



Fife Advice Framework

A Tiered Approach



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David Redpath - Chief Executive Officer

Foreword from Citizens Advice & Rights Fife

Helping other people, especially those in need, is a natural instinct for most of us. It comes from a desire to do the best you can for those around you. Anything that makes it easier for us to help others is to be welcomed. That's why this framework has been developed with the simple premise of making it easier to help those who require help.

For those who are using our services we aim to improve the situations individuals find themselves in. We aim to resolve, support, advise and assist to the best of our ability. However, being "in need" brings with it a certain set of circumstances which are difficult to navigate for clients and professionals alike.

A simple framework to demystify and simplify the support available to vulnerable individuals and families is a step towards improving the circumstances of people across Fife.

The following framework, backed up by appropriate training, sets out new ways of supporting, whilst representing a much-needed shift to prevention at the earliest possible stage. We all agree we want to avoid individuals reaching crisis point and this framework identifies new approaches to early intervention. Income maximisation, debt, energy advice and housing advice, are all areas which we know can help.

Fife is unique and this framework approach is unique in Scotland. However, the situations we see each and every day are not unique and demand new approaches, as well as bravery, to address. Challenge yourself and your organisations to deliver differently, using the framework to do what it has been developed to do; make it easier to help those in need.



Diarmuid Cotter, Head of Customer and Online Services, Fife Council

Foreword from Fife Council

When we launched our Get help, anti-poverty campaign three years ago, we knew from the outset that we were facing a mammoth task trying to support the amount of people who were in need of help. We knew we couldn't do that alone. We knew that this would require a team effort, not just between different teams and services within Fife Council but also with our community partners and the third sector, working together to make a difference to the people of Fife.

Over the years it has been heartening to see the commitment and hard work that staff and volunteers have put in to improving the lives of others and I'd like to take this opportunity to thank everyone for what we have collectively achieved.

We know that what we have been doing these last three years has made a significant impact on many people's lives and we want to be able to continue that work and help even more people.

It is clear that this work is needed as much now as it ever was and if we can simplify the processes for all involved then so much the better.

The following framework has been put together, along with relevant training to make it easier for all of us to be able to provide the right support, at the right time to those who need it. Whether the issue is income maximisation, debt, energy advice or housing advice we want service users to be able to get the support and advice they need from wherever they choose to source it.

The framework is the culmination of a lot of hard work, collaboration and shared vision where everyone has made a commitment to doing the very best we can for the people of Fife.

Introduction

Income Maximisation advice is a complex area where one piece of misinformation can be potentially financially devastating to individuals and families. Housing, Home Energy and Money Advice are also complex with equally severe consequences for Fife residents. But advice does not need to be this way when approached in the right manner. In fact, it can be the best thing to do to prevent crisis or mitigate the effects of the current cost of living crisis.

The proposed framework sets out the tiered advice approach we are looking to embed in Fife. It ensures that there is a clarity on the “who” and “what”, backing this up with appropriate information on onward referrals and other forms of support that can be utilised to improve the lives of those who are vulnerable or in need of support.

Importantly, it shows that income maximisation, money advice, home energy and housing advice in its most basic form can be carried out by anyone. A simple, uncomplicated framework supported by free to use tools, accessible to all.

The following document will provide the context behind each tier, giving an understanding on who can carry out certain actions. With all services under increasing pressure, simple conversations relating to income maximisation, financial difficulties and housing needs can have far reaching positive impacts on an individual. Our ability to increase capacity to hold such conversations is key to driving such change.

No Wrong Door

When people reach out to us for help it should be easy for them to do this. All partner services should work together to make sure that processes and systems are better joined up, so that no matter where or how people reach out, they receive the services they need.

We know that many people across Fife are impacted by the current cost of living crisis reducing disposable incomes and making life a difficult journey for many of the most vulnerable in society.

We know that many of the most, but not all, vulnerable people are in some way engaging with a range of support services both public and in the third sector.

