

# What is the Community Legal Service?

**NB: The first edition was published in April 2000, and reprinted (with amendments and updates) in October 2003**

At present too many people do not know where to go for help or cannot find appropriate help for their needs. The Community Legal Service (CLS), launched in April 2000, aims to improve access for the public and quality information advice and legal services through an inclusive network of legal service suppliers, from solicitors to advice workers, from librarians to Trading Standards Officers. It encourages everyone to work together to provide good quality legal services. The launch marks the implementation of the three separate, but interrelated, strands of the CLS initiative:

## Community Legal Service Partnerships (CLSPs)

The aim of Partnerships is to bring together the different funders and providers of legal services (either locally or regionally) and to produce a strategic plan for the provision of services. At the heart of each Partnership are the funders common to most areas – the Legal Services Commission (known previously as the Legal Aid Board) and the local authority.

Partnerships have the task of mapping need for legal services in their area and co-ordinating their services in response to that need. They should create a seamless network of services where every funder and provider of a service is aware of their part in serving the local community.

## Quality Mark

The Quality Mark introduced one nationally recognised Standard for the provision of legal information and help. It applies to three types of service provision: Specialist Help which applies to providers of complex legal advice in specific areas of law, General Help which applies to providers of legal advice, and Information which applies to providers which supply information about the law or legal services to the community. Additionally, standards covering the delivery of mediation services, information via websites and telephone information and advice have been developed since the initial launch of the CLS Quality Mark.

All Quality Marked suppliers will display the CLS Quality Mark. A CLS Directory of Quality Marked suppliers has also been produced. The Directory is available via the Community Legal Service Direct services (see below). All Quality Marked suppliers from the Assisted Information service level and above are listed in the Directory, as well as quality assured members of the Criminal Defence Service (CDS).

## Community Legal Service Direct

A core part of the CLS Strategy was the introduction of Community Legal Service Direct in 2004. Community Legal Service Direct consists of a national helpline **0845 345 4 345**, a website, **[www.clsdirect.org.uk](http://www.clsdirect.org.uk)** and a series of free printed legal information leaflets. Community Legal Service Direct is designed to help the most vulnerable in society tackle their problems by providing free information, help and advice direct to the public on a range of common legal issues. It is a complementary service that needs to work in partnership with other advice providers and funders; it is not designed to replace generalist services or core funding. Providers of legal services, who have been awarded the Quality Mark, are entitled to order for display any of the series of free printed legal

information leaflets.

The Community Legal Service Direct national helpline offers free and confidential legal advice in debt, education, employment, housing and welfare benefits and tax credits. The helpline includes the CLS Directory line, where members of the public can find details of their local advice providers. As well as ordering CLS Leaflets, members of the public can also listen to a range of information messages concerning common problems. The website contains a CLS Directory search facility, electronic versions of the CLS Leaflets and an Advice Search facility, which provides details of other websites offering legal advice and information.

# The Information Standard

This Workbook relates to the **Quality Mark Information Standard**. It is relevant to any organisation, which currently supplies information about the law or legal services to the community. It is also relevant to any organisation, which has never previously supplied this type of information but believes that to do so would benefit the local community.

Examples of supplying ‘information about the law or legal services’ are:

- Providing information to a disabled person about relevant welfare benefits.
- Giving someone experiencing debt problems the telephone number of a local Money Advice Centre.
- Identifying service providers who can explain the options available to someone who has difficulties with noisy neighbours.
- Displaying the Community Legal Service Direct series of materials, including posters, business cards and legal information leaflets.

Supplying information about the law and legal services does not have to be the primary function of your organisation to satisfy the Standard. The details of the Standard relate to the operation of this particular service rather than to the operation of your overall service.

The Information Standard is divided into two levels:

## Self-help

At this level the service will provide little or no interaction with the public. It is envisaged that the Information Service will be mainly a signposting service. The public will be able to search to find an appropriate source of help by themselves. It is desirable that the public can also find some self-help information at this level either by searching through the Community Legal Service Direct website or by picking up some basic leaflets.

## Assisted

This is a much more advanced level of service. At this level there are trained staff (these can be paid staff or volunteers) available to assist a client in finding the required information. Staff will be knowledgeable about the range of legal and advice services available locally and are able to inform clients about which is an appropriate service. At the Assisted Information Service the public will be able to access sources of legal information such as self-help books and leaflets.

