

Access to Justice: Liverpool Advice Strategy



Liverpool



Liverpool
Access to Advice
Network



UNIVERSITY OF
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Contents

Executive Summary	3
Introduction - Why we need a strategy.....	5
1.1 Vision: No wrong door. Advice for All.....	6
1.2 Definitions:.....	6
1.3 Context.....	7
• Welfare Reform	7
• Increasing destitution	8
• Covid-19	8
• Cost of Living Crisis	8
• Immigration policy	8
• Legal Aid.....	8
Advice in Liverpool: No Wrong Door. Advice For All	9
2.1 Client journey.....	9
2.1.1 - Gateway.....	9
2.2.2 - Referral	10
2.2.3 - Advice provision	10
2.3. Identifying and Meeting People’s need.....	12
3. Current Advice Network	13
4. Conclusion.....	14
5. Guiding Principles	14
Annex 1: List of Organisations Endorsing the Advice Strategy for Liverpool	16

Executive Summary

The Liverpool Access to Advice Network (LATAN) was formed in 2020 as part of a ground-breaking project funded by Liverpool City Council (LCC), The University of Liverpool and Citizens Advice Liverpool. By working in partnership and developing a thriving community of practice, LATAN has created new forms of collaboration in the Liverpool advice sector. Its governance committee, chaired by the Law Society, has reached across the public, private and voluntary sectors. This means that LATAN is a strong, evidence-led network with which to develop a new Liverpool Advice Strategy.

This strategy document, endorsed by 32 organisations, is an important outcome from LATAN and the operational and strategic collaboration it is driving. It is intended to support Liverpool City Council (LCC) policy discussions and trigger the co-design of a truly inclusive Liverpool advice strategy that can align to LCC strategic goals and programmes. To help joint planning, it sets out a number of guiding principles and a new approach to access to advice to maximise the effectiveness of scarce resources and to build much-needed capacity in the sector.

LATAN believes that a cohesive, collaborative and accessible network of gateway and free legal advice providers will deliver earlier and more effective access to advice. This will help prevent and resolve issues we describe as people's 'everyday legal problems': serious problems triggered by life events that occur every day across our communities. These issues often require social welfare legal advice, sometimes complex advice, to break the negative cycle that these life events can trigger in people's lives.

Social welfare law advice covers a full range of 'everyday legal problems, such as: welfare rights, debt/money advice, housing, employment, immigration and family, community care and SEND. This means that free legal advice is an important policy consideration for many of LCC's strategic goals.

The strategy is set out in the following sections:

1 – Explanation of LATAN's "No Wrong Door. Advice for All" vision of free legal advice services that deliver for all Liverpool's people and communities, at a time of escalating social issues. No one should be left behind in the drive towards a city built on equality, diversity and inclusion.

2 – The definitions and context underpinning the strategy. Legal advice is a key component of decision making in numerous, complex, evolving policy areas. The strategy highlights: access to advice, welfare reform, rising destitution, Covid-19 and the link between advice and health inequalities, cost of living crisis, immigration policy and the severe cuts to legal aid.

3 – Explanation of the three stages of a person's journey to get advice to help resolve their everyday legal problems - **gateway**, **referral** and **advice provision** – that LATAN research has indicated.

4 – The important strategic contribution of research to developing the delivery of free legal advice in Liverpool. Continuing to build an access to justice related evidence base and to

share data is needed to identify and meet people's needs effectively across the various policy areas of which access to advice is a component.

5 – The document explains the valuable work of LATAN already undertaken to develop collaboration within and across sectors involved in the delivery of free legal advice, and the high economic and social value of the services delivered by its members.

6- The document concludes with a summary of the guiding principles that underpin the strategy proposal.

