

Email Bulletin (Quality Mark No.4): Quality Mark update

1 Review of the General Help Quality Mark Standard

- 1.1 The Supplier Development Group of the Legal Services Commission (LSC) will begin a review of the General Help Quality Mark Standard and application pack at the beginning of November this year. There will be no major changes to the requirements.

2 Guidance for outreach services

- 2.1 The LSC has provided additional guidance for outreach services. It is intended for suppliers operating an outreach service at the specialist level and should be read in conjunction with the Specialist Quality Mark.
- 2.2 The CLS' definition of an outreach service is "a service that offers information and advice in a location remote from a central management function site".
- 2.3 Guidance has been written for the following requirements:
- A1: Business Planning
 - A2: Promoting your service
 - A3: Equality of Access
 - B1: Signposting and referral
 - B2: CLSP Protocols
 - C1: Staff and Management Structures, Organisational Standards, Status Enquiries, Independence
 - D2: Induction, Appraisal and Training
 - D4: Operation of the Supervisory Role
 - E1: File Management
 - E2 File Review
 - F2: Individual Cases – Progress of the Case
 - F4: Client Confidentiality
 - G1: Complaints
 - G2: Client Satisfaction
- 2.4 The guidance for outreach services will be published on the LSC website www.legalservices.gov.uk by the end of October.

3 Casework standard for women

- 3.1 The LSC has published a new casework standard. Casework for Women defines the depth of work that agencies will need to demonstrate each year in order to achieve certification in the General Help with Casework for Women category.

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- 3.2 To obtain an application pack, go to the LSC website at www.legalservices.gov.uk/qmark/casework_for_women_oct03.pdf

4 Transaction criteria

- 4.1 The LSC are currently focussing their audit resource on contract auditing. This means that they are not currently undertaking transaction criteria audits, except for new applications at the specialist level. The position will be reviewed at the end of the year.

5 Further sources of support and guidance

- 5.1 If you need further guidance on any of the issues covered in this Email Bulletin, please contact the CLS Support consultancy service on 0870 7700 447 (Monday 3pm – 5pm and Tuesday, Wednesday, Thursday 10am – 12noon) or email cls.support@asauk.org.uk