

February 2008

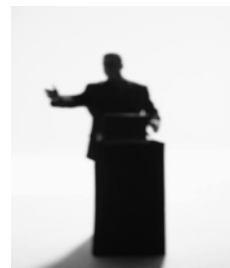
MAKING LEGAL RIGHTS A REALITY IN WALES

CONTENTS	
Details of the Open Event	1
Delegate Questions	2
Workshop 1 Feedback	3
Workshop 2 Feedback	3
Workshop 3 Feedback	3
Workshop 5 Feedback	4
Workshop 6 Feedback	4-5
Reoccurring Feedback	6

The Legal Services Commission, Bridgend Council, the Vale of Glamorgan Council and Cardiff Council are in the process of exploring the proposals outlined in the joint Legal Services Commission and Welsh Assembly Government policy paper - Making Legal Rights a Reality in Wales. The proposals outline an approach for procuring jointly funded citizen focused advice services on a regional basis in Wales, which range from generalist advice to specialist advice and representation. The models being recommended are called Community Legal Advice Centres (CLACs) and

Community Legal Advice Networks (CLANs).

Following some initial discussions, there was a firm commitment to engage with all existing and potential service providers as key stakeholders in the process, to communicate and receive initial thoughts and comments.



An open meeting was held on Wednesday 6th February in City Hall, Cardiff for organisations from across the proposed region and the outputs from the day are included here.

THE DAY'S AGENDA	Time	ITEM	SPEAKER
	10.00 am	Welcome	Paul Newell, Head of Civil Policy, LSC
	10.05 am	Making Legal Rights a Reality in Wales	
	10.15 am	Pooling Resources	Mike Chown, Local Government Finance, WAG
	10.30 am	Welsh Local Government Perspective	Naomi Alleyne, Director of Policy, WLGA
	10.45 am	Break	
	11.00 am	Lessons from England (specifically the development of a CLAC in Gateshead) followed by questions	Ian Rutherford, Gateshead Council, Matt Howgate, Contract Lawyer, LSC Paul Newell, LSC
	12.15 am	Open question and answer session	
	12.45 pm	Lunch	
	1.30 pm	Provider perspective (National Forum)	Fran Targett, Chair of CLS National Forum
1.45 pm	Overview of the Proposed Region	Representative of each Local Authority	
2.00 pm	Workshops - What would you like to see in the Region?	All	
3.15 pm	Next Steps and Close	Paul Newell, LSC	

DELEGATE PACK CONTENTS:

- Agenda
- Community Legal Advice Services Frequently Asked Questions
- Leicester City Community Legal Advice Centre Draft Service Specification
- Map of the Proposed Region
- Causes of Action 2006 Research Summary and Maps
- Workshop Question Sheet
- List of Event Delegates

DELEGATE QUESTIONS RAISED ON THE DAY

Phil Vining - Age Concern

Q - 95% of people helped by Age Concern are helped in their home. How would this work as part of a model for the region. Has there been an evaluation in Gateshead?

A - It is possible that there would be an expectation in the contract that home visiting would take place where considered essential or alternatively delivered in places such as GPs surgeries. What will be important during the process of designing the service, will be to get an understanding of where people want their services delivered.

JJ Costello - Shelter Cymru

Q - A tendering process will result in a competitive system and during a second round of contracts, members may come together with different partners the next time around resulting in losing local knowledge. This would in effect restrict the market place.

A - To date a Network has not yet been tendered for, however it seem unlikely that a small organisation would be able to deal with running the scale of the contract. A tender will give them the opportunity to come together to put in a bid or become part of multiple bids. As time goes on and new contracts are tendered for, the smaller organisations will remain very attractive to a lead organisation in order to deliver local or niche services.

Fran Targett - Citizens Advice Cymru

Q - From what we have heard of the CLAC in Gateshead, there has been a transfer of risk from the funders to the providers.

A - There is a sharing of risk as part of this process. Service providers feel that their responsibility is to their clients. If we shift the focus onto people who are not accessing the service, there is a risk of losing people who are accessing and we need to be careful around this issue. There is not envisaged to be a likelihood of underperformance as part of the contract as we will ensure that there is good monitoring and liaison between providers and funders. Ultimately there remains a shared risk.

Sally Fowler - Cardiff CAB

There is an opportunity here, and there is a need to do a lot of networking. I am hopeful that this is the start of dialogue and if Wales is to have one of the first CLANs that we learn a lot from each other.

Councillor Bill Evans - Bridgend Council

We should not spend time on this, we should provide more money to the voluntary sector to expand on the services of the CAB.

JJ Costello - Shelter Cymru

Q - What is the difference in the way Gateshead are operating now? What does joined up working actually mean in Gateshead?

