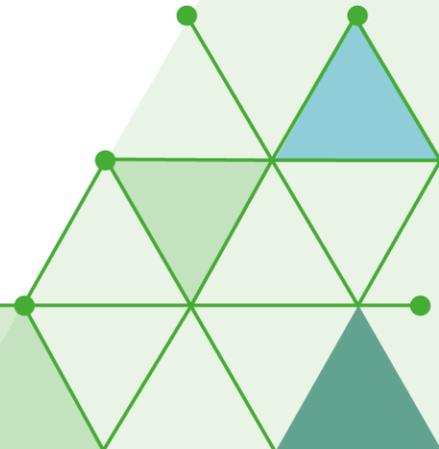




Legal Aid
Agency

Procurement of Civil Legal Advice Specialist Advice Services in the Category of Discrimination

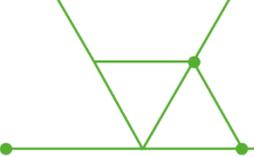
16th April 2018





Purpose of today's event:

- Provide information on the upcoming tender for CLA Discrimination services.
- Provide background on the CLA service and the changes we intend to make to its operation
- Allow prospective providers an opportunity to ask questions about the service



Background – why are we tendering?

- Tender for CLA Discrimination contracts launched in September 2017 did not receive sufficient compliant bids and was cancelled
- Existing contract holders have been offered a contract extension and not all have chosen to accept
- There is a legislative requirement to maintain telephone access to the Discrimination Category of Law through CLA.



