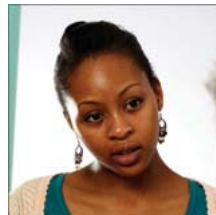


Legal Services Commission:

Equitable access to legal advice



What we do

The LSC:

- Provides **legal aid**, **legal advice** and **information** to people with legal problems in England and Wales. This enables people to protect their fundamental rights and receive a fair hearing
- Facilitates access to the court process to resolve disputes
- Addresses problems which contribute to social exclusion or which can help move people out of social exclusion

Our services

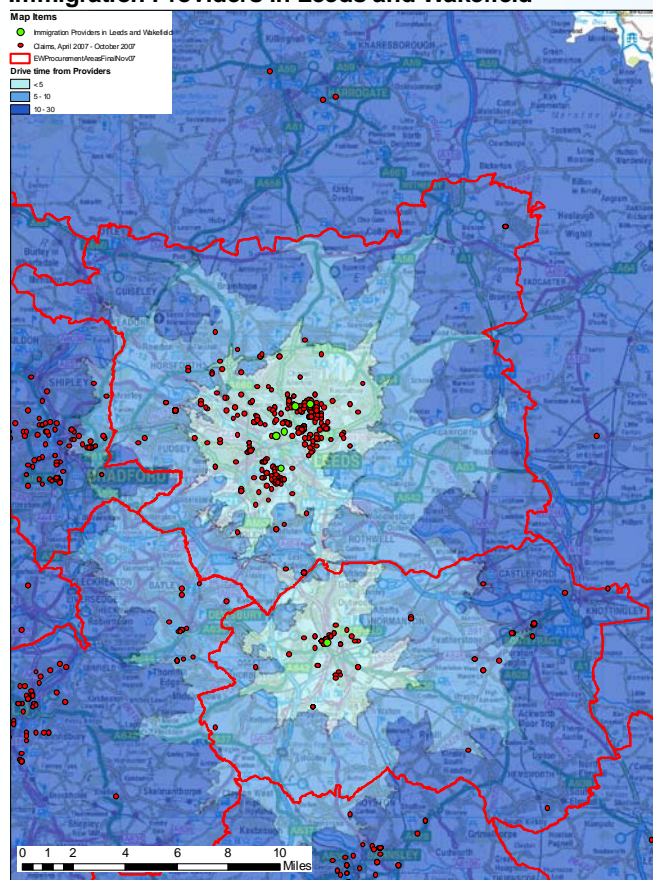
- A network of organisations (solicitors and nfps) who provide advice and representation on family and SWL problems (*debt, housing, welfare benefits, education and community care*)
- In 2006/07, we helped more than **800 000** people
- £800 million spent annually
- Traditionally providers have set up where it suited them rather than where clients need access to services

Access

- We now specify where we want to purchase services for clients
- KPI on access – 100% of clients within 45 min travel time from a family provider and 97% with 45 mins of a SWL provider
- Travel time data used to help target contracting activity alongside our needs analysis and population density models.

LSC and Public Access

Drive Time Analysis Example using ITN data:
Immigration Providers in Leeds and Wakefield



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GIS Team, Planning, Performance and Management Information: May 2008

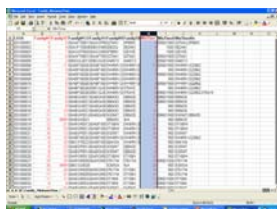
- Clients use Public transport to access clients
- Car Ownership is low among clients
- LSOA Population Centroid is the most practical substitute for the “Public”

Work Flow with the DfT

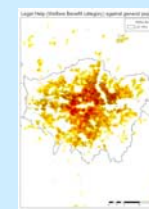
List of “Active” Legal Aid Providers (3700 Providers)

•LSOA Population Centroid
•2 x Travel times (0900 & 1500hrs)
•Nearest Provider

•List of Travel times to Nearest Provider from each LSOA & SWL type
•KPI Statistics