Liverpool Advice Strategy

This proposal is intended to open a dialogue with Liverpool City Council about an advice strategy for Liverpool. It is drafted by the Liverpool Access to Advice Network (LATAN), an independent network of advice organisations, with the support of Dr James Organ and Dr Jennifer Sigafoos from the School of Law and Social Justice, University of Liverpool. A number of mechanisms have been used to ensure that all members and other stakeholders had a chance to consider and contribute to this strategy proposal. Despite these efforts, we are aware that there will be voices missing that should still be heard. We hope this proposal leads to the launch of a collaborative process to co-design a truly inclusive Liverpool advice strategy.

Introduction - Why we need a strategy

The Covid-19 pandemic and the unprecedented cost of living crisis have underlined the importance of access to justice and the value of advice in people's everyday lives. Advice limits the impact of negative life events to the short term, and stops them worsening over the longer term and leading to multiplying problems. In extreme cases, advice at the right time can save lives.

This strategy aims to help the City of Liverpool maximise the scarce free advice available to people, and to increase capacity for advice provision. Currently demand far outstrips the availability of free advice.

Information and advice are available from a fragile, diverse ecosystem of organisations, including the Council, those from the voluntary and community sector (VCS), the Universities, and the private sector. This strategy aims for a cohesive, collaborative and accessible network of gateway and free legal advice providers to improve access to advice for people's everyday legal problems.

The Liverpool City Council Plan 2022-2025 outlines a vision for a trusted, aspirational and learning council, enabling a thriving and sustainable city for everyone. Information and advice underpin people's ability to link to and benefit from the Council's programmes and services that implement its eight strategic themes, particularly its aims of fairer employment, happier and healthier lives, and children and young people reaching their full potential. Independent advice is at the heart of delivering the Liverpool City Council Plan.

This strategy will lead to a more effective advice ecosystem that will provide better value for the resources that the Council and other funders invest. Without action to maximise access to and availability of advice, low capacity in the sector will see shortfalls exacerbate the severity and frequency of people's problems and increase the risks for them and the Council. Implementing a Liverpool Advice Strategy will build on and sustain the collaboration and developments since Liverpool Council supported the formation of LATAN in 2020.

This advice strategy proposal is developed by Liverpool's network of independent advice providers for the people of Liverpool, especially those in vulnerable groups. No one should be left behind in the drive towards a city built on equality, diversity and inclusion.

1.1 Vision: ‘No wrong door’ – Advice for All

A universal, joined up system of trusted gateway and advice providers will deliver the types and level of advice needed to reach people with particular legal needs and hard to serve populations, as early as possible, and be able to respond to specific events.

Collaboration is key to local advice services provision, so that wherever people are when they realise they have a problem that advice could help, or wherever they go to get support, that door opens up to all the services available in the advice network. It is essential that the advice network then has capacity to provide people with the level and type of quality legal advice they need.

The people of Liverpool should be at the centre of advice work. Legal advice should be available to support them to overcome their everyday legal problems, and in the process ensure that the Council is able to deliver the key strategic themes of the Liverpool City Council Plan. Helping people deal with their problems at an early stage will reduce the likelihood of reaching crisis point.

The local authority, universities and the advice network will share anonymised data, facilitate research, and inform and develop social policy campaigns. This will ensure evidence-based policy responses, use of scarce resources, and funding strategy. Funding for this work will be from sources that do not usually fund advice provision.

1.2 Definitions:

Everyday Legal Problems: At certain points in people’s lives, events occur that can create a need for advice. Genn identified these as ‘justiciable events’: ‘a matter experienced by a respondent which raised legal issues whether or not it was recognized by the respondent as being “legal” and whether any action taken by the respondent to deal with the event involved the use of any part of the civil justice system.’ (Genn, 1999:12) Her pathbreaking study built a more complete picture of unmet civil justice needs by looking beyond the cases that actually get to court.

These sorts of serious problems, which may require complex social welfare legal advice, can be triggered by life events that occur everyday across our communities; including: the birth of a child, marriage or partnership, illness and disability, gaining or losing employment, moving home or country, entering or leaving education, relationship breakdown, and death. Currie (2009) coined the phrase ‘everyday legal problems’ to describe these serious, regularly occurring problems that have a legal element linked to them. Currie considered a problem as serious once it is ‘a large enough problem that you felt it could not be easily answered or solved, and that if you ignored it there would be negative consequences.’ These legal problems are often clustered together and interact with non-legal issues, with reinforcing and amplifying negative effects. Legal advice is essential to break this negative cycle that life events can trigger in people’s lives.

