

AdviceUK Network Membership – Eligibility Criteria

Eligibility

- AdviceUK Network Membership is open to organisations or projects¹ that provide social welfare advice² and can satisfy the current membership criteria.

Current membership criteria

- Your advice is independent and impartial with the interests of the client being paramount
- Your advice is confidential
- The terms on which your service(s) are provided are clearly stated
- Your advice is covered by Professional Indemnity Insurance³
- Your organisation has a complaints procedure
- Your organisation can demonstrate openness and accountability to clients and other stakeholders
- The work of your organisation is compatible with AdviceUK’s vision, purpose and values⁴
- Your organisation can demonstrate commitment to equality and diversity

Notes

1. We take a social economy approach to an organisation’s eligibility, i.e. we place greater emphasis on what it does and how it does it than on how it is constituted. This recognises gradual diversification in the types of organisations that are providing advice. Accordingly, applications are welcome from all types of organisations, whether in the voluntary, public or commercial sectors. This includes informal associations, charities, co-ops and friendly societies, operational units of public bodies, community interest companies and other social enterprises, partnerships, sole trader businesses, companies limited by guarantee and companies limited by shares.
2. Social welfare advice is the term we use to describe those areas of civil law in which charitable and non-profit advice agencies have tended to develop expertise and to offer information, advice and assistance. These are the areas of civil law relevant to difficulties most frequently experienced by people who are on low incomes or who are otherwise disadvantaged. Areas of social welfare law and advice include (but are not restricted to): debt, welfare benefits, housing, employment, education, discrimination, immigration, community care and consumer rights.

3. Note that this type of insurance is not the same as Public and/or Employers Liability cover. AdviceUK offers Professional Indemnity Insurance cover, but it is not a requirement that applicants hold Professional Indemnity Insurance cover provided by AdviceUK.
4. Our vision, purpose and values can be seen on our website.

PLEASE NOTE REGARDING APPLICATIONS FOR MEMBERSHIP:

- I. We reserve the right to decline any application for valid reasons e.g. inappropriate purpose(s) or regulatory conflict. If we do decline we will explain our reasons.
- II. For the purposes of your initial application we ask you to confirm that you have read the eligibility criteria and to declare that you comply. We may ask you to provide evidence of compliance at a later stage e.g. we may ask you to give us sight of any policies or procedures relating to confidentiality or accountability. If you don't at present satisfy all of the criteria or are uncertain about whether you comply please do contact us for guidance. We will be happy to help.