



Why refer to Community Legal Advice?

community
legal advice

John Sirodcar

Head of Direct Services

Legal Services Commission



What is Community Legal Advice?

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A free government-funded confidential advice service
paid for by Legal Aid

Provides legal advice and information via several
channels:

- **Telephone**
- **Online**
- **Leaflets**

The service covers England and Wales



What services are available online?

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www.communitylegaladvice.org.uk

- Find a specialist local legal adviser or solicitor on our **Directory**
- See if you qualify using our **legal aid calculator**
- Get legal information from over 300 recommended advice sites using **Advice Search**



What services are available online?

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www.communitylegaladvice.org.uk

- Read and print **legal information publications**
- Read our information in **multiple languages**
- The website also features an **online advice tool** which allows visitors to search for help on any topic, from faulty purchases to holiday nightmares.

Free, confidential legal advice: **0845 345 4345**

Home	About us	Your legal rights	Can I get legal aid?	Find a legal advisor
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This website offers free, confidential and independent legal advice for residents of England and Wales

Worried about benefits or tax credits?
Having problems with your child's school?
Being treated unfairly at work?

How to get legal advice ▶



Search

Search

0845 345 4345

Free advice over the phone

- Talk to us in confidence
- Mon - Fri, 9am - 6:30pm
- Translation Service
- Calls from 4p/min - callback available

Find an advisor

Search for an advisor in your area

Enter postcode

Are you eligible?



- ▶ Use our calculator to see if you are eligible for aid

Dealing with debt



Dealing with debt lorem ipsum dolor sit amet consectetur.

- ▶ Your rights when you have debt, and the protection you have from people who are demanding money from you
- ▶ Use our debt management tool to get free impartial debt advice

Leaflets



We have a range of leaflets orem ipsum dolor sit amet, consectetur adipiscing elit.

- ▶ Guide to getting legal aid
- ▶ Choosing a legal adviser
- ▶ Summary of charges and fees
- ▶ Eviction. What are my rights?
- ▶ 10 steps to sorting out your debt

Browse topics

- ▶ Benefits
- ▶ Communications and Media
- ▶ Consumer Affairs
- ▶ Education and Training
- ▶ Employment
- ▶ Environment and Countryside
- ▶ Families
- ▶ Government, Law and Rights
- ▶ Health and Social Care
- ▶ Housing and Homelessness
- ▶ Immigration and Nationality
- ▶ Leisure, Transport and Travel
- ▶ Money and Tax
- ▶ Police and Crime



What publications are available?

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31 **leaflets** providing a general guide to the law on common topics such as Divorce and Separation, Dealing with Debt and Losing your Home

Detailed **self-management guides** to DLA Appeals and Interviews Under Caution

Step-by-step guides to Legal Aid and Choosing a Legal Adviser

Call to Action guides which prompt people to take the first steps in resolving their problems.




What publications are available?

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Available online and free to order via telephone

Available in English, Welsh, Braille and audio




How do you access the telephone service?

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0845 345 4 345

- A caller can ring from 9am – 6.30pm, Monday to Friday
- Outside these times they can leave a message and they will be called back by end of next working day
- We offer three way translation services in **170** languages plus Typetalk and Minicom
- Calls are at local rate, mobile rates vary. If the caller is worried about the cost, we will call them back
- Similarly, mobile phone users can take advantage of the text call back service. They can simply text '**legalaid**' and their **name** to **80010** and then an operator will call them back.



How does the telephone service work?

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Our operators will assess the caller's needs and:

- Conduct a means assessment, if appropriate
- Transfer the client to Specialist Advisors or other help lines, e.g. CCCS or Consumer Direct
- Find local advice services
- Send out information leaflets



What specialist advice is available?


