

Greater Nottingham Community Legal Service Partnership's Strategic Plan 2000/2001 is set out in Executive Summary format below.

The full Strategic Plan is available from Mark Mansfield or Adrian Dudley

Details of the CLSP Providers Group, Funders Group and Steering Group meetings until the end of 2001 can be obtained from Mark Mansfield or Adrian Dudley.

Greater Nottingham Community Legal Service Partnership

Strategy Plan 2001/2002

Executive Summary

1. Community Legal service Partnerships

Community Legal Service Partnerships (CLSP) have been established under the Access to Justice Act 1999 to take on the work of developing a strategic approach to the development of civil legal advice and information services.

The CLSP's are made up of people and organisations with an interest in the provision of easier and quicker access to appropriate, quality assured civil legal advice and information services in their area. Funding authorities such as County and District Councils and the National Lotteries Charity Board will work with providers of legal advice and information services such as Citizen Advice Bureaux, Law Centres and local authorities and consumers of their services along with other interested parties.

Two CLSP's have been established in Nottinghamshire. The Greater Nottingham CLSP covering the City of Nottingham and the Borough Council areas of Gedling, Broxtowe and Rushcliffe. The North Nottinghamshire Partnership includes the district council areas of Ashfield, Mansfield, Bassetlaw and Newark and Sherwood.

The Greater Nottingham CLSP, formed on the 3rd of April 2000, formed a steering group comprising the following organisations:

<i>Funders:</i> Legal Services Commission Nottinghamshire County Council Nottingham Health Nottingham City Council Broxtowe Borough Council Gedling Borough Council Rushcliffe Borough Council	<i>Providers:</i> Nottingham CAB Nottingham Law Society Curtis & Parkinson Nottingham Law Centre Cotgrave Advice Centre	<i>Consumers Representatives:</i> Age Concern Racial Equality Council
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It is important to note that the CLSP's have no budget to develop new legal advice and information services, and their re-mit is to address gaps in *priority*

need for legal advice and information services, not to try and address all unmet need.

2. Key Areas of Work:

The CLSP's are focussing on six key areas of work:

- Mapping current patterns of supply and need for legal advice and information services
- Agreeing a joint strategic plan to address gaps in provision
- Agreeing a joint funding plan
- Promoting the Quality Mark accreditation of all legal advice and information providers
- Developing a local referral directory to assist referral arrangements between providers
- Ensuring local communities are aware of and able to access the services provided

3. Mapping Need for Legal Advice and Information Services

Work has begun in this critical area of CLSP development. The Needs Analysis models developed by the Legal Services Commission are being used in conjunction with analysis at local level and consultation with the citizens in the Greater Nottingham CLSP area to establish where need is greatest for legal advice services and in which areas of law. This work will also ensure the needs of traditionally 'hard to reach groups' are fully considered as will access issues.

CLSP Revised Recommendations On Legal Need For Greater Nottingham

	Debt	Housing	Welfare Benefits	Employment	Consumer	Immigration	Mental Health	Health & Community Care
Broxtowe	Medium	Medium	Medium	Low	High	Low	Medium	Medium
Gedling	Medium	Medium	Medium	Low	High	Medium	Medium	Medium
Nottingham City	High	High	High	High	High	High	High	High
Rushcliffe	Low	Low	Medium	Low	High	Low	Low	Low



Indicates a revised assessment of need

4. Mapping Current Supply for Legal Advice and Information Services

Supply of legal advice and information can be mapped in a number of ways. Services can be identified by geographical location, by type of advice given (welfare benefits or debt for example) or the level of advice (general or

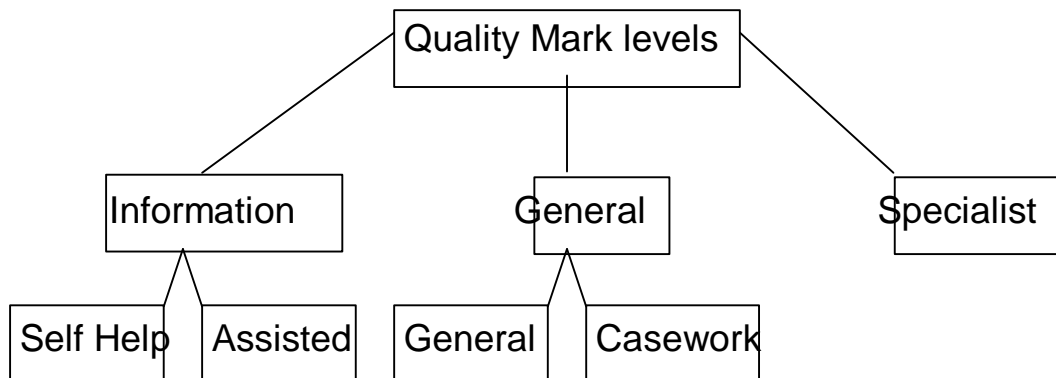
specialist for example). In addition the supply mapping needs to identify the volume of supply i.e. does the service offer a one day a week service provided by two staff members or a five day a week service provided by ten staff. This information is clearly critical if the CLSP aims to meet the priority needs of its residents.

5. Quality Mark

Underpinning the CLSP process is the need to have quality legal advice and information services provided by organisations that have the necessary skills to deliver quality advice and information. The Quality Mark sets a standard for organisations and allows a range of Quality Mark levels that organisations need to fit into. Legal advice and information services have been encouraged to gain the Quality Mark. It is likely in the future that being in receipt of the Quality Mark will be a key indicator for funders.

