

Channel Strategy: Key Milestones - Monitor

	TASK	DEADLINE	ACTION OFFICER	COMPLETED Y/N	PROGRESS
1	Agreement for funding Online CLA Gateway	End January 2012	[NAMES REDACTED]	Y	Complete Agreement in principle from MOJ Digital/ICT to fund, and project management role confirmed as being provided by MoJ Digital/ICT.
2	Submit criteria for inclusion in new contracts for providers to refer to Gateway	Mid February 2012	[NAMES REDACTED]	Y	Complete MoJ have confirmed that face-to-face providers will be required to signpost relevant clients to the gateway unless they satisfy the exemption criteria.

	TASK	DEADLINE	ACTION OFFICER	COMPLETED Y/N	PROGRESS
3	Submit criteria for inclusion in new contracts for telephone providers to signpost ineligible clients to alternative sources of help.	Mid February 2012 (original target) End-May 2012 (revised target)	[NAMES REDACTED]	Partly complete	<p>Ongoing –drafting on contracts underway- to be finalised by June.</p> <p>High level channels strategy paper confirms that operator service and telephone providers should be required by contracts to signpost ineligible clients to alternative sources of assistance. Contracts will need to be flexible enough to permit MoJ/LSC to specify those sources (e.g. as we will do for the Operator Service).</p> <p>MOJ will provide a list of referral sources to be used along with the existing sources as a minimum. However, alternative sources could also be used if these were suitable. In particular, MoJ confirmed that telephone providers will be able to continue to refer ineligible clients to other sources of assistance based on their own knowledge of the particular sector.</p>
4	Produce and agree a high level strategy paper.	End of February 2012	[NAMES REDACTED]	Y	Complete -Paper now agreed.
5	Agree ownership and future operation of CLS directory	April 2012	[NAMES REDACTED]	Y	Completed Agreed that LSC will own the data on who has a legal aid contract, MOJ Comms will own the actual directory.

	TASK	DEADLINE	ACTION OFFICER	COMPLETED Y/N	PROGRESS
6	Map customer journeys	End April 2012	[NAMES REDACTED]	Y	Completed Information provided to MOJ Comms team.
7	Complete review of external websites/telephone services.	End May 2012	[NAMES REDACTED]	Partly complete	Ongoing On course to be completed by the end of May.
8	Agree detailed specification for Online CLA Gateway	TBC by MoJ Digital Comms	[NAMES REDACTED]	N	Not yet started Initial discussions on the proposed tool held with MOJ Digital Comms/ICT. Joint Working group (MOJ Digital Comms/ICT/ MOJ Policy/LSC) for the Online Gateway to be established, first meeting TBC shortly.
9	Initial options paper on agreed Quality Standards following a request by the Co-Op to be included as a referral source (paid for service) to be prepared.	End of June 2012	[NAMES REDACTED]	N	Not yet started
10	Develop and agree new	End of July	[NAMES REDACTED]	N	Not yet started

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	messaging around mandatory gateway and Online CLA Gateway.	2012 (TBC)	REDACTED + MoJ Comms (TBC)		Precise timings subject to ongoing discussions with MoJ Comms and MoJ ICT - will also need to liaise with DirectGov going forward.
11	Present an update Paper on the Signposting Strategy to the LARIP working group.	For August meeting (TBC)	[NAMES REDACTED]	N	Not Yet Started
12	Support development of Online CLA Gateway including testing and phasing of tool	Between May 2012 and Jan 2013	[NAMES REDACTED]	N	To commence shortly. As noted above, working group to meet shortly to start work on development of the tool .
13	Start Engagement with organisations we will wish to sign-post non-eligible clients to.	Between June- Aug 2012.	[NAMES REDACTED]	N	Not Yet Started Intend to work through LSC where existing partnerships/agreements in place. Precise timings subject to ongoing discussions with MoJ Comms and MoJ ICT.
14	Monitoring point to check the progress of initial discussions with the largest providers we will wish to signpost to.	End July 2012	[NAMES REDACTED]	N	Not Yet Started
15	Secure agreement of referral sources for	End of Aug 2012	[NAMES REDACTED]	N	Not yet started

	TASK	DEADLINE	ACTION OFFICER	COMPLETED Y/N	PROGRESS
	non-eligible clients.				
16	Provide referral content to online Gateway project.	Start of Sept 2012	[NAMES REDACTED]	N	Not yet started. (Subject to project requirements)
17	Working model of the Online Gateway to be ready	End of Sept	[NAMES REDACTED]/M OJ Digital Comms/MOJ ICT	N	Not yet started
18	Initial draft of final package of new messaging around the Gateway to be ready	End of Sept	[NAMES REDACTED]/M OJ Comms	N	Not yet started
19	Produce any new communication materials for HMCTS about the mandatory gateway and Online CLA Gateway and distribute	To be ready by Jan 2013 – (the development of these will start in 2012)	[NAMES REDACTED]/M OJ Comms (with input from LSC)	N	Not yet started Precise timings subject to ongoing discussions with MoJ Comms and MoJ ICT
20	Publicise mandatory gateway using communication materials	Jan 2013- dates TBC following work with	MOJ Comms with LSC input	N	Not yet started Precise timings subject to ongoing discussions with MoJ Comms and LSC.

	TASK	DEADLINE	ACTION OFFICER	COMPLETED Y/N	PROGRESS
		MOJ Comms)			
21	Implement new strategy	April 2013	MOJ	N	
22	Deploy Online Gateway	April 2013	MOJ (JPG, Digital Comms and LAA)	N	
23	Review delivery of strategy and consider any next steps	May 2013	MOJ (JPG and LAA)	N	
24	Evaluation of Project and Closedown	July 2013 (TBC)	MOJ	N	