

# Freedom of Information Publication Scheme

A guide to information published  
by the Legal Services Commission  
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## PART A

### Introduction

Welcome to the Legal Services Commission's Publication Scheme. It has been developed in accordance with Section 19 of the Freedom of Information Act 2000 (FOI Act 2000). This scheme replaces the previous one with effect from 1 January 2009.

The Commission fully endorses the principles of the FOI Act and this Publication Scheme builds upon our well-established practice of publishing relevant information to provide greater understanding about the decisions we make in respect of Commission policies and the administration of our principal activities.

Details about the Commission and its functions are explained in more detail in Part B.

### About the Publication Scheme

Under Section 19 of the FOI Act 2000, all public authorities are required to adopt and maintain a publication scheme setting out the classes of information they hold, the manner in which they intend to publish the information and whether or not a charge will be made for it. The purpose of the Scheme is to ensure that a significant amount of information is made available, without the need for specific requests being made. Schemes are intended to encourage organisations to publish more information pro-actively and to develop a greater culture of openness.

In Part C of this Scheme we set out the classes of information that we routinely publish or intend to publish and where information may be obtained. If a charge applies, the cost is indicated under each class. In this document the term “publish” means that the information:

- is available on the Commission's website,
- may be purchased from a retailer or another organisation,
- may be obtained from a public library
- will be supplied on receipt of a letter or telephone call to the relevant department in the Commission or
- may be requested by sending an e-mail to [foi@legalservices.gov.uk](mailto:foi@legalservices.gov.uk).

In deciding what classes of information to include in this Scheme the Commission has taken account of information already made available through the Freedom of Information Act, Parliamentary Questions and prior publications.

The Commission welcomes views on the content of the Scheme and the opportunity to find out what information users would be interested in having

available under it. Suggestions and comments can be made through the feedback form on the LSC website, the FOI e-mail (above), or by writing to :

Information Compliance Team  
Legal & Governance  
Legal Services Commission  
4 Abbey Orchard Street  
London  
SW1P 2BS

## Copyright

The Commission retains copyright (and database rights, where applicable) in all the material in this Scheme except where individual material shows otherwise e.g. where it is shown as Crown copyright.

Unless any material specifically states otherwise (in which case formal permission is required) material in this Scheme, in which the Commission has copyright or database rights, may be copied and reproduced without prior written permission, provided:

- it is copied or reproduced accurately and is not used in a misleading context;
- where the material is being copied or reproduced for others, the source of the material is identified and the copyright status acknowledged; and
- the copying or reproduction is not for financial benefit.

This provision does not give a right to use any of the Commission's trade marks or logos for which prior written permission is required.

Some of the material in this Scheme is subject to Crown copyright. Copyright in certain Crown copyright material has been waived, meaning that the material may be freely reproduced. Categories of material for which copyright has been waived include:

- government press notices
- legislation and explanatory notes on the legislation
- ministerial speeches
- consultation documents
- documents featured on official websites (except where expressly indicated otherwise)
- headline statistics and unpublished public records.

For other types of material, the supply of documents under this Scheme does not give the person or organisation who receives them an automatic right to re-use the documents in a way that would infringe copyright, for example, by making multiple copies, publishing and issuing copies to the public.

Some of the material in this Scheme may be subject to copyright owned by third parties. Prior written permission of the third party owner is needed before such

material may be copied or reproduced unless the relevant material expressly states that prior written permission is not required.

Brief extracts of any of the material included in this Scheme may be reproduced under the fair dealing provisions of the Copyright, Designs and Patents Act 1988 (sections 29 and 30) for the purposes of research for non-commercial purposes, private study, criticism, review and news reporting.

Applications for written permission to use the Commission's copyright material (including databases subject to database rights) must be made to the Legal Services Commission.

Applications for permission to use Crown copyright material must be made to HMSO's Licensing Division OPSI, Kew, Richmond, Surrey, TW9 4DU.

Applications for permission to use other copyright material, where no waiver of copyright is stated, must be made to the appropriate copyright owner. If in doubt, users should contact the Commission in the first instance.

## Charging Policy

In Part C (Classes of Information) we indicate for each class whether the information may carry a charge. Where charges apply you will be informed of the cost before the information is provided. There are a number of charging options that apply within this Publication Scheme;

- **Free of charge on a website**  
In this case access to information is freely available, although the user would naturally be required to pay any charges relating to their use of the internet (e.g. service provider costs, personal printing costs). We have provided information that is up-to-date at the time this Publication Scheme was revised but take no responsibility for Third Party websites where information may have changed.
- **Free of charge website printout**  
For those without internet access a single print-out of the information, as it appears on the website, would be available by post from the Commission. You may be required to specify in more detail the information that you require where the broad class includes a large range of material. Requests for multiple print-outs, or for archived copies of documents that are no longer available on the website, may attract a charge for the cost of retrieval, photocopying, postage, etc. You would be advised of the charge at the time of your request. The charge would be payable in advance.
- **Free of charge hard copy**  
For published hard copy information e.g. a leaflet or booklet we will usually provide a copy free of charge. In some cases a Stamped

Addressed Envelope (SAE) may be required as indicated in the Scheme. There may also be a limit to the number of copies that can be requested.

