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What is it?

The **Quality Mark** is the quality standard underpinning the **Community Legal Service** and **Criminal Defence Service**.

The aim of the **Community Legal Service (CLS)** is to improve access for the public to quality legal information, advice and services. This is via an inclusive network of legal service suppliers and Community Legal Service Partnerships (CLSP's).

A wide range of services are included, from solicitors to one-stop shops, from libraries to trading standards' offices. The CLS encourages everyone to work together to provide good quality legal services. The Quality Mark, potentially, can apply to any organisation that not only gives legal advice, but also gives information about people's legal rights and entitlements. On page 18 of this booklet there is a list of some organisations we work with.

The CLS is now developing into an exclusive quality-assured network of service providers. These networks are supported by co-ordinated funding and based on the assessment of local need.

The aim of the **Criminal Defence Service (CDS)** is to ensure that people suspected or accused of a crime have access to advice, assistance and representation, as the interests of justice require.

Why should I apply?

The Quality Mark indicates to members of the public who need legal information, advice and other help that they can rely on receiving a quality assured service. Generally, organisations do not have to pay to apply for the Quality Mark, and should experience the benefit of being listed as a Quality Marked provider without any financial outlay.

To be awarded the Quality Mark and be able to display the Quality Mark logo, organisations will need to meet the Quality Mark standard applicable to the level of service they are delivering. The Quality Mark standards are:

- **Self-Help Information**
- **Assisted Information**
- **General Help**
- **General Help with Casework**
- **Specialist Help (formerly LAFQAS)**

Note: The Quality Mark for Specialist Help is the only standard applicable to services wishing to provide legal advice funded by the Legal Services Commission. For more information see page 10.

Standards for Internet based services, and for telephone information and advice have also been released. A number of other standards are being developed, for example community and family mediation, the Bar, and specialist support services. These will be available from mid-2002.

The purpose of this booklet is to:

- Give you a brief outline of the standards, and
- Help you decide which standard to apply for.

How will the Quality Mark benefit you?

- The Quality Mark logo will be instantly recognisable to **clients** and funders alike.
 - *The Quality Mark is a major government initiative – its logo will be recognised throughout England and Wales.*
- The Quality Mark will demonstrate that you are committed to providing a **quality service**.
 - *The standards have been developed specifically to assure quality legal service provision.*
- Other service members will know what you do and will be able, where applicable, to send clients to you.
 - *A regional Directory of Quality Mark holders will be widely available to the public and to other service members.*
- The Quality Mark may give you an advantage when applying for **funding**.

(The Quality Mark for Specialist Help is the only standard applicable to services wishing to provide legal advice funded by the Legal Services Commission. For more information see page 10.)

- *You will have an independently assessed quality standard that shows you provide a well managed service.*

REMEMBER!

**....applying for, and achieving, the Quality Mark
will rarely mean starting from scratch!**

It is highly likely that your organisation will already have processes and procedures in place that will help you to meet the requirements of the Quality Mark standard. In which case, all you will have to do is describe what they are and demonstrate how they comply with the Quality Mark requirements at the level you are applying for. You can check that your processes and procedures are fully compliant by cross-checking them against the guidance in the relevant Quality Mark standard workbook.

This booklet has been designed to make it as easy as possible to find the information that is relevant to you.

Section One

This section helps you to identify **which level of the Quality Mark** is applicable to your service. This is important because the level at which you apply will be determined by the type of service your organisation provides.

Section Two

Section two deals with the standards and is divided into two parts. The first part outlines the **principles behind the standards**. The second part gives a brief overview of the standards that apply to the different types of service and, an indication of **how you can demonstrate that you meet them**.

