



COMMUNITY COMMISSION 16 SEPTEMBER 2008

Report of the Corporate Director of Corporate and Adult Services

Derby Community Legal Advice Centre - Progress Report

RECOMMENDATION

1. To note the progress of the Derby CLAC and the priorities identified for the remainder of 2008/09 and receive a further report on 30 March 2009.

SUPPORTING INFORMATION

- 2.1 At the meeting of 21 February 2007 Community Commission received a report and presentation about the proposals for the development of the Derby Community Legal Advice Centre (CLAC). As part of the Commission's agreed work programme an update and progress report needs to be considered.

2.2 Progress Report

The Derby CLAC was opened as planned on 1 April 2008 and has made a successful start. Achievements to date include:

- Contract between Derbyshire A2L and Derby City Council and the Legal Services Commission signed and agreed.
- CLAC Liaison Board established. The Chair has been approved by full Council and two meetings have taken place on 16 May and 21 July with a programme of future meetings planned.
- A launch event took place on 26 June which was well attended and very successful. It received favourable press coverage
- The service is fully operational and performance against targets is strong with no significant concerns
- The relationship with Derby Advice is well established and is working well. A Service Level Agreement has been agreed and will be adopted at the next Liaison Board

- The service is meeting the needs of identified priority groups
- The Derby CLAC is getting national recognition as an example of a successfully integrated social welfare advice service
- Derby Citizens Advice and Law Centre have appointed a part-time Social Policy Co-ordinator to give a focus for strategic action/social policy work
- The “assessment interview” or triage approach is now embedded and has led to improvements for clients - with more clients being seen more quickly

2.3 **Future priorities**

The organisations delivering the services and the Liaison Board have identified a series of actions to pursue over the coming months. These are:

- A publicity and marketing plan has been agreed which will be delivered during the remainder of 2008/09.
- Continue to develop the “assessment interview” model to improve first tier, generalist services for the clients.
- More sophisticated mapping of ‘the client journey’ detailing how clients move through the service and at what stage their problem is resolved.
- Analysis of client feedback and satisfaction with the service provided
- Look at ways of meeting need amongst people whose first language is not English, particularly those who have recently arrived from Eastern Europe.
- Continue to improve the relationship with Derby Advice and refine the referral process
- Investigate the possibility of Derby Advice moving to Green Lane to work alongside Derby Citizens Advice and Law Centre
- Ensure the mix of cases taken on by the CLAC is appropriate and meets client need
- Carry out an Equality Impact Assessment on Community Legal Advice Services in Derby
- Ensure sub-contractors have signed and approved their contracts

- Develop a referral protocol for outside information and advice agencies to refer to and from the CLAC

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Background papers:	None
List of appendices:	Appendix 1 – Implications

Appendix 1

IMPLICATIONS

Financial

1. None arising directly from this report.

Legal

2. None arising directly from this report.

Personnel

3. None arising directly from this report.

Equalities impact

The new CLAC provides improved access to a full range of advice services. This will particularly benefit socially excluded residents who hitherto have had to navigate around a number of advice agencies and/or law practices.

Corporate Priorities

4. This report relates to 'Giving You Excellent Services and Value For Money'.