

Hammersmith & Fulham Law Centre

Sue James



Trusted Help

Outline of Session

- Crisis after LASPO
- Need for alternative ways of delivering legal advice
- Looking at Canada & Australia
- Winston Churchill Travelling Fellowship
- Trusted Intermediaries
- What`s next?

The Problem

- LASPO cuts to legal aid
- People in crisis
- Cluster of problems
- Complex needs
- People not getting the help they need
- People seeking legal advice from non legal sources

Alternative Approaches

What were other countries doing & what can we learn from them?

- Health/Justice Partnerships – Australia
- Trusted Help – Ontario, Canada

Funding & Support

- The Winston Churchill Memorial Trust awards 150 people from across the UK a Churchill Fellowship each year.
- All you need is a good idea that will benefit others
- & a plan...

`Travel to learn, return to inspire`

(Winston Churchill Memorial Trust)



Canada

- Who I went to see
- Different types of legal Clinics
- Networks
- Shared values
- Relationships
- Proximity
- Timely intervention
- Solving problems before they start
- Value in meeting a person

Trusted Intermediaries

“Information comes best wrapped in a person”

- People who are known and trusted by their clients and can be a bridge between them and the legal help they need.
- Usually front-line workers in community organisations
- Not public legal education
- Play an important role in helping people access justice
- Help people to understand the law and better navigate the system
- Legal clinics have formed productive partnerships with trusted intermediaries

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TRUSTED HELP

The role of community workers as trusted intermediaries
who help people with legal problems



Part 1: Key findings and recommendations

Karen Cohl, Julie Lassonde, Julie Mathews, Carol Lee Smith, George Thomson

Trusted Help

- Law Foundation of Ontario research:
- Many people, especially those who have low incomes, or who are vulnerable, do not receive help with their legal problems or do not find a way to the legal service providers, they need without intervention from a trusted intermediary in a community organisation.
- More can be done to link community organisations and trusted intermediaries to legal service providers.

Trusted help

- Identify the legal issue
- Provide basic information about legal rights & procedures
- Help to complete forms and documentation
- Help people to take steps to resolve a legal problem
- Accompany people to meetings and legal service providers
- Refer people to legal service providers
- Accompany people to legal hearings and tribunals

Support for Trusted Help

- Training
- Tools to support the role
- Robust referrals to legal clinics
- Connections, partnerships & collaboration are key to advancing access to justice

Connecting Ottawa



LEGAL TOPICS

- Aboriginal Issues +
- Abuse and Family Violence +
- Consumer Law +
- Criminal Law +
- Education Law +
- Employment and Work +
- Environmental Law +
- Family Law +
- Health and Disability +

Welcome to Connecting Ottawa



A site to find legal services in the Ottawa region.

1. Choose a Legal Topic from the menu to the left, or select the Resources tab from the menu above.

2. Choose a subtopic.

3. Read about relevant legal services, counselling services, and accessibility resources.

4. Connect.

Connecting Ottawa

- Two key barriers to access to justice were language and distance
- Network of legal and non-legal organisations
- Had social worker and lawyer on staff
- Built capacity for service providers
- Created a more holistic approach
- Better able to respond to complex needs of their clients

What Next?

- *“I like things to happen, and if they don’t happen I like to make them happen.”* Winston Churchill
- Funding
- Projects
- Working together
- Health/Justice next year !

Contact Details

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