Section Three

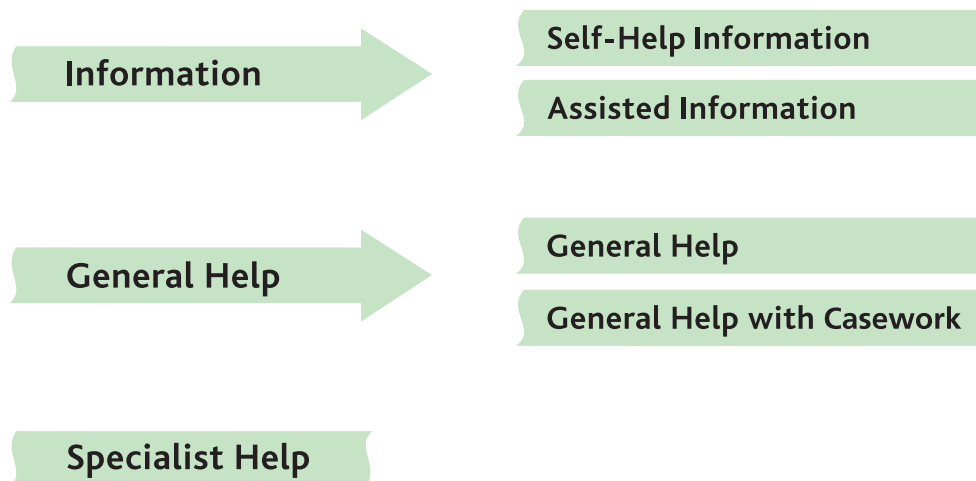
This section outlines the application process and any subsequent steps your organisation should take once you have made your application.

and also...

At the back of this booklet are some useful contact numbers and frequently asked questions (FAQs).

4 Section one: types of service

The Quality Mark consists of three standards:



As you can see from the above, there are two sub-levels within the Information level and the General Help level. This enables all levels of service provision to be catered for, whether displaying advice leaflets in a supermarket or representing a client in court.

What is covered at each level?

Information

Self-Help Information

This type of service relies on the public accessing information themselves. Staff at the service will have little, or no interaction with the client when obtaining the required information. The service may provide leaflets and directories – such as the CLS/CDS Directory – access to websites or other computer-based systems or other published materials.

Examples include: information stands or computers with Internet access in public areas, doctor's surgeries, branch libraries, supermarkets and local post offices.

Assisted Information

The fundamental difference between Assisted Information and Self-Help Information is that providers at the Assisted Information level will assist clients in finding information. This level of the standard is for organisations that provide a staffed information service, although this needn't be the sole purpose of the organisation, i.e. it may be a library or benefits agency. There will be staff that are able to help clients access information, to identify when a client needs further information or advice, and to help clients select an appropriate service where they will be able to receive this further help.

Examples include: information centres, one-stop shops, community centres with specific information-supply services and larger libraries.

REMEMBER!

- Assisted Information services are included within the CLS/CDS Directory, and are more interactive services than Self-Help services.
- At the Assisted Information level you will be required to provide more evidence about your service in order to meet the Quality Mark requirements.

Note: An organisation applying at either of the Information levels must not give advice as the Information standard does not cover the framework needed to support this.

If your organisation:

- Provides legal advice tailored to clients' needs, or
- Gives advice about individuals' rights tailored to their situations, or
- Diagnoses clients' problems, and advises on further action available to the clients,

then the Information level is not applicable to your organisation. Go to the General Help section.

If, however, your service does or could provide information, either in writing (e.g. leaflets) or orally, that is applicable to large numbers of people, the Information standard is right for you.

General Help

At the General Help level an organisation will give advice. At this level services are split into two: General Help and General Help with Casework.

General Help

A General Help service is likely to provide some, or all, of the following services:

- Interviewing clients, reading relevant documents which they show you and providing a diagnosis of their problems.
- Giving information and explaining options.
- Identifying further action the clients can take.
- Basic assistance – e.g. filling in simple forms.
- Referring or actively signposting clients to appropriate suppliers when further action needs to be taken on their behalf.

These services will often take place in one interview, although there may be some follow-up work. The client retains responsibility for further action. It will sometimes be difficult to distinguish between "contacting third parties to clarify issues" and "negotiation". The Legal Services Commission (LSC) recognises that some basic negotiation may also occur at this level. The advice service provided can also target specific client groups at this level. Examples include: Citizens Advice Bureaux, general advice agencies, and organisations providing advice as part of a wider function.

General Help with Casework

This level differs slightly from the General Help level in that organisations will do some, or all, of the following things:

Casework may include:

- Any negotiation on the client's behalf with a third party, on the telephone, by letter or face to face.
- Representation on the client's behalf in order to have a decision or plan of action changed.

- Follow-up work, with the provider retaining responsibility.
- Ongoing support and contact with the client as appropriate. This includes updating the client on the progress of issues raised and further advice, as and when a situation changes.

It is likely that a casework service will open case files (rather than have one-off advice sheets) on a regular basis.

Casework will be either:

Subject-based:

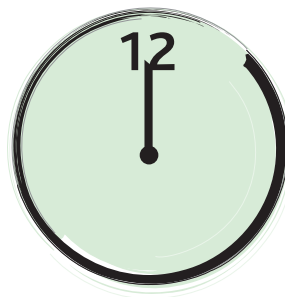
e.g. welfare benefits, housing, debt, consumer/ general contract, employment, immigration and nationality.

