

# Insights and Learning Session

## Blended Delivery

Thursday 28 July, 9:30-11am

Via Zoom

### Agenda

#	Item	Content	Time
1		Welcome and introductions	09:30
2	Access to Justice and Blended Advice	<ul style="list-style-type: none"><li>• Key findings and recommendations and what these teach us<ul style="list-style-type: none"><li>○ Models of blended delivery and organisational experience of implementing blended delivery</li><li>○ End user experience of blended advice delivery</li><li>○ The impact of blended delivery on access to justice</li></ul></li></ul>	09:35
3	What other learning around this topic exists	<ul style="list-style-type: none"><li>• Paul Hamlyn Foundation Report: <i>How the remote delivery of immigration advice evolved during COVID: The digital and capacity implications of this change</i><ul style="list-style-type: none"><li>○ Where do learnings overlap and diverge?</li></ul></li></ul>	10:05
4	What is needed so we can we adopt, change, and develop	<ul style="list-style-type: none"><li>• Key elements of:<ul style="list-style-type: none"><li>○ Successful delivery models, and</li><li>○ Best practice</li></ul></li><li>• What environment is needed to successfully implement these changes in organisations?<ul style="list-style-type: none"><li>○ Funding</li><li>○ Leadership</li><li>○ Collaboration and partnership</li></ul></li></ul>	10:15
5	What more do we need?	<ul style="list-style-type: none"><li>• What requests, and of who, do we need to make to ensure we can adapt and change?</li><li>• What more is needed to address gaps in our understanding of this topic?<ul style="list-style-type: none"><li>○ Research, resources, leadership, facilitation?</li></ul></li></ul>	10:45
6		Meeting close	11:00