

legal services

COMMISSION

Delivery Transformation Project
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10 April 2008

Immigration Law Practitioners Association
Alison Harvey
Lindsey House
40-42 Charles House Street
London
EC1M 6JN

RECEIVED

11 APR 2008

Dear Ms Harvey,

The Legal Services Commission (LSC) has today published a consultation paper, which outlines important next steps in the legal aid reform programme:

Managing Legal Aid Cases in Partnership – Delivery Transformation.

Delivery Transformation: a 12-week consultation

This consultation sets out our proposals for how legal aid providers would work with us in the future, detailing simpler business processes, enhanced devolved responsibilities and electronic working. It also outlines how we intend to support providers through the transition. We want input and ideas from providers to help us to shape the ways of working of the future.

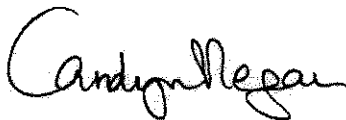
Attached to this letter is a copy of the consultation paper, which I hope you will find useful. The paper is also available on the LSC's website at: www.legalservices.gov.uk > about us > consultations. There is a one-off short registration process when you log in for the first time. You can respond via the website too and this is our preferred method for receiving responses.

We will be holding provider workshops on Delivery Transformation around the country in support of the consultation giving providers the opportunity to hear more about the proposals and to discuss them with LSC staff. More information about these will be posted on the 'calendar' page of the online consultation site when confirmed.

During the consultation period we are also surveying all providers about their existing IT capabilities. The survey will contribute to our understanding of the impact that increased electronic working will have on our providers and their current state of readiness.

I would ask that representative bodies encourage their members to contribute to this consultation and IT survey to help us shape the path ahead. We have one of the best legal aid systems in the world. By working together, we can ensure that it continues to deliver the services that people depend on to resolve their problems at very difficult times in their lives. That is what the reforms are all about.

Yours sincerely,



Carolyn Regan
Chief Executive



This consultation sets out our proposals for how legal aid providers would work with us in the future.

As part of our legal aid reform programme, we have undertaken to reduce the costs of administering legal aid and increasing efficiency. Through Delivery Transformation, we aim to simplify business processes, increase devolved responsibilities and expand electronic working.

This paper also outlines how we intend to support providers through the transition and includes further proposals relating to the following processes:

- means assessment for legal help work, mediation, controlled legal representation and civil representation
- the application and amendment process for civil representation
- the administration and calculation of contributions for civil legal aid cases
- the submission of claims for both criminal and civil legal aid cases

The key issue that we are consulting on is whether the introduction of new ways of working around means assessment, applications for legal aid and general electronic working will facilitate improved efficiency and a better experience for clients, providers and the Legal Services Commission.

Consultation period

This consultation will run for a 12-week period from **10 April 2008**, closing on **3 July 2008**.

We intend to run regional events aimed at contracted providers during the consultation period and details of these will be posted on the calendar page when confirmed.

Responding to this consultation

From the 'links' box on the top right corner of this page you can find a copy of the consultation paper and be directed to the response section of this site.

You can respond to this consultation using our easy-to-use online questionnaire. In this consultation we are asking 30 questions. Most are multiple choice questions and very few, if any, are compulsory. The questionnaire can be completed in approximately 25 minutes, although if you choose to provide supplementary information or comment, it may take substantially longer.

You don't even need to complete the questionnaire in one go. You can answer part of the questionnaire now, and come back later to complete it. Your answers are saved as draft **when you click 'next' at the end of each page** until you choose to formally submit them. Once submitted you will not be able to amend your answers, but you will be able to view them when you next log in (under 'My responses').

If you do not wish to respond online, there is also provision to download an 'offline' questionnaire template onto your own computer, and then email it back to us, or if necessary, print it out, fill it in and return by post or fax. Details of where to send your response can be found on the offline template.

IT Survey

Linked with the release of this consultation, we are carrying out an IT survey. The purpose of this survey is to enable us to build a picture of the IT capabilities of the provider base. This will help us to further understand the current IT capabilities of providers and any changes necessary to meet any future electronic working arrangements. We would encourage all providers to complete this [IT survey](#) to help us make sure the results are representative of the provider base and to help us design new electronic working systems from an informed position.

Consultation Summary

Name	Managing legal aid cases in partnership - Delivery Transformation
Description	This paper sets out our proposals for introducing new ways of working electronically with our providers in the future. We anticipate that the proposals laid down in this document would impact and benefit the provision of legal aid services and therefore welcome feedback from all individuals, organisations and groups who have an interest in the operation of legal aid and changes to legal aid processes.
Dates	This consultation runs from 10 Apr 2008 at 15:00 until 3 Jul 2008 at 23:59 .
Status	Current

Contact If you have any questions, please contact:

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Legal Services Commission
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Tel: 020 7759 0000

E mail: delivery.transformation@legalservices.gov.uk

Consultation Information

Topic Funding Code / Contract Amends, Organisational Transformation, Quality, Crown Court Work, Magistrates' Court Work, Police Station Work, Prison Law, Very High Cost Criminal Cases (VHCCC), Actions against the Police etc, Clinical Negligence, Community Care, Consumer, Debt, Education, Employment, Family - Mediation, Family - Private Law, Family - Public Law, Housing, Immigration and Asylum, Mental Health, Personal Injury, Public Law, Welfare Benefits

Actions

▶ [Register my interest in this consultation](#)

Elizabeth White

From: Alison Harvey [alison.harvey@ilpa.org.uk]
Sent: 11 April 2008 13:18
To: Jackie Peirce; Sonia Routledge
Cc: Elizabeth White
Subject: FW: LSC Managing Legal Aid Cases in Partnership - Delivery Transformation



LSC Managing
Legal Aid Cases i..

New consultation on legal aid. Delivery transformation. Have given Sonia the hard copy. Covering letter appended below. Also available on LSC website (apparently you need to log in - aagh). They prefer responses via the website. Tough. Consultation lasts for 12 weeks from 10 April.
Alison
Alison Harvey
General Secretary

ILPA's training programme is online at <http://www.ilpa.org.uk/Training.pdf>
New courses have been added.

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-----Original Message-----

From: info [mailto:info@ilpa.org.uk]
Sent: 11 April 2008 12:21
To: Alison Harvey ILPA
Subject: LSC Managing Legal Aid Cases in Partnership - Delivery Transformation

ILPA's training programme is available online at www.ilpa.org.uk/train.html

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Reg No. 2350422