Client-based:

e.g. disability, young people, old people, racial discrimination and racial harassment, asylum seekers and refugees.

Note: Many services at the General Help level will offer some casework to clients, but as their services are not focussed on specific areas of law or client groups, it is unlikely that the casework requirements shown overleaf will be met. Organisations at the General Help level can still continue to perform casework. However, if the organisation does not meet the additional requirements in the General Help with Casework standard, the CLS/CDS Directory will not be able to advertise their services at the casework level. Any casework performed will be subject to audit (see Section 2).

So, what are the additional requirements for General Help with Casework...?



The 12 hour rule

This represents the minimum amount of time that is considered necessary for an adviser to spend on casework, per week, to establish their skills, knowledge and experience in a given subject.

In order to comply with the General Help with Casework requirements, your organisation would have to meet either one of the following variations of the 12-hour rule.

Caseworker route



D5.1 of the Quality Mark General Standard

Organisations must have at least one identified person working a minimum of 12 hours per week in the category applied for. Any other identified caseworkers must also spend at least 6 hours dealing with cases within the subject category applied for.

- Out of the nominated individual's 12 hours of casework, in practice only 9 hours has to be spent doing casework. The remainder can be spent training, reviewing files, researching etc, in the casework category applied for.
- All caseworkers nominated (i.e. those undertaking either 12 hours or 6 hours of casework) must be able to demonstrate that they have undertaken a range of casework across the subject category applied for in the 12 months prior to their application. The range can be met by all nominated caseworkers pooling their previous caseloads. They do not have to meet the range individually. The caseload ranges are shown in the back of the Quality Mark standard and on the CASE-1 forms.

OR

Caseworker supervisor route



D5.2 of the Quality Mark General Standard

If an organisation cannot meet the caseworker criteria, they may be able to meet the casework supervisor criteria.

- A casework supervisor must spend on average, 12 hours working for the organisation as a supervisor per week; at least 6 out of the 12 hours must be spent undertaking supervision in the category applied for.

The supervisor must have performed at least 12 hours casework per week for two out of the last four years. If they haven't undertaken any casework in the last year, they must show that they have brought themselves up to date.

- The supervisor must undertake casework across a range of subjects. This includes carrying out the minimum number of cases (as shown on the CASE-1 forms or at the back of the Quality Mark standard) within the category applied for within the last 12 months from their own caseload.

Where a casework supervisor meets the standards there are no hourly or caseload requirements for any additional caseworkers. However, they must be supervised by the casework supervisor and perform work in the same casework category.

Either way, there are two distinct channels through which you can apply to carry out casework. Each helps to ensure that you will provide a quality-assured service for the client.

Below are some examples to help you see the process in practice.

Organisation 1. Caseworker routes (D5.1 of the Quality Mark Standard)

12 hours work in the category/week
(at least 9 hours doing casework)

6 hours casework each



Pooling of caseloads to meet the range of cases needed

Organisation 2. Casework supervisor route (D5.2 of the Quality Mark Standard)

Previously done 12 hours
of casework per week in
2 out of the last 4 years

Works as a supervisor
for 12 hours of which
at least 6 hours are in
the casework category applied for.

Don't need to meet any
casework/hourly requirements



Range of cases required
met by supervisor

All supervised by casework supervisor and
performing work in the same casework category

Specialist Help

(Formerly LAFQAS)

The Specialist Help level is for organisations that supply legal help on complex matters in specific areas of law. They are also likely to carry out the full range of legal services including representation, e.g. at the crown court, county court, magistrates' court, or tribunal, if this is permitted (although some representation can only be undertaken by qualified lawyers or individuals acting under their supervision). Only organisations with an LSC General Civil or Criminal Contract can provide legal advice and representation from the CLS and CDS funds (Legal Aid).

Organisations wishing to apply for a contract to receive funding from the CLS and CDS Funds will need to obtain the Specialist Quality Mark Standard. However, organisations that wish to become members of the CLS can apply for a Specialist Quality Mark Standard without applying for an LSC-funded contract. *Note: Funding from the CLS fund is not guaranteed and is dependent on the strength and success of your application, as well as the legal-needs analysis within your area.*

The Specialist Quality Mark Standard contains supervisor standards that must be met in the specific area of law to obtain the Specialist Quality Mark Standard. These include a package of requirements based around experience, depth and breadth of work performed, training and reference material, which show that the supervisor has the necessary competence to operate at this level. The Specialist Quality Mark Standard requirements relating to client care (in respect of provision of case and funding information) and relating to individual caseworker competence are also more detailed than comparable requirements at the General Help level.

