

**community legal service**

*Support*

# **An Evaluation of the CLS Support 2005 Training Programme**

**Report compiled and written by  
Michael Eddowes, CLS Support Director**

**advice  
services  
alliance**

**Excellent course. Excellent trainer. Beautiful lunch.**  
**Trainer very relaxed, entertaining and knowledgeable.**

**Confident to start supervision now.**

Good training style - thanks.

**Newly acquired Legal Aid contract. This course has helped take the fear out of it.**

**Excellent training on a potentially "dry" subject – very memorable day.**

***Excellent and informative without the usual jargon.***

***Impressive delivery methods on the part of the trainer.***

**This is my first time on a CLS Support course and I am absolutely delighted with the wealth of knowledge I acquired today.**

GOOD CLEAR EXPLANATION OF A PREVIOUS GREY SUBJECT AREA; PLENTY OF FOOD FOR THOUGHT.

**Course materials very useful and can be referred to later. Well-run course and thoroughly enjoyable!**

**Enjoyed the course – much to think about and consider.**

Teacher was excellent, presenting a very dry subject in a lively and interesting manner.

Presentation style and pace very good.

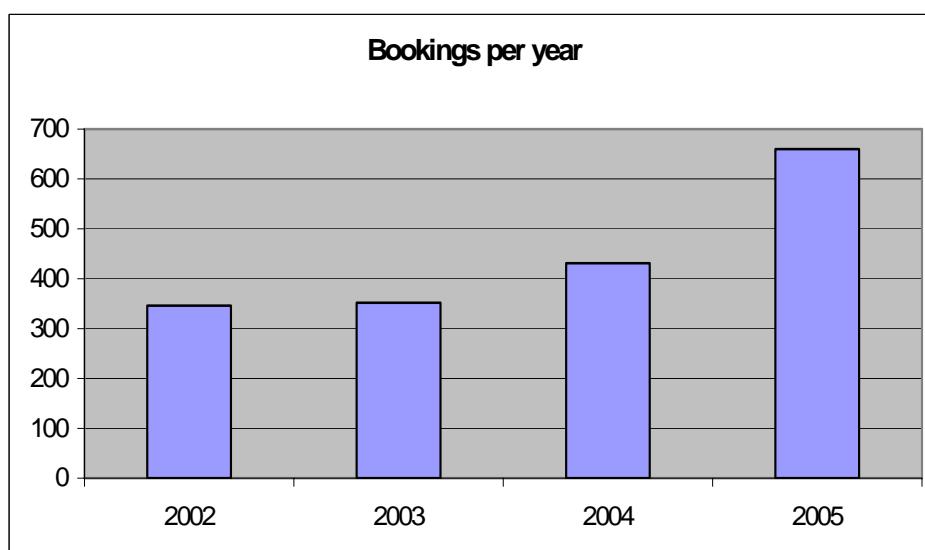
# 1 Introduction

## About CLS Support

- 1.1 CLS Support is a project run by the Advice Services Alliance, the coordinating body of independent national advice networks in the UK. CLS Support provides independent information and guidance to advice organisations on the CLS Quality Mark, the legal aid contract and other aspects of the Community Legal Service.
- 1.2 We operate a telephone and email consultancy service, provide training, publish paper briefings and provide regular updates through an email bulletin service.
- 1.3 Our consultancy service, briefings and email bulletins are provided as a membership service to ASA members and organisations belonging to the following advice networks: advice<sup>UK</sup>, Age Concern England, Citizens Advice, DIAL UK, Law Centres Federation, Shelter, Shelter Cymru and Youth Access. Other organisations, such as local authorities and solicitors in private practice, can take out a paid subscription to CLS Support. Information on how to subscribe can be found at [www.asauk.org.uk/clssubscription](http://www.asauk.org.uk/clssubscription).
- 1.4 The telephone consultancy service is available to eligible users and subscribers on **0870 7700 447** and is open **1 – 4pm, Monday Friday**. Alternatively, you can email CLS Support on [cls.support@asauk.org.uk](mailto:cls.support@asauk.org.uk) with your enquiry at any time.

