

5 years on - the Community Legal Service

24th June, 2005, 9.15 am - 4.45 pm

The Advice Services Alliance conference will review the past, examine the present, and consider the future.

The Community Legal Service is 5 years old.

This conference will bring together people from the whole advice sector to review the developments of the past five years and look into the future.

A choice of 21 workshops will give everyone, advisers and managers, an opportunity to share views and learn from colleagues. Topics include fundraising, outcomes, quality, assessing legal need and the future of LSC contracting.

9.15 Arrival and Registration

9.45 **Plenary**

Chair: Steve Johnson, Chair of ASA and Chief Executive, Advice^{UK}

Speakers:

Rt Hon Alan Beith, MP,

Former Chair of Constitutional Affairs Select Committee

Crispin Passmore, Community Legal Service Director, LSC

David Harker, Chief Executive, Citizens Advice

11.00 Coffee/Tea

11.30 Workshops A (see page 2)

12.45 Buffet Lunch

1.45 Workshops B (see page 3)

3.00 Tea/Coffee

3.30 Workshops C (see page 4)

4.45 Close

21 Workshops

£95 plus VAT

5 CPD Hours

**£45 subsidised fee
for 25 small
organisations**

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services
alliance**

Venue:

**The Resources Centre,
356 Holloway Road,
London N7 6PA**

By London Underground train:-

Take the Piccadilly line to Holloway Road station. On leaving the station turn left and walk under the railway bridge for 5 minutes. The Resource Centre is on the opposite side of the road and can be reached by using the pedestrian crossing.

By bus:-

Buses 4, 17, 29, 43, 153, 253, 259, 271, 279 and X43 stop within a short walk of the Resource Centre. Also there are mobility buses available in the area, these are numbers 920, 921, 923 and 927.

Please contact 020 7378 6428 or conference@asauk.org.uk to check availability after 15th June.

Contact ASA about the special fee rate for small organisations

www.asauk.org.uk/conference

Advice Services Alliance
12th floor, New London Bridge House, 25
London Bridge Street, London SE1 9ST
Ltd. Co. No: 3533317

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11.30 - 12.45 Workshops A

Write your first and second choices on the application form from workshops A1 to A7

A1 The Community Legal Services Strategy

Crispin Passmore, Community Legal Service Director, LSC

Crispin Passmore will give an outline of the proposed Community Legal Service Strategy. There will be an opportunity to share views and ask questions.

A2 The new LSC Not-for-profit audit process

Mike Pillin, LSC Contract Manager at the Nottingham Regional Office and NfP file auditor

Mike Pillin will describe the risk-based audit process that the LSC has developed to replace contract compliance/cost assessment audits, and the reasons why the LSC has developed this process. In addition he will share what the LSC has been finding at the file audit and on-site audit stages of the process. A workshop for organisations with an LSC contract.

A3 National Occupational Standards

Alison Lamb, consultant to the NOS project
John Edwards, National Information & Advice Manager, Age Concern England

National Occupational Standards for legal advice covering generic skills and knowledge and specific knowledge for areas of advice such as welfare benefits, housing

and personal injury will be out in draft in September 2005. What will they look like? Who will use them?

A4 CLS Direct: what's happening

Peter Jones, Manager, National Telephone Service, LSC

Peter Jones will lead a discussion on the experience of CLS Direct to date, its relationship with face-to-face advice, and its future role.

A5 FAInS in the Not-for-profit sector

Simone Hugo, Policy Developer, Children and Family Services Division, LSC

Simone Hugo will give an outline of the LSC's Family Advice and Information Service (FAInS) project. In particular, she will describe the important role of the voluntary and advice sector in this work and outline recent developments in the NfP sector.

A6 Meeting Young People's advice needs

James Kenrick, Advice Services Development Manager, Youth Access & others

This session will examine the potential for policy makers and front-line advice agencies to collaborate with youth services to respond to young people's significant unmet legal advice needs. Youth Access will

introduce the latest evidence on young people's needs and advice-seeking behaviour. Streetwise Community Law Centre and Enfield Law Centre's Streetlegal project will demonstrate the impact of the specialist services they have developed. Finally, participants will be encouraged to identify their potential contribution to improving young people's access to advice.