Examples of specialists include: solicitors, agencies who provide specialist advice in a specific area of law and, specialist local authority services.

REMEMBER!

Existing franchisees have been "passported" into the CLS and CDS at the Specialist Help level, subject to them meeting the additional requirements within a given period of time.



Outlined below are the principles that underpin all the Quality Mark standards. We have also illustrated some of the requirements that an organisation should meet in order to reach the Quality Mark standard. You can find the standard in full in the Quality Mark application pack.

A Access to Service

The aim of the CLS is to improve access for the public to legal service providers on the basis of local needs and priorities, while the aim of the CDS is to ensure that every person suspected or accused of a crime has access to appropriate quality criminal defence services. In both cases, it is important that you are aware of the environment in which you operate, and that you develop your services to meet the needs of your community clients.

B Seamless Service

Where you are unable to provide the legal information or advice services that someone needs, they must be directed to a more appropriate service; for example, by using the CLS/CDS Directory. There are two ways of doing this:

Signposting:

Ideally assistance will be given in helping the person to choose a new supplier, though they may simply be given access to the CLS/CDS Directory or a comparable list of suppliers, or be given the CLS/CDS call centre telephone number in the alternative. In all such cases, however, it is for the client to make contact with the new supplier. (Applicable to all levels).

Note: from April 2002 active signposting is no longer a requirement of the Quality Mark.

Referral:

Assistance is given by the organisation in choosing a new quality-assured supplier and, an appointment is made by the organisation. Any relevant documentation is passed to the next organisation. (General Help or Specialist levels.)

The type of help given to the client will depend on the level of service you provide.

C Running the Organisation

You will need to have in place structures and procedures that ensure that your organisation and its resources are managed effectively. These should include a management structure that identifies the roles and responsibilities of individuals within the organisation.

D People Management

Your organisation must ensure that staff either possess, or are enabled to acquire the skills and knowledge required to meet the clients' needs, and that procedures are in place to ensure that staff do not operate beyond their levels of competence. There should also be a clear commitment to equal opportunities and the fair treatment of all staff.

E Running the Service

Your organisation must have processes and procedures in operation that ensure efficient and effective file management. The organisation should ensure that client information and case files are well organised. Additionally there should be an independent review of both quality of work and of any follow-up where needed.

Note: Section E is not applicable at either the Self Help or Assisted Information standards.

F Meeting Clients' Needs

Clients using your service should receive independent advice and information relevant to their needs. Costing structures should be transparent and explained at the outset. Clients are entitled to confidentiality, privacy and fair treatment. If an alternative provider (e.g. a translator or medical expert) delivers part of the service, the quality of service should be maintained.

G Commitment to Quality

You have a commitment to improving the quality of your service. This should be achieved by having a clear complaints process, a commitment to quality service and a regular review of performance, coupled with the facility for clients to participate in the development of the service (by giving their feedback).

How do I meet these Quality Mark principles within the different standards?

Information level

Self-Help Information

These services will need to ensure that information, both in the CLS/CDS Directory and other materials, is available and kept up to date.

Assisted Information

This is a more extensive information service, therefore a broader, more in-depth, standard is appropriate. These services will need to meet a wider range of requirements, and will need to show, for example:

- A plan or statement of what the service aims to achieve in the current year.
- Sample records of enquiries and referrals made.
- Evidence that the level of service is reviewed on a regular basis.
- That someone is appointed as the supervisor/manager of the service.
- That staff operate within their capabilities, and receive adequate training and feedback on their performance.
- Evidence of a complaints procedure.
- That someone is appointed to take responsibility for all quality systems.

General Help/Specialist Help

These services will be subject to a comprehensive quality standard covering key areas including people management, client care, service planning, supervision and complaints. Here are just some of the things you will need:

- Processes and procedures for conducting effective signposting and referral, including the maintenance of client referral records.
- A clear, written description of how the service is organised.
- Evidence of effective financial control.
- An equal opportunities policy.
- Induction procedures – including training and development plans.
- At least one person responsible for supervision.
- Organised client information and case files.
- Evidence that advice is being checked.
- A clear complaints procedure.
- Evidence that feedback from clients is encouraged and the results are analysed.

How are these standards checked?

