Welcome to the summer edition of CLS London. Hot off the press is the new strategy for the CLS and we are keen to get your responses to the consultation. The consultation period ends on 14 October 2005 so there is plenty of time to get your views to us. Our intention as always for this issue is to highlight the variety of ways in which the CLS in London is assisting those most in need of advice. We are particularly keen to gather case studies from you which show how advice has helped our clients in London. Please get in touch if there are any good news stories you wish to share by emailing CLSLondon@legalservices.gov.uk

Peta Sweet
Planning & Partnership Manager

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Making Legal Rights a Reality - The Community Legal Service Strategy

Civil legal and advice services that are more focused on people in greatest need, more coordinated and cost-effective and better geared to tackle the common causes of legal problems are among the Legal Services Commission’s core proposals in the Community Legal Services strategy launched for consultation on 13 July. The strategy, which advocates a radical new approach to the way civil legal and advice services are funded, purchased and delivered, is central to the Government’s vision for legal aid, A Fairer Deal for Legal Aid, launched earlier this month.

The key proposals within Making Legal Rights a Reality are:

• Piloting Community Legal and Advice Centres in the most deprived communities, where clients will be able to get legal help for a range of social welfare problems. The centres would be jointly-funded and deliver a seamless service, from basic advice to specialist representation in the highest courts.

• Piloting Community Legal and Advice Networks, using the joined-up approach proposed for the centres in areas where a good network of service providers already exists. Rather than funding law firms or agencies to operate independently, they would be commissioned to form a network that can deliver an integrated service tailored to the needs of the region so that when a client walks in one door they are accessing the full range of services of the whole network.

• Expanding the Community Legal Service national telephone and advice services to improve access to legal and advice services and achieve greater value for money. The CLS Direct phone line has achieved great success since it was launched a year ago - receiving 200,000 calls from people needing advice with welfare, debt and education issues. This month the service was expanded to include housing and employment. The strategy proposes further expansion to provide more people with access to front line information, advice and assistance.

• Tackling the causes of problems. Legal and advice service providers witness the same kinds of problems repeatedly when public services fail to meet their statutory duties or when commercial companies mislead or exploit their customers. A great deal of time and money could be saved, and distress avoided, by tackling the source of common problems rather than dealing with the symptoms by repeated individual legal actions. With this unique view of the pattern of problems that people face, the Community Legal Service can offer a cost-effective approach to improving services. It will focus on raising awareness of the issues, negotiation and (where this fails) litigation.

Continued on page 2...
Community Legal Service Direct celebrated its 1st anniversary on 14 July 2005. Community Legal Service Direct has had a highly successful first year helping people deal with their legal problems by providing free information, help and advice via a national telephone helpline, a website and a series of information leaflets.

In our first year:

- Over 210,000 calls have been made to 0845 345 4 345
- Over 500,000 visits have been made to www.clsdirect.org.uk
- 1.7 million information leaflets have been distributed

After successfully piloting housing and employment telephone advice in some regions, we are now pleased to be able to extend these services nationally alongside benefits and tax credits, debt and education.

The language pages on our website have been revamped. Information is now available in Arabic, Hindi and Turkish in addition to Bengali, Chinese, Gujarati, Punjabi, Urdu and Welsh.

Community Legal Service Direct’s First Anniversary

Making Rights a Reality... (continued from page 1)

- Improving information about legal rights and responsibilities. Such information currently exists but the complexity of the advice sector and the number of different sources of information can make it difficult for consumers to find what they need. By working with others, particularly the Department for Constitutional Affairs, we will promote trusted sources and help people to navigate through the advice available.

The proposals will produce a service that is designed around the needs of clients, give the Community Legal Service a new role in solving the causes of problems and greater flexibility for tackling local issues, promote a better awareness of legal rights, introduce better quality assurances, and create a more cost-efficient and coordinated legal aid system.

Making Legal Rights a Reality is the Legal Services Commission's strategy for developing the Community Legal Service over the next five years. Its launch marks the beginning of a three-month consultation on these proposals.

The Legal Services Commission will follow the consultation by publishing a series of policy papers that will set out in more detail how each of the different elements of the strategy will be taken forward. These papers will contain detailed timescales but the Legal Services Commission expects to begin some pilots in 2005/06.

