

The Way Ahead

Integrated Social Welfare Law Services

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Reasons for Change

- **Causes of Action: Civil Law and Social Justice (LSRC, 2001 & 2004)**
 - Problem Clusters & Referral Fatigue
- **Existing service provision is fragmented**
 - Individual categories
 - Service locations
 - No requirements to target client groups/areas



Making Legal Rights a Reality

- The LSC strategy for the Community Legal Service, *Making Legal Rights a Reality*
- Sets out to deliver a civil legal aid system which is:
 - more focused on clients, particularly those in greatest need
 - better coordinated and more cost-effective
 - able to tackle the causes of legal problems
 - provides information and education on rights



Key Objectives

We aim to procure face to face services

- Procurements Areas
- Bundle of all 5 SWL categories and family
- Full range of services from General Help through to representation at Court.
- Joint commissioning
- Fixed legal aid budget
- Service specification
- Single contract
- Open tender



Delivery Models

- Flexible approach
- Two possible models:
 - Community Legal Advice Centres
 - Community Legal Advice Networks
- Staged approach
- CLS Direct



Progress

- Identified procurement areas in England
- Consulting on procurement areas for Wales
- First Phase:
 - Established a jointly commissioned Centre in Gateshead that will open in April 2007
 - Other first phase services for establishment in 2008 and 2009 include Leicester, Derby & Portsmouth
 - Run family bid rounds at the same time that we run Centre and Network tenders.



Progress

- We intend to evaluate the first wave of services to ensure that we learn the lessons of this new way of procuring SWL services.
- Roll out phase of 30+ areas from 2010 onwards
- More information on LSC and individual council websites.



Gateshead Community Legal Advice Centre

- Around £2.6m for 3 years
- The service will deliver:
 - All five SWL categories plus Family and Mental Health, plus any related Public Law
 - to vulnerable priority groups incl. young & older people, BME groups, those living in deprived and geographically isolated neighbourhoods
 - Representation for clients ineligible for Legal Aid in certain categories of law



Gateshead Community Legal Advice Centre

- Central location with outreach sites
- Performance standards:
 - number of clients receiving advice
 - % of clients from priority groups
 - case outcomes
 - quality, access & referrals
- Open tender process



Your views and questions....

