

community legal service  
*Support*

# CLS Support User Guide

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We provide advice, information and training on all aspects of Legal Aid (LSC) contracts and the Quality Mark to advice organisations participating in the Community Legal Service (CLS) in England and Wales.

0845 241 2588 [cls.support@asauk.org.uk](mailto:cls.support@asauk.org.uk)  
[www.clssupport.org.uk](http://www.clssupport.org.uk)

CLS Support is independent of the Legal Services Commission.

We are run by the Advice Services Alliance (ASA), the representative body of independent national advice networks in the UK.

# About our services

## Consultancy via telephone & email

The telephone consultancy service is available on 0845 241 2588 and is open 1pm - 4pm, Monday to Friday.

You can also email us with your enquiry on [cls.support@asauk.org.uk](mailto:cls.support@asauk.org.uk). Please include a contact telephone number so that we can call you back to discuss the details of your enquiry. We aim to respond to e-mail enquiries within five working days.

## Training, Seminars and workshops

Our national training programme runs annually. Visit [www.asauk.org.uk/training](http://www.asauk.org.uk/training) for details of our current programme.

Our competitively priced courses all attract CPD hours.

Subject to project resources, we may on request run courses for organisations or groups of organisations on a block-booking basis.



“Trainer extremely knowledgeable, handouts very useful”

“Excellent course - very well taught. It has significantly improved my knowledge re: matter starts and my ability to do my job”

“Excellent course, well presented, invaluable to my understanding”

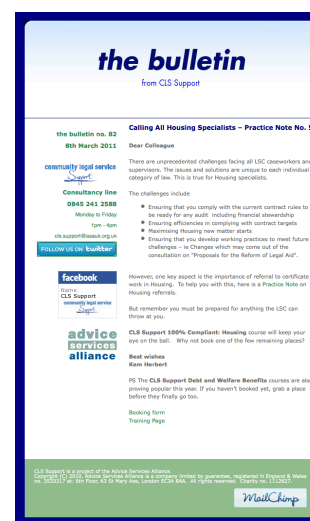
## the bulletin

Our email newsletter the bulletin, provides regular updates on issues relating to contracting and the Quality Mark and offers:

- up-to-date information on changes to or clarification of LSC requirements
- guidance and examples of best practice
- information on forthcoming policy developments
- updates on the work of ASA and CLS Support
- opportunities to provide feedback on issues of interest or concern
- keeps you up-to-date with our latest training opportunities

Subscribe to the bulletin by visiting [www.clssupport.org.uk](http://www.clssupport.org.uk).

Our Practice Notes and briefings will also be available via the bulletin.



# Who can use our services

## CLS Support is provided as an ASA membership service to:

- ASA members and associate members
- organisations in England and Wales belonging to the following advice networks:  
adviceuk; AgeUK; Citizens Advice;  
DIAL UK (Part of SCOPE); Law Centres Federation; Shelter;  
Shelter Cymru; & Youth Access.

## Other organisations

Organisations that are not ASA members or advice network members in England and Wales can take out a paid subscription to CLS Support.

This gives you access to our consultancy service and password protected materials in the Users Area of our website.

Once you have subscribed to our service you will receive publications as they are produced and advance notice of our Training Programme, workshops and other events.

### 6 month subscription costs

£97 + VAT for voluntary organisations

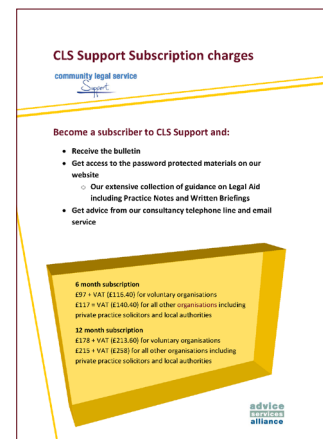
£117 + VAT for private practice solicitors and local authorities.

### 12 month subscription costs

£178 + VAT for voluntary organisations

£215 + VAT for private practice solicitors and local authorities.

Anyone can sign up to receive **the bulletin** but if you are not a member of ASA or one of the networks listed above or, a CLS Support subscriber, you will not have access to all of the bulletin content.



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## Other sources of support

A number of organisations offer help and support on Legal Aid contracts and/or the Quality Mark, including the Legal Services Commission and our member networks.

If we are unable to meet a request to run a training course, seminar or workshop, we aim to provide you with details of alternative sources of support.

## User feedback

We want our services to be relevant and responsive to the needs of users, and we encourage you to give us your views on ways to improve delivery and content.

We also welcome general feedback, so please contact us if you have any comments or suggestions.

We operate a complaints procedure for users who are dissatisfied with access to the service, how the service is delivered or the quality of service provided. Any complaints are recorded in accordance with our procedure and are reviewed regularly by the CLS Support Director.

## Contributing to policy

ASA represents the advice networks in discussions with the LSC and other government bodies concerning the development of Legal Aid contracting and other aspects of the CLS. CLS Support gathers and analyses information drawn from users' enquiries to feed into this process.

## Confidentiality

We treat all information provided to us as confidential, and we will never divulge it to any third party in a form that may identify your organisation without your prior permission.

## Equal opportunities and access to services

We aim to provide a service that is accessible to all our users. Please contact us if you require briefings in a different format such as on disk or large print, or if you have any other difficulties accessing our services.

## Project staff and consultants

CLS Support Director - Kem Herbert  
Project Adviser – Liz Plummer  
Project Consultant - Patrick Torsney  
Training Administrator - Jane George

CLS Support is funded by the LSC. The service we provide is independent of the LSC.  
Photographs by Robert Aberman

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