Information level

First:

You will receive an acknowledgement of receipt of your application and the assessment process will begin immediately. Generally, most **desktop audits** are completed within 28 days of receipt of the initial application. A desktop audit involves an auditor checking that all documents which are requested in the application checklist have been submitted. If an auditor requires any further information, they will contact you by telephone or letter.

Secondly:

Once a desktop audit has been successfully completed, you will be recommended for certification at the Information level of the Quality Mark. There is no formal audit visit at this level of the Quality Mark, although applicants will be subject to audits on a random basis. The first will normally be within the first year after the Quality Mark is awarded.

General Help level & General Help with Casework level

First:

You will receive acknowledgement of receipt of your application, and the assessment process will begin immediately. A **desktop audit** will be completed within 28 days of receipt of the initial application. A desktop audit involves an auditor checking that all documents which are requested in the application checklist have been submitted. If an auditor requires any further information they will contact you by telephone or letter.

Secondly:

A **preliminary audit** visit will normally be arranged within 60 days of receipt of the initial application. The purpose of this visit is to check that the standards are, or will be, met and to identify any changes necessary in order to achieve full compliance with the standard. The auditor will seek assurance that there is a credible plan of action which will enable you to reach the standard.

Confirmation that changes will be made will generally be required no later than 28 days after the preliminary audit. At this stage you will be provisionally awarded the Quality Mark. This will enable you to use the Quality Mark logo on publicity materials, secure an entry into the CLS Directory, show that you are a member of the CLS, appear on the JustAsk! website and be listed at the CLS call centre.

Thirdly:

Twelve months later you will be visited for a **pre-Quality Mark audit**. At this stage we will check if you have complied with all the points raised from the preliminary Quality Mark audit and, that all the systems you have in place are running effectively. At this audit, a sample of your case files will be audited against a quality checklist of "transaction criteria". For copies of relevant transaction criteria please contact your

local LSC office (see addresses at the back of this booklet). Changes may be required at this stage and they must be made within 28 days following the pre Quality Mark audit. If you comply fully at this stage, you will be **awarded the Quality Mark in full**. After this you will be audited annually with 28 days' notification of visits.

Specialist level

First:

You will receive an acknowledgement of receipt of your application, and the assessment process will begin immediately. A **desktop audit** will be completed within 28 days of receipt of the initial application. A desktop audit involves an auditor checking that all documents which are requested in the application checklist have been submitted. If an auditor requires any further information they will contact you by telephone or letter.

Secondly:

A **preliminary audit** will normally be arranged within 60 days of receipt of the initial application. The auditor will seek evidence that the requirements have been implemented. You will also need to show that the supervisor standards are met in the category (or categories) applied for. Generally, 28 days after the preliminary audit, the auditor will seek evidence that any changes necessary will be made. At this point you will be provisionally awarded the Quality Mark. After this there will be a further six months during which evidence of effective operation can be established. You will then be given one month's notice of the date of your pre Quality Mark audit.

Thirdly:

At your **pre-Quality Mark** audit, the auditor will seek evidence that systems are in effective operation and agree any changes that should be made. You will then have a 28-day period in which to implement these changes. After this, there will be a meeting between the auditor and your organisation's Quality Mark representative to discuss the audit and its findings. If your organisation has been successful, you will be awarded the Quality Mark in full. After this you will be audited annually with 5 day's notification of visits for LSC funded organisations and 14 days notification for organisations not receiving LSC-funding.

Notes on the audit process

- At the General Help, General Help with Casework and Specialist Help levels, a full written report is given to you at the end of the audit process.
- Most audit visits are one day long. If your organisation applies for many casework or specialist categories, we may need more time to complete the audit. The auditors will agree with you suitable dates for your audit.
- All of the LSC auditors are trained in the relevant levels of the Quality Mark. They undergo extensive technical and practical training to ensure consistency of approach and interpretation of standards.

What do I need to do next?

If you are interested in applying for the Quality Mark at any of the levels covered in this guide, please contact your regional LSC office and they will be happy to send you an application pack. There is a list of all regional offices at the back of this booklet. You can also download the application pack from the Legal Services Commission website (www.legalservices.gov.uk). The regional offices will also deal with any queries you have regarding the application process or the interpretation of the standards. You can telephone a Regional Office and ask to speak to a Quality Mark auditor.

Once your application has been received, a nominated LSC auditor will be assigned to your organisation. They will ensure that a desktop review of your application is completed within 28 days of receipt. During this period, they may contact you by telephone or e-mail to clarify points or request information.