- **Chargeable information on a Website**

Where information is accessible online on payment of a fee this has been indicated. Usually this would relate to subscription material such as the Legal Services Commission Manual. Where this applies, details of the provider will be given within the class details. Prices are subject to change and are at the discretion of the publisher.

- **Chargeable hard copies**

A charge may apply for hard copy publications, in particular "glossy" or other bound paper copies. In some cases a CD Rom, video or other mediums may incur a charge.

## Exemptions and confidentiality

Our commitment to make information available excludes any information which can be withheld under legislation.

Information relating to a publicly funded client's case or a client's personal details will not be provided under this Publication Scheme as the Commission is bound by the confidentiality provisions of section 20 of the Access to Justice Act 1999 (or section 38 of the Legal Aid Act 1988 for cases granted funding under that Act or any previous legislation) and the Data Protection Act 1998. Further information on access to information under the Data Protection Act is given later in this Part.

## The Freedom of Information Act 2000 (FOIA)

When the FOIA came into effect it established a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. Subject to the limited exemptions of the Act, any person who requests information is entitled to:

- be informed whether the Commission holds that information
- be supplied with that information

The right to access information came into force on 1 January 2005, replacing the Code of Practice on Access to Government Information 1997. The Information Commissioner is responsible for enforcing and regulating both the FOIA and Data Protection Act 1998.

Openness and accountability are cornerstones of this legislation. Guidance from the Information Commissioner promotes the following principles with which the LSC agrees:

- Facts and analyses behind major policy proposals and decisions should be published, where possible;
- Internal guidance on dealings with the public should be published where they promote greater understanding of how the LSC operates;
- Reasons for administrative decisions should be given to those who are affected;
- Information about the LSC's management and performance should be published, where possible;
- Information relating to the LSC's policies, action and decisions should be released on request, wherever possible.

If the information you require is not in the Publication Scheme you may make a request for information under the FOIA. It is important that you mark your letter "Request for Information under the Freedom of Information Act" so that it is easily identified and dealt with in the appropriate manner. Details of all the Regional Offices can be found at [www.legalservices.gov.uk](http://www.legalservices.gov.uk)

The statutory time limit for providing a response to an FOI request is 20 working days from the date of receipt of your request. In exceptional circumstances the target may need to be extended. In this instance we will contact you to explain the situation and provide a target date for when we believe we may be able to provide the information.

Information that we are required to make available as part of our function, along with straightforward requests for information, will be provided free of charge. If a significant amount of additional work is required or an unreasonable diversion of resources has to be made to collate the information, we would normally refuse the request.

In limited circumstances we may apply a charge. You will be informed in advance if a charge is to be made and payment will be required before the work is undertaken to provide the information to you. All charges will be in accordance with the fees regulations issued under the FOIA 2000 and the Commission's Fees Policy, a copy of which can be accessed on written request. Further information on how to make a request are provided in our access to information leaflet available on our website at [www.legalservices.gov.uk](http://www.legalservices.gov.uk)

## The Data Protection Act 1998

Under the Data Protection Act 1998 (DPA98), individuals have a statutory right of access to personal information that the Commission may hold about them both in electronic form and in paper files. This right of access applies to personal data about the applicant, not about a third party. Subject to certain exemptions that may apply, they are entitled to be given a description:

- of the personal data in question
- the purposes for which the data are to be processed
- the sort of people or organisations that we would disclose that information to (if applicable).

An individual who makes a request is also entitled to have the information provided to them in an intelligible form subject to the need to delete information about a third party. Where any codes or abbreviations are used these shall be explained.

If you wish to apply for access to your personal data, known as a "subject access request", you should write to the Data Protection Officer at the relevant regional office that issued your Funding Certificate or to the Central Department dealing with your matter. You should clearly mark your letter "Data Subject Access Request".

A request for access to personal data will be dealt with promptly, and, in any event, within 40 days of receipt of the request. A fee, not exceeding £10, is usually payable in advance. Further information on how to make a request are provided in our access to information leaflet available on our website at [www.legalservices.gov.uk](http://www.legalservices.gov.uk)

## Complaints Procedure

If you are unhappy about the way your request for information is being dealt with, or there is a delay in providing the information, you may make a complaint by writing to the LSC's Information Compliance Manager at the following address:

Information Compliance Team  
Legal & Governance  
Legal Services Commission  
4 Abbey Orchard Street  
London  
SW1P 2BS

The Information Compliance Manager will liaise with the office or department involved to ensure that your request is dealt with in accordance with the provisions of the relevant legislation.

### **Internal Review under the Freedom of Information Act 2000**

If you are dissatisfied with the outcome of your request under FOIA or DPA you may request an internal review of our handling of the case. This must be in writing to:

Legal Director  
Legal Services Commission  
4 Abbey Orchard Street  
London  
SW1P 2BS

If you remain dissatisfied following the review you are entitled to take your complaint to the regulator. A complaint can be made to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

The Commissioner will then assess our handling of your request and determine whether any further action should be taken.

