

## Not-for-Profit Contract Questionnaire 2003

**Please type directly into the spaces provided**

See end of questionnaire for return instructions

1	
Agency name (in full):	
Form completed by (and job title):	
Telephone number:	
Date questionnaire completed:	

2	
Do you have any objection to us contacting you to discuss your responses if we need to (please answer <b>YES</b> or <b>NO</b> in the box to the right):	

3	
Please tell us your LSC Regional Office in the space to the right:	

4	
Subject categories that you are contracted in (please indicate below):	Number of contract hours to be performed per year in each category from April 2003:
<i>E.g.: Housing</i>	<i>E.g.: 1100</i>
1.	
2.	
3.	
4.	
5.	
6.	

5
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**If you are able**, please indicate below, for each of these subject categories, your **average time per case on closed matters** for the periods specified (in minutes):

Subject category	1 April 02 to 31 March 03	1 April 03 to now
<i>E.g.: Debt</i>	<i>420</i>	<i>380</i>
1.		
2.		
3.		
4.		
5.		
6.		

6
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If there is any significant difference in your average case times for the periods, please use this space to tell us why you think this might be:

7	
Have you had an educational contract compliance audit since the new contract came into force in April 2003 (please answer <b>YES</b> or <b>NO</b> ):	

8	
If YES, please tell us the month in which you had it:	

9	
If YES, please tell us how many files audited were opened <b>before</b> April 2003:	

10	
If YES, please tell us how many files audited were opened <b>after</b> 1 April 2003:	

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11

If YES, what overall percentage reduction, if any, did the LSC say they would have made if this were not an educational audit (as a % figure):

12

If YES, did you receive feedback **ON-SITE** or **WRITTEN** or **BOTH** (please indicate which of these applies in the box):

13

If YES, what reason(s) were given by the LSC for (educationally) reducing time on individual files (please write **YES** in the box next to any of the following that apply):

<input type="checkbox"/>	➤ Eligibility (the client was not eligible or eligibility was not checked)
<input type="checkbox"/>	➤ Insufficient evidence on file that work claimed for was undertaken
<input type="checkbox"/>	➤ Misapplication or no application of the Sufficient Benefit Test
<input type="checkbox"/>	➤ The work was not within the scope of Legal Aid
<input type="checkbox"/>	➤ No or inadequate proof of income on file
<input type="checkbox"/>	➤ Claiming for administrative work
<input type="checkbox"/>	➤ Other (please specify): <input type="text"/>
<input type="checkbox"/>	➤ Don't know

14

If YES, please use this space to let us know which particular aspect(s) of the educational audit you found most useful:

15

If YES, please use this space to detail any concerns that you might have about the educational audit or the way in which it was conducted:

16

If YES, would you have objected to any reductions through an appeals process or otherwise had this audit not been educational (**YES** or **NO**):

17

Can you identify any particular reduction(s) you might have taken issue with in this space:

18

Do you have an Upper Casework Limit (UCL) currently in force or is one due to be imposed (please answer **YES** or **NO** in the box to the right):

19

If YES, please indicate the date from which the UCL was imposed or is due to take effect (please write the date [dd/mm/yy] in the box):

20

If YES, what is the UCL that has been imposed on individual cases in hours (please write the number of hours in the box):

21

If you have made any applications to extend the UCL on individual cases how many were **successful** (please write the number in the box):

22

If you have made any applications to extend the UCL on individual cases how many were **turned down** (please write the number in the box):

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23

If you have not yet made any applications to extend the UCL on any individual cases please use this space to tell us why you think this is:

24

Have you made any changes to the way in which you conduct casework because you have or are about to have a UCL imposed and if so can you tell us what these are:

25

Please can you write the date at which your first contract with the LSC began in the box to the right (approximate date will do):

26

Did you ever perform work under the Green Form Scheme (please answer **YES** or **NO**):

27

Do you currently have a solicitor working with you in your organisation, including yourself (please answer **YES** or **NO**):

28

This space is for you to detail any concerns about your work under the new contract or make any additional comments that you have not covered elsewhere but which you would like us to be aware of:

**Thank you for your contribution and the time you have spent on this**

**community legal service**

*Support*

**advice  
services  
alliance**

**Please save this document and email it to [cls.support@asauk.org.uk](mailto:cls.support@asauk.org.uk) as an attachment to the email message**