The structure of the Quality Mark is set out below.

The Quality Mark can be awarded at three levels:



6. Current Work on Supply Mapping and Gap Analysis

The work undertaken by the Greater Nottingham CLSP so far has produced some initial findings on the pattern of supply. This information has allowed an early analysis of the mis-match of supply and need for legal advice and information services. This analysis is shown in the tables below by local authority area.

Broxtowe – Summary Gap Analysis

	Debt	Housing	Welfare Benefits	Employment	Immigration	Mental Health
Need	Medium	Medium	Medium	Low	Low	Medium
Current service**	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help
Gap	Specialist General Help	Specialist	Specialist	General Help	General Help + CW	Specialist

Gedling – Summary Gap Analysis

	Debt	Housing	Welfare Benefits	Employment	Immigration	Mental Health
Need	Medium	Medium	Medium	Low	Low	Medium
Current Service**	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help
Gap	Specialist General Help	Specialist General Help	Specialist General Help	General Help + CW	General Help	Specialist

Nottingham City – Summary Gap Analysis

	Debt	Housing	Welfare Benefits	Employment	Immigration	Mental Health
Need	High	High	High	High	High	High
Current Service	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help
Gap	Specialist	Specialist*	Specialist	No Gap	Specialist	Specialist General Help + CW General Help

*** Need to re-establish representation scheme for rented possession cases.**

Rushcliffe – Summary Gap Analysis

	Debt	Housing	Welfare Benefits	Employment	Immigration	Mental Health
Need	Low	Low	Medium	Low	Low	Low
Current Service	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help	Specialist General Help + CW General Help
Gap	General Help + CW	General Help + CW	Specialist	No Gap	No Gap	General Help

7. Tackling Gaps in Supply

Clearly where a gap is identified in the analysis as set out above the CLSP needs to consider how to address the short fall. The CLSP has no money to

develop new services, except by way of pilots for innovative methods of service delivery. The CLSP can approach this gap in supply through a range of methods:

- Identifying where money being spent on delivering existing services of a lower priority could be channelled into services with a higher priority
- Developing new ways of delivering a service that could more cost effectively meet the need – outreach services and telephone services are two examples
- Try and lever in new money to the CLSP area to develop new services

The Greater Nottingham CLSP will continue to progress this work in the year ahead.

8. Funding Protocols

The CLSP's are attempting to develop a strategic approach to the provision and funding of legal advice and information services. They are looking to challenge the historic ad hoc development of these services and to build links between funders and providers of services to facilitate a planned future. The development of Funding Protocols is key to this.

Funding Protocols will bring together funders of legal advice and information services. Funders adopting the protocol will discuss how the money each of them intends to spend on these services can be better used by a joint planning approach. This will not compromise the funding decisions of each funder but will allow the CLSP's strategic plan to play a part in deciding where the money should be spent to address priority need.

This will be a focus for future work in the Greater Nottingham CLSP.

9. CLSP's and Best Value;

The work being undertaken by the CLSP's dovetails with the Best Value agenda that local authorities are engaged with. The Quality Mark and the needs analysis work address two key questions in Best Value – are the services good services and are they necessary. Best Value will take this a stage further by asking whether the services provided are giving value for money.

10. CLSP Performance and National Performance Indicators

The Greater Nottingham CLSP has achieved its targets for this year, which are set out in the table below.

Each CLSP should have a Steering Group which includes representatives from: the Legal Services	Achieved
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Commission; at least the majority of (and preferably all) the local authorities in the area; at least one other funder of local services; at least two other providers of local legal services; and at least one Community Organisation or User Group.	
The Steering Group should be established on the basis of agreed objectives and Terms of Reference.	Achieved
Need assessment and supply mapping should be carried out in line with best practice guidance, and should at least cover need for, and supply of, assistance with problems relating to: debt; welfare benefits; housing; immigration and employment.	Achieved preliminary analysis.
As part of the need assessment exercise, a survey of the local population should be carried out in line with best practice guidance.	Achieved.
The supply map should cover at least those providers of services covered by the CLS Quality Mark and should use Quality Mark definitions of levels of supply.	Achieved
By the end of the first year (from the establishment of the Steering Group) the Steering Group should have produced an outline Strategic Plan based on the output of the Need Assessment, Supply Mapping and Gap Analysis.	Produced draft strategic plan for consultation.
By the end of the first year there should be an agreed Referral Protocol and draft Referral documentation.	Referral Protocol and draft referral documentation agreed at Providers Group meeting held on 15.1.2001
By the end of the first year there should be a Concordat, signed by at least the members of the Steering Group, supporting and reflecting the Strategic Plan.	To be completed upon finalisation of Strategic Plan following consultation.

Additionally, from April 2001 CLSP's who have achieved the baseline requirements will be measured against three key indicators:

- User surveys of satisfaction with the quality of local legal advice services

- The % of cases requiring referral where a suitable provider was able to take cases that required further help, and in fact accepted the cases and provided the help
- Resident surveys of the availability of legal services in priority categories e.g. the % of local people reporting unmet need in priority categories of law

The future success of the Greater Nottingham CLSP is dependant upon continued support from funders and providers of legal advice and information. The first full year of operation has shown considerable progress but a lot remains to be done if we are to create the network of advice and information providers that the people of Greater Nottingham require.