Information: materials that people can use to support self-help efforts to solve everyday legal problems. These might be provided to people or be available for them to access independently.

Advice: Advice in the context of this strategy is legal in nature. It is guidance on a particular course of action to take in order to address a need, enforce rights, or to access entitlements. Advice can be given at a number of levels, the highest of which would be specialist casework or advocacy in court or tribunal.

Although all the everyday legal problems are serious to the people experiencing them, they have differing levels of legal complexity. In the Liverpool advice network research, the levels of advice that people received were defined as follows:

Level of advice offered by organisations:	
1	+ Advice
2	+ One off casework
3	+ Ongoing casework
4	+ Court and Tribunal advice and support
5	+ Court and Tribunal representation

It is important to note that numerous regulatory regimes underpin the quality of advice delivered by organisations across the network. The advice industry is heavily regulated and accreditation with regulatory bodies such as, the Advice Quality Standards (AQS) and the Office of the Immigration Services Commissioner (OISC) and the Institute of Money Advice (IMA) and Financial Conduct Authority (FCA), is a requirement to deliver indemnified advice.

Accreditation is gained and maintained through regular audits to ensure compliance with the stringent quality criteria.

1.3 Context

There are multiple reinforcing policy contexts:

- **Access to advice** – Major research studies conducted in Liverpool have shown that dramatic cuts to sources of free advice across all areas of social welfare law have had a significant negative impact on people’s lives, and on their ability to resolve everyday legal problems. (Source: Organ, et al. 2020; EHRC, 2018) This leads to financial, mental and physical health, and emotional issues. A significant number of people have multiple, interconnected problems that can lead to the most serious possible consequences, such as homelessness and suicide.
- **Welfare Reform** – Welfare policies have had direct consequences on poverty, homelessness and for people’s health, for example, the Working Capabilities Assessment (WCA) and Universal Credit (UC) that are associated with numerous health and social issues, such as suicides, mental health problems, antidepressant prescribing, and increased foodbank use. (Source: Barr et al. 2015; Arie 2018; Gitendra, et al. 2018; Cheetham, et al. 2018 and 2019; Wickham, et al. 2020) The impact of these welfare reforms has been unevenly felt across the country, with

areas of relatively greater deprivation, such as Liverpool, experiencing greater impacts.

- **Increasing destitution** – More than a million UK households experienced destitution at some point in 2019, including 550,000 children. It is estimated that households in destitution have risen by 35% between 2017 and 2019. (Fitzpatrick, et al. 2020) Liverpool is the fourth highest local authority for rates of destitution, with 1.48% of households in destitution. (Bramley, et al. 2020) A total of 48% of Liverpool residents – and 57% of children – live in neighbourhoods that are among the 10% most deprived in England (source: Indices of Deprivation 2019)
- **Covid-19** – The crisis has highlighted the connection between deprivation and health with higher rates of morbidity and mortality in more deprived areas of the UK. (Whitehead, et al. 2020) (Marmot, et al. 2020) It is also highlighted the important role of legal advice in reducing health inequalities (Organ, Sigafos and Wickham 2021; Genn).
- **Cost of Living Crisis** – The cost of living crisis has increased the prevalence of everyday legal problems, and highlighted the need for and lack of availability of free legal advice. The lack of advice is leading to severe social problems, for example, housing repossessions, homelessness and foodbank usage, which peaked at 2,568,597 people receiving food from Trussell Trust foodbanks in 2021; up from 25,899 in 2008/9. Increasing and managing income through welfare rights advice and debt/money advice are important responses to the cost of living crisis.
- **Immigration policy** – The ‘hostile environment’ is a policy designed to make life unbearably difficult for people who cannot show the right paperwork. Individuals and families caught in the hostile environment face exploitation, homelessness or poor housing conditions, exclusion from health and other services. Quantitative data from May 2022 shows a nationwide shortage of specialist immigration advice, with the North West having the highest demand for asylum and post-asylum advice in the UK. (Refugee Action, 2022) The local authority often finds itself responsible for vulnerable individuals and families who have immigration difficulties.
- **Legal Aid** – The funding available for social welfare law through legal aid was cut dramatically following the Legal Aid Sentencing and Punishment of Offenders Act in 2012. In areas of law, such as welfare rights, there is now virtually no funding for people to receive advice. In other areas of law, such as housing, community care and SEND there are advice deserts across England and Wales where there are no legal aid providers. ([Legal aid deserts | The Law Society](#) 2022) Even where legal aid contracts are available demand far outstrips the supply of advice. Despite the cuts and limited capacity, legal aid remains an important source of funding for free legal advice, particularly in complex areas such as immigration, housing and exceptional case funding. The Liverpool advice strategy should seek to maximise and increase the use of legal aid funding.

