

Rewards and Incentives

Below are further details about some of the new and innovative approaches that we will be testing through the preferred supplier pilot over the next six months.

- Relationship management - a new approach to working with suppliers

The preferred supplier project intends to pilot a new way of working with suppliers within an environment of collaboration and mutual respect. We have selected five high performing Account Managers to undertake the new role of Relationship Manager with our pilot suppliers, each of whom will have received training specific to this new role.

During the pilot period of the project, they will be looking to develop collaborative and positive ways of working with contracted suppliers whilst delivering excellent customer service and business developments as its core focus.

The Relationship Managers will establish a pattern of active and positive working, and communication, which suits the needs of the supplier, whilst ensuring that the supplier has positive support and advice to run their legal aid practice. This support will provide excellent client service, reduced bureaucracy and intervention, whilst looking to advise suppliers on how they can develop and grow their Legal Aid practice profitably. They will provide the following services and benefits -

- Develop and agree a package of business incentives which suit the suppliers needs
- Ensure delivery of excellent Customer Service in all the services we offer to suppliers
- Timely and clear communication on changes in policy and process and their implications
- Provision of training and support where issues are identified
- In depth analysis of performance and areas of potential improvement (much of which will be analysed remotely)
- Advice and support on development of services to meet the Commission's strategic objectives
- Consultancy on performance and performance improvements in Legal Aid work

Working within an environment of mutual respect and support where performance issues and improvements can be discussed and addressed openly and honestly with an open exchange of information and ideas.

In addition to the above, we are also in the process of developing a range of business

incentives and simplified working arrangements to test with pilot participants, including;

- Enhanced File Review arrangements
- Revised and Extended Devolved Powers, including:
 - Refocus on devolving decision making with minimal LSC intervention
 - Participation in the pilot of a new General Family Help level
 - Self - grant of investigative help in all non-family cases
 - Self - grant of assured payments for experts (currently known as prior authority)
- Ability to self authorise increased NMS where the supplier meets regional strategic needs
- No UFL in crime or civil cases
- A range of category specific incentives

All of the above will be fully developed for operational implementation at the start of June 2004. We are also beginning to work on additional business incentives and simplified working arrangements. Some of which may be available by the start of the pilot, others will be developed and introduced as the pilot progresses.