Copies of Making Legal Rights a Reality can be downloaded from:
http://www.legalservices.gov.uk/civil/docs_for_consultation/civil.asp

Or for a hard copy please write to Margaret Price at:
Margaret.Price@legalservices.gov.uk

Margaret Price
London Planning and Partnership Team
29/37 Red Lion Street
London
WC1R 4PP
Tel 020 7759 1947

In addition, we have added seven new titles to our series of popular free legal information leaflets, bringing the total to 31. New titles include Changing your Name and Neighbourhood and Community Disputes. These can be downloaded from the website, www.clsdirect.org.uk or ordered by telephoning the leaflet line on 0845 3000 343.

Anyone that calls the Community Legal Service Direct helpline on 0845 345 4 345 can get free initial advice from a qualified legal adviser about benefits and tax credits, debt, education, housing or employment. People eligible for legal aid can get further advice and assistance by telephone and post. Callers can also order free legal information leaflets, find a quality local legal adviser or solicitor, and listen to recorded messages about common legal problems.

Visitors to the website can find a local legal adviser, ask a question or choose a topic and link to the right place on the best advice sites in the United Kingdom, see if they are eligible for legal aid and view or print legal information leaflets.

For further information or to order publicity materials, please email hannah.chaplin@legalservices.gov.uk
The Legal Services Commission has introduced LSC Online, an electronic billing service, which allows suppliers to submit monthly civil and criminal monthly reports using a standard web browser and internet connection. The service currently supports CDS6, CMRF and CMSF submissions. More services, forms and reporting information are in the process of being developed.

There are several benefits to using LSC Online:

- The submission date extended to 20th of the month
- You know that the Legal Services Commission receives precisely what you have entered
- No queries or errors. Monthly payments guaranteed
- Security and confidentiality guaranteed
- Civil and criminal reporting is undertaken through one easy interface

LSC Online provides organisations with two ways of adding new outcomes to their monthly reports:

- Manual data entry (typing in outcomes one at a time)
- 'Bulk Data Load' (import a report file from a spreadsheet or case management system)

LSC Online is available from Monday-Saturday (inc. Bank Holidays) between 8am and 7pm.

If you would like further information on LSC On-line please contact:

The LSC Online Marketing Team
0117 302 3117
www.legalservices.gov.uk/ebusiness

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WANTED: Good News Stories for Legal Aid

It’s all about helping people, promoting the Good work of our supplier base.

Late last year, Emma Juggins was entering the latter stages of her pregnancy, facing debt and a County Court eviction hearing. By January, she was telling the media how a legal aid adviser had transformed her life.

While Gloucestershire Echo readers were learning how the adviser got an eviction action adjourned until he freed her stalled housing benefits claim, another legal aid client was publicly thanking her solicitor in a Times feature for getting her onto a rehabilitation scheme that ended her life cycle of petty crime and drug addiction.

The Legal Services Commission is committed to promoting the value of Legal Aid, the excellent work of our supplier base by gathering ‘Case Studies’ that clearly show that positive impact advice has on peoples lives.

We are looking for client volunteers who are willing to speak about their experience in the media, to be used in our publications and other communications campaigns in association with our suppliers.

The Legal Services Commission’s Communications team is asking suppliers to help gather volunteers and has produced a form that can be used to record information about clients who have a positive story to tell.

The Legal Services Commission understands that many clients will find it too difficult to publicly talk about their past problems and experiences but there will be many others who were happy to do so they have just never been asked.

Using case studies, which are just real accounts about what we do and the people we help, can truly bring our work to life. It is also a useful way of educating people to seek legal help and advice in the future.

The case study form Can be downloaded from the Legal Services Commission website:

www.legalservices.gov.uk/civil/forms/admin.asp.

Once you have completed the form, or if you would like to discuss any joint communications activity, please forward a copy to:

Katrina Forrester
Planning and Partnership Support Officer
Legal Services Commission
London Regional Office
29/37 Red Lion Street
London WC1R 4PP
Tel: 020 7759 1845
Fax: 020 7759 1956
katrina.forrester@legalservices.gov.uk
Money to Good Use - The Community Legal Service Development Fund

Newham Asian Women’s Project

Newham Asian Women’s Project applied for £29,605 from the Development Fund Round 2004/05 so it could continue to expand and enhance the existing services it offered whilst also attempting to meet an increasing demand for advice in the categories of Debt and Community Care.

A proportion of the funding has been used to allow the project to give advice to a further 70 women in the categories of Debt and Community Care between January 2005 – March 2005.