If you have applied at either of the **Information levels**, once the auditor is satisfied that all requirements are met, you will be awarded the Quality Mark in full. You will be sent a Quality Mark agreement, a Quality Mark certificate to display, and a pack of Quality Mark logo stickers with guidelines on how to display the logo on your stationery.

If you have applied at the **General Help** or **Specialist Help level**, the nominated auditor will contact you to arrange a mutually acceptable date for the one-day preliminary audit. This will usually be within 60 days of the Regional Office receiving your application. You do not need to close your service to the public for the audit – the LSC staff will work around your prior commitments; however, we will need to spend some time with supervisors and caseworkers, as well as the Quality Mark representative.

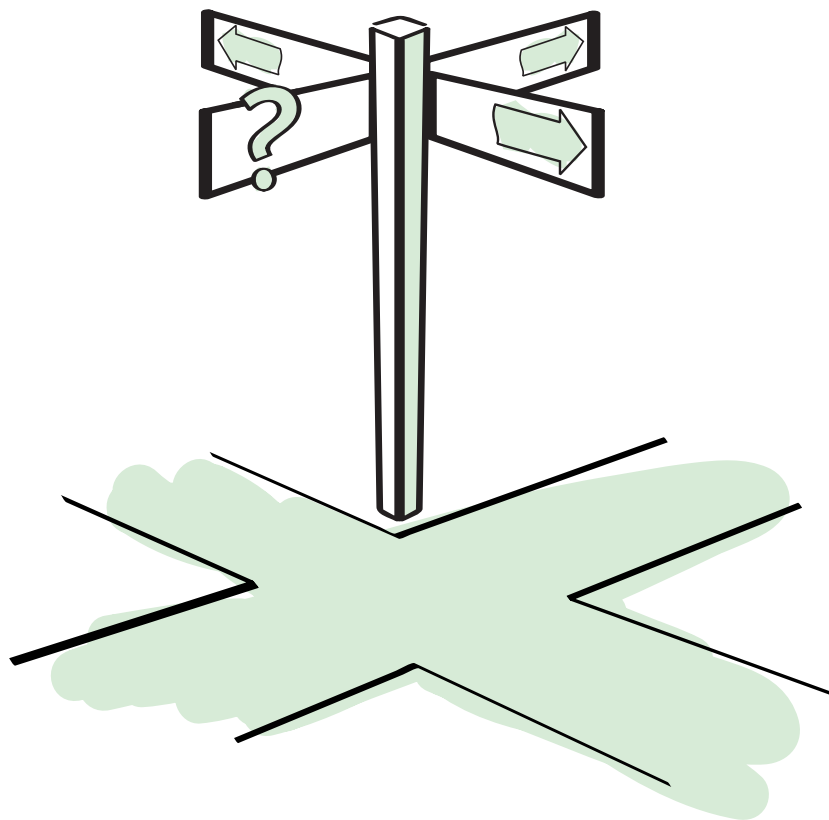
After a successful preliminary audit, you will be awarded the provisional Quality Mark, and receive a Quality Mark agreement, a Quality Mark certificate to display, and a pack of Quality Mark logo stickers with guidelines on how to display the logo on your stationery.

Once you have been awarded a Quality Mark (either in full or provisionally), you will appear in the next edition of the CLS/CDS Directory and immediately on the CLS website – www.justask.org.uk, with the Quality Mark logo shown next to your organisation. This will identify you as a quality-assured service provider, it will give funders and clients confidence in the service you provide, and other agencies will be able to signpost clients to you.



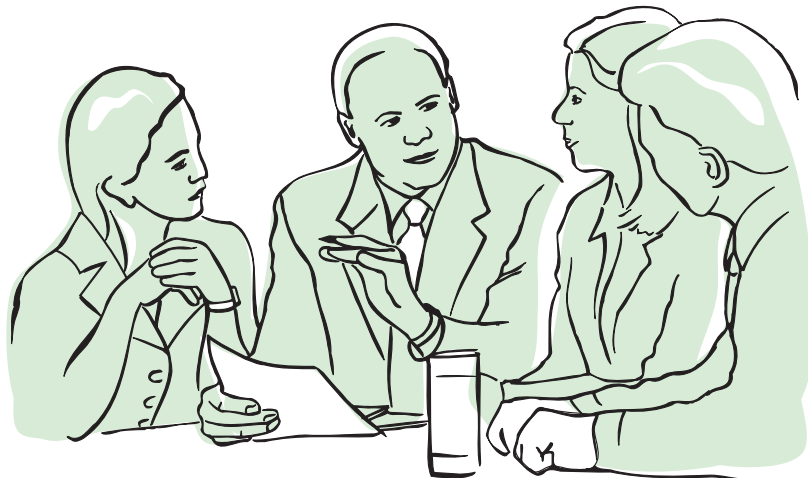
The future of the Quality Mark...

