

COMMUNITY LEGAL SERVICE

QUALITY MARK

FOR THOSE ORGANISATIONS WHO HAVE APPLIED FOR, OR
ARE APPLYING FOR, THE QUALITY MARK, AND PROVIDE A
TELEPHONE SERVICE

*Community
Legal Service*









Name of Organisation	Reference No. (for LSC use)
Name of Helpline	Helpline No.
Main Service Address	
	Contact Telephone No.
	Fax No.
	E-mail address
Postcode	
Quality Representative	
(The person who will be the contact for the application and audit process, and to whom Quality Mark information will be sent)	Please print name
Application Level for Telephone Helpline (tick where appropriate)	
Assisted Information <input type="checkbox"/>	General Help <input type="checkbox"/>
General Help With Casework See over	Specialist See over

Casework description for applicants to the General Help with Casework level (see Annex A of the Quality Mark standard, April 2000 edition)


If your helpline work, including casework, covers areas not shown on this list, please give a brief description:


For each category that you provide a service in, please tick the boxes below. The categories provided by your telephone helpline may be different from the rest of your service.

Subject category	 Gen	 Gen CW	QM held / applied for
Welfare benefits			
Housing			
Debt			
Employment			
Consumer / general contract			
Health & community care			
Immigration			

Subject category	 Gen	 Gen CW	QM held / applied for
Disability			
Young people			
Older people			
Refugees & asylum seekers			
Racial equality			

Category description for applicants to the Specialist Level (see Annex A of LAFQAS - NFP, April 2000 edition)

Subject		QM held / applied for
Welfare benefits		
Housing		
Debt		
Employment		
Consumer / general contract		
Education		
Community care		





Subject		QM held / applied for
Family		
Mental health		
Personal injury		
Clinical negligence		
Immigration / nationality		
Public law		
Actions against the police		


Please send your application to your local regional office, including the attached self-assessment checklist for the Additional Requirements and Guidance for Telephone Services.


Signed on behalf of the applicant organisation by an authorised signatory


.....(Signature).....(Print full name)


Position in organisation Date


Access to Service		
A1 The service should be appropriate to the needs of the local / target community		
Ref	Requirement	Achieved
A1.1	Does your written strategy or plan include the additions to the standard Quality Mark Requirements for Telephone Services, covering:	
	A clear description of how the telephone service is organised?	Yes / No / NA
	An explanation of the approach to service delivery, call-handling strategy, out-of-hours information, any automated response system, any backup for ICT (Information Communications Technology) failure?	Yes / No / NA
	A description of any arrangements to ensure equality of access for the target group, including people who are deaf or hard of hearing or whose first language is not English, and any consideration of evening and weekend opening? ¹	Yes / No / NA
A2 The community should be made aware of the service that is being offered		
A2.1 	If you have an answerphone message, does it include further information about the service for people who call out of hours?	Yes / No / NA
A2.2	After certification, will you display the CLS logo, where possible, and use it on any stationery? ²	Yes / No


¹: Access arrangements to telephone services may be less obvious to clients than for a face-to-face service, so it is appropriate to know how a telephone service is structured to facilitate access.

²: It is clearly not possible to display the logo if your service is wholly provided by telephone.

Seamless Services		
B1 Clients should receive timely service from an appropriate source either by active signposting or referral		
Ref	Requirement	Achieved
B1.8 	Do you discuss the cost implications of referral ³ or active signposting with the clients and confirm them in writing in cases of referral? ⁴	Yes / No / NA ⁵
	Can you demonstrate that you assess where a face-to-face service may be more appropriate for clients?	Yes / No / NA ⁶
B2 Referral or active signposting should be undertaken having regard to the local Community Legal Service Partnerships or national policies		
B2.1	Is active signposting undertaken to local, regional or national services, where necessary?	Yes / No





Running the Organisation		
C2 Legal service providers ensure availability of resources to provide the service when and where it is needed		
Ref	Requirement	Achieved
C2.1 	Do those responsible for running the organisation review levels of service performance against the service strategy every 12 months?	Yes / No – Where will we find evidence of these reviews?
	Does this review of service performance include monitoring of any call-handling strategy?	Yes / No / NA


³ : There may only be a few occasions when a telephone service would take responsibility for contacting another organisation, i.e. refer, but if it happens, this requirement applies.