The grant also paid for the creation of an information booklet to enhance and reinforce one-to-one advice given to clients. The booklet was formally launched at the Domestic Violence seminar on 27th May in which Mark Pudge, Consultant from the Legal Services Commission and Kaveri Sharma, Advice Work Manager for Newham Asian Women’s Project formally endorsed the booklet which will now reach new audiences, raising awareness of the services on offer to particularly vulnerable groups such as young women from the south Asian minority ethnic community.

Funding has also allowed the charity to increase its scope and the services it provides, whilst maintaining a high level of quality support. The project has been a proactive way of addressing problems before they develop into emotionally and financially costly experiences.

Savita Ayling, former Director of the Newham Asian Women’s Project stated “This funding enables the project to continue to provide a high quality service to an ever wider community.”

The London Regional Legal Service Committee was particularly interested in funding this expansion programme as not only did the Project’s aims meet key priorities, but it was also attempting to increase its knowledge and assistance to particularly vulnerable clients.

Newham Asian Women’s Project has been offering practical help, support and advice to Asian women and children fleeing domestic violence and abuse for 19 years. From the foundation of one refuge in 1989 the charity has dramatically broadened its reach to the community. It now has four refuge centres and also offers key additional skills and services, including legal advice, counselling and life skills training.

Enfield Law Centre - Improving Services for Deaf People

A successful application to the Community Legal Service Development Fund 2004/2005 has enabled Enfield Law Centre to improve access for deaf people to quality advice services. This innovative project has sought to increase the awareness of local solicitors of the needs of their deaf clients.

As part of the project funded by the Community Legal Service Development Fund 2004/2005, Enfield Law Centre provides British Sign Language interpreters at Evening Advice Service sessions so that deaf people can access initial advice on a wide range of legal matters. The project has also enabled the Law Centre to book British Sign Language interpreters when working with deaf clients on casework matters.

Through the project, the Law Centre has also provided training to volunteers and staff to improve services to deaf and hearing-impaired people as well as contacting local providers to raise awareness. The Law Centre has also compiled a directory for deaf people of local advice services.

There are two main groups of deaf people: lip-readers and sign-language users, and there are important factors to remember when working with each group, for example:

Clients that lip-read find telephone calls difficult. When speaking face-to-face it is imperative that the advisor ensures that their face and lips are clearly visible when they are communicating with the client. This may sound logical but an advisor may look down subconsciously while they are talking to the client, and the client may not be able to understand them.

For sign-language users, it is imperative that only registered qualified interpreters are used. Some people can ‘sign’ but do not have interpreting skills. If advice agencies do not use qualified interpreters then they may be using someone who is not able to sign correctly for the intricacies of your legal work and the situation. There have been instances where solicitors have asked the interpreter to wait outside the room so they can speak to their client in private.

The Royal National Institute for Deaf People produce a guidance leaflet on British Sign Language and Interpreters under the Disability Discrimination Act which is available on their website www.rnid.org.uk

For more information on the this project, please contact:

Enfield Law Centre                         Marianne Holford
020 8807 8888                              Enfield Disability Action
info@enfieldlawcentre.org.uk          020 8373 6237
Mari@e-d-a.org.uk
Financial Inclusion Update

Currently both the South and West London Financial Inclusion Strategies are at similar stages. Draft needs assessments have been completed for both areas and are being circulated to second tier organisations, Citizens Advice London Region, the Association of London Government, Chairs of Community Legal Service Partnerships and organisations involved in the strategies. Copies are also available on request.

In terms of increasing acts of assistance in the priority areas of debt, welfare benefits and housing, the Financial Inclusion Strategies will be addressing extensive gaps in the relevant categories of law. This is in addition to a priority focus on the outer boroughs of Enfield, Barnet, Bromley and Bexley where there is little or no specialist supply. For full details please refer to our Regional Delivery Plan on the Legal Services Commission’s website at:

www.legalservices.gov.uk/docs/london/londonregionalPlanfinal200505.pdf

West London

The previous Advice Providers Board meeting was held on 16 June and Jason Tetley, attended to talk about the success and work of the East London Financial Inclusion Unit, where he is the director in addition to answering questions. The Needs Assessment for West London was made available at the meeting for review and input.

Mary Ward Legal Centre, which delivers specialist debt advice via outreach in the boroughs of Hounslow, Hillingdon and Richmond, is delivering group session work in the community for the public on debt issues. Training sessions for advisers also commenced, the first session was about Bailiffs. Further courses are anticipated on County Court Procedure and Mortgage Arrears.