The Information Standards, as for the General and Specialist Help Standards, are designed to provide quality floors rather than quality ceilings. You are encouraged to seek new heights of quality. However, you should be clear that the Information Standard is applicable to those providing *information* - it does not cover the provision of *advice*. If your service provides advice you will need to use the General Help workbook to apply for the Quality Mark.

# Information Standard Workbook

## Purpose

This workbook will guide you through the actual requirements of the **Quality Mark Information Standard**. It contains a step by step guide of how to meet some of the more detailed requirements and a checklist, which will ensure that you address every point. If you are applying for certification under the Self-help Information Standard you need only to consider the first section of the workbook. The second section of the workbook should be completed by those applying for the Assisted Information Standard. Before completing the workbook you should read the Standard carefully as the checklist is not a substitute for the Standard.

The answers that you give must accurately reflect the position of your organisation at the time of the application. All the information you give will be used to assess whether you meet the Standard.

## QM1 Application Form

The QM1 Application Form must be fully completed. The QM1 Application Form states organisation contact details and will confirm the level at which the application is being made.

## How to use the Check List and Workbook

Go through each requirement in turn and complete the “Yes / No” questions. Then explain how each one is achieved in your organisation. If the requirement asks for a document, ensure that it is attached or explain why it is not. For further details about attaching evidence, please refer to the ‘Documents List’ at the back of this Workbook.

If you do not have a procedure, whether documented or not, for any particular requirement there are sections of this workbook that will help you to develop them. You will be directed to them as you complete the book.

## What happens when you have submitted the Workbook and QM1 Application Form?

We will acknowledge receipt and notify you whether your application has been accepted.



# Self-help Information Standard

## Check List and Workbook

The following requirements apply to the Self-help Information Standard. If you are applying for the **Assisted Information Standard** please go to **Page 12**.

### Access to Service Checklist

A1 Display the CLS logo that identifies the service as a CLS information point

Requirement	Achieved	Completion Notes
Following certification will you display the CLS logo?	Yes / No	

### Seamless Service Checklist

B1 Ensure that access to the CLS Directory (including members of the CDS) is available. Alternatively, details of how to access the CLS Directory are provided to clients via signposting materials. (The CLS Directory is accessible either via the Community Legal Service Direct website [www.clsdirect.org.uk](http://www.clsdirect.org.uk) or via the Community Legal Service Direct national helpline 0845 345 4 345).

Requirement	Achieved	Completion Notes
Following certification will you either provide access to the CLS Directory <i>or</i> details of how to access the CLS Directory?	Yes / No	Please state how you will either provide access to the CLS Directory <i>or</i> details of how to access the CLS Directory.

## Running the Organisation Checklist

**C1** Have a person responsible for understanding the CLS and operating this service

Requirement	Achieved	Completion Notes
Do you have someone responsible for understanding the CLS and operating this service?	Yes / No	Please give the name of this person.

## People Management Checklist

**NB: You need only consider the Requirements D1 and D2 below if your service has some interaction with the public.**

**D1** If there is (limited) interaction with the public operate an induction process for staff

Requirement	Achieved	Completion Notes
Do you operate an induction process for all staff which covers: <ul style="list-style-type: none"> <li>• An awareness of the CLS; and</li> <li>• How the service operates; and</li> <li>• The importance of discretion and confidentiality; and</li> <li>• The importance of non-discrimination?</li> </ul>	Yes / No	Please explain briefly how this operates.

<b>D2 If there is (limited) interaction with the public nominate a Supervisor</b>		
<b>Requirement</b>	<b>Achieved</b>	<b>Completion Notes</b>
Do you have a supervisor?	Yes / No	Please give the name and job title of this supervisor.

## Meeting Clients' Needs

### F1 Have a written process of acquiring and displaying information

Requirement	Achieved	Completion Notes
Do you have a written process of acquiring and displaying information that is sufficiently detailed to allow another person to maintain the service (this should include how you will either provide access to the CLS Directory <i>or</i> details of how to access the CLS Directory).	Yes / No	Please attach this written process (or refer to the notes under the relevant 'Guidance' section that follows).