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Specialist casework by telephone in:

- Benefits and tax credits
- Debt
- Employment
- Education
- Housing
- Family (pilot)

Full casework service by phone and post; negotiate on client's behalf; can last months

Can refer cases needing representation to face-to-face

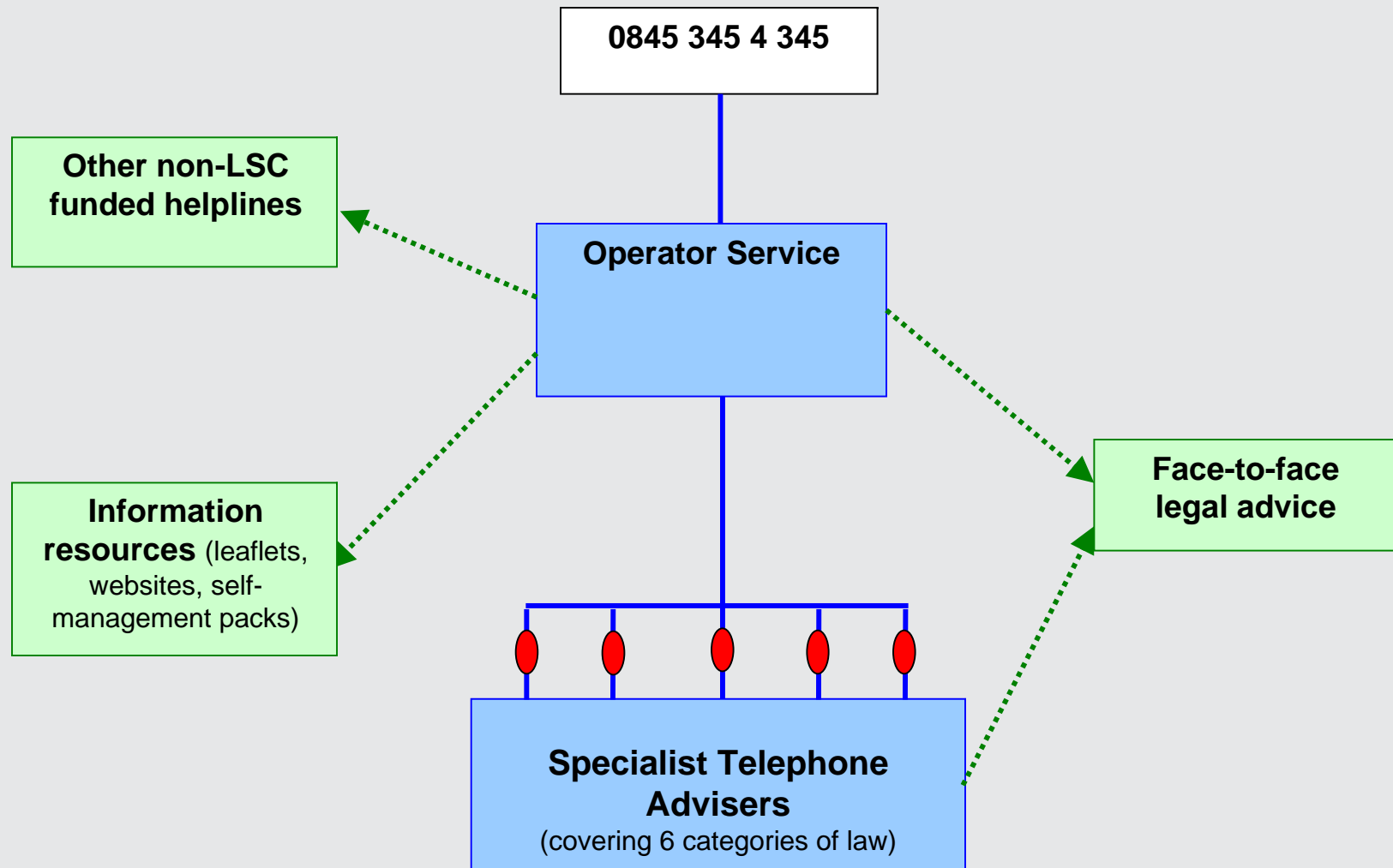



How do you know if someone's eligible for specialist advice?