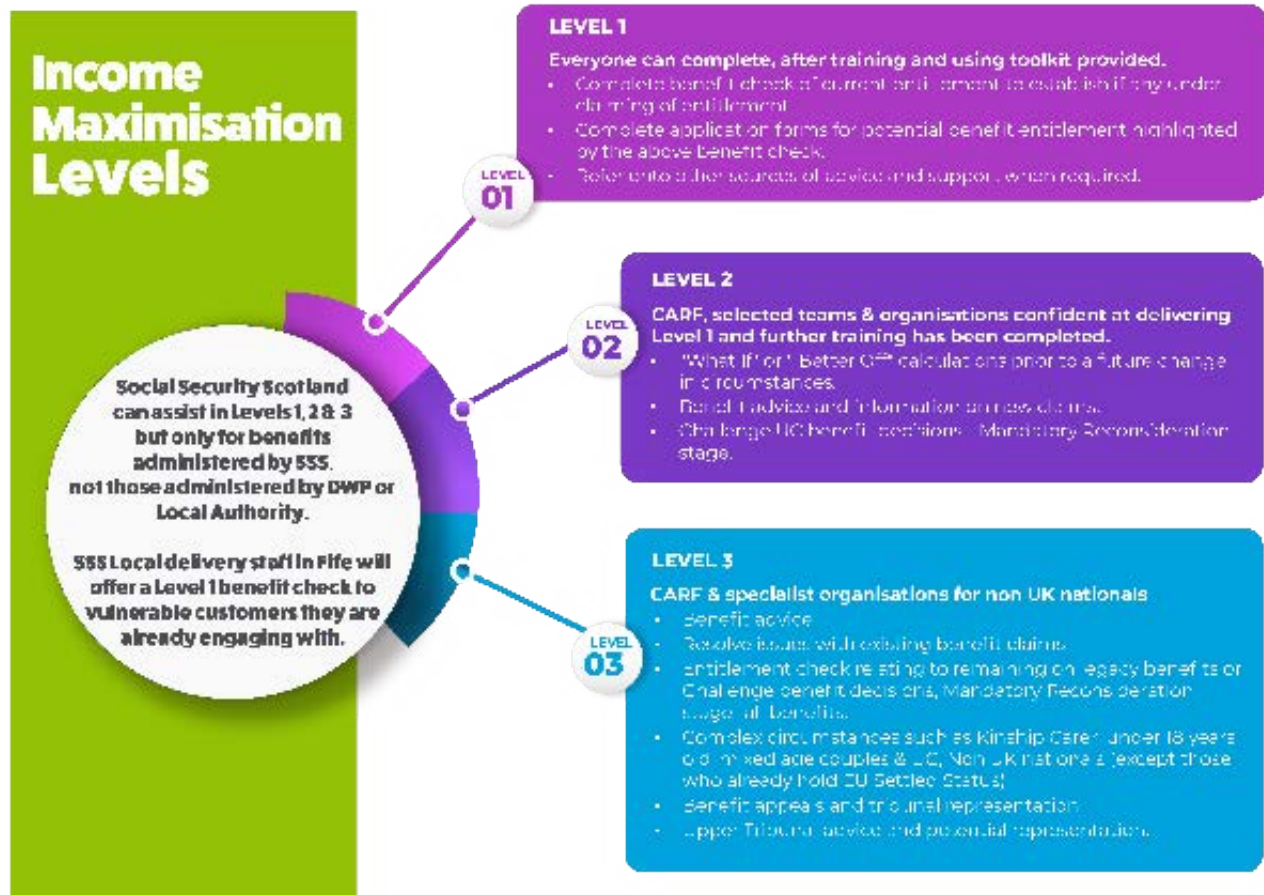
We know that there are tens of millions of pounds of unclaimed benefit in Fife alone. This is money that people are entitled to but not receiving. Fife has also recently declared a housing crisis and The Money Charity has revealed the average UK household debt is in excess of £65,000.

The tiered framework aims to breakdown some of the siloed working we have in Fife, cutting through a cluttered landscape to ensure that services can provide income maximisation support to ensure that an individual has the money they are entitled to, basic money advice to remove barriers to early intervention activity, and advice on suitable housing based on resident’s needs.

This approach is part of a wider Get Help Fife movement formed in response to the current cost of living crisis and the need to change the way in which services are delivered. Further information on Get Help Fife can be found by visiting: our.fife.scot/gethelp

The Tiered Framework

INCOME MAXIMISATION



Level 1

Who: Everyone can complete, after training and using the toolkit provided

What: Completing benefit check using Fife Online Benefit Checker

Complete simple benefit application forms

Refer onto other sources of advice and support

What does Level 1 mean in practice?

Level 1 is the simplest form of benefit support. Free, easy to understand training can be provided to organisations who wish to help their service users maximise their income. The 2 hour training covers the Fife-specific online benefit calculator to identify potential benefits an individual may be entitled to. It's as simple as that. Its potential entitlement, not guaranteed entitlement, and this can be done by anyone.

In addition, the training will cover the completion of initial applications for any unclaimed entitlements within the results page of The Fife Benefits Checker. These can all be completed easily with service users as guidance and appropriate application links are embedded.

Finally, there is always additional support that can be provided by organisations who have greater benefit knowledge and more experience in benefit support. The training will give details on how onward referrals can be made and to whom, ensuring that service users do not drift between services and fall through cracks.

Level 2

Who: CARF and other teams and organisations confident delivering level 1 and where further training has been provided.

What: “What if “calculations and “Better off” calculations prior to a change of circumstances.

Benefit advice and support on new claims.

Challenging Universal Credit benefit decisions through Mandatory Reconsiderations.

What does Level 2 mean in practice?

A good way to think about Level 2 is that it deals with changes in entitlement rather than identifying entitlement. Level 2 looks at the questions clients may have when they are entering employment, losing employment, a child leaving school, a partner moving in or any number of circumstance changes in an individual’s life. It ascertains what the individual can expect to happen and allow them time to take necessary actions, communicate with benefit agencies and prevents difficulties arising when the change in circumstance occurs,

Level 2 also looks at benefits where there has been an “unfair” decision made regarding a benefit and how this can be challenged, through a mandatory reconsideration route. This is for Universal Credit only as legacy benefits and health related benefit challenges requires a further level of knowledge and competency around the legislation.

While Level 1 is very simple, Level 2 deals with slightly more complex queries and requires additional training. If organisations have not had additional training these enquiries should be referred on as per the training given in Level 1 and details of how this works in practice is given in Level 1 training.

Level 3

Who: CARF and other specialist organisations who deal with non-UK nationals

What: Resolve issues with existing benefit claims

Entitlement checks when on legacy benefits

Mandatory reconsiderations for all benefits

Complex benefit advice, for example, students, kinship care, under 18’s, mixed age couples, non-UK nationals without settled status.