⁴ : Cost implications include a premium rate call charge.

⁵ Not applicable at the Assisted Information level.

⁶ Not applicable at the Assisted Information level.

People Management		
D2 Training and development are provided for all staff who work within the service		
Ref	Requirement	Achieved
D2.3	Do you have individual training and development plans to support the needs of the service?	Yes / No
	Do these training and development plans demonstrate how telephone advice skills are dealt with?	Yes / No / NA
	Are these plans reviewed annually?	Yes / No / NA
D4 Procedures to ensure clients get advice from the most appropriate source taking account of the knowledge and skills of staff		
D4.1	Have you identified at least one competent person as a supervisor in your organisation who:	
	Is accessible to those working within the organisation and contactable if not on site?	Yes / No / NA ⁷
D4.3	Do you have you a process to allocate cases / enquiries to advisers according to their capabilities?	Yes / No / NA ⁸
	Does the process include procedures to avoid burn-out?	Yes / No / NA ⁹








Running the Service		
E1 Client information and case files are well organised		
Ref.	Requirement	Achieved
E1.6	Is the information given to a client either verbally or in writing clearly identifiable on the case file / information record?	Yes / No / NA ¹⁰
	Does the supervisor give advisers time in between calls to allow records to be maintained?	Yes / No / NA

⁷ Not applicable at the Assisted Information level.



⁸ Not applicable at the Assisted Information level.

⁹ Not applicable at the Assisted Information level.

¹⁰ Not applicable at the Assisted Information level.









Meeting Clients' Needs		
F2 Costing structures are transparent and explained at the outset		
Ref	Requirement	Achieved
F2.3	Do you inform clients whether you charge for your service and where else they may be able to get the service for free, <i>in writing</i> ?	Yes / No
	Where premium rates apply, do you inform clients of this at the beginning of the call, including the cost per minute and likely length of the call?	Yes / No / NA
	Do you inform clients where the service is available from a service that does not use premium rates?	Yes / No / NA
	If your service charges at a premium rate, do you comply with the ICSTIS Code of Practice?	Yes / No / NA
F3 Clients are entitled to confidentiality, privacy and fair treatment		
F3.2 	Can arrangements be made to ensure privacy in dealing with queries from clients?	Yes / No – Please confirm what arrangements are in place. ¹¹
	If calls may be recorded or listened in to, are clients made aware of this?	Yes / No
	Do you consider the effects of telephone technology on confidentiality?	Yes / No / NA
	Does your policy include establishing a client's identity before discussing confidential information over the telephone?	Yes / No / NA

¹¹ Not applicable at the Assisted Information level.

Commitment to Quality		
G1 There is a clear complaints process in operation		
Ref	Requirement	Achieved
G1.1	Do you have a clear procedure for identifying and dealing with complaints by customers?	Yes / No – Please provide a copy of this procedure
G1.2	Do you provide details of how to complain:	
	During the call, when appropriate?	Yes / No / NA – Please give details
	On publicity material?	Yes / No / NA – Please provide a copy
	Other method?	Yes / No / NA – Please give details

Document List

The documents below will require amending in order to fulfil the Additional Requirements and Guidance for Telephone Services.

	Ref	Requirement	Attached
	A1.1, B1.1, C1.1, C3.1, D5.1	A written plan or strategy for the provision of services. Amended to include the telephone requirements.	Yes / No
	D2.3	Training and development plans.	Yes / No
	D4.3	Written process for the allocation of enquiries.	Yes / No
	D5.1, D5.2	If applying for General with Casework: Appropriate Form Case 1(s) for the area of casework applied for.	Yes / No
	F3.1	Written policy for maintaining client confidentiality.	Yes / No
	G1.1	Written procedure for identifying and dealing with complaints by clients.	Yes / No
	G1.1	Copy of the complaints procedure to be used during a telephone call.	Yes / No / NA
	G3.1	Written procedure for obtaining feedback from clients.	Yes / No