A - When a client enters the service, diagnosis of the problem is undertaken and all operating as part of the service are made aware of the particular needs of the client. This is done through an IT system. The Gateshead CLAC now has Mental Health and Community Care as part of its service which was not available before. Regular meetings are held to see what is being dealt with as part of the CLAC and what work falls outside of it, so that everyone is aware.

The Commission needs to take responsibility for fragmented specialist advice services as we have pushed suppliers into specialising in certain categories of law. The gateway to services is very important and telephone advice has proven to be very successful over recent years. However telephone advice can only be part of the solution as although very cost effective, it does not address where people need or want face-to-face advice. There are gaps in existing provision and we need to ensure that in future they are addressed.

Fran Targett - Citizens Advice Cymru

It is important that we have clear quality assurance. All providers should be aspiring to have good and robust quality assurance.

Barbara Kerridge - Riverside Advice

Q - If you have a service with a variety of funders and bid as part of a consortium, is that considered as an add-on to the service or is there a risk of having to lose additional funding?

A - The legal aid scheme is used to facilitate the CLS and local authorities have been identified as being key partners in the funding of legal advice services. However it is recognised that there are many other key partners and there would be an expectation that any other elements of services that were funded would be involved or linked to the contract.

Stakeholder Comments from the Workshops

Workshop 1

Engaging Citizens and Communities

- ◆ Mystery Shopping Activity - approaching existing service as a 'regular person' has been useful in identifying what people want from services.
- ◆ Questionnaires to develop services worked effectively in Community First area in the Vale of Glamorgan. Co-ordinators and people in communities spoke to local people and gathered views to help redesign the service. Feedback identified a clear need for education relating to financial management.
- ◆ Surveys.
- ◆ Regional citizens panels using local CVS, to evaluate services on an ongoing basis - could flag up where services need to be amended.
- ◆ Use of focus groups. Safe project in Cardiff could be used for young people. (Llamau)
- ◆ Gateway assessment being brought in by many CABx mean that they are providing diagnostic services at the outset to determine advice needs. Feedback is coming through this process and helping to identify client needs.
- ◆ Current services work to demand, and in a way that tells us where the need is.
- ◆ Postcode analysis used to identify trends of where services are needed and those areas where they are not coming from. Citizens Advice Bureaus and Citizens Advice Cymru will have this information.

Needs of the Region

Bridgend

Access points needed in Maesteg, Bridgend and Porthcawl.

Vale of Glamorgan

Access points needed in Cowbridge (access point for rural Vale), Barry town centre, Gibbonsdown (Communities First area), Penarth and St Athan.

Cardiff

Access points needed in City Centre, Adamsdown/Splott, Butetown, Grangetown, Ely/ Caerau, Pen-treban/Fairwater, Llanrumney, St Mellons, Roath/Cathays.

Need to allow for home-visiting where required and video-links with specialist services.

Workshop 2

Engaging Citizens and Communities

- ◆ Cardiff Compacts.
- ◆ Citizens Forums.
- ◆ Newsletters - standard generic forms (communities first, capitol news).
- ◆ Frontline staff to help complete forms.
- ◆ Leaflets.
- ◆ Group 500 - residents signed up and contacted through phone/email.
- ◆ Resident profiling exercise to find out what their needs are.
- ◆ Wherever possible use existing groups rather than setting up new groups.
- ◆ Make use of existing methods and using information that we've already gathered in previous questionnaires and complaints etc.
- ◆ Cardiff CAB are doing a Demand Analysis and tracking clients.

Needs of the Region

Stage 1

Produce questions that ask people what they want/need/use/would like and where from - include language and mobility questions.

Stage 2

Build up proposal and then consult upon it.

Need of the Region

- ◆ General access points in places where highest density/easiest access points.
- ◆ Located in best areas but crucial that they can travel and share facilities moving around.

Workshop 3

Engaging Citizens and Communities

- ◆ Local authority questionnaires and consult group meetings.
- ◆ Housing - tenants associations meetings.
- ◆ Surgeries in GPs and community centres.
- ◆ Questionnaires not always returned - literacy and language problems.
- ◆ Use external organisations to evaluate quality of services delivered.
- ◆ Consumer direct - mapping - identifies hot spots where calls coming from.
- ◆ Use areas of deprivation to map need.

Workshop 4

Workshop notes were insubstantial.