Benefit appeals requiring tribunal representation

Upper tier tribunal advice and potential representation

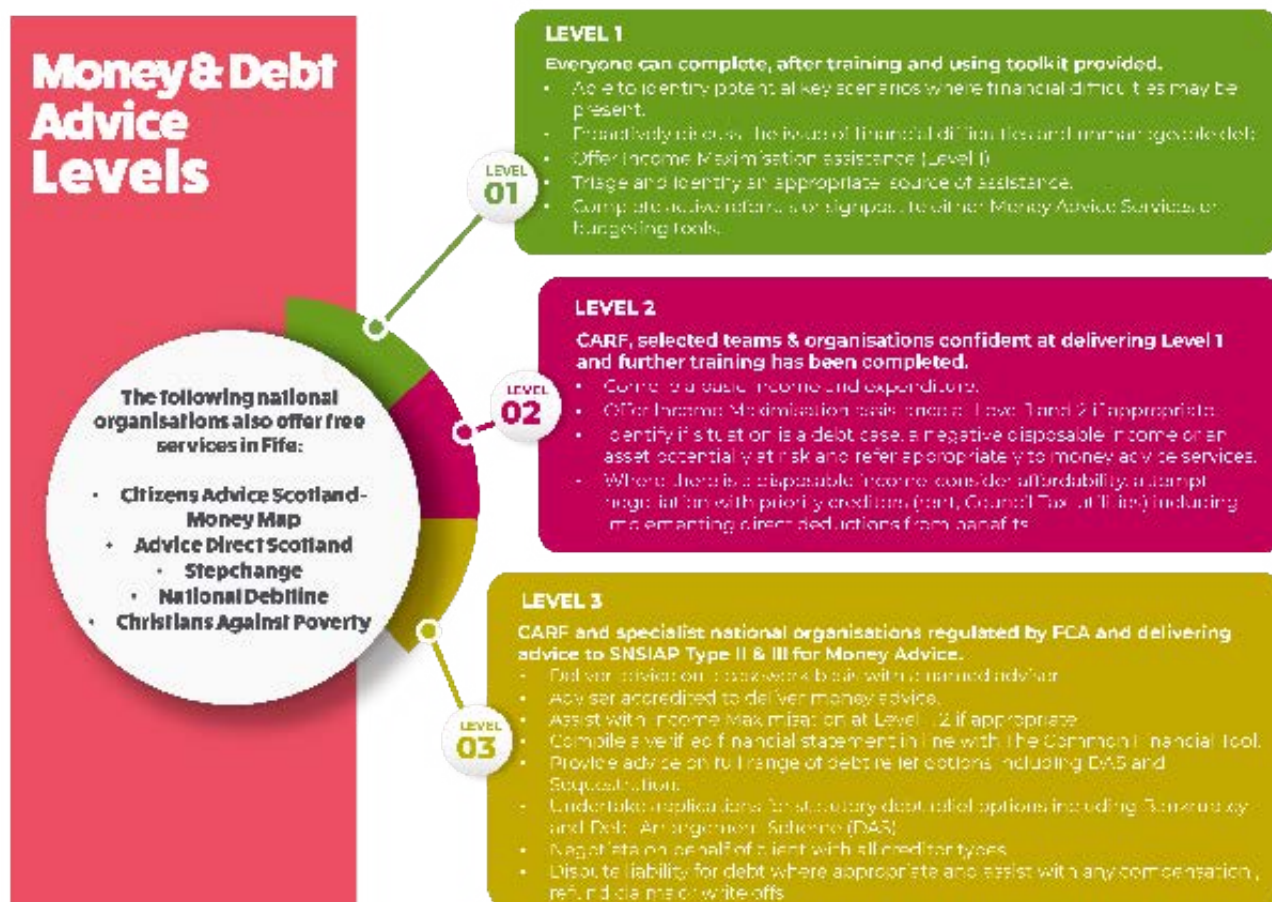
What does Level 3 mean in practice?

The best way to look at Level 3 is that this is specialist advice. Most obviously this is where something has gone wrong with a benefit and it needs resolved. However, there are other instances where specialism may be necessary, for example, where individuals are on legacy benefits it can be financially detrimental to them to move to Universal Credit. This requires a more specialist knowledge of benefits to prevent a financial loss. Equally, more complex family situations require more specific knowledge kinship carers, mixed age couples with potentially differing entitlements, those under 18 and those who are non-UK nationals all require a more in-depth knowledge. The Fife Benefit Checker system indicates when it is not possible for the system to accurately provide a benefit check and advises users to stop and refer onto specialist advice. This is aimed at those operating at Level 1 and 2, as well as members of the public.

Those providing Level 3 advice will not be utilising the Fife Benefits Checker as the system is not equipped for specialist purposes. Instead, specialist staff will utilise their expert knowledge and specialist tools in order to complete the tasks.

Equally, the challenging of benefits outside of Universal Credit, can be a more specialist area. First stage challenges may fail and this is where tribunal representation may be necessary to overturn potentially unfair benefit decisions. This in itself requires more knowledge than Levels 1 and 2.

