



# Advice uncovered: the real value of what we do

A one-day conference  
examining the changing sector  
and looking at how we can  
make the case for advice

**FRIDAY 24th MARCH 2006**

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

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

**advice  
services  
alliance**

# ASA conference timetable

Friday 24th March 2006

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9.00 – 9.30	Registration
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9.30 – 11.00	<b>Facing the future</b> <i>Brian Harvey, Acting Chief Executive of the Legal Services Commission</i>  <i>Richard Jenner, Director of the Advice Services Alliance</i>
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11.00 – 11.30	Coffee
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11.30 – 12.45	WORKSHOPS A
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12.45 – 1.45	Lunch
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1.15 – 1.30	<b>Access to Justice Alliance</b> <i>Carol Storer, Chair of the Alliance, will outline the work of the campaign</i>
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1.45 – 3.00	WORKSHOPS B
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3.00 – 3.30	Tea
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3.30 – 4.45	WORKSHOPS C
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## What they said about conference 2005 ...

- **“Useful tips and update on the new audits. Great ideas about measuring outputs. Really useful. Should be one every year!”**
- **“Excellent well organised conference. Thanks.”**
- **“I met many passionate and thoughtful people – a good opportunity to discuss overlapping projects. A well-run conference!”**



## Workshops A

11.30 – 12.45 pm

### **A1 • Big Lottery Fund – advice programme**

*Michael Ashe, Big Lottery Fund*

In 2005, the Big Lottery Fund announced an “Advice Services” programme for England. This programme has a budget of £50 million over three years and will be launched in June 2006. Michael Ashe will update participants about progress in developing this programme and will outline the criteria for applications.

### **A2 • How to establish local advice forums**

*Lillian Brown, advice<sup>UK</sup>*

Advice forums can provide advice agencies with mutual support and a collective voice to influence the development of advice services in their local area. Based on advice<sup>UK</sup>'s experience of working with 17 forums in London, this workshop will give practical guidance on establishing and sustaining local advice forums.

### **A3 • Preferred suppliers**

*Jonathan Lindley and Katherine Pears, Legal Services Commission*

This workshop will cover the Legal Services Commission's consultation proposals for a preferred supplier scheme and will focus on what these proposals mean for the advice sector.

### **A4 • Regulating legal services – implications for the advice sector**

*Nigel Reeder, Department for Constitutional Affairs*

What is the government proposing? What are the drivers for reform? Where should the boundaries for the new regulatory framework be drawn? Should consumers of legal advice and services subject to statutory regulation expect the same minimum quality standards wherever they obtain their services? What about advice and services not subject to statutory regulation? What would be the implications for the Not for Profit and advice sector?

### **A5 • What do clients say about advice?**

*Simon Bottery, Citizens Advice*

We all strive for client-centred advice, but how much do we know about what our clients say about advice services? Citizens Advice will share its research into client perspectives and also consider views about advice services from other stakeholders.

### **A6 • Impact of debt advice**

*Kim Williams, Department for Constitutional Affairs and BMG Research*

This workshop will provide an update as to the progress of the DCA research into the impact of debt advice. It will outline the results of the first stage of the project, describing the situations of participants and the impact of their debt problems on them personally, and the second stage, which looks at how their situations have changed 5 months after receiving advice. Finally, the researchers will outline the next steps of the project.



## Workshops A (continued)

### **A7 • Public legal education**

*Martin Jones, Advicenow and Dan Mace, Citizenship Foundation*

The Department for Constitutional Affairs has set up an independent task force, chaired by Hazel Genn, to investigate and make the case for public legal education as an integral part of legal and advice services. This workshop will report on the work of the task force and debate the issue.

## Workshops B

1.45 – 3.00 pm

### **B1 • Developments in local authority funding**

*Rick Emmerson, Citizens Advice*

Is local authority funding likely to go up or down in future years? What will be the impact of Local Area Agreements on advice services? This workshop will consider the latest trends and developments in this crucial area.

### **B2 • NfP Audits: the findings**

*Mike Jeacock and Gary Winter, Legal Services Commission*

In April 2005, the LSC introduced a revised approach to auditing the NfP sector. This workshop will provide feedback about the LSC's findings so far.

### **B3 • Advice Integration Project**

*Lillian Brown, Advice<sup>UK</sup>*

The Advice Integration Project aimed to work with mainstream advice providers to build the advice capacity of refugee community organisations (RCOs) in 4 London boroughs. What made it so successful? This workshop will look at the project outcomes and consider whether this work can be replicated elsewhere.

### **B4 • Action, inaction and awareness of advice provision**

*Nigel Balmer, Legal Services Research Centre*

When faced with problems, what do people do? Which people do nothing, and why? Nigel Balmer will draw on recently published research to answer some of these questions.

### **B5 • Level 1 – making it work for you**

*Patrick Torsney, CLS Support*

This workshop will identify the key aspects of the Level 1 Rule in the LSC NfP contract. How can organisations use the rule to maximise their performance under contract?

### **B6 • Campaigning for change**

*David Martin, Citizens Advice*

How can we use the evidence from our advice work to drive policy change? A discussion about how to pool evidence, work in partnership and develop campaigning strategies.

## Workshops C

3.30 – 4.45 pm

### **C1 • Making Legal Rights a Reality**

*Emma Knights, Legal Services Commission*

This workshop will cover the Legal Services Commission's proposals to pilot integrated face-to-face legal advice services.

### **C2 • LSC NfP contract – the future**

*Karl Demian, Legal Services Commission*

This workshop will set out the LSC's thinking about the future development of contracts for the provision of legal advice and representation services, in the light of the CLS strategy and preferred supplier initiative.

### **C3 • Appealing LSC decisions on performance**

*Patrick Torsney, CLS Support*

What action can organisations take to appeal against LSC action in relation to contract underperformance?

### **C4 • County Court possession days – duty schemes**

*Rita Parmar, Shelter Legal Team*

Members of Shelter's legal team represent tenants and others taken to court on possession days. Now that the schemes are funded in a variety of different ways what impact does this have on advisers? What can advisers do to ensure that those in court receive the best service?

### **C5 • Disability discrimination**

*Steve Hynes and Metin Kemal, Law Centres Federation*

The LCF and Law Centres have entered an agreement with the Disability Rights Commission to provide casework services and legal education in disability discrimination cases. The new services are targeted at increasing take-up around the "goods and services" provisions in the Disability Discrimination Act. Steve and Metin will give a presentation on the law and the new services.

### **C6 • Age discrimination – new regulations**

*Nony Ardill, Age Concern*

The Employment Equality (Age) Regulations prohibiting age discrimination in employment and vocational training are expected to come into force in October 2006. Do the regulations properly implement the EU directive – and how effective will they be in combatting age discrimination in the workplace? This workshop will look at the implications for the advice sector.

### **C7 • How to deal with a problem**

*Martin Jones, ASA's Advicenow Project*

How can we improve people's ability to deal with legal problems – including knowing when and how to get expert help? We look at Advicenow's "how to" project and discuss how we can increase people's knowledge and develop the skills needed to manage problems.

Friday 24th March 2006

Friends House, 173 Euston Road, London NW1 2BJ

9.00am – 4.45pm

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)

Do you have any special needs? \_\_\_\_\_

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

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

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

**FEES: £117.50 (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 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 are available after 1st March.

PLEASE RETURN YOUR COMPLETED FORM TO:

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