Workshop 5

Engaging Citizens and Communities

- ◆ Surveys.
- ◆ Citizens Panel in Bridgend.
- ◆ Older People's Forum.
- ◆ Each Dept have own contacts - using routes through to citizens.
- ◆ User networks - under WCVA umbrella.
- ◆ Bridgend - problems with over consultation in the Mental Health field.
- ◆ Bridgend - quarterly publication to all households / Cardiff Monthly.
- ◆ Housing Advice Network - monthly newsletter.
- ◆ Signpost to websites.
- ◆ Community Centres and where people gather.
- ◆ Surgeries.
- ◆ Accessing rural areas is a problem.
- ◆ Schools and libraries - where people gather.
- ◆ If finding some people not engaging - go where they are.
- ◆ Need to collect satisfaction surveys to gather information.
- ◆ Housing offices - communities still use them.
- ◆ Local community centres - hubs of community.
- ◆ Radio advertisements.

Needs of the Region

Bridgend

- ◆ There are high levels of Polish people in the area, apart from that it isn't very diverse.
- ◆ Generalist advice should be available across Bridgend with Specialist advice in the town centre.
- ◆ Maesteg should have specialist advice.
- ◆ Most of Bridgend has no access to advice at all.
- ◆ There are issues with travel in Bridgend - there are three key roads all running North/South.
- ◆ Everywhere needs generalist advice.
- ◆ North Cornelly and Pyle have high levels of deprivation and there is good transport into Bridgend centre.
- ◆ Porthcawl needs generalist advice.

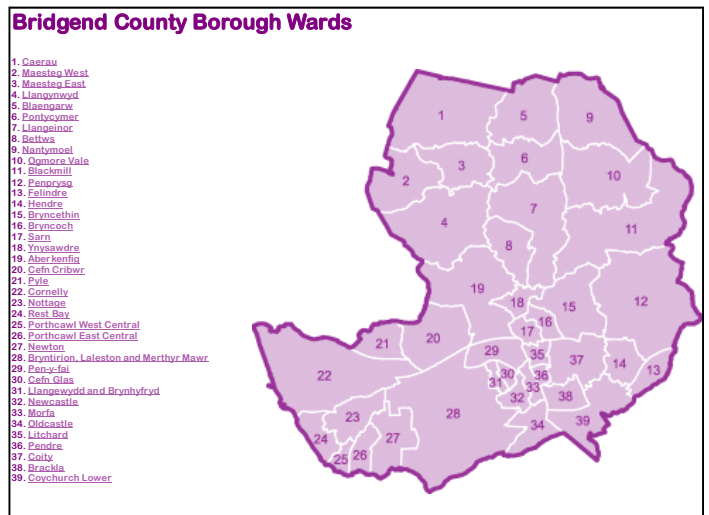
Vale of Glamorgan

- ◆ To have a mobile advice service to provide weekly sessions in Peterston-Super-Ely, St. Athan, Cowbridge and St Brides.
- ◆ Barry needs specialist and generalist advice.
- ◆ Cowbridge - unsure if clients would feel comfortable going there - more likely to go to Barry or Bridgend.
- ◆ Marketing is the most important aspect to the service.

- ◆ Need to change service delivery and have increased telephone advice and mobile services. Then people would use it more.

Cardiff

- ◆ To have mobile weekly sessions in Pentyrch, Whitchurch and Cardiff Bay.
- ◆ To have generalist advice access points in Grangetown/Butetown, City Centre, Ely, Llanedeyrn and Llanrumney.
- ◆ To have specialist advice access points in Llanrumney, City Centre and Ely.



Workshop 6

Engaging Citizens and Communities

- ◆ Age Concern - have Congress (a large group of older people). Meetings held to look at problems faced daily. Annual congress held. Hold a mailing list of people who can be consulted. Age Concern Cymru feed in.
- ◆ How would people be chosen - e.g. Good Neighbour Scheme (database), provide translation/lunch etc. If non-users are to be targeted provide a crèche.
- ◆ Important to use existing groups and networks. E.g. voluntary organisations working for participation groups. Organisations have experience about how people want to receive help and could feed into the process their expertise. e.g. older people prefer 1-1 help. They have designed their service to suit requirements. Need to speak to users and providers as you need both perspectives.
- ◆ Citizens Advice Cymru - Client satisfaction surveys can be used to access service users. Participation work in Torfaen included being on the street during market day - asking if you did need to access a service what would you want.
- ◆ Work through each of the CVCs in each County - they have access to voluntary sector networks.

- ◆ Citizens panel in Bridgend. Could use Older People Forum - i.e. use existing Forum's in Bridgend.
- ◆ If holding planned events would mixed groups work? It was thought that they would work but that attendance and participation would not be as likely from young people and school age people.
- ◆ Involve a variety of advisory organisations e.g. Coalition of Disabled People, Welsh Refugee Council. Ensure bilingual communication to make sure specific organisations contribute. Also need another layer of engagement by talking to people on the streets.
- ◆ Barriers - there is more demand than can be met. Need to consult on a real world basis and to be honest that a completely comprehensive service can't always be offered. From a financial point of view home visits cannot be offered unless there is a case for where they are needed rather than preferred. Need to look at alternatives such as GPs surgeries where people may visit and access other advice services at the same time.
- ◆ Need to talk about quality as well as cost.
- ◆ There is a need to be clear about terminology - what is advice, what is a legal issue? In consultation be clear about terminology as people do not always see that they have a legal problem. Language and definitions are key.
- ◆ Keep it realistic, set parameters but then prioritise in a transparent way.
- ◆ CAB guidebook on participation techniques.
- ◆ Participation Cymru will run events.