MONEY & DEBT ADVICE



Level 1

Who: Everyone can complete, after training and using the toolkit provided

What: Enquire appropriately if experiencing financial difficulties

• Triage for the most appropriate source of assistance

• Signposting or referring to approved Money Advice services

• Signposted to budgeting tools

What does Level 1 mean in practice?

Level 1 is the foundation of money and debt advice, proactively exploring the potential of financial difficulties and it is essential to reach people at the earliest opportunity. Proactively approaching the subject at key life stages, at the point of accessing crisis support or when engaging with other services can reduce stigma and remove barriers to accessing free, impartial and confidential advice and assistance.

Money Advice awareness sessions can aid confidence in being able to identify potential money advice intervention, provide a guide on questions to ask in order to identify urgent situations so that referrals are prioritised, where to access self-help materials to share as well as where and how to refer to more appropriate sources for advice and support.

Level 2

Who: CARF, selected teams and organisations confident at delivering Level 1 and further training has been completed.

What: Compile a basic income and expenditure based on information provided.

Offer Income Maximisation assistance at Level 1 and 2 if appropriate.

Identify if situation is a debt case, a negative disposable income, an asset at risk or court action has been instigated and refer appropriately to money advice services.

Where there is a disposable income, consider and assess affordability, negotiate with priority creditors (rent, Council Tax, utilities) including implementation of direct deductions from benefits.

What does Level 2 mean in practice?

This is where financial difficulties have been established. It assists with simple one off debts that are not disputed and where the person has a disposable income to make and maintain a repayment plan.

Organisations undertaking Level 2 work are expected to include Local Authority, Housing Association and third sector agency staff who are engaged to recover debt, support tenancy sustainment, provide welfare advice or a support worker role. It is likely these professionals will work on a caseload basis or with a specific demographic of the Fife population.

Level 3

Who: CARF and specialist national organisations regulated by FCA and delivering advice to SNSIAP Type II & III standards for Money Advice.

What: Deliver advice on a casework basis with a named adviser.

Adviser accredited to deliver money advice.

Assist with Income maximisation at Level 1, 2 if appropriate.

Compile a verified financial statement in line with The Common Financial Tool.

Provide advice on full range of debt relief options including DAS and Sequestration/ Bankruptcy.

Undertake applications for statutory debt relief options including DAS and Sequestration/ Bankruptcy.

Negotiate on behalf of client with all creditor types.

Dispute liability for debt where appropriate and assist with any compensation or refund claims.

What does Level 3 mean in practice?

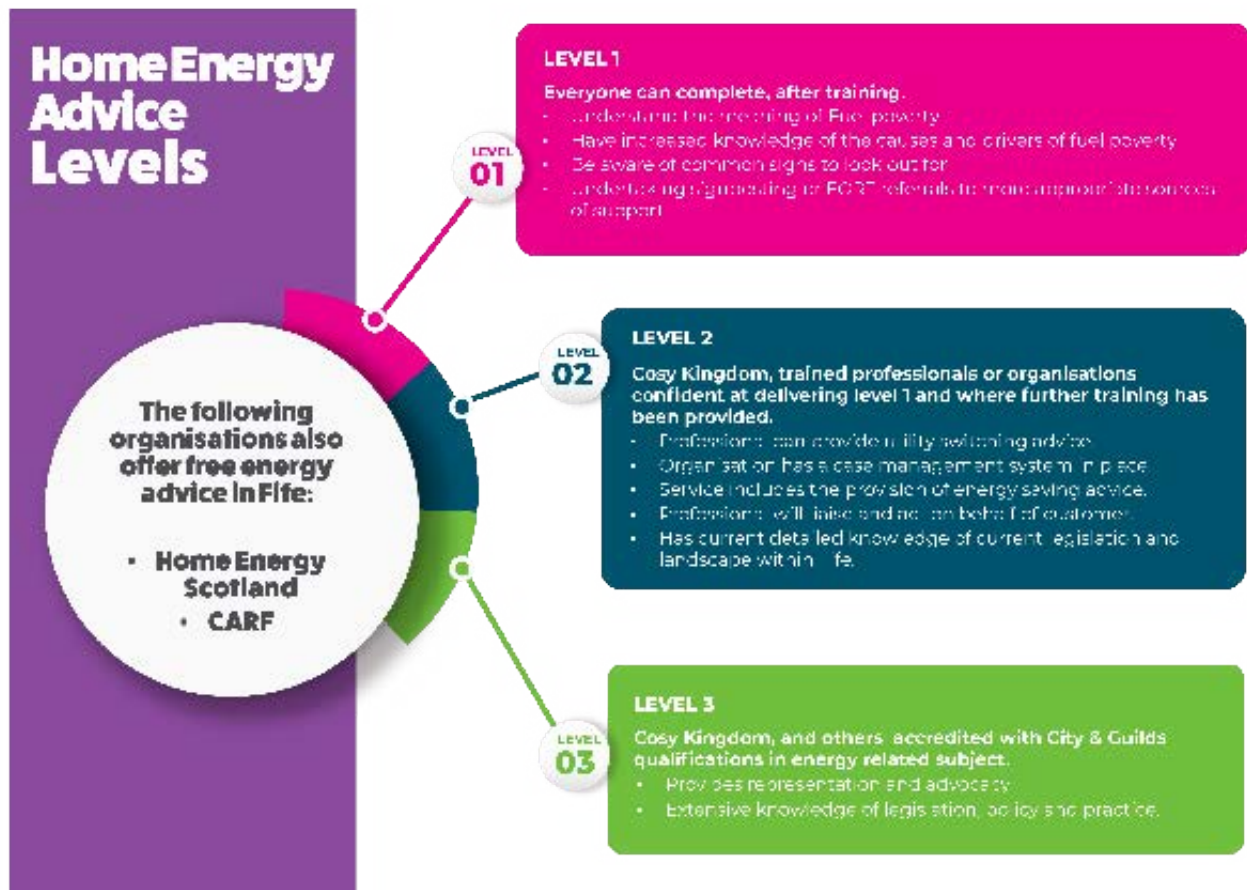
This will include situations where court action has commenced such as a Charge for Payment of Money or an eviction/repossession action has begun. These cases are urgent scenarios where level 3 advice should be engaged as a matter of urgency.

