

# Contribution to third sector development

## Executive Review

### Advice, Information and Guidance Review

Advice, information and guidance programmes are a core service provision for the majority of CVS organisations. Organisations across Sandwell have been providing advice services which have seen a sharp increase in use by people from a range of different countries who speak little English, and have very little understanding of local culture, customs and services.



AIG programme therefore supports individuals with a range of issues to ensure that their rights and entitlements are received. Services are provided either one to one, on the phone or through leaflets. Help includes;

- General Advice
- Understanding correspondence
- Writing correspondence
- Translation
- Form filling
- Immigration advice
- Welfare Rights advice
- Housing issues

Working closely with our operational partner organisation such as Confederations of Bangladeshi Organisations we cover home visits for those who can't reach our various geographical advice outreach centres across Sandwell. We take the following actions:

- Interview clients to assess their current situation;
- Identify possible courses of action;
- Guide clients towards taking appropriate action;
- Explain legislation, official documents or the content of letters;
- Produce written material, and explanatory leaflets;
- Follow up information queries on behalf of clients;
- Represent, intervene and advocate on behalf of clients;
- Make referrals to solicitors, immigration advisors etc;
- Research general or specialist fields of advice work to keep the community informed and up to date with appropriate legislation and procedures.

“I have used the centre for the past twenty years. I can't read, write or speak English. I can depend on this place to find out my rights and get all the help I need”  
Mr Ali, 75 year old resident

**Free, confidential and impartial advice**

- Monday- Friday
- 9.30am-1.00pm
- 2.00pm-4.00pm