



**advice**  
**services**  
**alliance**  
**Annual**  
**Conference**  
**2007**

**Keynote speaker:**

**Carolyn Regan**

**Chief Executive,  
Legal Services Commission**

**Friday 23rd March**

*A wide choice of workshops -  
something for everyone  
working in the advice sector*

**Friends House, 173 Euston Road, London NW1 2BJ**

**[www.asauk.org.uk/conference](http://www.asauk.org.uk/conference)**

# Workshops A

10.00 - 11.15

## A1 Develop a good project AND get it funded

*Michael Ashe, Big Lottery Fund and John Mulligan, Esmée Fairbairn Foundation*

Two funders, both with a background in advice organisations, will dispel some of the myths around getting advice work funded and offer their thoughts on building blocks for success.

## A2 Pro Bono - the future

*Robert Gill, Law Works and Alice Sheldon, Bar Pro Bono Unit*

Over recent years, there has been a significant growth in Pro Bono advice. However, resources are still inadequate and it is important that they are organised efficiently. This workshop will consider the current position, and discuss how best to develop services in the future.

## A3 Specialist Support

*Peter Lowen, Citizens Advice and Carol Storer, Shelter*

Many advisers need to use second tier consultancy services to ensure that they get the right outcomes for their clients. This workshop will compare two consultancy services and inform delegates about recent developments designed to improve the quality of and access to second tier consultancy at both agencies.

## A4 Preparing for fixed fees

*Ann Lewis, ASA and Patrick Torsney, Ask and Prosper*

As from 1st October 2007, the Legal Services Commission intends to pay standard fixed fees for delivering Legal Help in social welfare law. This workshop will explore what agencies could do now to prepare for October. This workshop will be repeated - see C3.

## A5 Advice for Young People

*James Kenrick, Youth Access; Mandy Wilkins, LCF; a CAB representative*

New research highlights the disproportionate impact of social welfare problems on young people and the value of targeted legal advice. This workshop will discuss the implications for advice agencies, outline the plans of the networks to respond, and examine successful models of delivery.

## A6 Public legal education

*Nony Ardill, Age Concern England, and a member of the PLEAS Taskforce*

Many people, when faced with a legal problem, do not know what to do about it or where to go for help. A Public Legal Education and Support (PLEAS) Taskforce, set up to plan a strategy for public legal empowerment, is shortly to produce its final report. Its main findings and recommendations will be discussed in this workshop.

# Workshops B

1.45 - 3.00

## B1 Preferred Supplier

*Katherine Pears, LSC and John Holmström, Brighton Housing Trust*

The LSC will outline their proposals for the future scheme and a pilot preferred supplier will share their experiences.

## B2 2020 No advice without (new) blood

*Alison Lamb, ADP Consultancy; Liz Carboni, advice<sup>UK</sup>*

Accreditation, qualifications and career opportunities are key issues in the advice sector. The Workforce Development Survey highlights the ageing population that works in the sector. Find out about the future of National Occupational Standards and join a lively debate on how to save the advice sector.

## B3 Advice Agencies Working Together? You Must be Joking!

*Steve Johnson, advice<sup>UK</sup> and Simon Bottery, Citizens Advice*

The workshop will look at the thorny issue of how advice and legal services can be co-ordinated and integrated against a background of competition, historical conflict and mistrust and perceptions of empire building. It will look at examples of initiatives that foster a collaborative approach, the problems they have encountered and how they have been tackled.

## B4 The Unified Contract

*Adam Griffith, ASA*

From April, private practice and the not for profit sector will be working under the same LSC contract. Find out how negotiations have been going.

**“I’ve got so many ideas I want to go and implement now”**

**“excellent timing, excellent workshop leaders, all very topical”**

**“thanks for a very productive day.**

**Diolch yn fawr!”**

**from Conference 2006**

## **B5 Impact of Advice**

*Professor Pascoe Pleasence, Legal Services Research Centre*

Recent research has revealed important information about the impact of legal problems on people's lives and about the impact of advice services. Professor Pleasence will outline these findings.