Access to justice, specifically access to advice, is an important component in enabling people to benefit from the delivery of the Liverpool City Council Plan, which is designed to redress these negative policy context.

Advice in Liverpool: No Wrong Door. Advice For All

2.1 Client journey

To achieve the strategic aim of ‘no wrong door’ for people needing advice, there needs to be a diverse range of organisations supporting the local advice ecosystem. Research has highlighted that an environment where organisations compete with one another for scarce, short term funding is not conducive to collaboration or effective delivery. (Source: Organ, et al. 2020) Funding and commissioning needs to reflect this, in order to support close collaboration between the organisations involved in the advice network, and with the Council and other stakeholders. As well as directly supporting advice provision, the Council should recognise the indirect costs of service delivery and the need to support the sustainability of the network and its members through, for example, supporting governance and fundraising activities.

There are three stages of a person’s journey to getting advice to help resolve their everyday legal problems: **gateway**, **referral** and **advice provision**. The Council needs to support the advice network at each stage, and where necessary provide funding, recognising that a fundamental challenge for the advice network at present is the capacity for giving advice.

2.1.1 - Gateway – The first step in a person’s journey to get advice is to recognise that they have a legal problem. ‘No wrong door’ means that any organisation in this network, or the public or private sector, can help people recognise an everyday legal problem and help them to access Liverpool’s advice providers. Furthermore, it recognises the value of organisations that do not give advice, or where it is only part of their remit, helping people identify that their problem may have a legal element (housing disrepair, job loss, welfare rights claim etc.) and can be helped by advice. Low legal capability in the UK (Legal Services Board 2020) means that people are often unaware that their ‘everyday legal problem’ could be helped by advice. Developing close collaboration across a trusted network of VCS organisations as part of LATAN can help people take this first step towards resolving their problem.

Multiple access points and diversity of gateway organisations means that different forms of advice seeking behaviour can be provided for, and facilitate access to advice for people with particular needs and from vulnerable groups in a fully inclusive advice ecosystem. The breadth of the advice network is a particular strength in terms of accessibility and in terms of its ability to overcome all forms of exclusion, breaking down barriers such as those relating to digital access, language, or disability.

No wrong door must also mean that the door opens to somewhere that has capacity to give someone advice at the right level. Ultimately, the aspiration is appropriate and a timely level of ‘advice for all’ that come through the door.

Guiding Principle: A trusted integrated network of gateway organisations is valuable for the advice sector and its clients presenting with everyday legal problems.

Guiding Principle: A diversity of gateway organisations to provide multiple access channels will reach more diverse communities, and enable the targeting of particular needs.

2.2.2 - Referral – A referral is the second step in a person’s journey, after the gateway organisation has helped someone identify that they have an ‘everyday legal problem’. The aim is that whenever an organisation, be it VCS, health setting or any other, thinks that advice could help someone, they know how to refer them to a place giving advice in their area of law or to that population group. This is not just signposting, which leads to referral fatigue, but an active, managed referral using a single Liverpool referral system that can be accessed by all members of LATAN. Self-referral by members of the public should be available to assist with this.

