

Advice in County Durham 4 Tick System



Advice in County Durham is a partnership of local advice providers, committed to working together to improve the provision of advice across County Durham.

First founded in 2013 one of the partnerships key aims was to make accessing the right advice as easy as possible. To do this the partnership developed 'a four tick' system which gives a simple indication of the level of intervention offered by each of our members.



Information Point
Self-help



Assisted Information Point
Information and Signposting



Advice Point
Face to face interview to help diagnose enquiry and next steps to reach a resolution including referral to another agency, contacting third party on behalf of client, completing forms etc.



Supported Advice Point
All of the above including: taking action on behalf of the client to move the case on e.g. negotiating on behalf of the client with third parties and taking responsibility for follow up work.

Organisations joining Advice in County Durham are awarded an "Approved Centre Status" with the appropriate number of ticks relevant to the type of service provided.

For information on joining the partnership or if you would like to know how to get an 'Approved Centre Status' for your organisation please do not hesitate to contact Kate Burrows at Kate.Burrows@cdcab.org.uk or call 0191 3726753.

www.adviceincountydurham.org.uk



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