Other scenarios where a person can no longer afford to maintain their ongoing liabilities, have multiple debts outstanding or they have an asset such as a home or vehicle of value. This requires level 3 knowledge of money advice and options in order to prevent further financial difficulties.

The person will be allocated a named adviser who case manages their work.

At level 3, statutory debt relief options such as The Debt Arrangement Scheme and Sequestration may be appropriate. Advisers must be accredited to deliver this advice as per the legislation requirements. The organisations must also be regulated by The Financial Conduct Authority. Locally they may also be accredited by Scottish National Standards of Information and Advice Providers, Type II & III for Money Advice.

HOME ENERGY ADVICE



With the right approach, early energy advice and intervention can prevent crises- or at least mitigate the worst effects of the current cost-of-living pressures- before they escalate.

Energy prices are typically higher than the UK average, cost fluctuations, a reliance on prepayment meters for those on low incomes mean many households struggle to afford adequate heating and power.

Level 1

Who: Everyone- At this level, any staff member or volunteer can participate after completing frontline energy advice training (delivered by Greener Kirkcaldy). The aim is to empower a wide range of people in community organisations, charities, council services, and other frontline roles to provide basic energy advice and be able to refer to specialist support services.

What: Light-touch advice and signposting. Level 1 advisors offer general energy-saving guidance and identify when someone might need further help. This capability comes from concise training that covers the fundamentals of fuel poverty and energy advice. The training covers core topics such as:

- **Understanding fuel poverty and vulnerability-** how to recognise signs that a household may be in or at risk of fuel poverty.
- **Energy bills and metering-** explaining electricity and gas bills, tariffs, and different meter types (including standard credit and prepayment meters).
- **Condensation and dampness-** basic tips to manage condensation, ventilation, and damp in the home to maintain warmth and health.
- **Energy saving measures-** simple, no-cost or low-cost changes in behaviour or home usage that reduce energy consumption (for example, efficient use of heating and hot water, switching off standby appliances).

After training, Level 1 practitioners are equipped with quick-reference toolkits (such as checklists or online resources) to aid their conversations with clients.

What does it mean in practice? In practice, Level 1 means that frontline workers and volunteers across Fife can offer immediate, basic help on energy issues as part of their day-to-day contact with the public. Level 1 advisors are not expected to solve complex problems, but they can identify red flags and know which service or program to refer the person to. Essentially, Level 1 creates a wide net of early intervention: more people in our communities can recognise fuel poverty issues and take the first steps to help the individual, rather than the issue going unnoticed or unaddressed.

Level 2

Who: Trained case and support workers. Typically, individuals operating at Level 2 have more in-depth training or experience in energy advice through their scope of work and training. These are professionals working in roles specifically focused on energy or financial inclusion support.

What: Enhanced energy advice and case management. Level 2 advisors provide hands-on support that goes beyond basic pointers, dealing with more involved energy issues and taking proactive steps on behalf of clients. Key activities at this level include:

- **Energy budgeting and billing support-** working one-on-one with clients to review their energy bills and usage, set up budgeting plans, and ensure they are on the most advantageous tariff.
- **Managing energy debts and liaising with suppliers-** contacting energy suppliers directly to negotiate repayment plans for arrears, and resolve simple billing errors, Level 2 advisors stay up-to-date with consumer rights and energy market regulations so they can intervene effectively.

- **Home energy ongoing casework**- Level 2 professionals can spot and refer issues like the need for improved insulation or heating upgrades. They can advise on practical steps and help clients apply for appropriate grants or schemes.
- **Referral and coordination**- Level 2 workers coordinate with other services. They also know when to escalate a case to Level 3 specialists if the situation is particularly complex or outside their scope.

Level 2 advisors offer an enhanced, active support service. They possess a working knowledge of current energy efficiency programs and relevant legislation (such as changes in energy price caps or new government support schemes) so that advice is always current. While they do not necessarily hold the advanced qualifications of Level 3, they engage in continuous professional development in energy and fuel debt advice.

What does it mean in practice? In practice, Level 2 creates a robust safety net for clients who need more than basic tips. Workers at this level often build an ongoing relationship with clients, working through issues over a period of time (case management) rather than just a one-off conversation. The Fife Council Housing Service's fuel poverty officers can take on more complex cases for tenants where housing officers, trained to provide level 1 advice, do not have the knowledge or time.