For further information on Financial Inclusion in West London please contact:
Selina Wagstaff
020 7759 1899
selina.wagstaff@legalservices.gov.uk

South London

The first Steering Group meeting was held on 21 June. The steering group includes representatives from local authority departments, independent advice providers, Citizens Advice Bureaux and law centres across the boroughs of Lambeth, Southwark and Lewisham. A presentation of the South London Needs Assessment was delivered followed by strategic planning exercises in order to progress the strategy.

For further information on Financial Inclusion in South London please contact:
Zarah Riches
020 7759 1970
zarah.riches@legalservices.gov.uk

About the London Regional Legal Services Committee

On 31 March 2005, three new members of the Committee were appointed. The new members are Steve Johnson, Jacky Peacock and Elizabeth Rantzen.

The London Regional Legal Services Committee is one of a number of Legal Services Commission regional committees. The Committee is responsible for ensuring a co-ordinated approach to the development of the Community Legal Service in London and for advising the Legal Services Commission on letting contracts to meet regional needs.

The London Regional Legal Services Committee achieves its objectives by undertaking work in three main areas:

- Reviewing, analysing and supporting the work of Community Legal Services Partnerships through their strategies, reports and projects.
- Undertaking policy and strategy development in key areas, which will help to enhance provision of and access to advice and legal services for Londoners.
- Monitoring current contracted and grant funded provision funded by the Legal Services Commission.

The London Regional Legal Services Committee has a number of members representing various organisations. They all have a working knowledge of issues relating to London and its population. In addition they will have knowledge and experience of the legal and advice sector or other relevant partner activities.

A short biography of the new and existing London Regional Legal Services Committee members follows.
Introducing the London Regional Legal Services Committee Members

David Edmonds CBE (Chair)

David became a Legal Services Commission Member, and Chair of the London Regional Legal Services Committee earlier this year. After a period in the civil service, which included responsibility for Inner City policy in England, seven years as the Chief Executive of the Housing Corporation and while working in the City of London, a further six years as the Voluntary Chair of the homeless charity CRISIS. He is also the Chair of National Health Service Direct.

Lawrence Lupin

Lawrence is an Immigration lawyer and is the director of a Lawrence Lupin Solicitors based in Wembley, London. This medium-sized practice has become recognised as being a specialist in the field of United Kingdom Immigration and Human Rights. The firm holds a Legal Aid Franchise and has a contract with the Legal Services Commission in the field of Immigration. In March 2003 Lawrence became a member of the London Regional Legal Services Committee and has been a committee member of Legal Aid Practitioners Group since September 2003. Lawrence qualified as a solicitor in 1992 and initially specialised in criminal law.

Adrian Norridge

Currently Chair of Hammersmith and Fulham Primary Care Trust, Adrian is also Chair of a local housing association in Fulham and involved in two other charities. He is a founder and a Non-Executive Director of Cluid Housing Association, the largest national housing association in Ireland. Adrian was Chief Executive Officer of St Pancras Housing Association, Regional Director of Notting Hill Housing Trust, the Chartered Institute of Housing and two Higher Education colleges as lecturer from 1969 to 1979.

Adrian held a seat as a councillor in Hammersmith & Fulham and was Deputy Leader of the council and chaired committees supporting the establishment of several local advice centres. Adrian has also chaired the London Housing Federation for five years and was national council member of the National Housing Federation.

Patricia Dick

Patricia has over 25 years experience of working in the voluntary sector particularly in the fields of advice/legal services and race relations. She has worked as a law centre adviser and has been a Trustee board member of an independent neighbourhood advice centre. Patricia has also worked for the Institute of Race Relations and for Wandsworth Council in community relations. Her most recent involvement in the advice and legal services field has been as a Citizens Advice Business Management Consultant, where for the past 12 years she has been responsible for providing management and consultancy support to local Citizens Advice Bureaux and Trustee Boards in London.

Patricia has also been a member of the Race Today Collective, which for 20 years consistently produced the Race Today Journal and other publications dealing with the campaigns and struggles of Black and Asian communities in Britain during the 1970s, 1980s and 1990s.