## Responsibility for the Publication Scheme

We hope that you find this Scheme informative and helpful. The Commission's Information Compliance Manager has overall responsibility for this Publication Scheme, which will be kept under review and updated on a regular basis. If you have any comments to make on its content or layout we would be pleased to receive them. Similarly, if you have any complaints regarding the operation of this Scheme, please write to:

Information Compliance Manager  
Legal & Governance  
Legal Services Commission  
4 Abbey Orchard Street  
London  
SW1P 2BS

Telephone 020 7783 7000  
E-mail: [foi@legalservices.gov.uk](mailto:foi@legalservices.gov.uk)

## PART B

### About the Legal Services Commission

The Legal Services Commission is an executive Non-Departmental Public Body (NDPB) created under the Access to Justice Act 1999. It replaced the Legal Aid Board on 1 April 2000. The Commission's principal activity is to fund the provision of legal services to those who cannot afford to pay for the services themselves and who meet the eligibility criteria to receive public funding of their case. It is responsible for the development and administration of a number of services under two umbrella schemes; the Community Legal Service (CLS) and the Criminal Defence Service (CDS). Details about these two schemes are set out below.

The Secretary of State appoints the Commission's Chair and up to eleven other members to the Commission which can include both executive and non-executive. The non-executives serve on a part-time basis. The Chair and Members oversee the strategic direction of the organisation and their roles and responsibilities are set out in the "Code of Best Practice for Legal Services Commission Members" which is available on our website.

Overall day-to-day management of the organisation is delegated to the Chief Executive, who is responsible to the Commission for the exercise of all its functions. She is also the Commission's Accounting Officer, answerable to Parliament for the Commission's expenditure. An Executive Board assists her with carrying out her responsibilities.

The Commission currently has 13 regional offices in England and Wales. The regional offices manage the contracts with the legal services suppliers, deal with applications for public funding and the payment of bills. The Commission's Head Office is based in two London offices and comprises of a number of central functions departments.

### Functions of the Commission

#### Community Legal Service (CLS)

The CLS replaced the old civil legal aid schemes from 1 April 2000. As part of the CLS, the Commission works in partnership with other funders of legal services (e.g. local authorities) to co-ordinate and identify areas of need for legal services. It works with them to ensure that the right kind of services are available to meet priority needs. It also works towards improving access to information about the law, the legal system and the network of legal services that are available.

Information on the range of legal advice and information services available through the CLS can be obtained by logging on to the CLS Website at [www.clsdirect.org.uk](http://www.clsdirect.org.uk) or by contacting the CLS Directory Call Centre on 0845

345 4345. All legal services funded by the Commission are delivered through contracts with legal services providers who have been awarded the Quality Mark and who are subject to periodic audits to ensure that they continue to meet the Commission's quality standards.

### **Criminal Defence Service (CDS)**

The CDS replaced the old system of criminal legal aid on 2 April 2001. The purpose of the CDS is to ensure that legal advice, assistance and representation from private practice lawyers are made available to people involved in criminal investigations or proceedings. Since May 2001 the Commission has also directly employed a number of criminal defence lawyers, known as public defenders, who also provide legal advice, assistance and representation in criminal cases, similar to private practice lawyers. There are currently 4 offices in England and Wales which form the Public Defender Service. They operate at arm's length from the Commission's regional offices.

## PART C

### Making a Request

The Scheme contains broad subject headings to help you find the information that you are looking for. Under each subject heading there are specified classes of information that the Commission publishes or intends to publish.

Documents and information that fall within the classes listed in this Scheme are subject to the Commission's Corporate Retention Policy. As such, some documents will only be available until they reach the end of their retention period. Other documents or information may be continually updated. The most up-to-date information will be provided in response to a request unless specified.

#### Making a Request for Information

Information can be obtained by using the contact details in the relevant class. Where there are no specified details, or you would like a single printout of website material, you should contact:

Information Compliance Team  
Legal & Governance  
Legal Services Commission  
4 Abbey Orchard Street  
London  
SW1P 2BS

or e-mail [FOI@legalservices.gov.uk](mailto:FOI@legalservices.gov.uk)

When writing please ensure you are as specific as possible about the information that you are looking for. Charges listed in each class are explained in more detail in Part A of this publication scheme.

## **SUBJECT HEADINGS**

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## Classes of Information

### Organisation and Governance

#### Corporate Information

<b>Class A1</b>	<b>Overview of the LSC</b>
<b>Definition</b>	What we do, an introduction to the Legal Aid schemes and key points in Legal Aid development
<b>Format</b>	Online at <a href="http://www.legalservices.gov.uk/aboutus.asp">http://www.legalservices.gov.uk/aboutus.asp</a> or single copy of website material
<b>Charge</b>	Free

<b>Class A2</b>	<b>How we are organised</b>
<b>Definition</b>	Information on the structure of the Commission, Regional Offices and departments
<b>Format</b>	Online at <a href="http://www.legalservices.gov.uk/aboutus/all_about_lsc.asp">http://www.legalservices.gov.uk/aboutus/all_about_lsc.asp</a> or by request in writing to Information Compliance Team, Legal Services Commission, 4 Abbey Orchard Street, London SW1P 2BS
<b>Charge</b>	Free

