



FOR A JUST AND EQUAL SOCIETY

Everyone's rights need to be protected

We champion the work of Law Centres across the UK, support the services they provide, and campaign together on a national scale for equal access to justice for everyone.



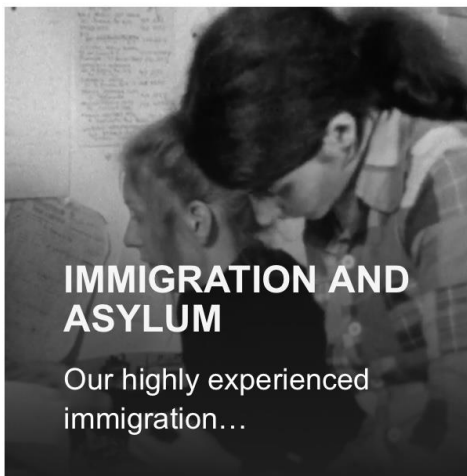
JOIN THE FIGHT FOR A FAIRER SOCIETY

SERVICES



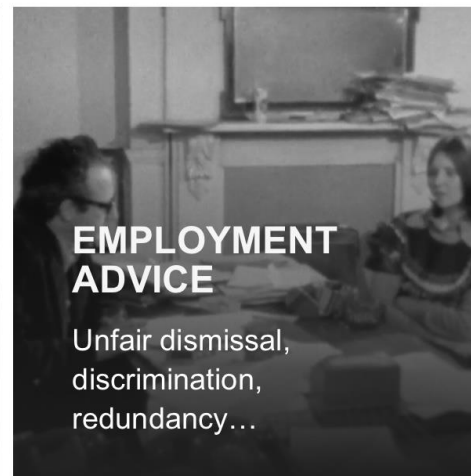
**WELFARE
BENEFITS**

We help local people to understand...



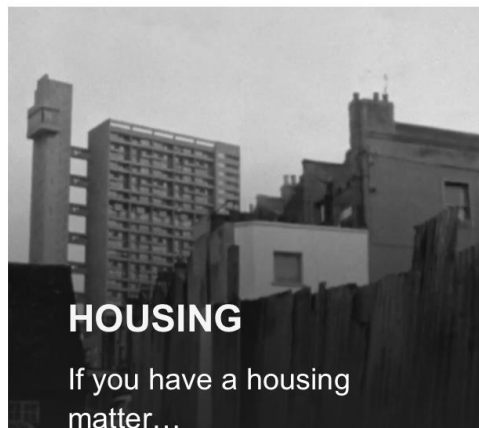
**IMMIGRATION AND
ASYLUM**

Our highly experienced immigration...



**EMPLOYMENT
ADVICE**

Unfair dismissal,
discrimination,
redundancy...



HOUSING

If you have a housing matter...



**GRENFELL
SUPPORT**

Daily legal advice Monday to...



CRIMINAL JUSTICE

Our Crime Team deals with

The HMCTS Reform Programme

What we've achieved

Reformed projects are having a significant impact on those who need our justice system, as well as helping the most vulnerable in our society. There's been widespread uptake. We've received almost 2 million digitally submitted cases to our reformed services. These include:

- immigration and asylum
- divorce
- probate
- money claims
- low-level criminal cases using the Single Justice Procedure
- government benefit appeals
- family public law cases

“Technology should help users resolve disputes easier and cheaper... it is here to stay and the legal sector is not exempt”

Sir Geoffrey Vos

Master of the Rolls and Head of Civil Justice in England and Wales

Review of Civil Legal Aid

06

Technology and digitalisation can enable better services...

- In the short-term, this could help optimise legal processes, synthesise vast swathes of information, and increase accessibility for many users
- In the longer-term, it has the potential to transform the civil legal aid system and the entire legal sector more broadly

07

... However, the use of digital and technology should not exacerbate access to justice gaps

- Many studies evidence the scale of digital exclusion (e.g. lack of easy access to laptops) for millions of people (Ofcom 2023), disproportionately among those groups most likely to seek civil legal aid
- Further, in many cases, a people-centred, face-to-face form of legal support is required to resolve civil issues

Our digital programme objectives

Law Centres **embrace digital** as a mechanism for improving client services.

Services are **better, easier and cheaper**.

LCN recognises there are **differing levels of digital maturity** across the Network. We aim to 'raise the game' for all Law Centres.

We **approach digital** through a design lens.

What have we been doing?

