

Email Bulletin (Quality Mark No.7 and Contracting No.15): Consultation exercise on the Advice Services Alliance telephone consultancy service

Advice Services Alliance is currently reviewing a number of its services. We would like in particular some feedback on the accessibility our telephone consultancy service.

The consultancy service is provided to individual agencies and the major advice networks on issues relating to the Quality Mark, legal aid Contracting and Community Legal Service Partnerships.

The telephone consultancy service is currently open at the following times:

Monday **3 – 5pm**
Tuesday **10am – 12noon**
Wednesday **10am – 12noon**
Thursday **10am – 12noon**

1. Do you find it **easy**, **fairly easy** or **difficult** to access our telephone consultancy service? Please write **YES** in the box next to the one that applies.

Easy
Fairly easy
Difficult

2. Would it help if the opening times were longer? Please write **YES** or **NO** in the box.

3. Would it help if the telephone consultancy service were open 5 days a week rather than 4? Please write **YES** or **NO** in the box.

4. Would it help if the opening times were made more consistent? Please write **YES** or **NO** in the box.

5. Please give us your views on whether **morning** or **afternoon** hours are best for you. Please write **YES** in the box next to the one that applies.

Morning
Afternoon

6. Do you have any other comments on the consultancy service?

Unfortunately we cannot guarantee to make changes to the opening times as any expansion depends on whether the funding to do so is available.

Please print this document and fax it to CLS Support by Friday 27th February.

Fax: 020 7407 6822

Thank you for the time you have spent completing this form.