<b>Class A3</b>	<b>How to contact us</b>
<b>Definition</b>	Details of how to get in touch with us both regionally and nationally
<b>Examples</b>	Contact addresses, telephone and fax numbers of the Head Office and Regional Offices. Maps of the office location.
<b>Format</b>	From our website at <a href="http://www.legalservices.gov.uk/aboutus/contact_us.asp">http://www.legalservices.gov.uk/aboutus/contact_us.asp</a>
<b>Charge</b>	Free

#### Statutory framework

<b>Class B1</b>	<b>Statutory materials</b>
<b>Definition</b>	Acts of Parliament, Statutory Instruments and Regulations relating to the Legal Services Commission
<b>Examples</b>	Information is given about: <a href="#">Access to Justice Act 1999</a> CLS: Regulatory Framework CLS Funding Order 2000 Legal Services Commission (Disclosure of Information) Regulations 2000
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/civil/legislation.asp">http://www.legalservices.gov.uk/civil/legislation.asp</a> or hard copies available to purchase from the Stationery Office. Please note that crown copyright may apply
<b>Charge</b>	Online access - Free Price for hard copies on application to the Stationery Office

## **Governance and Accountability**

<b>Class C1</b>	<b>Legal framework</b>
<b>Definition</b>	Framework document for the Legal Services Commission
<b>Examples</b>	Document setting out the framework within which the Commission will operate. It was drawn up in consultation with the Ministry of Justice and agreed by the Cabinet Office and HM Treasury
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk">www.legalservices.gov.uk</a> Hard copy available from the MoJ, Public Legal Services Division, Selborne House, 54-60 Victoria Street, London, SW1E 6QW
<b>Charge</b>	Hard copy price on application to the MoJ

<b>Class C2</b>	<b>Membership of the Commission and Executive Team</b>
<b>Definition</b>	Information on the current members, their history, roles and responsibilities
<b>Examples</b>	<a href="#">Biographies of Commission members</a> <a href="#">Biographies of the Executive Team</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/all_about_lsc.asp">http://www.legalservices.gov.uk/aboutus/all_about_lsc.asp</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class C3</b>	<b>Register of Interests</b>
<b>Definition</b>	Declaration of financial, business or other relevant interests by Commission and Executive Team members
<b>Examples</b>	<a href="#">Register for Commission members</a> <a href="#">Register for Executive Team members</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/how/accountability.asp">http://www.legalservices.gov.uk/aboutus/how/accountability.asp</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class C4</b>	<b>Code of Best Practice for LSC Commission members</b>
<b>Definition</b>	Information showing the rules and best practice that Members are expected to follow
<b>Examples</b>	Rules for reporting conflicts of interest Rules for declaring financial, business or other interests Disciplinary procedures set out by the Lord Chancellor
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/docs/about_us_main/code-bp-lsc-members.pdf">http://www.legalservices.gov.uk/docs/about_us_main/code-bp-lsc-members.pdf</a> or hard copy on written request
<b>Charge</b>	Free

## Human Resources

<b>Class D1</b>	<b>Job vacancies and recruitment information</b>
<b>Definition</b>	Information relating to current employment opportunities within the Commission
<b>Examples</b>	<a href="#">List of job vacancies</a> <a href="#">Benefits of working for the LSC</a>
<b>Format</b>	Available on our website at <a href="http://www.legalservices.gov.uk/aboutus/working_for_the_lsc.asp">http://www.legalservices.gov.uk/aboutus/working_for_the_lsc.asp</a>
<b>Charge</b>	Free

<b>Class D2</b>	<b>Staff Code of Conduct</b>
<b>Definition</b>	Internal policies and guidance that collectively establish the procedures that LSC staff are expected to follow
<b>Examples</b>	Performance management General terms and conditions of employment N.B. Some of the material in this class is derived from documents that we consider to contain exempt information. Where this occurs, the material will clearly show that an exemption applies and why. Typically information may be withheld if its release would compromise the health & safety of any employee.
<b>Format</b>	Available on our website <a href="http://www.legalservices.gov.uk">http://www.legalservices.gov.uk</a> Hard copy also available from Information Compliance Team
<b>Charge</b>	Free

<b>Class D3</b>	<b>Pensions</b>
<b>Definition</b>	General information relating to the Commission's Pension Scheme
<b>Examples</b>	Benefits gained from joining the pension scheme Structure of the scheme
<b>Format</b>	Available in hard copy by writing to the Pensions Manager, Financial Services Department, 4 Abbey Orchard Street, London SW1P 2BS
<b>Charge</b>	Free

## Finance

### Procurement and Contracts

<b>Class E1</b>	<b>LSC service contract opportunities</b>
<b>Definition</b>	Tender contracts which are required to be published in the Official Journal of the European Community (OJEC)
<b>Examples</b>	Information about the process Opportunities for contracts over a value set by the EU <a href="#">Other tendering opportunities</a> on the LSC website
<b>Format</b>	CD-Rom or through online subscription services at <a href="http://www.ojec.com">www.ojec.com</a>
<b>Charge</b>	Price available from the website or on application to the OJEC