### F2 Have a process to find out if the service is meeting client need

Requirement	Achieved	Completion Notes
Do you have a process to find out if the service is meeting client need?	Yes / No	Please explain how this is achieved. (It is important when offering any service to establish that it is fulfilling a need. Your process of establishing this need not be complicated. For example, you might invite customers to comment on the service or record the frequency with which leaflets are restocked.)

## Commitment to Quality Checklist

### G1 Have a complaints leaflet available

Requirement	Achieved	Completion Notes
After certification will you make a complaints leaflet available?	Yes / No	Please attach a copy of your leaflet.

**NB: You need only consider the Requirement G2 below if you have limited interaction with the public**

### G2 If there is (limited) interaction with the public, record complaints and show how this has been used to improve the service

Requirement	Achieved	Completion Notes
Do you record complaints?	Yes / No	Please state how this is achieved (or refer to the notes under the relevant 'Guidance' section that follows).
Do you have a process for using these complaints to improve your service?	Yes / No	Please state how this is achieved (or refer to the notes under the relevant 'Guidance' section that follows).

## Commitment to Quality Checklist

### Guidance

#### **G2 Record Complaints and show how this has improved**

All complaints raised directly with your service should be recorded but this can be in a simple way. It is sufficient to record the date of the complaint, the issue that gave rise to the complaint and what action was taken to remedy the situation. It may be appropriate to have a complaints book for recording any complaints. You need to explain what system you will use.

Clients will also be able to complain directly to the Legal Services Commission by writing to the CLS complaints officer, Supplier Development Group, 85 Gray's Inn Road, London, WC1X 8TX. You must confirm the above address to the client when they have exhausted your complaints procedure and you cannot take any further action on the client's complaint.

# Assisted Information Standard

## Check List and Workbook

<b>Access to Service</b>			
A1 The service should be appropriate to the needs of the local / target community			
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>	<b>Completion Notes</b>
	Do you have a written plan or statement which:		Please attach a copy of the plan. If you do not already have a developed plan, please refer to the notes under the relevant 'Guidance' section that follows.
A1.1	Sets out what the organisation aims to achieve in the forthcoming year; and	Yes / No	
A1.2	Provides details of the services to be provided by the organisation including: <ul style="list-style-type: none"> <li>• What services are provided</li> <li>• When are services provided</li> <li>• Where are services provided</li> <li>• How services are provided?</li> </ul>	Yes / No	

A2 The community should be made aware of the service that is being offered			
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>	<b>Completion Notes</b>
A2.1	Do you provide details about your service to other organisations outside the CLS?	Yes / No	Please state how this is achieved. For example, you could send a leaflet about the CLS service you are offering to other local community groups.
A2.2	Following certification will you display the CLS logo?	Yes / No	

A3 Organisations must be committed to providing equality of access to legal services for clients			
Ref	Requirement	Achieved	Completion Notes
A3.1	Do you have a non-discrimination policy in relation to clients?	Yes / No	Please provide a copy of this policy.
	Is this policy understood and operated by all staff?	Yes / No	

## Access to Service Workbook

### Guidance

This section relates to the service you provide in supplying information about the law and legal services. It should be clear that you are providing an information service not an advice service. You do not need to consider the overall service that your organisation offers. The written plan should lay down your aims for the forthcoming year in a way that is clear to all members of your organisation.

The following headings will help you consider the different components of your plan.

#### Which client group do you serve?

*Guidance:* This may be defined geographically, e.g. by local authority area and or in terms of a target group such as disabled people, younger people etc.

#### What are the legal information needs of this group?

*Note:* It is important when considering the aims of an organisation that these aims relate to recognisable need amongst the client group. You should be conscious of why you provide your service, (e.g. you may have a large asylum seeker population needing immigration information in various languages).

**How do you aim to provide for this need in the forthcoming year?**

*Note:* Here you should address your aims for targeting your client group and making your service accessible. You should consider how this would improve the supply of relevant information in a form that is useful for your clients. Aims should be specific and realistic and at the end of the year it should be clear whether you have achieved them or not. For example, one aim may be to increase the number of clients using the service from 50 to 60 each week. Or you may aim to provide another Internet terminal within the year. Or you may aim to stock more material on debt issues due to demand.