•GIS Analysis – Spatial Locations of LSOA areas Outside of 45 minute access



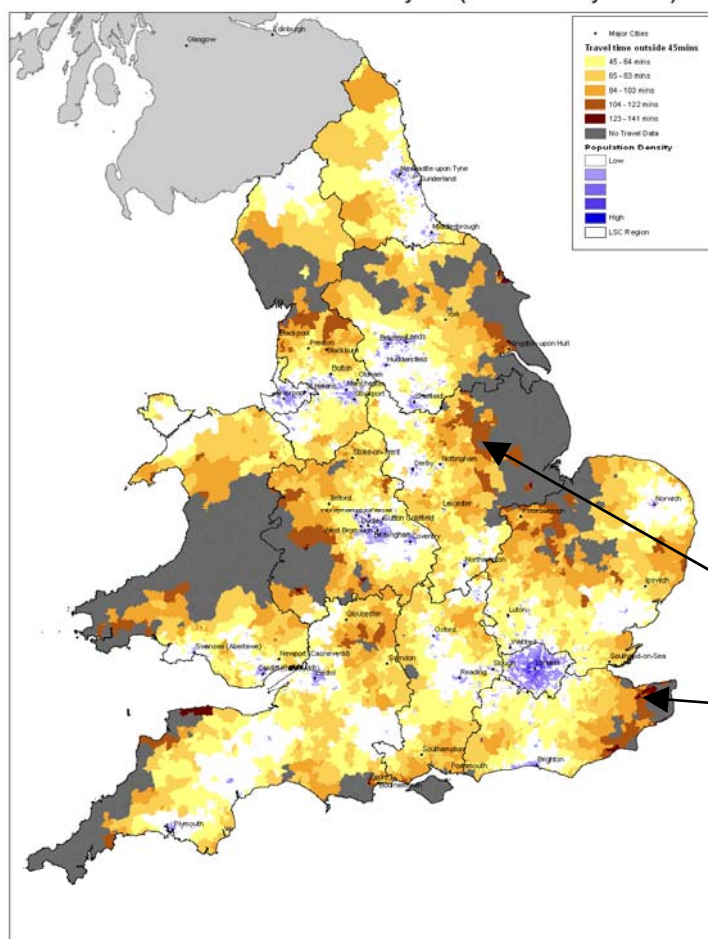
Access statistics

File Edit View Insert Format Tools Data Window Help										
U26 =U12/\$E\$6										
1	ONS 2001 Census and DWP Aug-2006 statistics									
2										
3	Country	total population	income support claimants: total	jobseekers allowance: total	guaranteed pension credit: total		Country	total population	income support claimants: total	jobseekers allowance: total
4	England	49,138,844	1,790,805	798,775	672,205		total (england)	9,287,835	156,320	70,500
5	Wales	2,903,077	126,020	44,315	41,710		Wales	1,017,094	32,310	11,800
6	total (england)	52,041,921	1,916,825	843,090	713,915		total (england)	10,314,929	188,230	82,300
7	Total population within 45 minutes of providers split by DEFRA rural/urban definition						Total no. of IS claimants within 45 minutes of providers split by DEFRA rural/urban definition			
8										
9		total population					income support claimants: total			
10	DEFRA urban/rural definition	rural	urban	total		DEFRA urban/rural definition	rural	urban	total	
11	Community Care	2,871,721	28,407,237	29,278,958		Community Care	56,725	1,194,860	1,251,585	
12	Debt	8,298,938	40,021,202	48,320,140		Debt	154,320	1,677,465	1,831,785	
13	Employment	6,052,553	36,213,323	42,265,876		Employment	105,030	1,544,730	1,649,760	
14	Housing	7,878,690	39,550,049	47,428,739		Housing	143,060	1,652,820	1,795,880	
15	Welfare Benefits	8,290,473	39,798,333	48,088,806		Welfare Benefits	153,775	1,672,935	1,826,710	
16	Any SVL	9,135,184	41,183,597	50,318,781		Any SVL	166,910	1,710,915	1,877,825	
17	Family	10,157,423	41,672,995	51,830,418		Family	185,900	1,724,845	1,910,745	
18	Any civil special	10,205,837	41,677,873	51,883,710		Any civil special	186,740	1,725,180	1,911,920	
19										
20										
21										
22	Percentage total population within 45 minutes of providers split by DEFRA rural/urban						Percentage no. of IS claimants within 45 minutes of providers split by DEFRA rural/urban definition			
23										
24		total population					income support claimants: total			
25	provider	rural	urban	total		provider	rural	urban	total	
26	Community Care	28%	63%	56%		Community Care	30%	69%	65%	
27	Debt	80%	96%	93%		Debt	92%	97%	96%	
28	Employment	59%	87%	81%		Employment	58%	89%	86%	
29	Housing	76%	95%	91%		Housing	76%	96%	94%	
30	Welfare Benefits	80%	95%	92%		Welfare Benefits	81%	97%	95%	
31	Any SVL	89%	99%	97%		Any SVL	88%	99%	98%	
32	Family	98%	99.9%	99.6%		Family	98%	99.8%	99.7%	

