

www.lasa.org.uk

Lasa is a charity which delivers innovative services in the fields of **welfare rights advice, ICT (information and communications technology) and advice policy**. Our clients are mainly from the voluntary sector and statutory sector but we also work with some private sector organisations.

We can help you with:

● Welfare rights advice

Lasa is well known for its innovative projects in the field of welfare rights advice including:

Rightsnet – With millions of hits each month, our welfare rights website provides access to the most up to date welfare benefits and tax credits information on the web, including news, resources, discussion forum and jobs.
www.rightsnet.org.uk

Training – Our popular and accessible training courses cover all aspects of welfare rights advice. Our courses cover a wide range of subjects and are tailored to suit different levels.
www.rightsnet.org.uk/training

Review – Our comprehensive bi-monthly welfare benefits and tax credits publication.
www.lasa.org.uk/review

Advice Line – Advice line for London based advice workers.
Tel: **020 7247 1735**.
Hours: Monday and Tuesdays 10.30–12:30am and Thursdays 2–4pm.

Welfare Rights support service – designed to help develop advisers' skills. The service includes training and support with complex casework and client representation at social security tribunals.
Tel: **020 7247 1735**.

Specialist Support Advice line – welfare rights advice help line for agencies in Wales who either hold the LSC unified contract, the LSC specialist quality mark, the LSC general help quality mark or, in respect of the categories of mental health public law, those holding a LSC general criminal law contract.
Tel: **0845 271 3230**.
Monday to Friday 10am–4pm.

● ICT

Lasa is a recognised centre of excellence and innovation for support, information and advice in ICT developments for the voluntary sector, including:

ICT consultancy and healthchecks – for in-depth advice and practical support to help you use ICT to achieve your organisation's goals.
www.lasa.org.uk/it

AIMS (Advice and Information Management Software) – our easy to use and cost-effective client and enquiry recording software. Email us at aims@lasa.org.uk or call us on **020 7377 2806**.
www.lasa.org.uk/aims

Publications – for news, information and guidance on technology use in the voluntary sector, including ICT guides and Computanews.
www.lasa.org.uk/computanews

ICT knowledgebase – a free, comprehensive online resource of independent advice and information.
www.ictknowledgebase.org.uk

ICT suppliers directory – a free directory listing trusted suppliers of ICT goods and services for the voluntary and community sector.
www.suppliersdirectory.org.uk

Circuit riders – mobile workers who provide ICT support and strategic development to a caseload of small voluntary organisations. Lasa is the lead organisation for the UK circuit rider movement, and since 2000 we have led the development of circuit riding, running projects, international conferences, a range of seminars and training events.
www.ukriders.info

Multikulti – Our award winning website provides information, advice, guidance and learning materials in community languages.
www.multikulti.org.uk

● Policy

We are an important second tier policy resource for advisers, and campaign to promote the role of the advice sector.

We also assist organisations in making the case for independent advice provision, and help to raise the profile of advice on strategic initiatives. We provide the latest information on developments in the advice sector via
www.rightsnet.org.uk/policy.shtml