**What services do you currently provide?**

*Note:* Here you should detail;

- What services are provided (e.g. consumer rights information, homelessness information, and money management information).
- When services are provided (e.g. opening hours).
- Where services are provided (e.g. particular building, mobile van).
- How services are provided (e.g. free take-away information, reference material. material available on a lending basis, websites, telephone assistance, face-to-face assistance).

## Seamless Service

### B1 Clients should receive timely service from an appropriate source

Ref	Requirement	Achieved	Completion Notes
B1.1	Do you maintain up-to-date information about CLS Quality Mark and Criminal Defence Service quality assured services in the local area i.e. provide access to the CLS Directory <i>or</i> details of how to access the CLS Directory.	Yes / No	Please state how this is achieved. If you require help with this issue, please refer to the notes under the relevant 'Guidance' section that follows.
B1.2	Do you have a procedure and processes for signposting?	Yes / No	Please attach a copy.
B1.3	Does your signposting procedure confirm you will signpost any individual your organisation is unable to help?	Yes / No	
B1.4	Do you have statistics showing the number of clients who were directly helped and those who were signposted?	Yes / No	Please give details of the statistics that you maintain. If you do not already maintain statistics, please refer to the notes under the relevant 'Guidance' section that follows.
B1.5	Do you have records of all instances where no suitable service provider was found after the need for signposting had been identified?	Yes / No	Please state how this is achieved.

<b>B2 Signposting should be undertaken having regard to the local Community Legal Service Partnerships (CLSPs)</b>			
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>	<b>Completion Notes</b>
B2.a	Are you in an area covered by a CLSP?	Yes / No	If Yes please state the area.
B2.b	Do you know what your local protocol contains?	Yes / No / NA	What does it contain?
B2.c	Has this been incorporated into your own procedures and processes?	Yes / No	If No please give reasons.

## Seamless Service Workbook

### Guidance

#### Up to Date Information about CLS Quality Mark Services

It is mandatory that you provide the public with *either* access to the CLS Directory *or* details of how to access to the CLS Directory. The CLS Directory (including members of the CDS) is accessible either via the Community Legal Service Direct website [www.clsdirect.org.uk](http://www.clsdirect.org.uk) or via the Community Legal Service Direct national helpline 0845 345 4 345.

#### Policy for Signposting

You should tell us in what circumstances you will signpost or make a referral, how staff recognises these situations and what they should do when they occur.

#### Statistics

It is important that you keep a record of the number of people that use your service and those people who needed further help.

You may use a monitoring form to record all enquiries where a client was signposted to another agency for further help. A suggested form is given on page 19, which you will need to adapt for your own service and client group. You may want to collate the statistics from this monitoring process for the annual review. Useful monitoring indicators include:

- The number of clients signposted during the year.
- The number of cases where no suitable provider was found for signposting during the year.
- The most popular organisations for signposting, and the number signposted to each.

**Suggested Format for Monitoring Form**

Name of staff dealing with inquiry:	
Date:	
Time:	
Reason inquirer has come here for assistance: <i>(adjust for your situation)</i>	<input type="checkbox"/> Saw logo in window <input type="checkbox"/> Saw listing in CLS Directory <input type="checkbox"/> Visiting for other purpose e.g. in library to return book <input type="checkbox"/> Signposted from another agency <input type="checkbox"/> Recommended by friend / family <input type="checkbox"/> Saw advert <input type="checkbox"/> Other (please specify)
Type of inquiry: <i>(adjust for your client group)</i>	<input type="checkbox"/> Housing <input type="checkbox"/> Debt <input type="checkbox"/> Consumer <input type="checkbox"/> Welfare Benefits <input type="checkbox"/> Employment <input type="checkbox"/> Immigration <input type="checkbox"/> Disability <input type="checkbox"/> Young Persons <input type="checkbox"/> Other (please specify)
Signposted to: <i>(adjust for the local services available)</i>	<input type="checkbox"/> NOT APPLICABLE (no need to signpost) <input type="checkbox"/> NOT APPLICABLE (nowhere appropriate to signpost to) <input type="checkbox"/> Advice Centre <input type="checkbox"/> Law Centre <input type="checkbox"/> Solicitor <input type="checkbox"/> Other

## **Community Legal Service Partnerships (CLSPs)**

CLSPs are partnerships, where funders and providers of local legal services work together to deliver legal services based on priority local needs. To find out whether there is a CLSP in your area, please refer to the LSC website [www.legalservices.gov.uk](http://www.legalservices.gov.uk) or your local Regional Office for details (please see back of book for contact details).

