

## Unit Title

**LA27                      Develop the capacity of the organisation to meet the needs of clients**

## Summary

This Unit is for you if your role requires you to work strategically to develop the capacity and capability of your organisation to meet the needs of existing and potential clients. Meeting the changing needs of clients for inclusive advice services and flexible access is an important part of the service. Doing this successfully requires you to be aware of the potential constraints of contractual obligations and funding criteria as well as the potential target client group of your organisation.

The Unit requires you to:

- Review and develop the capacity of the organisation
- Develop flexible access to the service for all clients

There are 2 elements:

No	Title
LA27.1	Review and develop the capacity of the organisation
LA27.2	Develop flexible access to the service for all clients

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****LA27.1                    Review and develop the capacity of the organisation****Performance Criteria**

To meet the standard, you must be able to:

- 1        Gather and analyse information on the size and advice needs of the population within scope of the organisation or service
- 2        Review the current and potential capacity of the organisation in terms of strategic policy and available resources to inform planning for capacity development
- 3        Work with other organisations and services to review existing advice services and identify potential gaps in provision
- 4        Develop and implement plans to maintain and develop the capacity of the organisation or service to meet the needs of existing and potential clients within the constraints of available resources and contractual obligations
- 5        Continuously develop the capability of teams and individuals to meet the identified needs of clients
- 6        Monitor and evaluate the results of actions taken to develop the capacity of the organisation or service
- 7        Record actions taken and results using appropriate systems and procedures
- 8        Comply with all relevant legislation, codes of practice, guidelines and ethical requirements relating to provision of services

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

- questioning
- active listening
- constructive feedback
- analytical
- prioritising
- decision making
- problem solving
- negotiating
- influencing
- coaching
- presenting information, oral and written
- recording and storing information

## Knowledge and Understanding

To meet the standard, you must know:

- a) How to gather information from existing and potential clients
- b) What elements of the population might be potential clients
- c) The kinds of advice services that clients require
- d) How to identify clients' needs
- e) How to review the capacity of the organisation
- f) The current and potential capacity of the organisation
- g) The contractual and resource criteria that apply to the organisation
- h) The types of actions that can be taken to maintain and build capacity in organisations
- i) The types of action that could be appropriate
- j) The types of actions that can be taken to develop the ability of teams and individuals
- k) The systems and procedures for recording actions and results in this area and the importance of using them
- l) The relevant legislation, codes of practice, guidelines and ethical requirements, how to comply with them and the consequences of non-compliance

**Element****LA27.2                    Develop flexible access to the service for all clients****Performance Criteria**

To meet the standard, you must be able to:

- 1            Gather and analyse information from existing and potential clients on their specific needs for access to the service
- 2            Take relevant action to address any issues relating to access to the service raised by existing or potential clients
- 3            Identify and implement improvements in access within the limits of available resources
- 4            Monitor the ability of the organisation to respond to the needs of clients for access
- 5            Review and evaluate the results of actions taken to develop access
- 6            Record all relevant information using appropriate systems and procedures
- 7            Comply with all relevant legislation, codes of practice, guidelines and ethical requirements relating to access for clients

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

- questioning
- active listening
- constructive feedback
- analytical
- prioritising
- decision making
- problem solving
- negotiating
- influencing
- coaching
- presenting information, oral and written
- recording and storing information

## Knowledge and Understanding

To meet the standard, you must know:

- a) How to gather information from existing and potential clients
- b) What elements of the population might be potential clients
- c) The range of issues relating to access e.g. hours of business, disabled access, information in a range of languages, availability of interpreters
- d) The types of action that could be appropriate
- e) Existing good practice that could inform potential development
- f) The resources that are available for developing access
- g) How to monitor and evaluate results
- h) The systems and procedures for recording actions and results in this area and the importance of using them
- i) The relevant legislation, codes of practice, guidelines and ethical requirements, how to comply with them and the consequences of non-compliance