

## Housing Legal Aid: The Way Forward

LAPG Annual Conference 2021 – Thursday 25<sup>th</sup> February

*An interactive session with the Ministry of Justice to discuss current issues with the Housing Legal Aid market and innovative solutions for the way forward.*

### Background

MoJ have collated a list of questions that they are interested in gaining information on at the session. MoJ are looking to gain an insight into the experience of clients and providers. They are keen to hear realistic and innovative suggestions for change to make the housing legal aid market more sustainable.

**All discussions will be treated as confidential (although anonymised examples will be used to assist policy development) and in no way does this bind the department to a particular course of action.**

### Sustainability

- If you could make one change to housing legal aid, what would it be?
- Do you have any innovative solutions on how to make the housing legal aid market more sustainable?

### Users

- How does the current housing legal aid market impact upon clients?
- What do you think the impact of the current system is on those with more complex cases vs. those with less complex issues?
- What changes to the housing legal aid system would most benefit clients?
- If housing legal aid encouraged the early resolution of housing matters, what impact would that have on the client?

### Fees

- What are the impact of current fee schemes on provider sustainability?
- How/why would raising fees solve that problem? Where should we be targeting this to be most effective?
- Is there a correlation between static fees and lower quality work? And would higher fees directly lead to an immediate increase in quality?

### Entering the Profession

- Are we seeing new lawyers coming into the profession? How does this compare to ten years ago?
- Is Housing law viewed as an attractive area to work in?
- What are the characteristics of the workforce? How does this impact the sustainability of legal aid for housing matters? *More information on the workforce would help to better inform our policy thinking.*

### Administrative Burdens



- Providers have told us that the administrative burden placed on them is too great. What are the key issues? What do you think could be changed? What impact does that have on your clients?
- We would be interested in your proposals for particular changes to administration which could ease burden on providers.

### **Lessons Learned from COVID-19**

- In light of Covid-19, what do providers think of remote delivery or alternative ways of work?
- Going forward, how do you think lessons learnt from COVID could allow us to adapt the delivery model for housing legal aid? What has worked well and what could we take forward and factor into future models? What has not worked so well?
- What has the impact of COVID been on those seeking housing legal aid?