If there is a CLSP in your area you should make contact (see back page for a list of contacts), to ensure that they are aware of the service you provide, and where appropriate, you can participate in their activities. You should know what need has been identified by the CLSP and what other local services are doing to meet that need.

## Running the Organisation Checklist

**C1** Legal service providers have a clear management structure that identifies the roles and responsibilities of individuals in the delivery of the service

Ref	Requirement	Achieved	Completion Notes
	Do you have a written document which identifies:		Please attach a copy of the document.
C1.1	Those involved in delivering the information service?	Yes / No	
	Those key members of staff who have special responsibilities or decision-making authority?	Yes / No	
C1.2	All staff can describe the scope of their role, and where appropriate, can identify the individual(s) to whom they would refer certain problems / decisions.	Yes / No	Please state how this is achieved (e.g. job descriptions).

**C2** Legal service providers ensure availability of resources to provide the service when and where needed

Ref	Requirement	Achieved	Completion Notes
C2.1	Do you review your service on a regular basis?	Yes / No	Please state the date of the last review. You may find the comments under the 'Guidance' section that follows useful in deciding this process.  ...../...../.....

C1.2	Do you maintain insurance providing the necessary protection under the Public Liability Act?	Yes / No	Please provide details of the insurer and cover maintained.
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## Running the Organisation Checklist

### Guidance

#### Service Review

A documented review should be conducted every 12 months as a minimum. It should be evident from the review that you have considered the following:

- Signposting statistics (for example from monitoring forms).
- Complaints (see requirement G2).
- The process of acquiring and monitoring the information that you provide.
- Whether there is a need to re-inform local community groups of your service.

The outcome of the review may then lead to a revision of your annual plan and service statement. A copy of the review and revised annual plan and service statement will require submission as part of your annual declaration of compliance.

## People Management Checklist

### D1 A clear commitment to equal opportunities and the fair treatment of all staff

Ref	Requirement	Achieved	Completion Notes
D1.1	Do you have an equal opportunities statement that precludes discrimination in the selection, recruitment and treatment of staff?	Yes / No	Please provide a copy of this statement.
	Is this statement in effective operation?	Yes / No	Please state how this is achieved.

### D2 Training and development are provided for all staff who work within the service

Ref	Requirement	Achieved	Completion Notes
D2.1	Do you have an induction process for all new staff that includes:	Yes / No	Please provide a copy of this induction process.
	• An awareness of CLS; and	Yes / No	
	• The importance of discretion; and	Yes / No	
	• The importance of confidentiality; and	Yes / No	
	• The importance of non-discrimination?	Yes / No	

D2.2	Staff are provided with feedback on their performances.	Yes / No	Please state how this is achieved (e.g. annual appraisals).
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<b>D3 Procedures to ensure clients get advice from the most appropriate source taking account of the knowledge and skills of staff</b>			
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>	<b>Completion Notes</b>
D3.1	Do you have a nominated supervisor / manager?	Yes / No	Please provide their name.
D3.2	Do staff know to whom they should refer an enquiry which is outside the scope of their knowledge?	Yes / No	Please state how this is achieved.
D3.3	Is the work undertaken by staff, involved in dealing with clients, within their capability?	Yes / No	Please state how this is achieved. You may wish to refer to the notes under the 'Guidance' section that follows.

## People Management Checklist

### Guidance

#### Capability of Staff

To provide a quality service it is important that staff are not working beyond their capability. Staff should know when to signpost a client to a General or Specialist Help agency. Information providers should not be giving legal advice, which they are not qualified to give.

*Example:* A disabled person is seeking help with their benefit entitlement. The member of staff assisting the person is also receiving disability benefits and attempts to give advice based on their own experience. This member of staff has no training in benefits advice and the advice they give is incorrect for the client in question. They should signpost the client to a General or Specialist Help service with expertise in welfare benefits for disabled people.