## Overview of the 2005 training programme

- 1.5 Each year CLS Support runs a national training programme, presently focusing on organisations holding the CLS Specialist Quality Mark and / or a legal aid contract. Training is offered at various locations around the country, including London and Birmingham. Our courses are all continuing professional development (CPD) accredited by the Law Society, each event attracting 4.5 CPD points. Our website at [www.asauk.org.uk/clsstraining](http://www.asauk.org.uk/clsstraining) contains details of our programme, course prices and how to book places.
- 1.6 The programme is now in its fourth year and we continue to work hard to maintain the place CLS Support has earned as the market leader in providing training on the CLS Specialist Quality Mark and the legal aid contract for the Not-for-Profit sector.



1.7 In 2005, CLS Support delivered 7 courses, including 2 new courses (courses 6 and 7):

- Course 1, Casework Under Contract: the Essentials
- Course 2, Improving Performance: an Introduction to Supervision, File review and Appraisal
- Course 3, The Effective Supervisor
- Course 4, Making Every Minute Count: 2005!
- Course 5, Sufficient Benefit Test: Principles and Practice
- Course 6, Eligibility: Principles and Practice
- Course 7, Full Cost Recovery: an Introduction to Costing Your Services.

1.8 Following a successful publicity campaign via FOCUS (the Legal Services Commission newsletter), a direct mailing to all NfP organisations holding a legal aid contract, and the CLS Support email bulletin service, course popularity was so high that, in addition to the advertised programme of 32 events, we not only ran a further 9 repeat events, but we also ran 5 block booking events, arranged directly with an organisation or a group of organisations.

Advertised programme events	32
Additional events	9
Block booking events	5
<b>Total events</b>	<b>46</b>

1.9 We trained 660 participants from 246 organisations i.e. in 2005 we trained staff from 53% of organisations holding an NfP legal aid contract.

Number of organisations that sent a participant	246
Number of NfP contracted organisations <sup>1</sup>	465

1.10 This year we also started to provide certificates of completion for participants containing details of the course title and CPD points.

### **Participants' responses**

1.11 In section 2, we provide a summary of participants' responses provided on evaluation forms completed at the end of each training event. This report only deals with advertised and additional events and not block booking events.

1.12 This evaluation report is based on a high number of evaluations received (87% of the total number of participants).

Total number of participants for all courses	660
Total number of evaluations received for all courses	571

1.13 The participants were very representative of the network breakdown of NfP legal aid contracts:

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<sup>1</sup> Information supplied by the Legal Services Commission in October 2005

Network	No of NfP contracts <sup>2</sup>	% of NfP contracts	No of participants	% of participants
advice <sup>UK</sup>	114	24	46	19
Age Concern England	1	0	0	0
Citizens Advice	256	53	135	55
Dial UK	3	1	0	0
Law Centres Federation	56	12	23	9
Shelter	37	8	14	6
Shelter Cymru	3	1	0	0
Legal Services Commission	-	0	1	0
Local Authority	7	1	6	2
Other / Not Known	6	1	0	0
Solicitors in private practice	-	0	21	9
<b>Total</b>	<b>483</b>	<b>100</b>	<b>246</b>	<b>100</b>

1.14 On the whole participants' responses were very positive. For example:

- In the evaluation of **Training Content, Materials Used And The Trainer(s)**, for all 7 courses most participants indicated their views of the *clarity of course objectives* as either **excellent** or **good**;
- In the evaluation of **personal development** for all 5 courses most participants indicated the course had **improved levels of knowledge, skills and confidence** at the higher end of the scale (3 or 4 where 0=not at all and 4=significantly improved).

1.15 The general, unquantifiable, comments were also very positive. For example:

- *"Having been plunged into being a supervisor it has been extremely helpful and motivating to attend a course dealing with the issues I've been muddling along with - excellent course"* (comment on The Effective Supervisor).
- *"The course provided an extremely useful overview of the proposed developments re the legal aid contract, most effective way of time recording etc. I have attended a previous time recording course and I yet again came away from the course feeling a lot clearer about what is expected of me"* (comment on Making Every Minute Count: 2005).
- *"This is my first time on a CLS Support course and I am absolutely delighted with the wealth of knowledge I acquired today"* (comment on Sufficient Benefit Test: Principles and Practice).
- *"I hope you got the good feedback that you deserve for this course. I have disseminated the information for my team and I anticipate that it will make a positive difference to our work"* (comment on Eligibility: Principles and Practice).

### Planning the 2006 training programme

1.16 Following a review of the need for our training courses in 2005, we have re-structured our programme so that training in 2006 is available as a rolling programme throughout the year, rather than in the spring and summer only, with an advertised programme of 45 events.