As a rough guide, clients qualify if:

- They are in receipt of Income Support, Income-based JSA or Guaranteed State Pension Credit
- They have no large savings (over £8,000)
- They (and their partner) have a gross income of less than £2,530 per calendar month (£698 Disposable)

Structure of Service





How popular is the service?

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Increase in clients' cases handled from 20,000 in 2004/5 to over **111,000** cases in 2006/7 and around quarter of a million clients in 07/08

Over **50,000** calls a month. We received **68,000** calls in February 2008

3.3 million web visits a year

3 million leaflets downloaded or posted a year



What future developments are planned?

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Operators will book appointments for callers with face-to-face providers


E-mail advice for those with hearing or speech difficulties

Call back requests via the web site

Online advice tools

Expansion of family advice

Saturday opening




Why refer to Community Legal Advice?

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We meet clients' needs...

'Your service didn't just help solve my problems, it put my mind at rest as well because I was really worried and stressed out about my debts when we lost everything last year, but I feel a lot better now and I like the way you will phone back if we can't afford the phone bill - that really helps. You also helped me when I was homeless. Your service is definitely needed and great.'

Laura King, Birmingham



Why refer to Community Legal Advice?

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Our service is in-depth

- ✓ We offer free, independent specialist legal advice, not just general information
- ✓ Our specialist advisers provide the most in-depth service possible – a full casework service, short of representation
- ✓ In other words, not just initial advice but ongoing casework and negotiating with third parties (at a level of the most experienced face-to-face organisations)




Why refer to Community Legal Advice?

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Our service is high-quality

- ✓ We answer over 95% of our calls live; 80% within 20 seconds and an average time to answer of 30 seconds
- ✓ Specialist advisers are contractually obliged to obtain peer review status 1 or 2
- ✓ We only refer to face-to-face services that are quality assured



Why refer to Community Legal Advice?

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Our service is accessible

- ✓ Face-to-face services are often overwhelmed with demand, and so are many other telephone services – we can help, especially out-of-hours or at peak times
- ✓ We have capacity to take more calls and more clients
- ✓ We NEVER charge for advice and need no external funding to cope with demand




Why refer to Community Legal Advice?

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Our service is accessible

- ✓ Our service is available via multiple channels and in multiple languages. We offer 3 way translation services on the telephone
- ✓ We reach a diverse range of clients: 24% of clients identify themselves as BME and 20% identify themselves as having a disability




Why refer to Community Legal Advice?

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We are the answer for many clients

✓ Telephone services are not the answer for all clients, but for some, particularly the housebound, those who prefer the telephone or those for whom travel to a face-to-face provider is far from easy, they are a genuine lifeline



Why refer to Community Legal Advice?

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We get great client feedback in our client surveys


- ✓ 95% were 'satisfied' or 'very satisfied' by the service
- ✓ 98% said they were 'likely to, certain to or had already recommended' our service to someone else (industry average is 70%)
- ✓ 99% said their adviser was 'professional, courteous and knowledgeable'



Why refer to Community Legal Advice?

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“This service was fantastic. When I called I was very upset and didn’t know what to do. They helped me in every which way they could and now I haven’t got my problem. They sorted it out.”



Why refer to Community Legal Advice?

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“I think your service is a godsend without it many desperate people (like ourselves) would be completely lost and eventually exposed to threats and pressure from debt collectors, which would make our lives not worth living.”



What can your service do to refer clients?

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- ✓ Brief your advisers on what we can offer
- ✓ Build us into your systems as a referral option
- ✓ Contact us to set up a referral arrangement



What can your service do to refer clients?

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- ✓ Add a recorded message to your service giving callers the option of ringing us
- ✓ Stick up our poster advertising services available outside your opening hours
- ✓ Use our marketing materials to promote the service with staff and clients
- ✓ Brief your advisers/volunteers
- ✓ Mention us in your newsletters/ place a link on your website
- ✓ Give us feedback as to how we can best help your clients



We can help.

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0845 345 4 345

Text: Name and 'legalaid' to 80010

www.communitylegaladvice.org.uk