A7 Innovative approaches to funding advice

Ruth Hayes, Centre Director, Islington Law Centre

Good quality advice can make a huge difference to people's lives, and yet securing funding for services can feel like a never-ending task. The trend away from grant-bidding rounds and towards commissioning means that agencies need to be creative in their thinking. This session will focus on practical ways in which advice providers can access a broader range of funding streams and build a network of support for their aims.

Workshops will be filled on a first come first served basis - remember to fill in your first and second choices

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1.45 - 3.00 Workshops B

Write your first and second choices on the application form from workshops B1 to B7

B1 NfP contracting: the future

Karl Demian, Contract Design & Remuneration, LSC

Karl Demian will outline LSC plans for the future of the NfP contract. There will be an opportunity to ask questions and share views. This workshop will be of interest to those who already have an NfP contract with the LSC and those who may be thinking of applying for one.

B2 Assessing Legal Need

Professor Richard Moorhead, Cardiff Law School
Pascoe Pleasence,
Head of the Legal Services Research Centre
Adam Griffith, Policy Officer, Advice Services Alliance

Pascoe Pleasence will introduce some findings from the latest LSRC Survey, and Richard Moorhead will consider the alternatives to current approaches. Adam Griffith will discuss issues arising from ASA's analysis of the LSC's regional reports.

B3 Funding advice: an introduction

Lillian Brown, Black, Minority Ethnic & Refugee Advice Services Development Worker, adviceUK London

This is a practical workshop including hints and tips on developing your organisation's approach to fundraising and funding applications. It will help you to avoid the common mistakes in unsuccessful funding applications. It is aimed at smaller

organisations seeking to increase funding to further develop their advice services.

B4 Self-Help: an essential part of advice services?

Alison Charlton, Information Services Manager, Advicenow
John Seargeant, Researcher

The speakers will report on the findings of Advicenow's one year project which evaluated the effectiveness of a self help approach to resolving legal problems. There will be a discussion on the evaluation of the project, how it was done, and lessons learned.

B5 Public service ombudsmen – can you make them work for your clients?

Paul Conroy, special projects officer, Local Government Ombudsman's office
Michele Holmes, senior investigation officer, Office of the Parliamentary and Health Service Ombudsman

"Isolated", "exhausted", "far too many hoops". Recent MORI research on clients' experience may paint a familiar picture. How has the ombudsman's office responded? What support is provided for advisers? Speakers from the parliamentary, health and local government ombudsmen answer your questions.

B6 What is an outcome?

Shanta Bhavnani, Policy Officer, Advice Services Alliance
Martin Green, Manager, Bristol Advice Centre

This session will consider the different types of outcome that advice agencies might want to measure and will discuss simple ways in which they can demonstrate them. Martin Green will describe work Bristol Debt Advice Centre does to measure outcomes and their latest project to get more detailed feedback on outcomes from client focus groups.

B7 Learning from peer review

Peter Watson, Director Supplier Development Group, Legal Services Commission
Linda Gill, Information, Advice and Advocacy Manager, Age Concern Norfolk

The speakers will share their experiences of peer review - from different perspectives. Linda Gill will talk about her agency's participation in the Age Concern peer review pilot. Peter Watson will give an outline of the current LSC consultation about their future use of peer review.

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3.30 - 4.45 Workshops C

Write your first and second choices on the application form from workshops C1 to C7

C1 Panel Discussion – looking into the future

Richard Jenner, Director, Advice Services Alliance
Richard Miller, Director, Legal Aid Practitioners Group
Karl Demian, Contract Design and Remuneration, LSC

What will the LSC do next? What should the LSC do next? Hear the debate and express your views.

C2 Immigration: Impact of the recent changes

Maurice Wren, Asylum Aid
Paul Newell, Asylum Programme Manager, LSC

Maurice Wren and Paul Newell will debate the impact of recent changes on the availability and quality of immigration advice. There will be an opportunity to ask questions and share views and experiences.

C3 Costing your service

Ann Lewis, Policy Director, Advice Services Alliance
Patrick Torsney, consultant to the CLS Support project

Voluntary sector funding is changing. "Core funding" is gradually disappearing and some local authorities are now asking agencies to compete against each other for contracts. More often than not, funders now want to know what exactly they are getting for their money. This workshop will explore what advice agencies can do now to accurately cost their services in order to meet future financial challenges and

will provide a short explanation of what is involved.

