li> <li>▪ Appeals work</li> <li>▪ Representation in legal proceedings.</li> </ul>