

CLS Support Email Bulletin (Quality Mark No.5): an update

1 Inclusive Quality Project to recommend Quality Mark award

The Inclusive Quality Project (IQP), which provides free, independent, consultancy support for organisations wishing to achieve the CLS Quality Mark is now able to offer an even better service.

- 1.1 From October, IQP has the ability to recommend to the Legal Services Commission (LSC) that the Quality Mark is awarded to user groups at General Help/General Help with Casework levels, cutting bureaucracy.
- 1.2 At the point in IQP's programme of tailored support and assessment that an organisation has met the standard, a report and recommendation will be submitted to the Commission. IQP user groups completing General Help Quality Mark work with the Project will not have to submit an application or undergo preliminary or pre-Quality Mark audits.
- 1.3 For more information, telephone IQP on 020 7407 6500, email iqp@adviceuk.org.uk or visit www.iqponline.org.uk/

2 Additional requirements and definitions to the Specialist Quality Mark for telephone services

- 2.1 The LSC has issued a consultation paper on *Additional Requirements and Definitions to the Specialist Quality Mark for Telephone Services*. This consultation document contains draft requirements and definitions for legal advice provided within a telephone service. It has been written for suppliers that are operating a telephone service at specialist level and should be read in conjunction with the Specialist Quality Mark (SQM) standard published in April 2002.
- 2.2 To obtain the consultation document and the covering letter to consultees go to the LSC website at www.legalservices.gov.uk/devel/civil.htm
- 2.3 Responses to this consultation document are invited by 12th January 2004 and should be sent to Peter Watson at Supplier Development Group, 85 Gray's Inn Road, London WC1X 8TX or by e-mail to qualitymark@legalservices.gov.uk

3 CLS Support briefings

3.1 CLS Support has undertaken a review of the current list of briefings in the Quality Mark and the Contracting series. In the light of developments in the Quality Mark and the needs of our readers identified from a consultation exercise we will be producing the following further titles in the Quality Mark series.

- Information sharing
- The Quality Mark and other standards – for agencies working with young people
- Partnership working
- Fundraising and the Quality Mark
- The Roles & Responsibilities of Management Committees in the legal advice sector
- Equal Opportunities
- The Quality Mark and the auditing process
- The Quality Mark - how the different requirements interconnect
- The purpose and value of the Specialist Quality Mark

Please note that both the running order and the titles themselves are subject to alternation.

3.2 We have also completed a review of the content of existing titles in both series and we will be producing a second edition of *Quality Mark Briefing No.1: Introduction to the Quality Mark* from the Quality Mark series.

4 Further sources of support and guidance

4.1 If you would like further guidance on any of the issues covered in this Email Bulletin please contact the CLS Support consultancy service.

4.2 We advise organisations that are applying for, or have been awarded, the CLS Quality Mark. The main areas we advise on are best practice in:

- Client feedback
- Independent file review
- Conflict of interest
- Service planning
- People management
- Signposting and referral
- Case management and client care

We also advise on Legal Aid contract requirements.

4.3 The consultancy service is open Monday 3pm – 5pm and Tuesday, Wednesday, Thursday 10am – 12noon or by email at cls.support@asauk.org.uk.

5 The Quality Mark and awards by national network

5.1 The figures below provided by the Supplier Development Group of the Legal Services Commission (LSC) show all non-funded suppliers (that is those who don't have a Legal Aid contract) with a Quality Mark for the categories indicated as of 3rd October 2003.

National network	Total	Assisted Information	General Help	General Help with Casework	Self Help Information	Specialist
AGE CONCERN	227	29	123	66	8	1
DIAL	69	8	27	29	1	4
FIAC	229	6	91	123	3	6
LAW CENTRES FEDERATION	5	1	2	2	0	0
NACAB	736	3	446	264	1	22
OTHER ASA NETWORK	36	4	3	9	20	0
SHELTER	19	0	6	6	0	7
YOUTH ACCESS	22	7	7	7	1	0
Totals	1343	58	705	506	34	40