

ROUND TABLE ON QUALITY STANDARDS IN PROVISION OF INFORMATION, ADVICE AND LEGAL AID TO CITIZENS

Brussels, 23 February 2015, 9:30 – 13:00
Bibliothèque Royale de Belgique, Boulevard de l'Empereur 2

Background

The purpose of this roundtable is to examine different approaches to ensuring quality standards in delivering information, advice and legal aid to citizens. It is organised in the scope of the EC funded project [*Triple A for citizens, access to information advice and active help*](#), implemented in the Western Balkans and Turkey.

The aim of the roundtable is to initiate a discussion on the possible models of quality control which will be promoted by the *Triple A network*, to be set-up in course of the next two years, as a key objective of the second phase of the project. This network, European in its nature, will be open to all organisation engaged in the provision of information, advice and active help to citizens in wider Europe.

The round table will pinpoint some of the best EU practices in providing support to citizens which could be transferred to the national context of EU candidate and potential candidate states. Although the national legal frameworks across Europe differ, the provision of citizens advice should be guided by essential common principles. In addition, the RT will make a distinction between quality standards related specifically to provision of information, legal advice or legal representation and those applicable in all strands of service provision to citizens.

The speakers will also provide first-hand information on how two of the main features of EU provision of Triple A services, namely the one-stop shop principle and the signposting, work in practice.

Agenda of the Roundtable

9.15 - 9.45 Registration

9.45 - 10.00 Introduction by Assya Kavrakova, Director, European Citizen Action Service (ECAS)

10.00 - 10.25

Ann Lewis, Legal Aid Practitioners Group, UK

Why is it important to ensure quality standards in the provision of information, advice and legal aid to citizens?

10.25 - 10.50

Attila Fodor, Quality Officer, Europe Direct Contact Centre of the European Commission

How to ensure quality standards in the provision of information to EU citizens?

10.50 – 11.15 Q&A

11:15 – 11:30 Coffee break

11.30 - 11.55

Claire Damilano, Senior Legal Manager, ECAS, Belgium

Quality control principles applied in the Your Europe Advice service of the European Commission

11.55 - 12.20

Noeleen Adams, Law Centres Network, UK

An overview of Quality Assurance systems for specialist legal advice (publicly funded legal aid and representation) in the United Kingdom

12.20 - 12.45

Danielle Bloem, Past president of the legal Aid Board (Brussels Bar) and Past Vice President of the primary legal assistance Commission (Brussels Bar)

How to ensure the quality standards of legal aid in Belgium in the context of budgetary cuts

12.45 - 13:00 Q&A

13.00 -14.00 Lunch

Moderator: Kenan Hadzmusic, Senior Manager and Coordinator of the Triple A project, ECAS

The Round Table on Quality Standards will be recorded for future reference. By agreeing to take part in the round table, participants are deemed to have given their consent to be filmed and photographed, and to any subsequent reproduction, public communication and/or broadcast of the material by ECAS or any person duly licensed by it.