<sup>2</sup> Allowing for double counting where an organisation belongs to 2 networks

## **Acknowledgements**

- 1.17 Once again the successful delivery of the training programme would not have been possible without the crucial contributions of the CLS Support Project Consultants, Patrick Torsney, who designed the courses and delivered most of the events, and Audrey MacDonald, who also delivered a number of events. Thanks are also due again to Helen Arthur and Estelle Simpe-Asante, the ASA Administration Team.

**Michael Eddowes**  
**CLS Support Director**

**28<sup>th</sup> June 2006**

## 2 Summary of participants' responses

### Course 1, Casework Under Contract: the Essentials

Location of events: *London (x2), Birmingham, York and Manchester*

CPD Level: *Introductory / Intermediate*

CLS Support trainer: *Patrick Torsney / Audrey MacDonald*

Total number of courses: 5

Total number of participants attended: 87

Number of evaluations received: 82

#### Content, materials & trainer

Participants were asked to indicate their views on the five topics below, using the scale 0 – 4 (0 = extremely poor, 4 = excellent).

	0	1	2	3	4
Clarity of course objectives	0	0	6	28	48
Extent to which course met its objectives	0	0	4	27	51
Appropriateness of presentation methods	0	0	7	18	57
Quality of course materials	0	0	2	21	59
Trainers knowledge and overall effectiveness	0	0	1	10	71

- 56% rated *clarity of course objectives* as excellent, 34% rated it as good;
- 62% rated *extent to which course met its objectives* as excellent, 33% rated it as good;
- 70% rated *appropriateness of presentation methods* as excellent, 22% rated them as good;
- 72% rated *quality of course materials* as excellent, 26% rated them as good;
- 87% rated *trainers knowledge and overall effectiveness* as excellent, 12% rated her/him as good.

#### Personal development

Participants were asked to indicate how much, if at all, the course had improved their knowledge, skills or confidence in the subject(s) covered on a scale of 0 – 4 (0 = not at all, 4 = significantly improved).

0	1	2	3	4
0	1	6	40	35

- 43% felt their knowledge, skills or confidence had improved by 4 points;
- 49% felt their knowledge, skills or confidence had improved by 3 points.

#### Points to note

- 94% of participants completed evaluation forms;
- The numbers for each question do not always add up to 82 because not all participants answered every question;
- Percentages have been rounded to the nearest whole figure.

## Course 2, Improving Performance: an Introduction to Supervision, File Review and Appraisal

Location of events: *London (x2), Birmingham, Manchester and Newcastle-upon-Tyne*

CPD Level: *Introductory / Intermediate*

CLS Support trainer: *Patrick Torsney / Audrey MacDonald*

Total number of courses: 5

Total number of participants attended: 81

Number of evaluations received: 76

### Content, materials & trainer

Participants were asked to indicate their views on the five topics below, using the scale 0 – 4 (0 = extremely poor, 4 = excellent).

	0	1	2	3	4
Clarity of course objectives	0	1	9	41	25
Extent to which course met its objectives	0	0	10	40	26
Appropriateness of presentation methods	0	0	12	33	31
Quality of course materials	0	1	10	36	28
Trainers knowledge and overall effectiveness	0	0	7	24	45

- 33% rated *clarity of course objectives* as excellent, 54% rated it as good;
- 34% rated *extent to which course met its objectives* as excellent, 53% rated it as good;
- 41% rated *appropriateness of presentation methods* as excellent, 44% rated them as good;
- 37% rated *quality of course materials* as excellent, 47% rated them as good;
- 59% rated *trainers knowledge and overall effectiveness* as excellent, 32% rated her/him as good.

### Personal development

Participants were asked to indicate how much, if at all, the course had improved their knowledge, skills or confidence in the subject(s) covered on a scale of 0 – 4 (0 = not at all, 4 = significantly improved).

0	1	2	3	4
0	5	15	39	16

- 21% felt their knowledge, skills or confidence had improved by 4 points;
- 51% felt their knowledge, skills or confidence had improved by 3 points.

### Points to note

- 94% of participants completed evaluation forms;
- The numbers for each question do not always add up to 81 because not all participants answered every question;
- Percentages have been rounded to the nearest whole figure.