Currently, standards are being developed for family and community mediation services, the Bar, support services, and outreach services. These will add to the current Quality Mark standards, and assist us in developing good quality-assured advice services across a range of legal advice providers. All new standards are subject to consultation and will appear on the LSC website (www.legalservices.gov.uk) during and after the consultation period.



Here are just some examples of the types of providers we work with...

- NACAB (National Association of Citizens Advice Bureaux).
- Housing Advice Centres.
- LACOTS (Local Authorities Coordinating Body on Food and Trading Standards).
- OISC (Office of the Immigration Services Commissioner).
- Solicitors.
- Barristers.
- Benefits agencies.
- Libraries.
- Police stations.
- Supermarkets.
- Individual advice providers.
- Independent larger advice organisations.
- Local authority advice services.



FAQs

Can I apply for different levels of the Quality Mark in relation to the different areas of service I provide?

If your service provides information and advice, you must apply at the General Help level, but for the parts of the service that only give information, some of the requirements will not be relevant. These areas are detailed on page 5 of the red General Help standard workbook in the application pack. If your service offers a mix of General Help with Casework and Specialist Help services, and the same procedures are operated throughout the service (i.e. Specialist Help services are not ring-fenced), then you should apply at the Specialist Help level, remembering to complete any CASE-1 forms for areas in which you wish to be Quality Marked at the General Help with Casework level. If your service offers a mix of General Help, General Help with Casework and Specialist Help services, and your Specialist Help services are ring-fenced, you must make two applications – one for Specialist Help areas and the other covering the General Help and General Help with Casework areas. We will, however, try to conduct the audits of these areas at the same time.

How often will I be audited after I have been awarded the Quality Mark?

All Quality Marked organisations at the General Help, General Help with Casework and Specialist Help levels will be audited annually. At least 28 days' notice will be given of the intended visit and the organisation may be required to submit sample documentation prior to the visit. The audit will be similar in form to the pre Quality Mark audit, with the same timescale guidance for any recommended changes. At the Information and Assisted Information levels, the annual submission of a short declaration form issued by the LSC is required. Random auditing will occur as part of the commission's sampling programme.

Although my service undertakes a small amount of advisory work, it predominantly supplies information. Could I apply at the Information level?

Any organisation giving advice must apply at the General Help level as a minimum, to ensure it has the structures in place to support the advice (even if it is only a small amount) that they are giving.

Can I refer a client at the Assisted Information level?

You may choose to refer a client at this level, as opposed to actively signposting them, if they have special needs or requirements that you feel would be best served by sending them to an alternative service provider and contacting that provider yourself.

