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| Nota di contenuto | Front Matter -- Contents -- Notes on contributors -- List of acronyms -- Introduction -- Introduction -- 'Lucy': The Barriers to Accessing Advice -- A Reflection on Case Study One: The Barriers to Accessing Advice -- Citizens Advice in Austere Times -- The Advice Conundrum: How to Satisfy the Competing Demands of Clients and Funders. An |

Interview with Gail Bowen-Huggett -- The Shift to Digital Advice and Benefit Services: Implications for Advice Providers and Their Clients -- Introduction -- 'Laura': The Effect of Fees Upon the Employment Tribunal Process -- A Reflection on Case Study Two: Laura and the Effect of Fees -- The Costs of Justice: Barriers and Challenges to Accessing the Employment Tribunal System -- Justice and Legal Remedies in Employment Disputes: Adviser and Advisee Perspectives -- Precarity and 'Austerity': Employment Disputes and Inequalities -- Introduction -- 'Brian': An Unrepresented Claimant -- A Reflection on Case Study Three: 'Brian' -- Power and Legality in Benefits Advice -- Getting from the Story of a Dispute to the Law -- "Advice on the Law But Not Legal Advice So Much": Weaving Law and Life Into Debt Advice -- Reflections On Advising in Austerity -- References -- Index

Sommario/riassunto

Available Open Access under CC-BY-NC licence. In a world dominated by austerity politics and policies, Advising in austerity provides a lively and thought-provoking account of the conditions, consequences and challenges of advice work in the UK, presenting a rare and rich view of the world of advice giving. Based on original research it examines how advisors negotiate the private troubles of those who come to Citizens Advice Bureaux (CAB) and construct ways forward. Exploring how advisors are trained, the strong contributor team reflect on the challenges facing Citizens Advice Bureaux in the future, where austerity will ensure that the need for advice services increase, while funding for such services declines.