<b>Class E2</b>	<b>LSC service contracts awarded since 2003</b>
<b>Definition</b>	Details of contracts awarded by the Commission
<b>Examples</b>	Contract details and values
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/docs/civil_contracting/LSC_service_contracts_awarded_in_2003-07.pdf">http://www.legalservices.gov.uk/docs/civil_contracting/LSC_service_contracts_awarded_in_2003-07.pdf</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class E3</b>	<b>Contracts for legal services</b>
<b>Definition</b>	Standard Unified contracts for solicitors, not-for-profit agencies and other suppliers in civil, criminal and family mediation services.
<b>Examples</b>	This is also covered in section with guidance on the contracts
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk">www.legalservices.gov.uk</a> or hard copy on written request
<b>Charge</b>	Free

### Finance

<b>Class F1</b>	<b>Police Station Data</b>
<b>Definition</b>	Costs information for police stations in a financial year
<b>Examples</b>	<ul style="list-style-type: none"> <li>• The volume and value of duty solicitor and own client work combined</li> <li>• The volume and value of duty solicitor work only</li> <li>• The volume and value of own client work only</li> </ul> Information available beginning from the financial year 2005-06
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/ati/freedom.asp">http://www.legalservices.gov.uk/aboutus/ati/freedom.asp</a>
<b>Charge</b>	Free

<b>Class F2</b>	<b>Magistrates' Court Data</b>
<b>Definition</b>	Costs information for Magistrates' Courts in a financial year
<b>Examples</b>	<ul style="list-style-type: none"> <li>• Table 1: the volume and value of representation order work</li> <li>• Table 2: the volume and value of court duty work</li> </ul> Information available beginning from the financial year 2005-06
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/ati/freedom.asp">http://www.legalservices.gov.uk/aboutus/ati/freedom.asp</a>
<b>Charge</b>	Free

<b>Class F3</b>	<b>Civil Costs Data</b>
<b>Definition</b>	Civil legal aid information on case costs
<b>Examples</b>	<ul style="list-style-type: none"> <li>• Child Care Proceedings</li> <li>• TFF replacement</li> <li>• Mental health</li> <li>• NfP agencies</li> </ul>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/ati/freedom.asp">http://www.legalservices.gov.uk/aboutus/ati/freedom.asp</a>
<b>Charge</b>	Free

<b>Class F4</b>	<b>Remuneration for Commission members</b>
<b>Definition</b>	Details showing payments to non-executive and executive Commission members
<b>Examples</b>	Non-executive members' reimbursement for travel Executive members' gross annual salary, bonus and benefits
<b>Format</b>	Printed in the LSC Annual Report which is available online at <a href="http://www.legalservices.gov.uk/aboutus/how/publications.asp#annual">http://www.legalservices.gov.uk/aboutus/how/publications.asp#annual</a> or hard copy of relevant pages on written request
<b>Charge</b>	Free

## Priorities and Performance

### Strategy and performance

<b>Class G1</b>	<b>Corporate Plan</b>
<b>Definition</b>	The Corporate Plan describes our vision and corporate priorities for the Legal Services Commission
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/docs/about_us_main/LSC_Corp_plan_A4.pdf">http://www.legalservices.gov.uk/docs/about_us_main/LSC_Corp_plan_A4.pdf</a> or hard copy through the Stationery Office
<b>Charge</b>	Online access free of charge Hard copy price on application to The Stationery Office

<b>Class G2</b>	<b>Annual Report and accounts</b>
<b>Definition</b>	The Annual Report details our performance over the past financial year and provides financial statements for the LSCs accounts.
<b>Examples</b>	Includes information on our strategies for the CLS and CDS, performance over the previous year, key achievements and trends
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/how/publications.asp#annual">http://www.legalservices.gov.uk/aboutus/how/publications.asp#annual</a> or hard copy through The Stationery Office Please note Crown Copyright applies
<b>Charge</b>	Online access free of charge Hard copy price on application to the Stationery Office

### Quality Assurance

<b>Class H1</b>	<b>Quality Mark information</b>
<b>Definition</b>	Information relating to the criteria for accrediting suppliers of legal services under the Quality Mark and Specialist Quality Mark standards
<b>Examples</b>	General information about the standards, reasons to obtain the Quality Mark and introductory information on each available standard.
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/qm">http://www.legalservices.gov.uk/aboutus/qm</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class H2</b>	<b>Quality Mark documentation</b>
<b>Definition</b>	Detailed documentation for obtaining the QM
<b>Examples</b>	Details relating to QM in; <a href="#">General Help</a> <a href="#">Specialist Help</a> <a href="#">Mediation Quality Mark</a> <a href="#">Quality Mark for the Bar</a> <a href="#">Quality Mark for websites</a> <a href="#">Telephone Standards</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/civil/how/quality_mark.asp">http://www.legalservices.gov.uk/civil/how/quality_mark.asp</a> . For additional information or copies write to Quality, Equality and Diversity, LSC, 4 Abbey Orchard Street, London SW1P 2BS
<b>Charge</b>	Free

