

TAMESIDE COMMUNITY LEGAL SERVICE PARTNERSHIP

NOTES OF A PROVIDER NETWORK MEETING **HELD ON FRIDAY 14TH JULY 2000**

Present:	Chris Clover	-	Welfare Rights Service, TMBC
	Annette Goodfellow	-	CAB, Tameside
	Nazrul Hoque	-	TMBC
	Virginia Scott	-	Tameside Reference Library
	Cherry Platt	-	Education & Cultural Services
	B Ellis-Dokubo	-	Beevers Solicitors
	Patricia Deaville	-	Pluck Andrew
	Dave Meakin	-	Trading Standards & Consumer Services
	Joyce Howarth	-	Age Concern, Tameside
	Sue Sperry	-	Tameside Forum of Disabled People
	Kurt Kleinschmidt	-	Welfare Rights Service, TMBC
	Elizabeth Simpson	-	Welfare Rights Service, TMBC
	Pam Tweedie	-	DIAL Tameside
	Robert Worthington	-	TREC
	Steve Asulime	-	Tameside Welfare Rights Unit
	Ahmed Ali	-	TREC
	Michelle Brennan	-	Legal Services Commission
	John Galvin	-	Rogerson Galvin
	Linda Walker	-	TMBC

1. **Welcome**

John Galvin (in the Chair), Tameside and Glossop Law Society, welcomed everyone to the meeting.

2. **Active Signposting and Referral Scheme Protocol**

Michelle Brennan, Regional Planning and Partnership Executive, Legal Services Commission, explained that the original version of the Active Signposting and Referral Scheme Protocol contained in the Tameside Local Provider Directory had now been reviewed in the light of the publication of the Quality Mark Standard. A number of amendments had been made to ensure compliance with the Standard. Michelle stated that it would be expected that as the Referral Scheme develops other refinements would be made as part of continuous improvement.

Providers discussed the importance of completing the referral forms and ensuring that clients are directed to a provider to ensure they receive the most appropriate help. It was agreed that some further consideration needed to be given to how information is collected and to provide some training on the completion of forms if necessary. The information contained in the forms will help to inform the assessment of need in Tameside.

3. **Quality Mark**

Michelle Brennan explained that a seminar had been held in Tameside in March to explain the Quality Mark Standard. Council officers and members of various voluntary groups attended the seminar. Tameside Reference Library had submitted their application for the Assisted Information Standard and the Branch Library Network would be applying for the Information Standard. Michelle reported that Alan Franco, Community Legal Service Co-ordinator, Tameside MBC, would be assisting other council services and voluntary organisations with their applications. Alan can be contacted on 0161 342 3100.

4. **Community Education and NVQ Customer Service**

Chris Clover explained her role as Training and Development Officer for Community Legal Service employed by Tameside MBC. She informed providers of the following training initiatives;

- Minimum Income Guarantee – half day course aimed at staff in voluntary agencies, health centres and other people who work with the age group of 60+.
- NVQ Level2/3 in Customer Service – aimed at frontline staff. This would involve a time commitment of half day per week over 10 weeks for level 2 and half day per week over 12 months for level 3. Students would be expected to complete portfolios of evidence which will be assessed and externally verified.

Around 60 people from various organisations and council services had already been successful in completing the NVQ Level 2 in Service Support. Providers interested in the above should contact Chris Clover direct on 0161 342 2180 for more information.

5. **Publicity Leaflets and Marketing**

Michelle Brennan indicated that organisations with a Legal Services Commission contract are required to approach the Commission for permission to market their service or to provide outreach work. The Commission will be directing requests to CLS partnerships for them to consider based on needs assessment. The Tameside CLSP would want to promote provision of services within Tameside generally rather than individual providers advertising their own services. An example of an advert, which had been drafted by Alan Franco, was distributed for consideration and discussion took place on the merits of this approach.. Increasing public awareness and keeping people informed of their rights and where to get help in the form of small subject based leaflets was agreed. Providers were asked to send any detailed comments on the advert and any suggestions on the subject based leaflets to Alan Franco. A suggestion was made that a small group of providers meet to discuss the issue of community education and marketing.

6. **Consultation Day – 26th July 2000**

Michelle Brennan reported on the forthcoming consultation day at Lakes Road, Dukinfield. The conference is open to everyone from Tameside who has an interest in legal services, as a supplier, as a funder or as a user. Those attending will be consulted on two documents;

- Tameside CLSP Draft Strategic Plan
- The North Western Legal Services Commission Report and Review of its Strategic Plan for Community Legal Service Fund contracts

Providers were encouraged to attend the consultation day to have their say so that when the documents are finalised they reflect the local situation. Those unable to attend can obtain the documentation from Michelle Brennan and send their comments by post.