

**Client and Public Engagement Action Plan  
January 2009 – March 2011**

	<b>Activities</b>	<b>Output/Outcome</b>	<b>Date Due</b>
Client Diversity Group (CDG)	<ul style="list-style-type: none"> <li>• CDG workshops completed</li> </ul>	<ul style="list-style-type: none"> <li>• Production of easy read dictionary to help clients and potential clients understand rights and the legal system</li> <li>• Inform priorities for future client engagement</li> </ul>	Dictionary produced by: 30 September 2009
Capturing and Using Client Experiences	<ul style="list-style-type: none"> <li>• Create pilot to capture feedback using client experiences</li> <li>• Review pilot and decide future application of feedback package</li> </ul>	<ul style="list-style-type: none"> <li>• Direct feedback received from clients and the public to take step changes in services delivered</li> <li>• LSC gains better understanding of access to services</li> </ul>	Pilot completed by: 31 July 2009  Evaluation completed by: 30 September 2009
Journey Mapping	<ul style="list-style-type: none"> <li>• Map client experiences through the legal system</li> </ul>	<ul style="list-style-type: none"> <li>• LSC understands the pressure points and triggers for seeking legal advice</li> <li>• Makes practical changes to the way legal information at key points is available</li> <li>• Legal advice is accessed at the earliest point possible</li> </ul>	31 March 2011
Other Government Departments/ Influential Organisations	<ul style="list-style-type: none"> <li>• Departments/ organisations identified, contact made and relationships established</li> </ul>	<ul style="list-style-type: none"> <li>• Information sharing mechanism created</li> <li>• Wide-range of client views made available to policy teams</li> </ul>	Mechanism implemented by: 30 June 2009
Client Representatives Groups Non-LSC User Panels	<ul style="list-style-type: none"> <li>• Build relationships with a variety of groups, agreeing areas of common interest</li> <li>• Establish two-way communication channels</li> </ul>	<ul style="list-style-type: none"> <li>• Positive relationships and information sharing</li> <li>• LSC understands access barriers, identifies solutions and implements changes to address these</li> </ul>	Review every six months from: 30 September 2009
LSC Staff – Improvement in Client Understanding	<ul style="list-style-type: none"> <li>• Raise the awareness of different client groups with LSC staff</li> <li>• Promote through internal communications</li> </ul>	<ul style="list-style-type: none"> <li>• LSC staff have a greater awareness of client groups</li> <li>• Increase in participation of LSC volunteering scheme</li> </ul>	Communications to take place every 4 months from: April 2009

2013 Contracts	<ul style="list-style-type: none"><li>• Use a variety of consultation techniques on proposals for 2013 contracts</li><li>• Include client engagement as part of 2013 contracts</li></ul>	<ul style="list-style-type: none"><li>• Feedback from clients and the public are received to inform future 2013 contracts</li><li>• Providers actively involved in client engagement as part of the 2013 contract</li></ul>	Initial work to start from April 2010
-------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------