

The Northern Ireland Advice Consortium (Advice NI, Citizens Advice and The Law Centre) has commissioned Williamson Consulting and Armuri Consulting to develop a new quality standard for the advice sector in Northern Ireland. The consultants recognise the importance of ensuring any new standard is:

- Suitable for use by all generalist voluntary advice providers
- Able to demonstrate the quality of provision to clients and funders alike
- Able to accommodate work done to achieve current advice standards within any new standard

The consultants are keen to seek the views of all generalist advice providers to ensure a sound understanding of how this will affect providers, clients and funders. We intend to do this in three ways:

- An online questionnaire
- Face to face focus groups
- Emailed responses

The following link provides access to the online questionnaire. The questionnaire is largely 'tick box' and we anticipate this taking no more than 5 minutes to complete. We would hope that all local advice providers take the opportunity to complete this.

https://www.surveymonkey.com/s/NI_Advice_Quality_Standard_questionnaire_10_March_2014_F87F9JW

We are also planning to hold 3 focus groups across Northern Ireland. These will be at:

- Friday 21 March 2014 at 2.00 p.m. at The Law Centre, 124 Donegall Street, Belfast BT1 2GY
- Monday 24 March 2014 at 11.00 a.m. at L.Derry Citizens Advice Bureau, Embassy Court, 3 Strand Road, Derry, BT48 7BJ
- Friday 28 March 2014 at 10.00 a.m. at Mount Zion House, Edward Street, Lurgan, BT66 6DB

We would expect each Focus Group to involve 8 - 10 advice provider organisations, with a mix of independent providers and CABx. **If you wish to attend one of these please indicate your willingness to attend by email to:**

david@williamsonconsulting.co.uk (only one representative from each provider please). We are seeking to have around 10 participants at each venue, subject to achieving a broad spread of providers.

We would encourage you to respond to the questionnaire, even if you plan to attend a focus group, as the questionnaire will allow you to provide more specific information.

Should you be unable to attend a focus group, or wish to provide more information than can be contained in the questionnaire, we would also be happy to receive emailed written responses. These should be sent to:

david@williamsonconsulting.co.uk