The need for signposting should be clearly explained to staff. It may be appropriate to make this clear to staff as part of the induction process. Your service statement should reflect that you are an information service and not an advice service. You should use staff appraisal and complaints to monitor this issue.

## Running the Service

E1 Requirements

None for the Information Standard.

## Meeting Clients' Needs

### F1 Clients receive information relevant to their needs

Ref	Requirement	Achieved	Completion Notes
F1.1	Do you have a process to ensure that information is up-to-date?	Yes / No	Please state how this is achieved. You may wish to refer to the notes under 'Guidance' section that follows.
F1.2	Do you have a process to establish the client's information needs?	Yes / No	Please state how this is achieved. You may wish to refer to the notes under the 'Guidance' section that follows.
F1.3	Do you have criteria for selecting service providers either from the CLS Directory (including members of CDS) or elsewhere?	Yes / No	Please state how this is achieved. Please also list the criteria which you use. You may wish to refer to the notes under the 'Guidance' section that follows.

F1.4	Are people encouraged to return, should the service they are signposted to be unable to assist?	Yes / No	
F1.5	Do you have a process for dealing with an enquiry discreetly or in private if necessary?	Yes / No	Please state how this is achieved.

<b>F2 Costing structures must be transparent and explained at the outset</b>			
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>	<b>Completion Notes</b>
F2.1	Do you make charges for your services?	Yes / No	Please list the services for which you charge.
	If yes, how do you make the client aware of these charges?	NA	Please state how this is achieved. You may wish to refer to the notes under the 'Guidance' section that follows.

F2.2	When you signpost a client to a service that charges, do you make this clear to the client?	Yes / No	Please state how this is achieved.
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## Meeting Clients' Needs

### Guidance

#### Process to ensure that information is up to date

It is important that the information about the law or legal services that you supply is up-to-date. The process for updating the information you supply should be written down so that any member of staff can follow it. There should be a member of staff responsible for the updating process. This process should be examined at review to check whether it is effective.

You should attach your written process for updating information about the law and legal services. A summary of the process will be sufficient. You should provide the name of the person responsible for this process. You should show how this process has been improved in response to review.

#### Process to establish client information needs

How individuals choose to resolve legal problems will often depend not only on the problem, but also on the circumstances and experiences of the individual. Therefore, an option suitable for one person will not necessarily suit another, and this needs to be considered when giving information. You should consider barriers to good information provision, such as language or literacy difficulties and any disabilities.

You should use your monitoring form to record the type of information that your clients are requesting. You should ensure that the range of categories included on the form covers the enquiries that you receive. You might like to review this on more than a yearly basis.

#### Criteria for selecting service providers

When signposting a client to another service it is appropriate to consider the level of help the service is offering (i.e. General or Specialist Help), the specialism of the service (e.g. housing advice), the location of the service, the cost of using the service and other relevant factors such as opening hours, disabled access etc. Where there is choice of appropriate services, preference should be given to Quality Marked suppliers. If there is no appropriate Quality Marked supplier then the client may be signposted to another service as long as it is explained to the client that the service is not Quality Marked.

Where there is a multitude of appropriate Quality Marked services care should be taken when selecting a specific service so as not to give competitive advantage to, for example, solicitors' firms starting at the beginning of the alphabet. You should either provide the client with a full list of services or allow them to choose, or alternatively operate some form of random selection. You are not expected to make contact with the agency to which you are signposting but in certain circumstances you may feel it is appropriate to do so.

As a matter of good practice it is desirable to actually have working contacts with the agencies to which you are signposting clients. Although the CLS Directory (including members of CDS) will provide details of the services offered by each agency there is no substitute for personal contact and networking. This is another important reason for becoming involved with your local Community Legal Service Partnership (CLSP).

## **Charges to Clients**

The issue of charging for legal services is very important to clients. If you charge for any part of your service, for example, certain chargeable leaflets, photocopying charges, you must make this clear to the client at the outset.

It is also important to inform clients of likely charges when they are signposted to another agency for further help. The CLS Directory makes it clear which services are free and for which client groups.

