

ASA Conference

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- Provider Support
 - How we intend to support legal aid providers through the reform programme
 - A chance for you to hear our initial package and express your opinion
 - Does it fit the needs of the sector and if not what should we be doing?



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- The reform programme
 - The Civil Proposals- fixed fees, CLACs and CLANS and piloting of BVT
 - Delivery Transformation- streamlined more efficient processes and increased electronic working



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- The Objectives of the Support
 - Ensure that providers are aware of and understand the reform programme and understand its challenges
 - To provide a range of support tools and products to help providers meet those challenges



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- Support will be available to all
- It will not be tailored to meet the needs of individual providers
- It is not about telling you how to run your business



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Support Tools and Products



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- Dedicated Provider Support Website
 - Will bring together all the information that a provider or potential provider needs to know about contracting with the LSC, the reform, programme and the support and information available
 - Will host other products



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- Provider Guide to Contracting with the LSC
 - All aspects of contracting
 - The reform programme
 - Information and signposting to support



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- Revenue Tool
 - Interactive tool hosted on the provider support website
 - Enables providers to calculate the impact of the reform programme on their revenue



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- Diagnostic Tool
 - Interactive tool hosted on the website
 - Enables providers to assess their overall readiness



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- Guide to growing your Organisation
 - Designed to provide information on the practical aspects of mergers, acquisitions and expansion programmes
 - Currently aimed at solicitor firms but may develop a sector specific guide



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- Lean Kaizen
 - A series of seminars to introduce the concept of lean kaizen
 - The aim is to raise awareness of approaches to improving efficiency and sustainability through the elimination of “waste”



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- A programme of seminars designed to support the reform programme and providers
 - Financial Management
 - Use of IT and case management systems
 - Managing in a fixed fee environment
 - Improving efficiency



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- Support Activities influenced
 - By your views and those of the rep bodies
 - The views of the new Provider Reference Groups
 - The outcomes from the IT Survey
 - The outcomes from the Financial Management Survey



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- Questions?
- Views?
- Ideas?