<b>Class H3</b>	<b>CDS and CLS statistics</b>
<b>Definition</b>	Series of anonymous statistics relating to work undertaken by civil and crime service providers
<b>Examples</b>	Controlled matters started Certificates issued in civil proceedings (family/non-family) Police station services provided
<b>Format</b>	2005/06 and earlier are available in the Annual Report online at <a href="http://www.legalservices.gov.uk/archive/archive.asp">http://www.legalservices.gov.uk/archive/archive.asp</a> 2006/07 statistics onwards available online at <a href="http://www.legalservices.gov.uk/aboutus/how/publications.asp">http://www.legalservices.gov.uk/aboutus/how/publications.asp</a> or hard copy of relevant pages on written request
<b>Charge</b>	Free

## Decision Making

<b>Class J1</b>	<b>Guidance on the LSC's decision making</b>
<b>Definition</b>	Additional guidance for the legal sector on LSC decisions and policies
<b>Examples</b>	<a href="#">Points of Principle Manual</a> <a href="#">Summaries of Public Interest Reports</a> <a href="#">The funding code</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/civil/guidance/index.asp">http://www.legalservices.gov.uk/civil/guidance/index.asp</a> (civil) or <a href="http://www.legalservices.gov.uk/criminal/guidance/index.asp">http://www.legalservices.gov.uk/criminal/guidance/index.asp</a> (criminal) or hard copy on written request
<b>Charge</b>	Free

<b>Class J2</b>	<b>Commission Meetings</b>
<b>Definition</b>	Minutes of Commission meetings
<b>Examples</b>	Summary of minutes of Commission meetings Notes of the Annual Open Meeting held by the Commission  <b>N.B.</b> Some of the material in this class may be derived from documents that we consider to contain exempt information. Where information is withheld we will explain which exemption applies and why.
<b>Availability</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/how/commissioners.asp">http://www.legalservices.gov.uk/aboutus/how/commissioners.asp</a> (past three months) Minutes for the past year are in the online archive. Earlier minutes may be available on written request to the Information Compliance Team
<b>Charge</b>	Free

### Consultation, research and statistics

<b>Class K1</b>	<b>Consultation Documentation</b>
<b>Definition</b>	Information on any published consultations undertaken by the Commission
<b>Examples</b>	Consultation papers plus additional information about launch dates, events and how to respond. Papers outlining the outcomes of consultations.  <b>N.B.</b> This class may contain information which is considered exempt from disclosure
<b>Format</b>	Available in PDF format online at <a href="http://www.legalservices.gov.uk/aboutus/consultations/">http://www.legalservices.gov.uk/aboutus/consultations/</a> or hard copy from the department running the consultation
<b>Charge</b>	Free

<b>Class K2</b>	<b>Code of Practice for Consultations</b>
<b>Definition</b>	LSC code of practice for national consultation exercises
<b>Format</b>	Available in PDF format online at <a href="http://www.legalservices.gov.uk/civil/docs_for_consultation/index.asp">http://www.legalservices.gov.uk/civil/docs_for_consultation/index.asp</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class K3</b>	<b>Research Papers and Reports</b>
<b>Definition</b>	Papers produced by the Legal Services Research Centre
<b>Examples</b>	Criminal Defence Services: Users' Perspectives Money Advice Outreach Evaluation: Cost and Effectiveness of the Outreach Pilots Diversity reports
<b>Format</b>	Some reports are available to download in .PDF format from <a href="http://www.lsrc.org.uk/publications.htm">http://www.lsrc.org.uk/publications.htm</a> . Hard copies can be requested from Papers and Publications Requests, Legal Services Research Centre, 4 Abbey Orchard Street, London SW1P 2BS
<b>Charge</b>	Free of charge, although hard copies require an A4 stamped sae

<b>Class K4</b>	<b>Research briefings, Conference papers and articles</b>
<b>Definition</b>	Papers included in the LSRC Research Briefing Series and available conference papers
<b>Examples</b>	Understanding Advice Seeking Behaviour (2004) Defining the public interest (1999) A list of relevant articles available to the public <b>N.B. LSRC cannot</b> provide copies of these articles. The list is for information only.
<b>Format</b>	Available online only at <a href="http://www.lsrc.org.uk/publications.htm">www.lsrc.org.uk/publications.htm</a>
<b>Charge</b>	Free

## Policies and Procedures

<b>Class L1</b>	<b>Equal Opportunities</b>
<b>Definition</b>	Equality and diversity policies, procedures, and guidelines
<b>Examples</b>	Equalities Annual Report Equalities Scheme
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/how/specialised_publications.asp">http://www.legalservices.gov.uk/aboutus/how/specialised_publications.asp</a> or hard copy from the Equalities Manager, 4 Abbey Orchard Street, London SW1P 2BS
<b>Charge</b>	Free

<b>Class L2</b>	<b>Environmental policies</b>
<b>Definition</b>	Environmental policy statement and strategy Environmental delivery plan
<b>Examples</b>	Information setting out the LSC's commitments in accordance with the Government's Framework for Sustainable Development
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/how/specialised_publications.asp-environmental">http://www.legalservices.gov.uk/aboutus/how/specialised_publications.asp-environmental</a> or hard copy from Head of Procurement and Facilities
<b>Charge</b>	Free