Needs of Region

- ◆ Age Concern - the majority of benefit support e.g. DLA/AA should be available in hospitals and in Older Person Clinics. It was noted that hospitals were not necessarily in central areas.
- ◆ General advice - may be better in high street as these are areas where people shop. Consider using supermarkets as promotional areas. People would see them as too public for advice settings.
- ◆ Communities First areas were highlighted - there are loads of them so we can't aim to have provision everywhere and areas of deprivation does not always mean that that is where people need advice are. What is important is where people will travel to and are willing to access.
- ◆ Input from clients about location is important and are they aware of what services there are currently.
- ◆ Rural poverty needs consideration - bus routes etc. Especially in Vale of Glamorgan. Don't just look at distances, consider accessibility.
- ◆ Specialist advice - all categories should be available in the main centres. However in some areas, you may not need all specialisms e.g.

employment and community care.

- ◆ Somali and other cultural gaps need to be considered.
- ◆ Other client groups, need to be linked into specification.
- ◆ Specification needs to look at permanent venues and outreach bearing in mind particular groups e.g. Somali clients.
- ◆ Consider how non WAG/LSC/Local Authority funded services feed in.
- ◆ Outreach should be through appointment making as it's an expensive service. Look at using Housing Association offices instead of manning offices all day.

General Comments/Questions

- ◆ It was queried whether there would be any restrictions on access e.g. not allow access from other areas.
- ◆ If no extra money in the pot for Community Care as not available at the moment. Will we be providing the status quo plus one other category e.g. CC or Employment? Some employment advice is already delivered but not through LSC contracts due to the eligibility criteria.
- ◆ Why did the A4E bid in Leicester win above the local supplier bids?
- ◆ Is there any evidence that the CLAN will provide a better service for clients?
- ◆ Tension with April 2009 - take it slowly.
- ◆ Query re: VAT impacts.
- ◆ Query re: amount of £ put in LSC and LAs.
- ◆ Large geographic area to cover.

Vale of Glamorgan County Borough Wards



Cardiff Council Ward Map

Reoccurring themes in engaging Citizens & Communities

Make use of existing groups, networks or methods of communication. Those suggested included:

- ◆ Local Council for Voluntary Services
- ◆ Communities First staff
- ◆ Older People's Forums
- ◆ Participation Cymru
- ◆ Citizens Panels
- ◆ Establish Regional Panels
- ◆ Local Authority publications / newsletters
- ◆ Citizens Advice Cymru - client satisfaction surveys
- ◆ Need to have realistic consultation and transparency when prioritising services
- ◆ Engage with people through non-advice settings e.g. Community Centres, GPs, schools, libraries - go where people are.

Needs of the Region - Feedback

Bridgend

- ◆ Access points in Maesteg, Bridgend and Porthcawl for generalist advice.
- ◆ Specialist advice to be available in town centre and if required travel to provide outreach in generalist settings.
- ◆ Target needs of Polish community.

Vale of Glamorgan

- ◆ Access points in Cowbridge, Barry, Gibbonsdown, Penarth and St. Athan for generalist advice.
- ◆ Specialist advice to be available in town centre and if required travel to provide outreach in generalist settings.

Cardiff

- ◆ Access points in City Centre, Adamsdown/Splott, Butetown, Grangetown, Ely/Caerau, Pentrebane/Fairwater, Llanrumney, St Mellons, Roath/Cathays and Llanedeyrn for generalist advice.
- ◆ Specialist advice to be available in City Centre and if required travel to provide outreach in generalist settings.
- ◆ Target needs of Somali community.

General Feedback

- ◆ Need to include provision for home-visiting where its necessary, specialist advice via video-links.
- ◆ Need to use shared facilities as much as possible to break down barriers to accessing advice.
- ◆ Marketing will prove to be the key to the success. Use outlets such as supermarkets to promote advice services.
- ◆ Increase the availability of telephone services.
- ◆ Increase the mobility of services.
- ◆ Set up advice sessions in Hospitals, Older Person Clinics, GPs surgeries, Communities First areas.
- ◆ Use a mobile advice service for the more remote access points, or attach to other mobile services e.g. libraries.