Data standards and referral protocols were established as part of the LCC funded project over the last 3 years. The appropriateness of the referral system will be kept under review. Further referral standards will be developed to increase the quality of engagement and ensure that the trusted network of VCS organisations that act as a gateway to advice are also quality assured in terms of client care and service.

Guiding Principle: *A common secure digital referral system, including a self-referral facility, for the advice network will improve the quality and speed of referrals to free legal advice.*

Guiding Principle: *Funding is needed for infrastructure and staffing for the technical transfer of referrals.*

Guiding Principle: *Integration of the advice referral system with the online directory of VCS organisation and Council services will improve the ease with which people access advice.*

Guiding Principle: *Development of the standards and referral protocols for gateway organisations increases the speed and accuracy of identifying people have a legal problem.*

Co-location of advice and non-advice support services is the strongest form of referral. This is a means of targeting advice services at particularly vulnerable people. It is key to stopping the negative spiral of interconnecting everyday legal (and non-legal) problems that people face. Liverpool’s Advice on Prescription Project is a leading UK example of Health Justice Partnerships (HJPs), which are an important form of co-location. Co-location of advice services could be rolled out at other targeted organisations, such as other health settings, schools, foodbanks and food pantries, community cafes, and disability support groups.

Guiding Principle: *Researching co-located advice services and building on Liverpool’s experience of HJPs through the pilot of new services will help target advice to those that need it most and speed up referrals.*

2.2.3 - Advice provision – The third stage in someone’s advice journey is to receive independent generalist and specialist advice services that enable them to address their everyday legal problems as early as possible at all levels of legal complexity, and enable the Council’s to achieve its strategic aims.

It is recognised that particular populations may need more or targeted support to make this happen. It is also recognised that areas of law have fluctuating demands depending on social and policy circumstances. The key areas of social welfare law identified are: welfare rights, debt/money advice, housing, employment, immigration and family.

The availability of advice services has reduced in recent years and there is high demand for the remaining services. Independence of advice series is important to people. By maximising the effectiveness of the advice sector so that people receive advice as promptly as possible, we can help prevent people from reaching crisis point. It is important to note that the strategic focus on collaboration and supporting the connection of the advice network does not directly increase the capacity of advice providers. There is also a need for a long-term funding strategy to increase capacity, and avoid the negative impacts that short-term funding has on organisational sustainability and advice provision.

It is proposed that every new Council programme or initiative should identify need and plan for the support of each step of a client's advice journey related to the strategic goals and expected activities. All Council services should have a conscious link to advice services so that their delivery is in the design of the programme itself. Our Liverpool is an example of how complex advice needs and representation were identified and funded as part of an LCC project that had a broader aim of supporting the lives of vulnerable migrants, people seeking asylum and those with refugee status.

To embed advice in its programme design, LCC should consult with LATAN members and share experiences of supporting people in Liverpool, to identify the potential advice needs of the targeted population for any given programme or initiative, and how those needs will be provided for at all levels of complexity and specialisation. It is important that the Council identifies the key directorate with responsibility for each consultation and subsequent commissioning decisions. These decisions will be informed by the evidence base as outlined in section 2.3 below.

This approach to advice service planning, based on the council's strategic aims and the network and academic evidence, will help Council funding for the advice sector be used as effectively as possible, and increase the provision of free legal advice.

Guiding Principle: *Development of a long-term network funding strategy is needed to increase advice provision in Liverpool.*

Guiding Principle: *Organisational collaboration will help maximise advice capacity and the use of scarce resources.*

Guiding Principle: *Inclusion of appropriate independent advice and identification of resources for this work as part of programme design will help all Council projects meet their strategic goals.*

Guiding Principle: *The key directorate with responsibility for implementing programmes and ensuring appropriate independent advice within them needs to be nominated.*

Guiding Principle: *Consultation with the advice network on the suitability of the advice planned for the targeted population will be beneficial for new Council programmes and initiatives.*

2.3. Identifying and Meeting People's need

LATAN has worked to identify the everyday legal problems of people in Liverpool, the gaps in the advice journey, and how best to address these gaps; through multi-sector engagement with LATAN members, the universities, the Law Society and the Council, and through successfully applying for research funding.