## Commitment to Quality Checklist

### G1 A complaints process in operation

Ref	Requirement	Achieved	Completion Notes
G1.1	Do you provide details of how to complain either by:		
	<ul style="list-style-type: none"> <li>• A notice; or</li> </ul>	Yes / No / NA	Please provide a copy.
	<ul style="list-style-type: none"> <li>• A leaflet?</li> </ul>	Yes / No / NA	Please provide a copy.
G1.2	Do you have a written description for:		Please provide a copy.
	<ul style="list-style-type: none"> <li>• What staff should do if a someone complains; and</li> </ul>	Yes / No	
	<ul style="list-style-type: none"> <li>• How a complaint should be recorded; and</li> </ul>	Yes / No	
	<ul style="list-style-type: none"> <li>• How the action taken should be recorded?</li> </ul>	Yes / No	
G1.3	Are staff aware of who is responsible for handling complaints?	Yes / No	Please state how this is achieved.
G1.4	Are records maintained for each complaint including the date and a brief description of any action taken?	Yes / No	Please state how this is achieved (e.g. by using a central register of complaints).

<b>G2 Providers have a clear commitment to quality service and regularly review performance</b>			
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>	<b>Completion Notes</b>
G2.1	Do you ensure that someone is appointed to be responsible for quality?	Yes / No	Please state the name of the individual responsible.
G2.2	At least every twelve months, do you:		
	<ul style="list-style-type: none"> <li>Review complaints received to identify any trends; and</li> </ul>	Yes / No	Please state the date of the next review:  ...../...../.....
	<ul style="list-style-type: none"> <li>Identify any action required to improve the service to the client from this review?</li> </ul>	Yes / No	Please state how this is achieved

# Checklist of Documents

## To be submitted for the Assisted Information Standard

Ref	Requirement	Attached
A1.1	Statement of aims.	Yes / No
A1.2	Statement of services provided.	Yes / No
A3.1	Policy of non-discrimination in relation to clients.	Yes / No
B1.2	Policy for signposting clients.	Yes / No
C1.1	Details of those involved in delivering the information service; and	Yes / No
	Those who have special responsibilities or decision making authority.	Yes / No
D1.1	Equal opportunities statement in relation to staff.	Yes / No
D2.1	Copy of induction procedure.	Yes / No
F1.1	Copy of procedure for acquiring and maintaining information.	Yes / No
G1.1	A leaflet that tells the public how to complain.	Yes / No / NA
G1.2	A written complaints procedure.	Yes / No

# LSC Regional Offices

## Address List

Regional Office	Address	Postcode	DX Number	Tel Number
London Regional Office	29-37 Red Lion Street LONDON	WC1R 4PP	DX 170 CHANCERY LANE	020 7759 1500
South East Regional Office	3rd-4th Floor Invicta House BRIGHTON	BN1 4FR	DX 2752 BRIGHTON 1	0127 387 8800
South Regional Office	80 King's Road READING	RG1 3BJ	DX 4050 READING	0118 955 8600
South West Regional Office	33-35 Queens Square BRISTOL	BS1 4LU	DX 7852 BRISTOL 1	0117 302 3000
Wales Regional Office	Marland House Central Square CARDIFF	CF10 1PF	DX 33006 CARDIFF 1	0292 064 7100
West Midlands Regional Office	Centre City Podium 5 Hill Street BIRMINGHAM	B5 4UD	DX 13041 BIRMINGHAM 1	0121 665 4700
North West Regional Office	2nd Floor Lee House 90 Bridgewater Street MANCHESTER	M2 3DA	DX 14343 MANCHESTER 1	0161 244 5000
North East Regional Office	Eagle Star House Fenkle Street NEWCASTLE	NE1 5RU	DX 61005 NEWCASTLE	0191 224 5800
Yorkshire & Humberside Regional Office	Harcourt House Chancellor Court 21 The Calls LEEDS	LS2 7EH	DX 12068 LEEDS 1	0113 390 7300
East Midlands Regional Office	Fothergill House 16 King Street NOTTINGHAM	NG1 2AS	DX MDX 10035 NOTTINGHAM 1	0115 908 4200
East Regional Office	62-68 Hills Road CAMBRIDGE	CB2 1LA	DX 5803 CAMBRIDGE 1	0122 341 7800
Merseyside Regional Office	Cavern Walks 8 Mathew Street LIVERPOOL	L2 6RE	DX 14208 LIVERPOOL 1	0151 242 5200