

advice
services
alliance

2009 Annual Conference

Friends House, 173 Euston Road, London NW1 2BJ
Friday 20th March 2009



www.asauk.org.uk/conference

Workshops A 10.00 - 11.15

A1 Working in partnership - the legal issues

Andrew Studd, Solicitor, Russell-Cooke Solicitors

This workshop will outline the legal issues that arise in partnership or consortia working. What first steps should agency managers be taking?

A2 Advice Services and Legal Capability

Martin Jones and Theresa Harris, Advicenow

What do we mean by capability and how can advice agencies use public legal education to reach out to local communities? The workshop will define legal capability and look at a variety of projects that aim to raise awareness and develop capability, including the Progress Towards Equality project, and suggest models and tools that could be used by front-line agencies.

A3 Advisers and clients - the power of "one-to-one"

Matthew Smerdon, Links UK & the Council on Social Action

This workshop forms part of a programme to explore how the planning, delivery, monitoring and evaluation of advice services can focus on the quality of the one-to-one relationship between advisers and clients. This work is based on a belief that the quality of this one-to-one relationship is a necessary part of getting a good outcome and that many pressures, from funding arrangements to organisational systems, are putting this relationship under pressure. Workshop participants will be invited to take part in an exercise the results of which will be fed back to the Prime Minister's Council on Social Action and the Ministry of Justice's local legal aid review.

A4 Advice Sector Quality Standard

Karen Conway & Judith Courts, Citizens Advice

The Working Together for Advice Quality Workstream will provide an update on the work done so far in developing a new quality mark for the sector and details of what is still to come. The Workstream is consulting on its draft quality standards and this workshop will be an opportunity for you to take part in the consultation process.

A5 Legal Aid Reform – a programme of support

John Binks & James O'Reilly, Provider Readiness, LSC

John and James will present the completed research and the resulting proposed programme of support being made available to legal aid providers through the reform programme. Participants will have the opportunity to discuss how this support meets the needs of the NfP sector.



Workshops B 2.30 - 3.30

B1 Equality Bill

Nony Ardill, Age Concern England

The long-awaited Equality Bill will streamline and consolidate the current patchwork of equalities legislation, as well as extending the law to cover new areas such as age discrimination in goods and services. This workshop will highlight the main changes that the Bill is expected to introduce, looking at the implications for advice organisations - both as advice givers and as providers of services under contract with public authorities.

B2 Debt outreach – lessons from a pilot

Alexy Buck, Legal Services Research Centre & Sharon Collard, Personal Finance Research Centre, Bristol University

The workshop will present findings from an in-depth evaluation of debt advice outreach services. It will examine the processes of setting up and implementing outreach services, including working with partners such as prisons, housing associations and credit unions. It will also look at outreach services from the clients' perspective and consider what lessons can be drawn from the evaluation in terms of developing outreach services in the future.

B3 Working Together for Advice (Wtfa)

Michelle Watkins, Citizens Advice & Matthew Pilkington, Age Concern England

The BLF-funded Wtfa project is a partnership project which aims to provide resources that advice agencies need. This workshop will outline progress to date, and give detailed feedback

"very interesting to compare experiences across different areas of advice work"

"surprisingly upbeat & positive atmosphere following a grim few months"

9.15 - 10.00	Registration
10.00 - 11.15	Workshops A
11.15 - 11.45	Break
11.45 - 12.30	Plenary
Lord Bach, Parliamentary Under-Secretary of State for Justice	
12.30 - 1.30	Lunch
1.30 - 2.15	Plenary
Henry Bellingham, MP Shadow Minister for Justice	
2.30 - 3.30	Workshops B
3.30 - 4.00	Break
4.00 - 5.00	Workshops C

(with an opportunity to participate) about our work on:

- User and Stakeholder Involvement: how to improve the service you offer by thinking beyond surveys and feedback forms
- Promoting Advice: objectives for Advice Week 2009 and how you can get involved, including plans for a MPs pledge day.

B4 Running a CLAC - early days

Chris Peel, A4e & Miles Parker, Leicester CLAC Legal Director, Howells Solicitors

The workshop will give delegates an overview of the progress of Leicester Community Legal Advice Centre to date, covering the challenges of setting up a brand new advice service, the success of the CLAC model in practice, meeting clients' needs and lessons learnt.

B5 Young people's involvement in advice

Mandy Wilkins, Law Centres Federation, Rochelle Samplly, Independent Academic Research Studies and Steve Lee, Youth Access

Young people have the potential to be involved in advice services, as clients, volunteers, management committee members and more. Rochelle will explain how young people like her have been involved in policy and research work at Independent Academic Research Studies. This will be followed by an interactive session on good practice models, public legal education, barriers to young people's involvement and how to overcome them.

Workshops C 4.00 - 5.00

C1 Radically Rethinking Advice

Phil Jew, AdviceUK

Following publication of the report *It's the System Stupid!* in autumn last year, AdviceUK's radical approach to improving advice has gained considerable interest. A 'systems thinking' for advice experiment is underway in Nottingham, with further projects in the pipeline. So what does this method offer and what does it tell us about the future of advice?

C2 Community Care

Sophie Brookes & Caroline Jones, LSC

LSC policy team members have been looking at the provision of advice in community care and the links with other areas of law. They will share their initial findings and want to hear from you about your experiences and views on this area of law.

C3 Tribunals and the advice sector

Lord Justice Carnwath, Lord Justice of Appeal and Senior President of Tribunals

This workshop will be an open discussion with the Senior President of Tribunals about the provision of advice and representation in tribunals. How can we work together to improve services to the public?

C4 Tower Hamlets Community Advice Network

Heather Johnson, Tower Hamlets Law Centre

Heather manages this BLF-funded project which aims to create and sustain a network of local agencies, small and large, to ensure that people who need legal advice get a seamless service. Why do big agencies need the smaller agencies, and why should small agencies be involved? What are the benefits to the public? How has the Tower Hamlets network responded to the constantly changing external environment?

C5 What happens next in legal aid?

Crispin Passmore, Strategy Director, LSC

Advice agencies and legal aid firms will be focused on the forthcoming bid round for contracts which start in April 2010. But is this the end of reform or just another step in developing a legal aid system that successive governments can feel confident will deliver for them? Hear Crispin Passmore talk about what might happen next, and get the chance to influence the LSC's emerging thinking.



Fill in one form for each delegate. Photocopied forms are acceptable. Please write clearly.

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 for the whole day, 2 CPD hours for the afternoon. Are you claiming? _____

Please indicate your workshop preference eg. A4

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 6th March.

The whole day costs **£143.75** - this includes a sandwich lunch and refreshments

Too busy to come for the day? Book for the afternoon (after 2.15pm) only for £46 (20 places)

There are a limited number of places available at a subsidised rate of £46 for organisations with an annual turnover under £150,000. Please contact ASA about these.

(All costs include VAT)

Whole day Afternoon only I am booking one place at £ _____

I enclose a cheque Please invoice Order no. _____

Signature _____ Date _____

Please return your completed form to: **ASA conference, 6th floor, 63, St Mary Axe, London EC3A 8AA**
Fax: 020 7398 1471 Tel: 020 7398 1470 conference@asauk.org.uk

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