



**ASK US**  
Advice toolkit

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## HANDOUT

This resource is part of the Ask Us Advice Toolkit. For more information or queries on any of the topics covered in this toolkit, or to find out about training and consultancy the Ask Us partners can offer please contact [enquiries@1625ip.co.uk](mailto:enquiries@1625ip.co.uk)



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[www.askustoolkit.co.uk](http://www.askustoolkit.co.uk)



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## HANDOUT

### Emergency

Have you checked if there is an emergency?

### Consequence

What are the consequences if the problem is left unsolved?  
Could it lead to an emergency situation?

### Capacity

Can the client manage this crisis for themselves or do they require support? Does your team have capacity? What are the next steps?

### Summary

Summarising, reflecting and paraphrasing back to the client to ensure understanding

### Don't Advise

Give the client all options relating to their enquiry.  
Information resources, websites, print outs, leaflets and referrals.

### Next Step

Prepare client for the next step, this could be a referral, signposting or coproduced action plan.

Never try to remember the information as it's always changing. Know where to look for the latest updated information

- [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- [www.bristollawcentre.org.uk](http://www.bristollawcentre.org.uk)
  - [www.1625ip.co.uk](http://www.1625ip.co.uk)
  - [www.gov.uk](http://www.gov.uk)
  - [www.bristol.gov.uk](http://www.bristol.gov.uk)
  - [www.acas.org.uk](http://www.acas.org.uk)
  - [england.shelter.org.uk](http://england.shelter.org.uk)
- [www.gingerbread.org.uk](http://www.gingerbread.org.uk)
- [www.nextlinkhousing.co.uk](http://www.nextlinkhousing.co.uk)
  - [www.lawstuff.org.uk](http://www.lawstuff.org.uk)
  - [www.childlawadvice.org.uk](http://www.childlawadvice.org.uk)
  - [www.turn2us.org.uk](http://www.turn2us.org.uk)
- [www.nationaldebtline.org.uk](http://www.nationaldebtline.org.uk)