

CLS Support



User Guide

CLS Support provides independent information and guidance to advice organisations participating in the Community Legal Service (CLS) in England and Wales. This includes help on:

- operating the Unified Contract/Standard Civil Contract
- interpreting Unified Contract/Standard Civil Contract requirements
- CLS Quality Mark issues

We run a telephone and e-mail consultancy service and provide training to organisations. We produce publications on Contracting and related requirements, and also provide regular updates through an email bulletin service.

CLS Support is run by the Advice Services Alliance (ASA), the representative body of independent national advice networks in the UK.

0845 241 2588
cls.support@asauk.org.uk
www.clssupport.org.uk

community legal service
Support

About our services

Consultancy via telephone & email

The telephone consultancy service is available to subscribers on **0845 241 2588** and is open from **1pm - 4pm, Monday to Friday**.

If you are a subscriber you can also email us with your enquiry on cls.support@asauk.org.uk. Please include a contact telephone number so that we can call you back to discuss the details of your enquiry. We aim to respond to e-mail enquiries within five working days.

Training, Seminars and workshops

Our national training programme runs annually. See our website at www.asauk.org.uk/training for details of our current programme. Our competitively priced courses all attract CPD hours.

Subject to project resources, we may on request run courses for organisations or groups of organisations on a block-booking basis.



"Trainer extremely knowledgeable, handouts very useful"

"Excellent course - very well taught. It has significantly improved my knowledge re: matter starts and my ability to do my job"

"Excellent course, well presented, invaluable to my understanding"

Publications

Our email newsletter *the bulletin*, provides regular updates on issues relating to contracting and the Quality Mark and offers subscribers:

- up-to-date information on changes to or clarification of LSC requirements
- guidance and examples of best practice
- information on forthcoming policy developments
- updates on the work of ASA and CLS Support
- opportunities to provide feedback on issues of interest or concern.

Subscribe to *the bulletin* by visiting the Users Area of our website.



We also produce briefings relating to the operation of the Community Legal Service in England & Wales eg. The Practitioner's Guide to Controlled Work Parts 1 & 2, Eligibility and Data protection. Copies of the briefings are available as follows:

- i) Members of ASA or its networks and paid subscribers are entitled to one printed copy of the briefings. Additional printed copies are £10 each. PDF briefings are free for this group. New subscribers will receive briefings printed from the date of their membership.
- ii) For anyone else, PDF and printed briefings are £10 each.

● *Resource pages - www.asauk.org.uk/preparingfor2010*

New materials on our website aim to keep you up-to-date and enable you to plan ahead as legal aid changes. Resources include information produced by the Legal Services Commission and ASA and links to other useful documents or organisations.

Further information on the work of the project can be found on our website www.clssupport.org.uk.

Who can use our services

● *CLS Support is provided as an ASA membership service to:*

- ASA members and associate members
- organisations in England and Wales belonging to the following advice networks:
advice^{uk}; Age Concern England & Help the Aged;
Citizens Advice; DIAL UK; Law Centres Federation;
Shelter; Shelter Cymru; & Youth Access.

● *Other organisations*

Organisations that are not ASA members or advice network members in England and Wales can take out a paid subscription to CLS Support. This gives you access to our consultancy service, briefings and email bulletins.

A subscription costs £200 + VAT for voluntary organisations and £250 + VAT for private practice solicitors and local authorities.

Once you have subscribed to our service, you can sign up for *the bulletin* and will receive any other publications as they are produced. You will also receive advance notice of our Training Programme, workshops and other events.

Other sources of support

A number of organisations offer help and support on Legal Aid contracts and/or the Quality Mark, including the Legal Services Commission and our member networks.

If we are unable to meet a request to run a training course, seminar or workshop, we aim to provide you with details of alternative sources of support.

User feedback

We want our services to be relevant and responsive to the needs of users, and we encourage you to give us your views on ways to improve delivery and content.

We also welcome general feedback, so please contact us if you have any comments or suggestions.

0845 241 2588 cls.support@asauk.org.uk

We operate a complaints procedure for users who are dissatisfied with access to the service, how the service is delivered or the quality of service provided. Any complaints are recorded in accordance with our procedure and are reviewed regularly by the CLS Support Director.

Contributing to policy

ASA represents the advice networks in discussions with the LSC and other government bodies concerning the development of Legal Aid contracting and other aspects of the CLS. CLS Support gathers and analyses information drawn from users' enquiries to feed into this process.

Confidentiality

We treat all information provided to us as confidential, and we will never divulge it to any third party in a form that may identify your organisation without your prior permission.

Equal opportunities and access to services

We aim to provide a service that is accessible to all our users. Please contact us if you require briefings in a different format such as on disk or large print, or if you have any other difficulties accessing our services.

Project staff and consultants

CLS Support Director - Kem Herbert

Project Adviser - Audrey MacDonald

Project Adviser – Liz Plummer

Project Consultant - Patrick Torsney



CLS Support is funded by the LSC. The service we provide is independent of the LSC.

Photographs by Robert Aberman

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