David Croisdale-Appleby

David has a number of roles and responsibilities. Primarily, David is an academic and is a Professor at the University of Durham Business School as well as being a Visiting Professor at Strathclyde University, Glasgow. David has a variety of other roles including Chairman of the Yarrow Housing Trust and the Buckingham Hospital National Health Service Trust. David is a Board Member of CENTREX, an agency of the Home Office and Food from Britain, an agency of the Department for Environment, Food and Rural Affairs. David is also a Board Member of the Council for the Registration of Forensic Practitioners. David is a Member of the Family Health Services Appeals Authority, a Thames Valley Magistrate and an Assessor Medical Education for the General Medical Council. Finally, David is also a Trustee and Chair of Audit at Turning Point.

Steve Johnson (New Member)

Steve Johnson has 25 years of experience working in advice services. He currently manages Walthamstow Citizens Advice Bureaux which was the lead agency in the establishment of the East London Financial Inclusion Unit which was part funded by the Legal Services Commission and formed as part of the East London Financial Inclusion Strategy.

He also works as a freelance trainer specialising in social security and, in this capacity, has worked for the Child Poverty Action Group, various housing associations and Local Authorities.
London Regional Legal Services Committee Members (continued)

Jacky Peacock (New Member)

Jacky Peacock is currently Executive Director of Brent Private Tenants’ Rights Group which provides specialist housing advice in Brent. In 2001 she was awarded an OBE for services to this organisation.

She is a member of the Housing Forum for London and co-chair of its Private Sector Housing Sub-Group, and a member of the Association of Housing Advisory Services Executive. She is Vice Chair of Brent Community Legal Services Partnership and is a Brent Community Network representative on Brent's Local Strategic Partnership. She also chairs Brent Homeless Families Group, which will be opening a Day Centre providing services to homeless families in temporary accommodation from October 2005.


Jacky was a Camden Councillor from 1982-1989 and Chair of Housing for three years during that time.

Elizabeth Rantzen (New Member)

Elizabeth Rantzen is a freelance consultant and interim manager with First Counsel Consulting. From 1999-2004 she was Chambers Director of a large set of commercial and common law barristers’ chambers and prior to this she was Business Development Director for a major City law firm.

Since 1996 she has been Trustee, Vice Chair and Chair of the Finance Committee of Shelter, the National Campaign for the Homeless, in which roles she is directly involved in fundraising and strategic and policy matters including the monitoring of Shelter’s Legal Services Commission contracts.

Elizabeth was previously Trustee and Vice Chair of Riverpoint Single Homeless Ltd - an organisation which provides hostel and longer term accommodation for the homeless and between 2001-2003 was an Elected Member of the Council of the London Civic Forum, representing private sector interests for the organisation which aims to guide the Greater London Authority in its policy making.

Elizabeth is currently a non-executive director of the Hammersmith and Fulham National Health Service Primary Care Trust.

For more information on the Regional Legal Services Committee, please contact Margaret Price on 020 7759 1947 or email margaret.price@legalservices.gov.uk

The Revised London Development Strategy - A Report from David Edmonds

In the last year, the Regional Legal Services Committee had the objective of establishing a strategy to develop the legal and advice sector in London (the Development Strategy). Throughout 2004 we had concerns over specialist provision in some areas and we also recognised that the delivery of the Community Legal Service requires a healthy supply of generalist services.

During the period of consultation around the Development Strategy, a wide range of partners and stakeholders worked with us to help us arrive at the strategic issues that needed to be addressed. We are very grateful for their participation. At our meeting of 23 March, we approved a three-year Development Strategy that we hoped would begin to be implemented from April 2005. This Strategy has already been circulated by e-mail to over 1200 partners and stakeholders.

It has now become clearer that we need to concentrate on the delivery of our part of the Community Legal Service – namely those individual acts of advice and assistance at the specialist level that we are able to fund. In 2005/06, we want to be able to fund an additional 8000 of these in London. This equates to approximately £3.2 million additional funding. The resources that will be involved in doing this, not only in financial terms, but also in time and partnership, mean that we have had to take another look at the Development Strategy that we agreed in March. We have decided we must now concentrate on the three objectives within the Development Strategy that are most likely to achieve our aim of delivery. They are to:

- Bring local and regional data up-to-date
- Improve the links to social inclusion and renewal issues
- Switch Legal Services Commission funding to support priority organisations, having regard to sustainability and capacity

We are taking this decision as part of our efforts to ensure that we make a real and tangible difference in transforming the landscape of advice services across London. We look forward to continuing our work with partners, stakeholders and suppliers to ensure we make this difference.