### Course 3, The Effective Supervisor

Location of events: *London (x3), Birmingham (x2) and York*

CPD Level: *Intermediate / Advanced*

CLS Support trainer: *Patrick Torsney*

Total number of courses: 6

Total number of participants attended: 111

Number of evaluations received: 89

#### Content, materials & trainer

Participants were asked to indicate their views on the five topics below, using the scale 0 – 4 (0 = extremely poor, 4 = excellent).

	0	1	2	3	4
Clarity of course objectives	0	0	8	39	42
Extent to which course met its objectives	0	0	8	39	42
Appropriateness of presentation methods	0	0	8	36	42
Quality of course materials	0	2	10	42	35
Trainers knowledge and overall effectiveness	0	0	0	24	65

- 47% rated *clarity of course objectives* as excellent, 44% rated it as good;
- 47% rated *extent to which course met its objectives* as excellent, 44% rated it as good;
- 47% rated *appropriateness of presentation methods* as excellent, 40% rated them as good;
- 39% rated *quality of course materials* as excellent, 47% rated them as good;
- 73% rated *trainers knowledge and overall effectiveness* as excellent, 27% rated her/him as good.

#### Personal development

Participants were asked to indicate how much, if at all, the course had improved their knowledge, skills or confidence in the subject(s) covered on a scale of 0 – 4 (0 = not at all, 4 = significantly improved).

0	1	2	3	4
0	0	22	46	20

- 22% felt their knowledge, skills or confidence had improved by 4 points;
- 52% felt their knowledge, skills or confidence had improved by 3 points.

#### Points to note

- 80% of participants completed evaluation forms;
- The numbers for each question do not always add up to 111 because not all participants answered every question;
- Percentages have been rounded to the nearest whole figure.

## Course 4, Making Every Minute Count: 2005!

Location of events: York (x3), London (x4), Newcastle-upon-Tyne and Birmingham (x3)

CPD Level: *Intermediate / Advanced*

CLS Support trainer: *Patrick Torsney / Audrey MacDonald*

Total number of courses: 11

Total number of participants attended: 187

Number of evaluations received: 175

### Content, materials & trainer

Participants were asked to indicate their views on the five topics below, using the scale 0 – 4 (0 = extremely poor, 4 = excellent).

	0	1	2	3	4
Clarity of course objectives	2	3	14	53	101
Extent to which course met its objectives	2	2	10	56	103
Appropriateness of presentation methods	0	0	10	55	109
Quality of course materials	0	0	5	46	123
Trainers knowledge and overall effectiveness	0	0	3	19	152

- 58% rated *clarity of course objectives* as excellent, 30% rated it as good;
- 59% rated *extent to which course met its objectives* as excellent, 32% rated it as good;
- 62% rated *appropriateness of presentation methods* as excellent, 31% rated them as good;
- 70% rated *quality of course materials* as excellent, 26% rated them as good;
- 87% rated *trainers knowledge and overall effectiveness* as excellent, 11% rated her/him as good.

### Personal development

Participants were asked to indicate how much, if at all, the course had improved their knowledge, skills or confidence in the subject(s) covered on a scale of 0 – 4 (0 = not at all, 4 = significantly improved).

0	1	2	3	4
0	2	8	77	86

- 24% felt their knowledge, skills or confidence had improved by 4 points;
- 52% felt their knowledge, skills or confidence had improved by 3 points.

### Points to note

- 94% of participants completed evaluation forms;
- The numbers for each question do not always add up to 187 because not all participants answered every question;
- Percentages have been rounded to the nearest whole figure.

## Course 5, Sufficient Benefit Test: Principles and Practice

Location of events: *Birmingham, York, London and Manchester*

CPD Level: *Intermediate / Advanced*

CLS Support trainer: *Patrick Torsney / Audrey MacDonald*

Total number of courses: 4

Total number of participants attended: 58

Number of evaluations received: 51

### Content, materials & trainer

Participants were asked to indicate their views on the five topics below, using the scale 0 – 4 (0 = extremely poor, 4 = excellent).

	0	1	2	3	4
Clarity of course objectives	0	0	5	25	20
Extent to which course met its objectives	0	1	6	22	21
Appropriateness of presentation methods	0	0	9	21	20
Quality of course materials	0	1	10	16	23
Trainers knowledge and overall effectiveness	0	1	5	19	24

- 39% rated *clarity of course objectives* as excellent, 49% rated it as good;
- 41% rated *extent to which course met its objectives* as excellent, 43% rated it as good;
- 39% rated *appropriateness of presentation methods* as excellent, 41% rated them as good;
- 45% rated *quality of course materials* as excellent, 31% rated them as good;
- 47% rated *trainers knowledge and overall effectiveness* as excellent, 37% rated her/him as good.