<b>Class L3</b>	<b>Data Protection Act 1998 policies</b>
<b>Definition</b>	DPA policies and procedures
<b>Examples</b>	Internal guidance contained in the Information Compliance Manual Guidance on handling staff data <a href="#">LSC policy on data protection Information Charter</a> N.B. Some of the material in this class may be considered to contain exempt information. Where this occurs, the material will clearly show that an exemption applies and why
<b>Format</b>	External information available from our website at <a href="http://www.legalservices.gov.uk">http://www.legalservices.gov.uk</a> Internal guidance or hard copy on written request
<b>Charge</b>	Free

<b>Class L4</b>	<b>Freedom of Information Act 2000 policies</b>
<b>Definition</b>	FOI policies and procedures
<b>Examples</b>	Internal guidance contained in the Information Compliance Manual <a href="#">Details of the Publication Scheme</a> N.B. Some of the material in this class may be considered to contain exempt information. Where this occurs, the material will clearly show that an exemption applies and why
<b>Format</b>	External information available from our website at <a href="http://www.legalservices.gov.uk">www.legalservices.gov.uk</a> Internal guidance or hard copy on written request to Legal and Governance
<b>Charge</b>	Free

<b>Class L5</b>	<b>Internal guidance on Records Management</b>
<b>Definition</b>	Guidance issued for staff on records management
<b>Examples</b>	Corporate Retention Schedule Guidance on the Public Records Act 1958
<b>Format</b>	Hard copy on written request
<b>Charge</b>	Free

## Lists and Registers

<b>Class M1</b>	<b>Parliamentary Questions</b>
<b>Definition</b>	Details of questions raised in parliament relating to legal aid and/or public funding of legal services
<b>Examples</b>	Questions raised over the past 5 years
<b>Format</b>	Available from the House of Commons website at <a href="http://www.parliament.uk">www.parliament.uk</a> or as hard copy in Hansard
<b>Charge</b>	Website - free Hansard - price on application to the Stationery Office

<b>Class M2</b>	<b>Freedom of Information statistics</b>
<b>Definition</b>	Anonymous details of FOI requests received by the LSC
<b>Examples</b>	Spreadsheet showing requests received
<b>Format</b>	Single hard copy on written request to Legal and Governance, 4 Abbey Orchard Street, London SW1P 2BS
<b>Charge</b>	Free

## The services we offer

### Information for the Public on Getting Legal Help

<b>Class K1</b>	<b>Information about accessing legal aid</b>
<b>Definition</b>	Information about the advice available under Legal Aid and how to obtain it
<b>Examples</b>	Current guidance on how to apply and how legal aid may affect you, including: <a href="#">Practical guide to the CLS funding</a> <a href="#">Leaflet on paying for your legal aid</a> <a href="#">Links to solicitors' groups working on "pro-bono" basis</a> <a href="#">Financial eligibility calculator</a> <a href="#">24 leaflets on specific areas including debt problems, housing issues, employment problems and immigration</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/public.asp">http://www.legalservices.gov.uk/public.asp</a> Leaflets also available by calling 0845 3000 343 or by writing to Legal Services Commission, PO Box 386, Hayes, Middlesex, UB3 1WY. Leaflets are also distributed by other public outlets such as Citizens Advice Bureaux.
<b>Charge</b>	Free

<b>Class K2</b>	<b>Finding a solicitor</b>
<b>Definition</b>	Information providing contact details for local legal aid solicitors
<b>Examples</b>	Website tool allowing a local search for legal aid solicitors, in specialist areas of law if necessary
<b>Format</b>	Available online at <a href="http://www.clsdirect.org.uk">www.clsdirect.org.uk</a>
<b>Charge</b>	Free

<b>Class K3</b>	<b>Complaints</b>
<b>Definition</b>	Procedures and method of making a complaint to the LSC
<b>Examples</b>	<a href="#">Complaints form</a> <a href="#">Complaints leaflet</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk">http://www.legalservices.gov.uk</a> or from the Customer Service Team at your nearest Regional Office
<b>Charge</b>	Free

### Information for the Legal Profession

<b>Class L1</b>	<b>Guidance on Civil Legal Aid work</b>
<b>Definition</b>	Information and guidance for CLS contracted suppliers
<b>Examples</b>	<a href="#">General Civil Contract</a> <a href="#">Not-for-profit contract</a> <a href="#">Contract documentation</a> <a href="#">Tailored Fixed Fee guidance</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/civil/how/index.asp">http://www.legalservices.gov.uk/civil/how/index.asp</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class L2</b>	<b>Guidance on Crime legal aid work</b>
<b>Definition</b>	Information and guidance for CDS contracted suppliers
<b>Examples</b>	<a href="#">General Criminal Contract</a> <a href="#">Contract documentation</a> <a href="#">Duty Solicitor guidance</a> <a href="#">Contract compliance guidance</a> <a href="#">Documentation for Very High Cost Cases</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/criminal/contracting/index.asp">http://www.legalservices.gov.uk/criminal/contracting/index.asp</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class L3</b>	<b>CLS Development</b>
<b>Definition</b>	Information on current projects undertaken or supported by the LSC through the Community Legal Service
<b>Examples</b>	<a href="#">Community Legal Aid Centres/Networks</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/civil/innovations/developing_cls.asp">http://www.legalservices.gov.uk/civil/innovations/developing_cls.asp</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class L4</b>	<b>Legal Services Commission Manual (4 volumes)</b>
<b>Definition</b>	Guidance to all service providers on the operation of the legal aid system
<b>Examples</b>	Legal Framework (volume 1) Contracting (volume 2) The Funding Code (volume 3) The CDS (volume 4)
<b>Format</b>	Hard copy and CD Rom available from The Stationery Office by phone 0870 607 2468 or e-mail <a href="mailto:lscmanual@tso.co.uk">lscmanual@tso.co.uk</a> Online subscription through The Stationery Office at <a href="http://www.lscmanualonline.co.uk">www.lscmanualonline.co.uk</a>
<b>Charge</b>	Individual costs for each volume or subscription costs apply