David Edmonds
Chair, London Regional Legal Services Committee
Supplier Profiles: adviceuk - Competent Advisers Project

adviceuk London Region has just begun the Competent Advisers Project - an exciting new programme funded by the Learning and Skills Council, London East and the European Social Fund. It enables advice workers in the voluntary sector to access NVQs in Advice and Guidance free of charge.

adviceuk London Region has been offering NVQ services to its members and the wider advice sector since 1998. It currently has over 300 candidate registrations each year and is rated very highly as an NVQ Assessment Centre, as confirmed by independent quality assurance audits.

The Competent Advisers Project comprises of a series of briefings, one on one interviews, NVQ workshops, one to one work based assessment and, where required, appropriate training.

The project covers ten East London Boroughs (Hackney, Tower Hamlets, Lewisham, Greenwich, Bexley, Havering, Barking and Dagenham, Redbridge, Newham and City) and up until December 2006 aims to help 60 individuals achieve NVQs in Advice and Guidance. It will also enable 10 individuals to move into paid or voluntary advice work by the same deadline.

So far over a 100 applications have been received from eligible individuals working in the voluntary and community sector – from Law Centres, branches of Age Concern, refugee community organisations and other voluntary and community sector groups who give advice as part of their services. Fifteen individuals have already started work on their NVQs. The project has confirmed a real demand from the sector for accreditation, including a high level of interest from boroughs not covered by the project.

Many voluntary sector advice workers are keen to have their experience accredited through the NVQ – it helps to consolidate their work and also promotes best practice in working with clients, such as in record keeping and interviewing techniques. This helps the organisation to assure the quality of its advice.

We are now particularly looking for new entrants to the social welfare advice sector who could be placed in an adviceuk member organisation in order to gain the advice work experience and skills to then be assessed for the NVQ. It is these individuals that the project will enable to move into paid or voluntary advice work for the first time.

For more information, please contact:

Kaye Barham
020 7407 6611
caplondon@adviceuk.org.uk
Consumer Advice in London

Consumer Direct, the new consumer advice line for London, was launched on 13 June by Consumer Minister, Gerry Sutcliffe in Church House, Westminster.

Consumer Direct is a telephone and on-line consumer advice and information service. It gives consumers increased access to consumer advice on a range of consumer issues including:

- Individual problems and how to obtain redress
- Pre-shopping advice
- Consumer rights

Anyone who is buying or has bought goods or services and is seeking advice or information – whether it is a £20 pair of jeans or a £20,000 car can contact Consumer Direct. The service aims to provide consumers with the knowledge, tools and confidence to resolve problems themselves.

At the launch Consumer Minister Gerry Sutcliffe said:

“Everyone likes a bargain – but no one likes to be ripped off. So I am delighted to be here today to launch Consumer Direct London, a one number advice line, providing customers with clear and practical advice on a range of consumer issues. When the Department of Trade and Industry first put the idea forward we carried out research to see if it would be of benefit. We found that consumers had very patchy access to advice, with some excellent services being provided but other areas having nothing at all. Our research also proved that there was real demand for a consumer advice service, with two thirds of people questioned saying that they would be likely to use the service when launched.”

How does it work?

Consumers are able to call the Consumer Direct line on 08454 04 05 06. Advice is free and telephone calls are charged at local rate. The service is delivered from a contact centre in Ealing where calls are answered by a team of professional advisers. Alternatively by logging onto www.consumerdirect.gov.uk advice is available on a range of issues and specific advice can be requested via e-mail. A Textphone service is also available on: 0845 128 1384.

The helpline is available from 08.00 to 18.30 Monday to Friday and 09.00 to 13.00 on Saturdays excluding Bank Holidays and Public Holidays.

How are the public being made aware of Consumer Direct?

Consumer Direct is being advertised extensively in the press, both on a local borough basis and in the Evening Standard. It is also being advertised on the radio on major commercial stations such as Capital FM and Xfm as well as smaller stations such as Club Asia. Sheet posters have been put up in shopping centre car parks, washroom panel designs are posted up in toilets in 25 shopping centres and a leaflet has been produced that is being distributed to 835,000 households via Royal Mail.

Partnerships

Partnership working has been key to the success of setting up Consumer Direct and with funding and support from the Department of Trade and Industry, Consumer Direct London is a partnership between Trading Standards services and the Association of London Government.