This extensive evidence base informs this Liverpool Advice Strategy proposal and is essential for planning the provision of advice, effectively prioritising services, and being responsive to the changing social and policy environment. LATAN members will continue to develop this evidence base through, for example, leveraging existing university research capacity and its channels to further research funding, and facilitating data sharing with the Council. This will ensure that future network decisions, particularly those relating to funding and allocation of resources, will be made using a strong evidence base.

Guiding Principle: *An evidence base of people's advice needs is needed for strategic planning.*

Guiding Principle: *Strategic prioritisation for the free legal advice sector includes consultation with LATAN on an annual basis, and is based on the best available evidence.*

Guiding Principle: *Extra resources for ongoing research in the advice sector are needed.*

Training collaboration through the network will help facilitate best practice between advice providers, and increase the ability of gateway organisations to identify advice needs and make referrals. The strong community of practice and single city-wide referral system will help build on the multiple frameworks of quality standards that exist for advice providers in Liverpool.

Guiding Principle: *A community of practice built on shared learning and information is important for the development of the free legal advice sector.*

Guiding Principle: *New resources for a network training officer to coordinate the development of training across the advice network are needed*

The Council and the advice network should collaborate on social policy work; sharing anonymised data and research. This social policy campaign work aims to reduce people's need for advice by working to change policies that impact on the prevalence and severity of peoples' everyday legal problems and their ability to access and receive advice.

Guiding Principle: *New resources for a social policy officer to coordinate evidence gathering and development of social policy campaigns are needed.*

Guiding Principle: *Alignment of data collection across the network will improve strategic planning.*

3. Current Advice Network

LCC has supported the important strides made in Liverpool in the development of the advice network in recent years. This strategy is building on the strong collaboration amongst VCS organisations and other stakeholders, and the evidence base developed.

Council-funded research identified a diverse number of organisations involved in a person's journey to getting advice, but there are a very limited number of places to get legal advice. (Source: Organ, et al. 2020) This advice ecosystem is limited, fragile and complex. The seemingly high number of organisations that are stakeholders in the free legal advice sector must be set in the context of a sector that has suffered severe funding cuts in recent years, and where the majority of organisations act only as a gateway to the limited legal advice services that remain. This has meant that significantly fewer people can be helped to solve their everyday legal problems. Even those people who can be helped are often only able to be provided with a lower level of support than they need. There is very little remaining of specialist casework for the more complex situations in all areas of social welfare law. (Source: Organ, et al. 2020; EHRC, 2018).

The free legal advice sector in Liverpool is a complex ecosystem. There are multiple interacting organisations playing an important role in trying to connect people to the legal advice they need, when they cannot afford to pay for it or are not aware it is available or beneficial. There are then a limited number of organisations providing that advice. Some organisations act as a gateway to the advice sector but do not provide advice themselves. Other organisations provide services to a particular sector of the community, and this sometimes includes advice when funding is available. Others provide free legal advice as the main focus of their activities, e.g. Citizens Advice Liverpool and the Law Centres. Some organisations, such as the Equality and Employment Law Centre and Shelter focus on a particular area of law. The critical interaction between these different types of organisations, between different areas of law, and between the legal and non-legal problems in people's everyday lives is highlighted by the increased co-location of advice services in places that combat other social issues, such as food poverty or ill health.

The advice sector provides significant social and economic benefit to Liverpool's communities and residents; for example, reducing health inequalities, keeping people in work and saving the public purse an estimated £8,000 per year for each client that receives specialist advice (Leckie, Munro and Pragnell; Pragmatix, 2021). Local authorities need to recognise and invest in the value of the advice sector network and recognise the economic impact of a well-functioning (because well-funded and effective) advice sector.