## **B6 Managing a local media crisis**

*Sarah Miller, Citizens Advice*

When the media show an interest in something we'd rather they didn't, our crisis management skills can desert us. Learn to plan your media response to potential crises such as client complaints, funding cuts or damaging behaviour by staff or trustees.

# **Workshops C**

**3.30 - 4.45**

## **C1 CLACs and CLANs**

*Paul Newell, Legal Services Commission*

An opportunity to hear and discuss the Commission's latest thinking in respect of the joint commissioning of social welfare law legal and advice services including the development of Community Legal Advice Centres and Networks.

## **C2 Information: the good, the bad and the ugly**

*Martin Jones, Advicenow*

ASA's Advicenow project has undertaken a detailed review of the full range of rights and legal information available to the public and concluded that current provision is inadequate and incomplete. Martin Jones will present these findings and the workshop will look at proposals to develop a quality framework for information.

## **C3 Preparing for fixed fees**

*Ann Lewis, ASA and Patrick Torsney, Ask and Prosper*

As from 1st October 2007, the Legal Services Commission intends to pay standard fixed fees for delivering Legal Help in social welfare law. This workshop will explore what agencies could do now to prepare for October. (Repeat of workshop A4).

## **C4 Charging for Advice**

*Nick Pearson, advice<sup>UK</sup> and another (tbc)*

Is it time to tackle the taboo and look at different ways of funding advice services, including charging? What opportunities exist for not-for-profit agencies to generate fee income from third parties or even directly from clients for advice services? Are these acceptable?

## **C5 Demonstrating the outcomes of your advice work**

*Ruth Hayes, Islington Law Centre and Shanta Bhavnani, ASA*

This workshop will present the early findings of an advice agency's project to monitor the effect advice work has on clients' lives.



## **ASA conference timetable Friday 23rd March 2007**

<b>9.30 - 10.00</b>	Registration
<b>10.00 - 11.15</b>	Workshops A
<b>11.15 - 11.45</b>	Coffee
<b>11.45 - 12.45</b>	Keynote speaker: <b>Carolyn Regan</b> <small>Chief Executive, Legal Services Commission</small>
<b>12.45 - 1.45</b>	Lunch
<b>1.45 - 3.00</b>	Workshops B
<b>3.00 - 3.30</b>	Tea
<b>3.30 - 4.45</b>	Workshops C

# Advice Services Alliance Annual Conference 2007

advice  
services  
alliance

Friday 23rd March

Please fill in one form for each delegate. Photocopied forms are acceptable.

Name \_\_\_\_\_

Organisation \_\_\_\_\_

Job title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Tel \_\_\_\_\_

Email \_\_\_\_\_

(confirmation will be sent by email)

Please tell us about any special needs you may have and we will do our best to accommodate them.

\_\_\_\_\_

Do you have any dietary requirements? \_\_\_\_\_

How did you hear about the conference? \_\_\_\_\_

5 CPD hours are available. Are you claiming? \_\_\_\_\_

## Please indicate your workshop preference

Workshop A	1st choice	2nd choice
Workshop B	1st choice	2nd choice
Workshop C	1st choice	2nd choice

ASA cannot guarantee the running of any session or speaker

**Cancellations** must be made in writing and will incur a £25 administration fee. No refunds after 1st March.

Each place costs £141 (inc VAT) - this includes a sandwich lunch and refreshments  
There are a limited number of places available at a subsidised rate of £58.75 (inc VAT) for organisations with an annual turnover under £100,000. Please contact ASA about these.

I am booking one place at £ \_\_\_\_\_ (inc VAT)

I enclose a cheque       Please invoice      Order no. \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return your completed form to:

ASA, 12th floor, New London Bridge House, 25 London Bridge Street, London SE1 9SG  
**conference@asauk.org.uk** Tel: 020 7378 6428 **www.asauk.org.uk/conference**

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