In addition other bodies and organisations have been consulted such as:

- London Trading Standards Authorities
- Local Authorities
- Consumer Support Network
- Citizens Advice Bureaux
- The Legal Services Commission

The launch of Consumer Direct London is part of a staggered rollout across the country that will see Consumer Direct being available nationally by 2006.

Useful links for more information on Consumer Direct and related organisations:

www.consumerdirect.gov.uk/about.shtml
www.dti.gov.uk
www.tradingstandards.gov.uk
Funding Updates

The Philip Lawrence Awards (UK)
The Philip Lawrence Awards were launched on 15 March 1997 and are presented annually in December. The Awards recognise outstanding achievements in good citizenship by young people aged 11-20, and focus on exceptionally praiseworthy activities rather than on the individuals concerned. Applications are invited under five key themes; combating lawlessness and violence; promoting community safety; advancing racial harmony; demonstrating good citizenship and supporting projects through schools. Winning groups will receive cash awards of up to £1000 to invest in developing their Award-winning activity. The closing date for entries is the 16th September 2005.

www.philliplawrenceawards.org.uk

Face-to Face Debt Advice Project
Department of Trade and Industry Fund 2006-8

As part of the Financial Inclusion Fund announced in the 2004 Pre Budget Report, a sum of £45 million has been allocated to increase the provision of free face-to-face debt advice in England and Wales. The funding will be split over a two-year period - £15m in 2006-7 and £30m in 2007-8.

The primary aim of this project is to deliver an increase in the number of advisers, and in the number of hours of advice provided, within financially excluded areas and to disadvantaged social groups.

This website below will act as a central point for updating potential partners during the funding competition engage and inform advisers.

Further details about the project and the funding competition will be posted on this site as they become available. Please email your contact details using the following link to receive email notice of updates to this site.

f2fdebtadvice@dti.gsi.gov.uk

For more information on the Face-to-Face Debt Advice Project, please visit the following link:

www.dti.gov.uk/ccp/topics1/facts/debtadvice.htm

Diary Dates

July
19 - Lewisham Community Legal Service Partnership Steering Group Meeting
20 - Hammersmith & Fulham Community Legal Service Partnership Steering Group Meeting
TBA Lambeth Community Legal Service Partnership Steering Group Meeting

August
02 - CLS Forum at the Association of London Government
TBA West London Financial Inclusion Advice Providers Board Meeting
TBA South London Strategic Partnership Steering Group Meeting

September
06 - Haringey Community Legal Service Partnership Meeting
12 - North London Community Legal Service Partnership Meeting
14 - Lambeth Community Legal Service Partnership Steering Group Meeting
Team Contacts

Peta Sweet                                   Acting Planning & Partnership Manager                                   020 7759 1944
Margaret Price                              Planning & Partnership Team Administrator                              020 7759 1947

Development
Santosh Bhabra                             Planning & Partnership Consultant                                            0207 759 1846
Mark Pudge                                  Planning & Partnership Consultant                                            0207 759 1896
Chris Grant                                   Planning & Partnership Executive                                              0207 759 1865

Delivery
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Victoria Pitt                                   Planning & Partnership Consultant (on maternity leave)                     0207 759 1899
Selina Wagstaff                            Planning & Partnership Executive                                              0207 759 1599
Valda Kelly                                   Planning & Partnership Support Officer                                   0207 759 1899

Partnerships & Strategy
Kate Rookyard                              Planning & Partnership Consultant                                            0207 759 1844
Laura Beaumont                             Planning & Partnership Executive                                              0207 759 1803
Katrina Forrester                           Planning & Partnership Support Officer                                   0207 759 1845
Pat Ng                                          Planning & Partnership Support Officer                                   0207 759 1818

Fax: 020 7759 1956
Email: FirstName.LastName@legalservices.gov.uk

Contact Details

In order to improve communication between London Planning & Partnership and our partners, it is essential that we have accurate and up-to-date contact details for you and your organisation.

Therefore, should there ever be a change to your contact details, please cut out and send/fax back this form to the address below or email CLSLondon@legalservices.gov.uk so that we can keep our records and database up-to-date.

Please make sure we have your email address for the next edition, send this to: CLSLondon@legalservices.gov.uk

Name: .................................................. Telephone: .............................................

Position: .................................................. Fax: ..................................................

Organisation: ........................................ Mobile: ................................................

Address: .................................................. Email: ................................................

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