4. Conclusion

Liverpool has high levels of deprivation and high levels of demand for free legal advice in social welfare law. Austerity driven policies, Covid-19 and the unprecedented cost of living crisis have increased this demand, and disproportionately affected Liverpool. At the same time funding for advice services has reduced significantly so that demand for advice far outstrips demand, which in turn exacerbates poverty and other social determinants of health. LATAN was a collaborative response to this environment of rising demand and limited capacity to try to maximise the effectiveness of the scarce resources for free advice in Liverpool, and to try to increase those resources.

Now is the ideal time to implement a Liverpool Advice Strategy. LATAN has laid the foundations for strong collaboration across the sector between all VCS organisations and advice providers. The advice sector is working together for the benefit of its clients in terms of access to and provision of advice, research and training, funding and social policy campaigns. This means that the Liverpool Advice Strategy is based on strong foundations and can underpin Liverpool's response to the everyday legal problems people are facing in their lives, and help the Council implement its strategic goals.

5. Guiding Principles

- A trusted, integrated network of gateway organisations is valuable for the advice sector and its clients presenting with everyday legal problems
- A diversity of gateway organisations to provide multiple access channels will reach more diverse communities, and enable the targeting of particular needs.
- A common secure digital referral system, including a self-referral facility, for the advice network will improve the quality of referrals.
- Funding is needed for infrastructure and staffing for the technical transfer of referrals.
- Integration of the advice referral system with the online directory of VCS organisation and Council services will improve the ease with which people access advice..
- Development of the standards and referral protocols for gateway organisations increases the speed and accuracy of identifying people have a legal problem.
- Researching co-located advice services and building on Liverpool's experience of HJPs through the pilot of new services will help target advice to those that need it most and speed up referrals.
- Development of a long-term network funding strategy is needed to increase advice provision in Liverpool.
- Organisational collaboration will help maximise advice capacity and the use of scarce resources.
- Inclusion of appropriate independent advice and identification of resources for this work as part of programme design will help all Council projects meet their strategic goals.
- The key directorate with responsibility for implementing programmes and ensuring appropriate independent advice within them needs to be nominated.

- Consultation with the advice network on the suitability of the advice planned for the targeted population will be beneficial for new Council programmes and initiatives.
- An evidence base of people's advice needs is needed for strategic planning.
- Strategic prioritisation for the free legal advice sector includes consultation with LATAN on an annual basis, and is based on the best available evidence.
- Extra resources for ongoing research in the advice sector are needed.
- A community of practice built on shared learning and information is important for the development of the free legal advice sector.
- New resources for a network training officer to coordinate the development of training across the advice network are needed.
- New resources for a social policy officer to coordinate evidence gathering and development of social policy campaigns are needed.
- Alignment of data collection across the network will improve strategic planning.

Annex 1: List of Organisations Endorsing the Advice Strategy for Liverpool

1. 4 Wings
2. Afghans Empowerment Charity
3. Bennett Williams Solicitors
4. Big Help Project
5. The Brain Charity
6. Citizens Advice Liverpool
7. Cobalt Housing
8. Equality and Employment Law Centre
9. European Movement Merseyside (LCR)
10. Feeding Liverpool
11. Households into Work
12. Life Rooms
13. Liverpool Access to Advice Network
14. Liverpool Community Advice
15. Liverpool Charity and Voluntary Services
16. Liverpool John Moores University and Law Clinic
17. Liverpool Law Society
18. Mary Seacole House
19. Merseyside Law Centre
20. Migration Working Group - North West (MWG-NW), Edge Hill University
21. MP Dan Carden's Office
22. MSB Solicitors Ltd
23. Pagoda Arts
24. Raise Advice
25. Sahir House
26. Shelter
27. St Andrews
28. University of Law
29. University of Liverpool, School of Law and Social Justice
30. Vauxhall Law Centre
31. World Wide Wednesday
32. Your Housing