- Access time varies by category of law
- Family providers **99.6%** < 45 minutes away
- Housing **81%** < 45 minutes away
- Any Civil **99.7%**

GIS Analysis

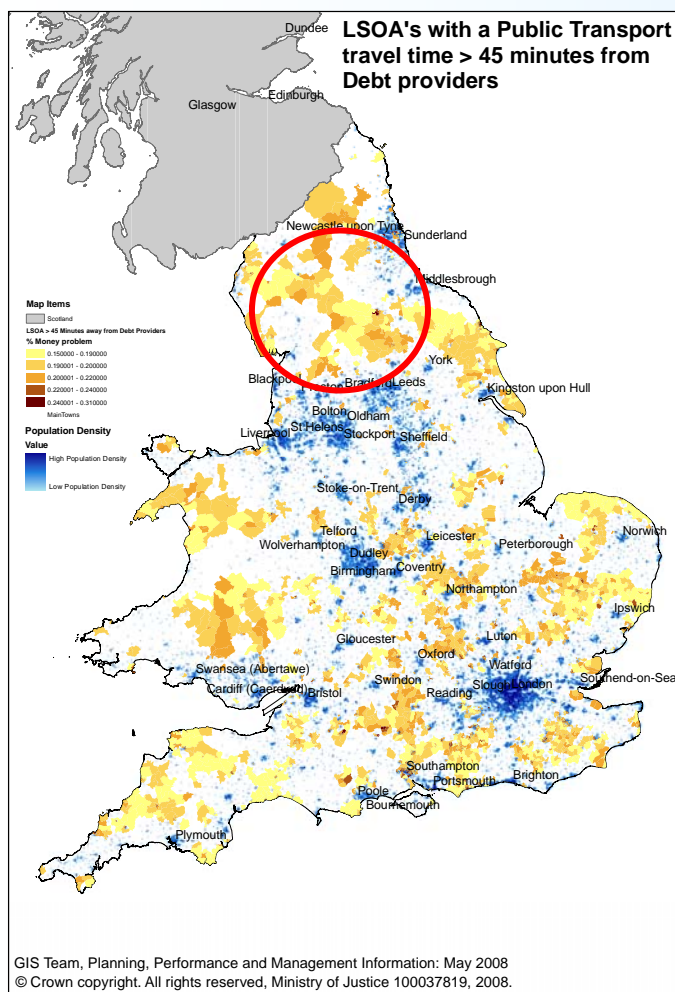
LSOAs outside of the 45min analysis (Community Care)



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GIS Team, Planning, Performance and Management Information: April 2008

- LSOA regions more than 45 minutes away from their nearest provider
- Analysis by SWL category (Community Care).
- “No data” areas
- Areas of concern are highlighted for Policy makers

GIS Analysis



- LSOA regions outside of the 45 minute commute to the nearest Debt provider.
- Legal Services Research Centre – Justiciable needs model
- Demographic data (*% of people likely to have a money problem in that LSOA*)

Issues for the future

- There is no one measure of access – it is complex and not limited to what can be measured
- It is how the data is used that counts - keep going back to what you are trying to achieve and use it as a measurement
- Practical limitations to the data and how it can be used
- LSOA population centroid is only a model of the real population

Thank you
Any Questions?