### Personal development

Participants were asked to indicate how much, if at all, the course had improved their knowledge, skills or confidence in the subject(s) covered on a scale of 0 – 4 (0 = not at all, 4 = significantly improved).

0	1	2	3	4
1	3	10	22	15

- 29% felt their knowledge, skills or confidence had improved by 4 points;
- 43% felt their knowledge, skills or confidence had improved by 3 points.

### Points to note

- 88% of participants completed evaluation forms;
- The numbers for each question do not always add up to 51 because not all participants answered every question;
- Percentages have been rounded to the nearest whole figure.

## Course 6, Eligibility: Principles and Practice

Location of events: *London (x2), Birmingham (x2), Newcastle-upon-Tyne and Manchester*

CPD Level: *Intermediate / Advanced*

CLS Support trainer: *Patrick Torsney / Audrey MacDonald*

Total number of courses: 6

Total number of participants attended: 80

Number of evaluations received: 66

### Content, materials & trainer

Participants were asked to indicate their views on the five topics below, using the scale 0 – 4 (0 = extremely poor, 4 = excellent).

	0	1	2	3	4
Clarity of course objectives	0	0	4	32	30
Extent to which course met its objectives	0	0	3	30	33
Appropriateness of presentation methods	0	0	4	27	35
Quality of course materials	0	0	4	27	35
Trainers knowledge and overall effectiveness	0	0	2	16	48

- 45% rated *clarity of course objectives* as excellent, 48% rated it as good;
- 50% rated *extent to which course met its objectives* as excellent, 53% rated it as good;
- 53% rated *appropriateness of presentation methods* as excellent, 41% rated them as good;
- 53% rated *quality of course materials* as excellent, 41% rated them as good;
- 73% rated *trainers knowledge and overall effectiveness* as excellent, 24% rated her/him as good.

### Personal development

Participants were asked to indicate how much, if at all, the course had improved their knowledge, skills or confidence in the subject(s) covered on a scale of 0 – 4 (0 = not at all, 4 = significantly improved).

0	1	2	3	4
0	0	13	33	19

- 29% felt their knowledge, skills or confidence had improved by 4 points;
- 50% felt their knowledge, skills or confidence had improved by 3 points.

### Points to note

- 83% of participants completed evaluation forms;
- The numbers for each question do not always add up to 66 because not all participants answered every question;
- Percentages have been rounded to the nearest whole figure.

## Course 7, Full Cost Recovery: an Introduction to Costing Your Services

Location of events: *London (x2), York and Birmingham*

CPD Level: *Intermediate / Advanced*

CLS Support trainer: *Patrick Torsney and Ann Lewis*

Total number of courses: 4

Total number of participants attended: 40

Number of evaluations received: 32

### Content, materials & trainer

Participants were asked to indicate their views on the five topics below, using the scale 0 – 4 (0 = extremely poor, 4 = excellent).

	0	1	2	3	4
Clarity of course objectives	0	0	2	13	17
Extent to which course met its objectives	0	0	1	16	15
Appropriateness of presentation methods	0	0	3	14	15
Quality of course materials	0	0	5	16	11
Trainers knowledge and overall effectiveness	0	0	0	12	20

- 53% rated *clarity of course objectives* as excellent, 46% rated it as good;
- 47% rated *extent to which course met its objectives* as excellent, 50% rated it as good;
- 47% rated *appropriateness of presentation methods* as excellent, 44% rated them as good;
- 34% rated *quality of course materials* as excellent, 50% rated them as good;
- 63% rated *trainers knowledge and overall effectiveness* as excellent, 38% rated her/him as good.

### Personal development

Participants were asked to indicate how much, if at all, the course had improved their knowledge, skills or confidence in the subject(s) covered on a scale of 0 – 4 (0 = not at all, 4 = significantly improved).

0	1	2	3	4
0	1	4	18	9

- 28% felt their knowledge, skills or confidence had improved by 4 points;
- 56% felt their knowledge, skills or confidence had improved by 3 points.

### Points to note

- 80% of participants completed evaluation forms;
- The numbers for each question do not always add up to 32 because not all participants answered every question;
- Percentages have been rounded to the nearest whole figure.