20 Useful contacts

REGIONAL OFFICE	ADDRESS	POSTCODE	DX NO.	AUDITING TEAM TEL NO.
London Office, Covering: Richmond Upon Thames, Kingston Upon Thames, Wandsworth, Merton, Sutton, Lambeth, Southwark, Croydon, Bromley, Lewisham, Greenwich, Bexley, Barking & Dagenham, Barnet, Brent, Camden, City of London, Ealing, Enfield, Hackney, Hammersmith & Fulham, Haringey, Harrow, Havering, Hillingdon, Hounslow, Islington, Kensington & Chelsea, Newham, Redbridge, Tower Hamlets, Waltham Forest, Westminster.	29-37 Red Lion Street LONDON	WC1R 4PP	DX LDE 170 LONDON	020 7759 1939
South Eastern Office, Covering: Surrey, Kent, Medway Towns, West Sussex, East Sussex, Brighton & Hove.	3rd and 4th Floors, Invicta House, Trafalgar Place BRIGHTON	BN1 4FR	DX 2752 BRIGHTON	0127 387 8831
Southern Office, Covering: Milton Keynes, Oxfordshire, Buckinghamshire, Windsor & Maidenhead, Slough, Reading, West Berkshire, Bracknell Forest, Hampshire, Southampton, Portsmouth, Isle of Wight.	80 King's Road READING	RG1 4LT	DX 4050 READING	0118 955 8624
South West Office, Covering: Bristol, Gloucestershire, South Gloucestershire, Swindon, Wiltshire, Bath & North East Somerset, North Somerset, Somerset, Dorset, Poole, Bournemouth, Devon, Torbay, Plymouth, Cornwall.	33-35 Queen Square BRISTOL	BS1 4LU	DX 7852 BRISTOL	0117 302 4076
Wales Office, Covering: Chester, Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Carmarthenshire, Ceredigion, Conwy, Denbighshire, Flintshire, Gwynedd, Isle of Anglesey, Merthyr Tydfil, Monmouthshire, Neath Port Talbot, Newport, Pembrokeshire, Powys, Rhondda Cynon Taff, Swansea, Torfaen, Vale of Glamorgan, Wrexham.	Marland House Central Square CARDIFF	CF1 1PF	DX 33006 CARDIFF	0292 064 7253
West Midlands Office, Covering: Stoke on Trent, Staffordshire, Telford & Wrekin, Shropshire, Wolverhampton, Walsall, Dudley, Sandwell, Birmingham, Solihull, Coventry, Herefordshire, Worcestershire, Warwickshire.	City Centre Podium 5 Hill Street BIRMINGHAM	B5 4UD	DX 13041 BIRMINGHAM	0121 665 4740
North West Office, covering: Cumbria, Blackpool, Lancashire, Blackburn with Darwen, Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, Warrington, Wigan, Cheshire, Halton.	2nd Floor Elisabeth House 16 St Peter Square MANCHESTER	M2 3DA	DX 14343 MANCHESTER	0161 244 5060
North East Office, Covering: Northumberland, Newcastle Upon Tyne, North Tyneside, South Tyneside, Gateshead, Sunderland, County Durham, Hartlepool, Darlington, Stockton on Tees, Middlesborough, Redcar & Cleveland.	Eagle Star House Fenkle Street NEWCASTLE	NE1 5RU	DX 61005 NEWCASTLE	0191 224 5921
Yorkshire & Humberside Office, Covering: North Yorkshire, York, East Riding of Yorkshire, Kingston upon Hull, Doncaster, Leeds, Bradford, Calderdale, Kirklees, Wakefield, Barnsley, Sheffield, Rotherham, North and North East Lincolnshire.	City House New Station Road LEEDS	LS1 4JS	DX 12068 LEEDS	0113 390 7300 (switchboard will transfer)
East Midlands Office, Covering: Derbyshire, Nottinghamshire, Lincolnshire, Derby, Nottingham, Leicester, Leicestershire, Rutland, Northamptonshire.	Fothergill House 16 King Street NOTTINGHAM	NG1 2AS	DX 10035 NOTTINGHAM	0115 908 4315
East Office, Covering: Peterborough, Norfolk, Cambridgeshire, Suffolk, Bedfordshire, Luton, Hertfordshire, Essex, Thurrock, Southend-on-Sea.	62-68 Hills Road CAMBRIDGE	CB2 1LA	DX 5803 CAMBRIDGE	01223 417 857
Merseyside Office, Covering: Sefton, Liverpool, Knowsley, St Helens, Wirral.	Cavern Walks 8 Matthew Street LIVERPOOL	L2 6RE	DX 14208 LIVERPOOL	0151 242 5256

GLOSSARY OF TERMS

DEFINITION

CLS	Community Legal Service. The CLS is a framework in England and Wales that enables Quality Marked solicitors and information/advice organisations to work together in CLS partnerships (CLSPS see below) to provide information and advice in a variety of areas of law.
CDS	Criminal Defence Service. The CDS funds quality marked solicitors to provide advice, assistance and representation in criminal matters in England and Wales.
CLS/CDS Directory	Regional lists of all providers that are Quality Marked or have made a formal commitment to apply for the Quality Mark, and the services they offer.
CLSPs	Community Legal Service Partnerships. A CLSP is made up of funders and providers of legal advice and information.
CASE-1 forms	These forms must be completed if applying at the General Help with Casework level. They are used by organisations to declare which areas they complete casework in.
LAFQAS	Legal Aid Franchise Quality Assurance Standard. This was the quality standard previously used by the Legal Aid Board in the franchising of providers. It has been rewritten as the Specialist Quality Mark.
Subject-based category	This describes the general subject area of casework, i.e. welfare benefits, housing etc.
Client-based category	This describes the client categories within the subject areas, i.e. older people, younger people etc.
'Ring Fenced'	The restriction of funding or standards to one particular area of work rather than integrating it throughout the service.

**Community
Legal Service**



Quality Mark