Level 3

Who: Specialist energy advice professionals. This top tier of support is provided by highly trained experts such as Cosy Kingdom energy advisors from StAndEN, Greener Kirkcaldy and other professionals who have achieved a formal qualification in energy advice such as the City & Guilds Level 3 Award in Energy Awareness (6281-01) or equivalent. These are advisors with substantial experience and specialist training, and they often handle the most complex or challenging cases. They may also come from organisations like Home Energy Scotland or specialist units within charities and housing associations that focus on energy advocacy and policy.

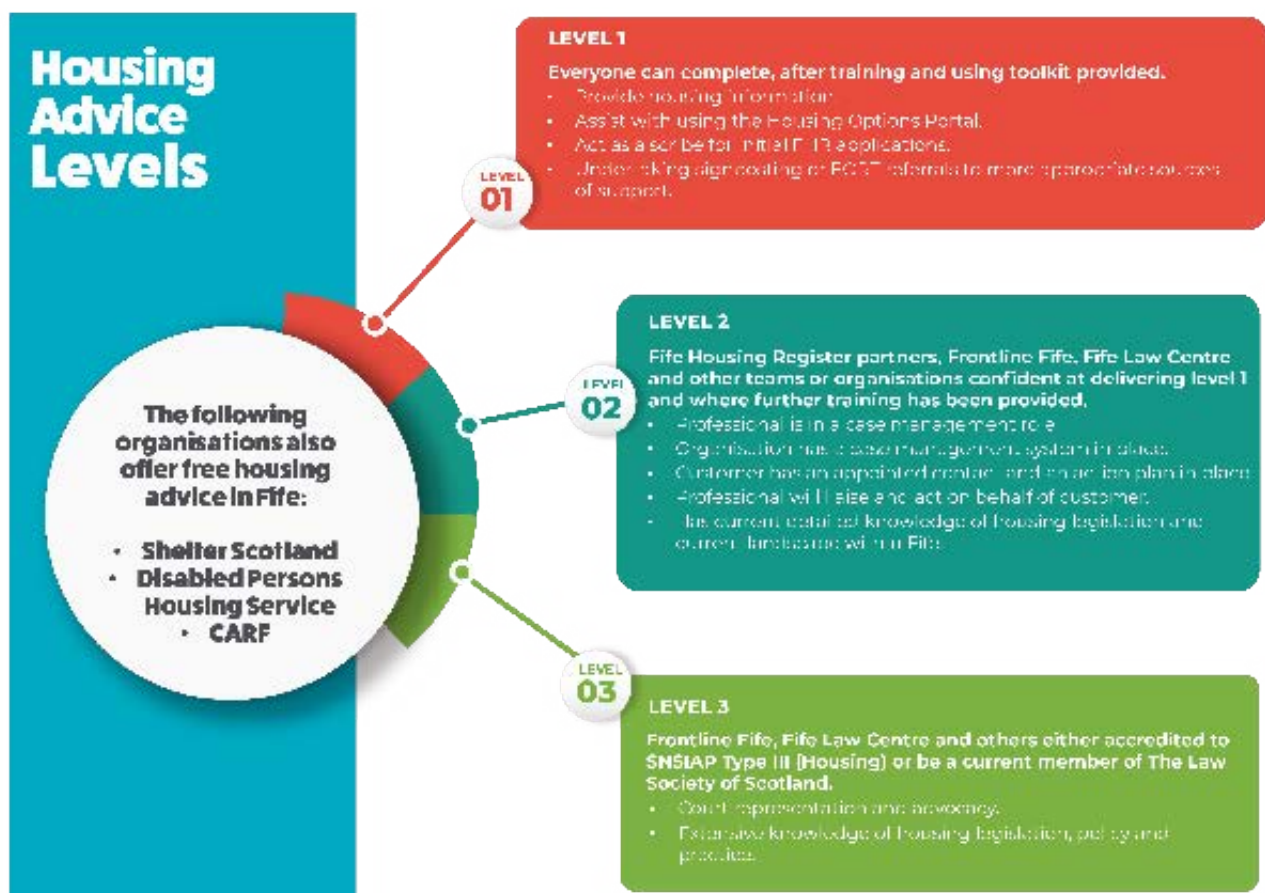
What: Specialist advocacy, technical support, and complex case resolution. Level 3 advisors deliver the most advanced level of energy advice, which can include:

- **Expert case handling and advocacy**- taking on cases of fuel poverty that involve multiple, complex issues. For instance, if a household has been wrongfully charged or is in dispute with an energy supplier, Level 3 advisors can represent or advocate on behalf of the client to rectify the situation. They are knowledgeable about the legal and regulatory frameworks governing energy companies and can guide clients through formal complaint processes or even ombudsman referrals if needed.
- **Advanced fuel poverty support**- tackling scenarios that require in-depth knowledge, such as households off the mains gas grid, clients using renewable or innovative technologies, or situations where standard advice hasn't improved the outcome. These specialists can advise on and facilitate renewable energy solutions and efficiency upgrades (for example, advising if solar panels, heat pumps, or other technologies are suitable and how to access funding for them). They understand technical details like home insulation standards, heating system performance, and can interpret energy performance reports.
- **Coordination of multi-faceted support**- in some cases, fuel poverty is intertwined with health issues, extreme financial hardship, or housing disrepair. A Level 3 advisor will coordinate with multiple agencies to create a comprehensive solution.

