



Telephone advice contract goes to Co-op



Wednesday 28 November 2012 by **Catherine Baksi**

Co-operative Legal Services is among the 12 firms to have been awarded new telephone advice contracts by the Legal Services Commission, it was announced today.


The Co-op, together with national firm Duncan Lewis and Cardiff-based Access Legal Training, were awarded the three contracts for family advice.

Duncan Lewis, Derbyshire Housing Aid, Access Legal Training, charity Shelter and Carillion Energy Services have been awarded the contracts to provide housing and debt advice.

Three providers have been awarded contracts to provide telephone and face-to-face advice for those aspects of education law that will remain within the scope of public funding. They are The Childrens Legal Centre, National Youth Advocacy Service and Lancashire firm MG Law.

North-west firm Stephensons, regional firm Howells and Merseyside Employment Law have been given contracts to provide telephone and face-to-face advice in discrimination cases.

The contracts begin on 1 April 2013 and will implement the changes in legal aid scope introduced by the Legal Aid, Sentencing and Punishment of Offenders Act 2012.

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Comments

Call waiting is on the increase. Exponentially

Submitted by James Mather on Wed, 28/11/2012 - 19:28.

I guess that users are going to have to get used to those immortal words

"Your call is a in a queue"

and

"We are extremely busy at the moment, but your call is important to us (because we get paid for this and the partners have houses abroad to fund) (please call when we are closed because there is no queue then!)"

and

"I appreciate that you have now spoken to 15 people before getting to me but can you start again from the beginning please (because the service closes in 5 minutes and I am off out tonight)"

"No sir , we do not give Co-op dividend with advice"

and finay...

"I didnt actually say that...what I said was...."

Ho hum.

JM

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Anybody heard of Access Legal

Submitted by G on Wed, 28/11/2012 - 20:12.

Anybody heard of Access Legal Training Limited? They're not on the law society search and I work in Cardiff and have never heard of them!

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access legal training Legal

Submitted by Confused S Wales on Wed, 28/11/2012 - 21:08.

No one has heard of them and they have won a contract to deliver legal services...Not registered with the law society ?? How is that possible?

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Access Legal

Submitted by Teresa Harris on Thu, 29/11/2012 - 10:43.

I think the article might be referring to Access-legal a Shoosmiths off-shoot

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Telephone Advice Line

Submitted by RAB on Thu, 29/11/2012 - 19:47.

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I have worked on a telephone contract and I have to say the scepticism is unfounded, at least in respect of my firm. In my experience the service provided to most clients is very good. It is no substitute for properly (publicly) funded face-face advice but at least the essential advice will still be provided in some cases.

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It is no substitute...Submitted by RAB on Thu, 29/11/2012 - 19:

Submitted by Lam on Thu, 29/11/2012 - 21:38.

'It is no substitute for properly (publicly) funded face-face advice but...';
You have already quantified the service, no need for any 'buts' again.

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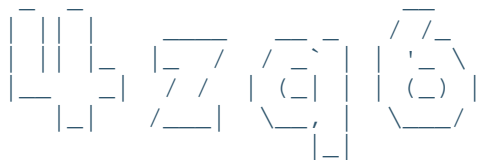
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