<b>Class L5</b>	<b>Forms Master pack</b>
<b>Definition</b>	Guidance and forms for use by suppliers with legal aid contracts
<b>Examples</b>	The master pack contains the forms necessary for applying for legal aid including applications, claims, application for controlled work review etc.
<b>Format</b>	All service provider account holders receive one hard copy of the forms and updates. Other legal service providers can purchase the forms in various packages from software suppliers (link on our website) Individual forms can be downloaded from our website at <a href="http://www.legalservices.gov.uk/civil/forms/getting_hard_copies_lsc_forms.asp">http://www.legalservices.gov.uk/civil/forms/getting_hard_copies_lsc_forms.asp</a> - About
<b>Charge</b>	One free Master pack to service provider account holders Free individual forms to download online A charge may be applied by third parties who provide packages which incorporate the forms

<b>Class L6</b>	<b>LSC e-business</b>
<b>Definition</b>	Information for suppliers on the use of LSC Online
<b>Examples</b>	How to register for online services Electronic billing Service updates Guidance and support
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/lsonline/howitworks.asp">http://www.legalservices.gov.uk/lsonline/howitworks.asp</a>
<b>Charge</b>	Access to information about the service is free Access to the service is by free registration for contracted suppliers only

### Access to Information

<b>Class M1</b>	<b>How to make a request for information</b>
<b>Definition</b>	Details about accessing information held by the LSC
<b>Examples</b>	How to make a request for your personal information. How to request information under the FOI Act Who to contact within the organisation when making your request <a href="#">Access to Information Leaflet</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/aboutus/access_to_information.asp">http://www.legalservices.gov.uk/aboutus/access_to_information.asp</a> or hard copy on written request
<b>Charge</b>	Free

<b>Class M2</b>	<b>Notification under the Data Protection Act 1998</b>
<b>Definition</b>	Notification of our purposes for processing personal data
<b>Format</b>	Available online from the public register of data controllers held at <a href="http://www.informationcommissioner.gov.uk">www.informationcommissioner.gov.uk</a>
<b>Charge</b>	Free

### Communications

<b>Class L7</b>	<b>Newsletters</b>
<b>Definition</b>	Newsletters produced by the LSC to keep suppliers up to date
<b>Examples</b>	<a href="#">Focus</a> <a href="#">Focus on CDS</a> <a href="#">Directions</a>
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk/civil/regions/index.asp">http://www.legalservices.gov.uk/civil/regions/index.asp</a> or hard copies are circulated to contracted suppliers. Additional copies of Focus and Focus on CDS can be obtained from the Press Office. Electronic copies of Directions can be obtained from the CLS Policy Team. Previous issues of newsletters are available on the archive section of the website.
<b>Charge</b>	Free

<b>Class M3</b>	<b>Press releases</b>
<b>Definition</b>	Press releases and information updates released by the LSC Press Office over the past 18 months
<b>Examples</b>	Highlighting the key messages of the LSC in the press and keeping suppliers updated with new decisions.
<b>Format</b>	Available online from <a href="http://www.legalservices.gov.uk/aboutus/press_releases.asp">http://www.legalservices.gov.uk/aboutus/press_releases.asp</a> or hard copy from the LSC Press Office, 4 Abbey Orchard Street, London SW1P 2BS
<b>Charge</b>	Free

<b>Class M4</b>	<b>LSC Website</b>
<b>Definition</b>	Information about the organisation and its functions.
<b>Example</b>	Topics can be located using the site index
<b>Format</b>	Available online at <a href="http://www.legalservices.gov.uk">www.legalservices.gov.uk</a>
<b>Charge</b>	Free

<b>Class M5</b>	<b>Legal Services Research Centre Website</b>
<b>Definition</b>	Information about the LSRC, its projects, publications, conferences and how to contact them.
<b>Format</b>	Available online at <a href="http://www.lsrc.org.uk">www.lsrc.org.uk</a>
<b>Charge</b>	Free

<b>Class M6</b>	<b>Public events</b>
<b>Definition</b>	Details of legal aid related public events within each region
<b>Examples</b>	Funding review committee dates and supplier training events <b>N.B.</b> These are organised and managed on a regional basis
<b>Format</b>	Available from the regional office pages online at <a href="http://www.legalservices.gov.uk">www.legalservices.gov.uk</a>
<b>Charge</b>	Free

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