

Unit Title

LA26 Set up and maintain client-referral systems

Summary

This Unit is for you if your role requires you to work strategically to define and agree referral and information-sharing principles within your own organisation and with other agencies.

The Unit requires you to:

- Establish client-referral and information-sharing principles and procedures to meet the needs of clients
- Set up and agree systems and procedures for client-referral and information-sharing with other agencies
- Monitor and evaluate the effectiveness of client-referral and information-sharing systems and procedures

There are 3 elements:

No	Title
LA26.1	Establish client-referral and information-sharing principles and procedures to meet the needs of clients
LA26.2	Set up and agree systems and procedures for client-referral and information-sharing with other agencies
LA26.3	Monitor and evaluate the effectiveness of client-referral and information-sharing systems and procedures

This is a new Unit that has been developed for the independent Legal Advice Sector. It has been developed in the format agreed for the NOS for Legal Advice.



Element**LA26.1 Establish client-referral and information-sharing principles and procedures to meet the needs of the clients****Performance Criteria**

To meet the standard, you must be able to:

- 1 Define and agree with others in your organisation, what would be best practice for referral and information-exchange procedures
- 2 Establish the availability of existing sources of information about alternative service provision to support referral procedures and where there are gaps
- 3 Ensure that all legal requirements and organisational ethics and codes of practice are included in the procedures
- 4 Ensure that the proposed principles and procedures are realistic and achievable
- 5 Ensure that the proposed principles and procedures are consulted upon and agreed to by others in your organisation

The skills you will need to enable you to deliver the service effectively are

- questioning
- active listening
- negotiating
- influencing and persuading
- evaluating
- decision making
- planning
- presenting information

Knowledge and Understanding

To meet the standard, you must know:

- a) Existing best practice in information-exchange procedures and how to use this to inform your organisation's agreed procedures
- b) The importance of involving colleagues in the development process and ways of doing this
- c) Different sources of information about service provision locally and nationally, including directories and websites
- d) Why it is important to ensure that the proposed principles and procedures are realistic and achievable and ways of doing this
- e) Legal and ethical requirements relating to equality of opportunity, diversity, confidentiality, data protection and security; why it is important to comply with these; and the consequences of non-compliance
- f) The importance of consulting with colleagues in the organisation and ways of doing this

Element**LA26.2 Set up and agree systems and procedures for client-referral and information-sharing with other agencies****Performance Criteria**

To meet the standard, you must be able to:

- 1 Establish effective working relationships with decision makers in other agencies providing legal advice services
- 2 Clarify the legal advice services that other agencies provide
- 3 Set up and agree the principles and procedures for client-referral and information-sharing with other agencies
- 4 Ensure that the joint referral principles and procedures are realistic, achievable and compatible with own organisation's proposals
- 5 Ensure that all relevant legal requirements and organisational ethics and codes of practice are included in the procedures
- 6 Agree processes and procedures for monitoring the effectiveness of interagency referrals and information-sharing processes
- 7 Agree processes and procedures for modifying and improving interagency referrals and information-sharing processes

The skills you will need to enable you to deliver the service effectively are

- questioning
- active listening
- negotiating
- influencing and persuading
- evaluating
- decision making
- planning
- presenting information

Knowledge and Understanding

To meet the standard, you must know:

- a) The advantages of joint-agency working in providing effective and efficient client services
- b) Factors that might adversely affect interagency working and how to overcome them
- c) The importance of establishing the services provided by other agencies
- d) Principles and procedures that should be included in the agreement
- e) How to check if proposals are realistic and achievable and why this is important
- f) Legal and ethical requirements relating to equality of opportunity, diversity, confidentiality, data protection and security; why it is important to comply with these; and the consequences of non-compliance
- g) The kind of monitoring processes that can be implemented and why it is important to monitor the effectiveness of interagency referrals and information-sharing processes
- h) Why it is important to modify and improve interagency referrals and information-sharing processes

Element**LA26.3 Monitor and evaluate the effectiveness of client-referral and information-sharing systems and procedures****Performance Criteria**

To meet the standard, you must be able to:

- 1 Establish and agree criteria for monitoring client-referral and information-sharing systems and procedures with others in your organisation
- 2 Establish and agree data gathering procedures to inform the monitoring process
- 3 Measure the effectiveness of referral and information-sharing systems and procedures
- 4 Work with colleagues to revise internal implementation procedures to improve client-referral processes
- 5 Work with colleagues in other agencies to revise interagency principles and procedures to improve referral systems and processes

The skills you will need to enable you to deliver the service effectively are

- questioning
- active listening
- negotiating
- influencing and persuading
- evaluating
- decision making
- planning
- presenting information

Knowledge and Understanding

To meet the standard, you must know:

- a) The kinds of criteria to use to monitor client-referral and information-sharing systems and procedures
- b) Ways of gathering information and data about client-referrals and sharing of information systems and procedures and how to implement them
- c) How to evaluate information gathered about client-referral and information-sharing systems and procedures and why this is important
- d) How to measure the effectiveness of the procedures
- e) Why it is important to involve colleagues in your organisation in the review and revision of internal processes and ways of doing this
- f) Why it is important to involve colleagues in your organisation in the review and revision of interagency processes and ways of doing this