About CLA

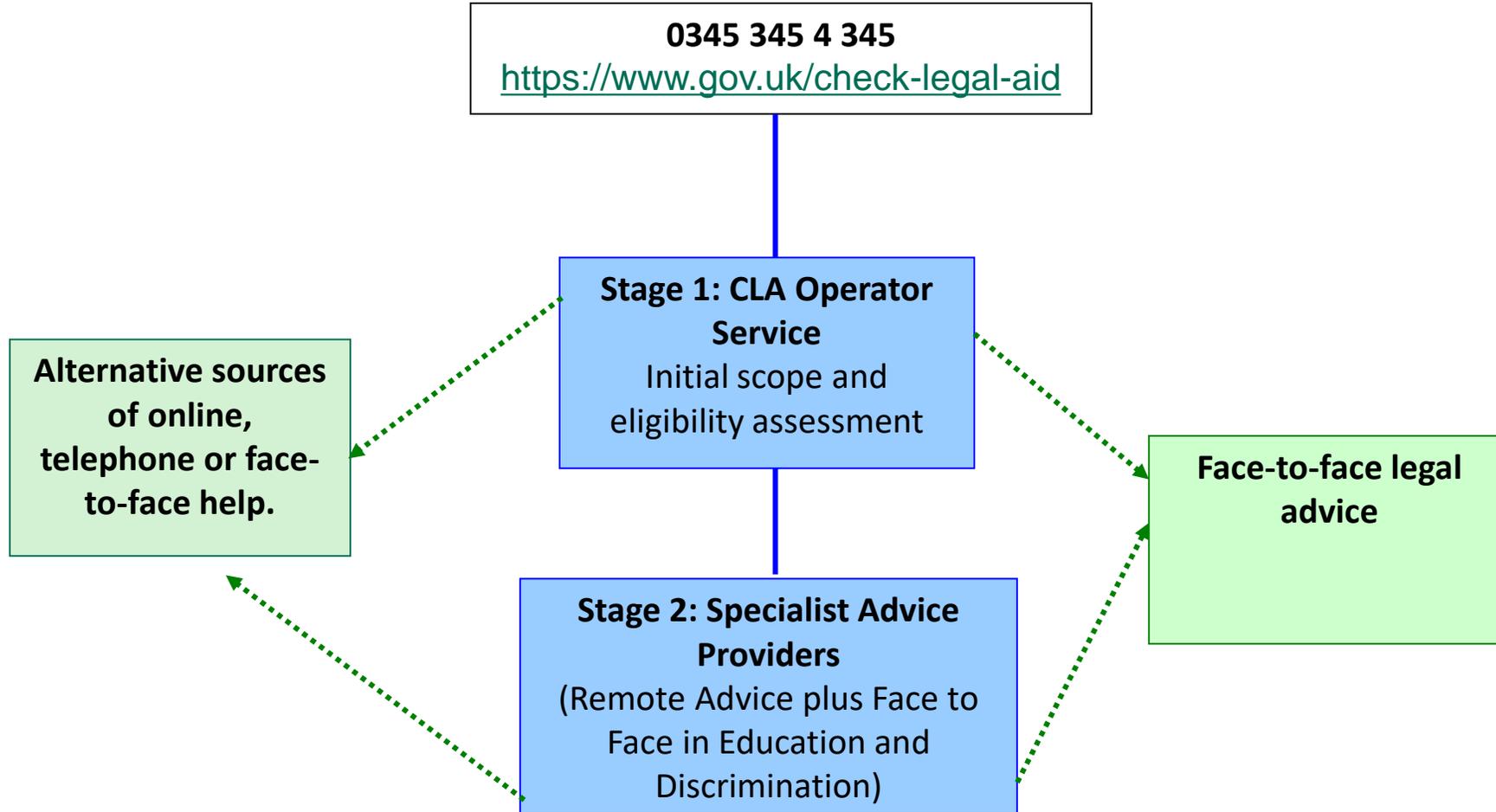


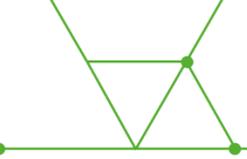


What is Civil Legal Advice?

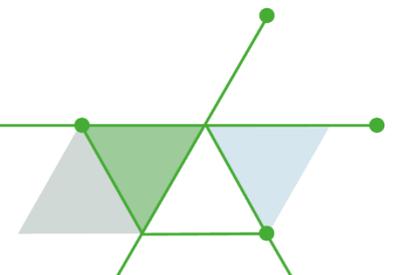
- Civil Legal Advice (CLA) provides access to telephone-based Remote Advice in 5 categories of law for individuals that meet the relevant scope, eligibility and merits test. Non-eligible individuals are directed to alternative sources of help.
- CLA is the Mandatory Gateway for the categories of Education, Discrimination and Debt.
- Individuals seeking legal aid support in these Categories must use the CLA Service in the first instance, and they are not permitted to contact Face-to-Face providers directly.

How CLA Works





About Discrimination

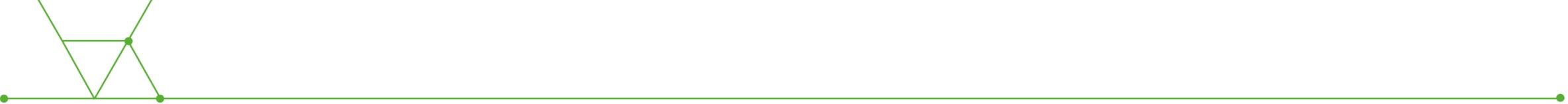




Scope of Discrimination Category

- Contravention of Equality Act 2010
- Contravention of previous discrimination enactments e.g. The Disability Discrimination Act 1995;
- Full category definition can be found at paragraph 28 in the 2018 standard civil contract category definitions 2018 document on our website:

<https://www.gov.uk/government/publications/standard-civil-contract-2018>



Forecast Case Volumes and Case Length per annum

	Number of Cases per annum	Average Case Length (minutes)
Determination	1,920	42
Cases up to 899 minutes	1,322	209
Cases 900 minutes and above	198	2,310
Total	3,440	

Forecast category value per annum - £556,970

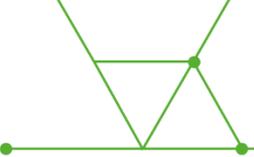


Service requirements under the new Discrimination Contracts



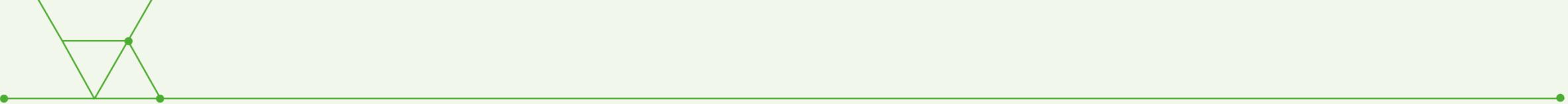
How the service will operate in Discrimination