C4 Mental Capacity

Penny Letts, independent consultant
Pauline Thompson, Policy Officer, Community Care Finance, Age Concern England

Advice agencies are often in the position of having to advise people who may have mental health or mental capacity problems, or the carers who are looking after them. This workshop will explore issues about capacity, who the client is, best interests and access to records where the person is unable to consent, and where abuse of a vulnerable person is suspected. It will also give a brief overview of the Mental Capacity Act 2005 and the way this may affect future work in the advice sector.

C5 Impact of Debt Advice

Kim Williams, Research Officer, Department of Constitutional Affairs (DCA)
Bob Hayes, Havant and District Citizens Advice Bureau
Bridget Williams or Anna Sansom, BMG Research

Kim Williams will outline research currently being conducted by the DCA into the impact of debt advice on advice agency clients. She will describe the reasons for the research and the methodology

used, and may be in a position to share preliminary results. The DCA hopes that advice agencies will find the results and research tool useful for their own monitoring purposes. This workshop is relevant to all, not just agencies working in debt advice.

C6 Mediation – who does it work for?

John Seargeant, Researcher

John Seargeant has just completed an evaluation of the Acas pilot of mediation services to small firms. Does mediation have a role in employment disputes? What did employers and employees think of it? Is it relevant for the advice sector? How well do we deal with our own employment disputes?

C7 Public Legal Education

Nony Ardill, Policy Director, Legal Action Group
Martin Jones, Project Director, Advicenow

'If information is the Cinderella issue then education is the pumpkin.' Nony Ardill and Martin Jones will report on the recent consultation on Public Legal Education undertaken by ASA, LAG and the Citizenship Foundation and their proposal for developing it as an integral part of legal and advice services.

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Complete sections A & B and post to ASA, 12th Floor, New London Bridge House, 25 London Bridge St, London SE1 9ST

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A Booking Form These details are for your invoice or receipt I am booking place(s) at £111.63 (inc VAT)

1 Name Please contact ASA about the special subsidised places

2 Organisation

3 Address I enclose a cheque for £ made payable to "ASA"
or
 Please invoice us for £ with our Order No:

Postal code

4 Tel number Signed

5 Email address Dated

Please return by post to arrive by 15th June.
Confirmation will be sent by email to the email address given at A5.

Booking includes buffet lunch, tea, coffee.

5 CPD hours are available.
Please register your claim for CPD Hours in Section B

ASA cannot guarantee the running of any session or any speaker.
ASA 240605 1
ASA Ltd. Co. No: 3533317
conference@asauk.org.uk

B Delegate details
Please clearly enter each delegate's name, job title, email address, First and Second preferences on your choice of three workshops, vegetarian option and CPD claim.
Please tell us of any special needs you may have.

Conference list and further emailing
We will include delegate name, job title, and email address in the conference delegate list unless you tell us otherwise. Do not include (please tick)
ASA will contact you about this & future ASA events & services unless you tell us otherwise. ASA does not sell its mailing lists. Do not send future mailings

Name	Choose one A, one B & one C workshop. Show your 1 st and 2 nd choices						Vegetarian meal?	CPD?
	Workshop A		Workshop B		Workshop C			
	1 st choice	2 nd choice	1 st choice	2 nd choice	1 st choice	2 nd choice		
Delegate 1								
Job title	A	A	B	B	C	C	Yes	Yes
Email								
Delegate 2								
Job title	A	A	B	B	C	C	Yes	Yes
Email								
Delegate 3								
Job title	A	A	B	B	C	C	Yes	Yes
Email								

•Please contact 020 7378 6428 or conference@asauk.org.uk to check availability after 15th June.

•Written cancellations received after 1st June but before 10th June will be subject to a £20 cancellation fee. No refund on cancellations received after 9th June.

•There is a subsidised fee of £45 inc VAT for a limited number of small *not for profit* organisations (Restrictions apply: turnover under £100,000. 25 places

available, one place per organisation, first come first served, ASA's decision is final.) Please email conference@asauk.org.uk for details.