- **Capacity-building and oversight**- often, Level 3 advisors contribute to developing the overall service, providing technical guidance to Level 1 and 2 advisors. They might deliver advanced training, update protocols with the latest knowledge, and lead on quality assurance to maintain high standards of advice across Fife.
- **Referral**- Level 3 advisors can refer to internal and external schemes and support mechanisms, such as the Home Handy Service, for the supply and insulation of non-invasive energy-saving measures (ESMs) for those in fuel poverty. Moreover, substantial referral pathways exist for support from regional and national schemes for home improvements.

What does it mean in practice? In practice, Level 3 represents the front line of expert intervention for the toughest energy-related challenges. When a case is escalated to this level, it means the issues involved are beyond the scope of level 1 and level 2 advisors- for example, a family facing recurring fuel poverty despite prior interventions, or a situation where a vulnerable person's life or health is at risk due to cold conditions or unaffordable energy. A Level 3 advisor would thoroughly investigate and address all contributing factors: they might carry out a detailed energy audit of the home, pull together stakeholders (such as social services, health professionals, and energy provider hardship teams), and create a tailored action plan. Because of their advanced training, they can confidently navigate technical subjects and advocacy channels. They also have the authority and expertise to represent clients in formal settings- for instance, negotiating debt write-offs or presenting a case to secure additional support from government funds or charitable trusts.

Housing Advice



Level 1

Who: Everyone can complete, using the toolkit provided

What: Provide housing information

Assist with using the Housing Options Portal

Act as a scribe for initial FHR applications

Undertaking signposting or FORT referrals to more appropriate sources of support

What does Level 1 mean in practice?

It is expected that level 1 will be provided by professionals working in a customer focussed role within the local authority, Fife Housing Register partners and third sector agencies. Undertaking this level of advice does not require any additional knowledge outwith the toolkit resources.

Housing professionals are able to offer upskilling sessions to professionals who would benefit from more confidence in holding discussions around housing at this level.

Level 2

Who: Fife Housing Register partners, Frontline Fife, Fife Law Centre and other teams and organisations confident at delivering level 1 and where further training has been provided

What: Professional is in a case management role.

Organisation has a case management system in place.

Customer has an appointed contact and an action plan in place.

Professional will liaise and act on behalf of customer and will have more detailed knowledge of housing legislation and current landscape within Fife

What does Level 2 mean in practice?

It is expected that level 2 advice will be predominantly delivered by Housing Options Officers or Housing Professionals in a case management role and be mostly employed by the local authority, a housing association or housing specialist organisation within the third sector.

This level reflects the requirements for Scottish National Standards for Information & Advice providers (SNSIAP) Type II (Housing)

Level 3

Who: Frontline Fife, Fife Law Centre and others either accredited to SNSIAP Type III (Housing) or be a current member of The Law Society of Scotland.

What: Work within this level of advice is very much within the legal system and will include court representation and advocacy. The work will likely involve challenging housing legislation, policy and practice that has impacted a specific customer.

What does Level 3 mean in practice?

Due to the legal nature of this work, it is expected that practitioners are accredited to SNSIAP- Type III (Housing) or are a current practicing solicitor in Scotland with a housing specialism.

Who is involved in developing the framework?

CARF, Fife Council, Cosy Kingdom and NHS Health Promotions have been developing the framework and delivering training sessions to a number of organisations over the last three years.

To date a variety of voluntary sector agencies have embraced the opportunity to work within the framework in areas that form part of their main service provision. For some agencies it has only been specific teams and departments or aligning with only one area of advice, but for others they have embedded this across their whole service provision.

Within the Local Authority, key teams and departments have also undertaken training and are utilising the same toolkit of resources as voluntary sector partners which has facilitated greater opportunity for cross sector working within Fife.

For professionals, the defined resources and referral routes has aided their confidence in working with Fife residents. It has also ensured they have access to the most up to date, relevant information and reduces the risk of wrong information or advice being provided to the public. Critically, it helps prevent difficult situations becoming critical.

For the people of Fife, it has increased the volume of proactive conversations occurring within their community, in settings that it has traditionally not occurred. Fife's vibrant voluntary sector has been a vital asset to this approach as the movement collectively works to prevent poverty and the need for crisis interventions.

Get Help Fife Pledge

For the people of Fife, the Get Help Fife Movement, underpinned by the framework for key advice areas, ensures they are able to access the right advice, at the right time, with a trusted professional or familiar community based organisation.

We are now asking all Fife organisations, community groups and agencies to consider adopting the Get Help Fife Pledge to their whole organisation. This may be done in stages, with only some departments or a commitment to only one advice area, but, in return, members of the Get Help Fife Movement will be provided with access to free training, marketing materials and branded graphics that can be incorporated into their existing promotional materials. We would encourage organisations to proudly display their engagement in the movement to their service users and funders.

Members also have the opportunity to participate within co-ordinated Benefit Take Up Campaign activities which are relevant to their area of work. In addition to this, we will be collating a Get Help Fife Movement register to share and promote our members.