- The LAA is seeking a maximum of five Providers to deliver the Discrimination Service.
- Members of the public applying for legal aid in Discrimination must do so through the CLA Operator Service.
- Eligible individuals will be offered Remote Advice unless they meet certain exemptions or are assessed as not suitable for Remote Advice – here they will be offered Face-to-Face Advice. The numbers this currently applies to are very low (5 cases 2015/16 and 0 in 2016/2017)
- CLA providers can provide both Controlled Work and Licensed Work in Discrimination
- Providers will deliver Contract work concurrently during 9am to 6pm Monday to Friday.
- Providers have telephony infrastructure to allow seamless transfer of clients (i.e. a dedicated telephone line)



Changed requirements

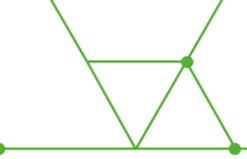
- No requirement to deliver the services out of 'core hours' i.e. between 6pm and 8pm weekdays or on Saturday mornings.
- However, Providers will be required to provide telephone advice appointments during Extended Hours (weekday evenings (6-8pm) or Saturday mornings) if the client requests
- Changed KPIs, focus on response times and the timescales to offer telephone advice appointments during Extended Hours.
- Supervisor standard revised - have to evidence 7 cases, of which any type of 4 must relate to discrimination at work.
- Extend existing provisions so that Face to Face Advice can be provided for by Agents or a nearer Discrimination CLA Specialist provider.



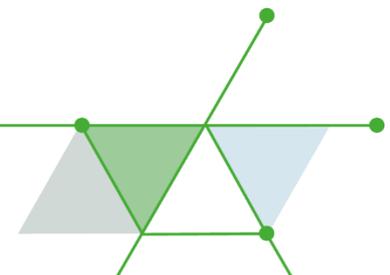
Minimum Requirements

Applicants will still be required to meet the following minimum requirements:

- Have appropriate authorisation for a relevant legal sector regulator to deliver legal services
- Have at least one Office that meets the relevant requirements in the Specification
- Employ at least one FTE Supervisor who meets the relevant Supervisor Standard
- Maintain a ratio of 1 FTE Supervisor to 4 FTE Caseworkers
- Hold a relevant quality standard
- Telephony and IT which meets the CLA Contract requirements



About the Contract





The CLA 2018 Contract (Discrimination)

- 2 years with no provision to extend. It will start on 1 September 2018 and end on 31 August 2020
- Provider unable to end contract early (unlike face to face)
- Based on 2018 CLA Contract published on website but we will make changes
- The full contract will be published alongside the tender.

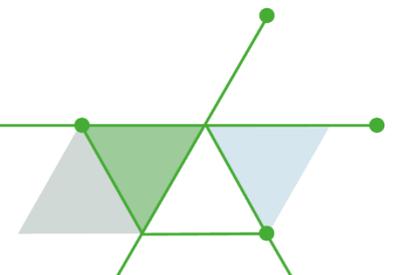


Payments

- Flat hourly rate.
- There will continue to be a separate Determination Fee
- There will be no separate maximum case cost.
- The hourly rate will be determined through price competition with a price cap of £53 p/h.
- Costs to be assessed by LAA if a case duration exceeds 900 minutes
- Licensed work – assessed by LAA and remunerated at rates set out in the Remuneration Regulations in accordance with sections 7 and 8 of the CLA Contract Specification



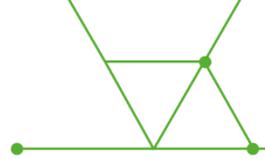
About the tender





The procurement process

- The submission requirements will be streamlined and will not be resource intensive for Applicants to complete.
- The tender will be comprised of an SQ and an ITT. Providers who bid for a 2018 Civil Tender may not have to complete a second SQ.
- Bids will be assessed against telephony capability, experience of supervisors and caseworkers, plans for delivering face to face advice and price submitted.
- Open in late April for four weeks
- Open process – anyone can respond



Any Questions?