For more information on the framework please contact:

David Redpath, CARF Chief Executive Officer, david.redpath@carfonline.org.uk

Or

Audrey Whyte, Benefit Take Up Campaign Lead, audrey.whyte@carfonline.org.uk

Scheduled training courses are available via the NHS Health Promotions website:

www.nhsfife.org (search health promotion training) or by contacting:

Kirsty Gallagher, NHS Health Promotion Officer, kirsty.gallagher2@nhs.scot

If you are seeking training for your whole team or department, please contact:

Martin Cassidy, Capacity Building Co-ordinator, CARF: martin.cassidy@carfonline.org.uk

Money & Debt Advice Levels

- The following national organisations also offer free services in Fife:
- Citizens Advice Scotland - Money MAP
 - Advice Direct Scotland
 - Stepchange
 - National Debtline
 - Christians Against Poverty

Level 01

LEVEL 1

- Everyone can complete, after training and using toolkit provided.
- Able to identify potential key services where financial difficulty may be present.
 - Funded by Fife Council, the Fife Council Financial Inclusion Strategy.
 - Offer Income Exemption for assistance Level 11
 - Triage and identify an appropriate source of assistance.
 - Complete the information on appropriate debt management services or budgeting tools.

Level 02

LEVEL 2

CARF selected teams & organisations confident at delivering Level 1 and further training has been completed.

- Complete a suite of forms and expenditure.
- Offer Income Exemption where appropriate.
- Identify if it is to be a debt case, a negative disposable income or an asset essential to at risk and refer appropriate Fife money advice services.
- Will not have to be responsible to cover a complete affordability assessment but can offer priority credit from Fife Council Tax and Council Tax Reduction where appropriate.

Level 03

LEVEL 3

CARF and specialist national organisations regulated by FCA and delivering advice to SNSIAP Type II & III for Money Advice.

- Full or partial on time award based on a number of factors.
- Award set according to delivery of new services.
- Assist with Income Maximisation at Level 112 if appropriate.
- Complete a self assessment statement in line with the Common Financial Tool.
- Provide advice on full range of debt related options including Debt and Budget solutions.
- Undertakes regular home visits using dedicated options including Telephone and Debt Arrangement Solutions (DAS).
- Negotiate on behalf of client with all credit providers.
- Provide liability for debt where appropriate and assist with any court or mediation related proceedings.

Home Energy Advice Levels

The following organisations also offer free energy advice in Fife:

- Home Energy Scotland
- CARF

Level 01

LEVEL 1

Everyone can complete, after training:

- Understanding the meaning of Fuel poverty
- Have increased knowledge of the car, see a no drivers of fuel poverty
- Be aware of common signs to look out for
- Understanding the meaning of EPC* (energy) the energy efficient (the energy of transport)

Level 02

LEVEL 2

Cosy Kingdom, trained professionals or organisations confident at delivering level 1 and where further training has been provided.

- Professionals can provide utility bill training advice
- Organisations have access management system in place
- Service includes the provision of energy saving advice
- Professionals will have and receive better fuel education
- Has current details knowledge of current legislation and landscape within Fife

Level 03

LEVEL 3

Cosy Kingdom, and others accredited with City & Guilds qualifications in energy related subject.

- Provide residential or small advisory
- Extensive knowledge of legislation, see job and practice

Housing Advice Levels

The following organisations also offer free housing advice in Fife:

- Shelter Scotland
- Disabled Persons Housing Service
- CARF

LEVEL 01

LEVEL 1

Everyone can complete, after training and using toolkit provided.

- Good understanding in operation
- Assist with using the Housing Options Portal
- Act as a support for initial Fife applications
- Deliver 'staging' applications for Fife's solicitors to receive approval of applicant.

LEVEL 02

LEVEL 2

Fife Housing Register partners, Frontline Fife, Fife Law Centre and other teams or organisations confident at delivering level 1 and where further training has been provided.

- Professional in a case management role
- Organisation has a case management system in place
- Customer has an approved provider and secure tenancy in place
- Professional will take any action behalf of customer
- Be current and up to date with knowledge of housing legislation and current homelessness act in Fife

LEVEL 03

LEVEL 3

Frontline Fife, Fife Law Centre and others either accredited to SHSLAP Type III (Housing) or be a current member of The Law Society of Scotland.

- Good experience in case management
- Extensive knowledge of housing legislation and good practice

With Thanks

Note of thanks to the following people and organisations who have supported the development and trials of this framework, without your valuable contribution this framework and the Get Help Fife Movement would not have been possible. Advice really does change lives, it has been inspiring and motivational to work alongside you on this journey to benefit the people of Fife.

Fife Council customer facing staff	NHS Health Promotions
Tackling Poverty and Prevention of Crisis Board Members	Cosy Kingdom Partners
Fife Council Communications Team	Autism Scotland
Fife Shopping and Support Service	BreatheEasy Fife
Ark Housing Association	Homestart
Knights Templar Goodwill Charity	Glenrothes Strollers
Buckhaven & Denbeath Community Council	Alzheimer's Scotland
Fife Voluntary Action	The Storehouse, St.Andrews
NHS Fife- Smoking Cessation Service	Fife Gingerbread
BRAG Enterprises	Levenmouth Together
Fife Centre for Equalities	Kingdom Community Bank
Restoration Fife	Clued Up
Social Security Scotland- Local delivery staff	Barnardo's
Furniture Plus	Colly Café
Men's Shed	Fife Forum

Due to limited space it has not been possible to list every organisation and team who have contributed to this work over the last three years. Our apologies if you are not named in the list above. We will however ensure you are listed on the register of the Get Help Fife Movement members.