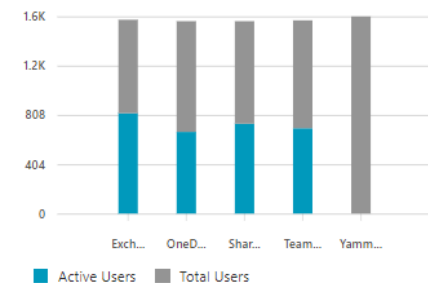
Workstream	Understand the needs of Law Centre staff and help-seekers	Equip Law Centres to become resilient and future-proof	Enable a common approach to digital innovation to be adopted across the Network	Respond to the needs of Law Centres and their communities strategically
Initiatives	<div data-bbox="170 539 409 696">Robust user research</div> <div data-bbox="270 751 510 908">Data strategy</div>	<div data-bbox="585 539 824 696">IT infrastructure Upgrade</div> <div data-bbox="705 768 944 925">Training & Upskilling</div>	<div data-bbox="1000 511 1240 668">Design System for the Network</div> <div data-bbox="1110 711 1352 868">Website</div> <div data-bbox="981 885 1221 1042">Platform</div> <div data-bbox="1128 1062 1367 1219">1:1 Digital support</div>	<div data-bbox="1537 516 1777 674">Case Management</div> <div data-bbox="1418 714 1657 871">Enquiry Desk</div> <div data-bbox="1534 919 1773 1076">Back-office</div> <div data-bbox="1414 1125 1653 1282">Other service initiatives</div>

ICT Infrastructure Upgrade

Active users - Microsoft 365 Services

877 active users

Total number of unique active users per Microsoft 365 Service

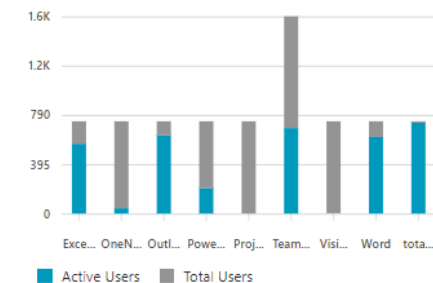


[View more](#)

Active users - Microsoft 365 Apps

729 active users ▲ 0.7%

Total number of unique active users per Microsoft 365 App

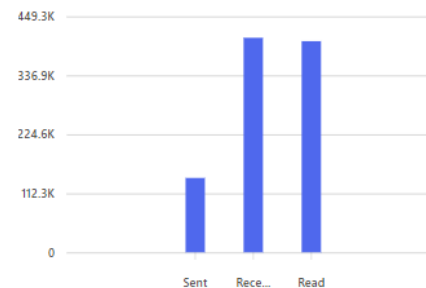


[View more](#)

Email activity

550.0K activities ▲ 3.6%

Number of send and receive actions over the selected time period

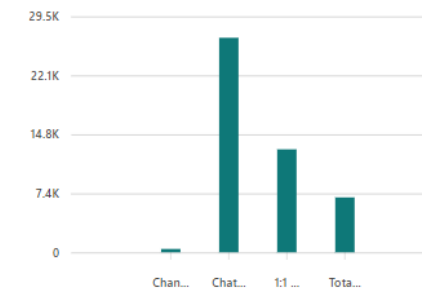


[View more](#)

Microsoft Teams activity

47.0K activities ▼ 6.5%

Total number of Teams activities over the selected time period



[View more](#)

OneDrive files

3.9M files stored ▲ 2.2%

Latest number of files in OneDrive



SharePoint files

8.2M files stored ▲ 3.3%

Latest number of files in SharePoint



Office activations

3.0K activations

Total number of Office activations over the selected time period






Yammer activity

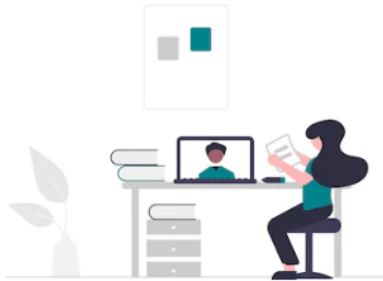
Total Yammer activity over the selected time period

Looks like no one is using this product yet




Law Centres Platform

Help Centre

-  Law Centre Guides
-  Shared Resources
-  Ask LCN






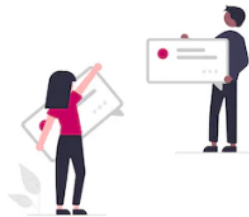
Connect

-  Find Members
-  Contact Law Centres
-  Join Discussion Groups






Get Involved

-  Network Events
-  Training Sessions
-  Current Vacancies

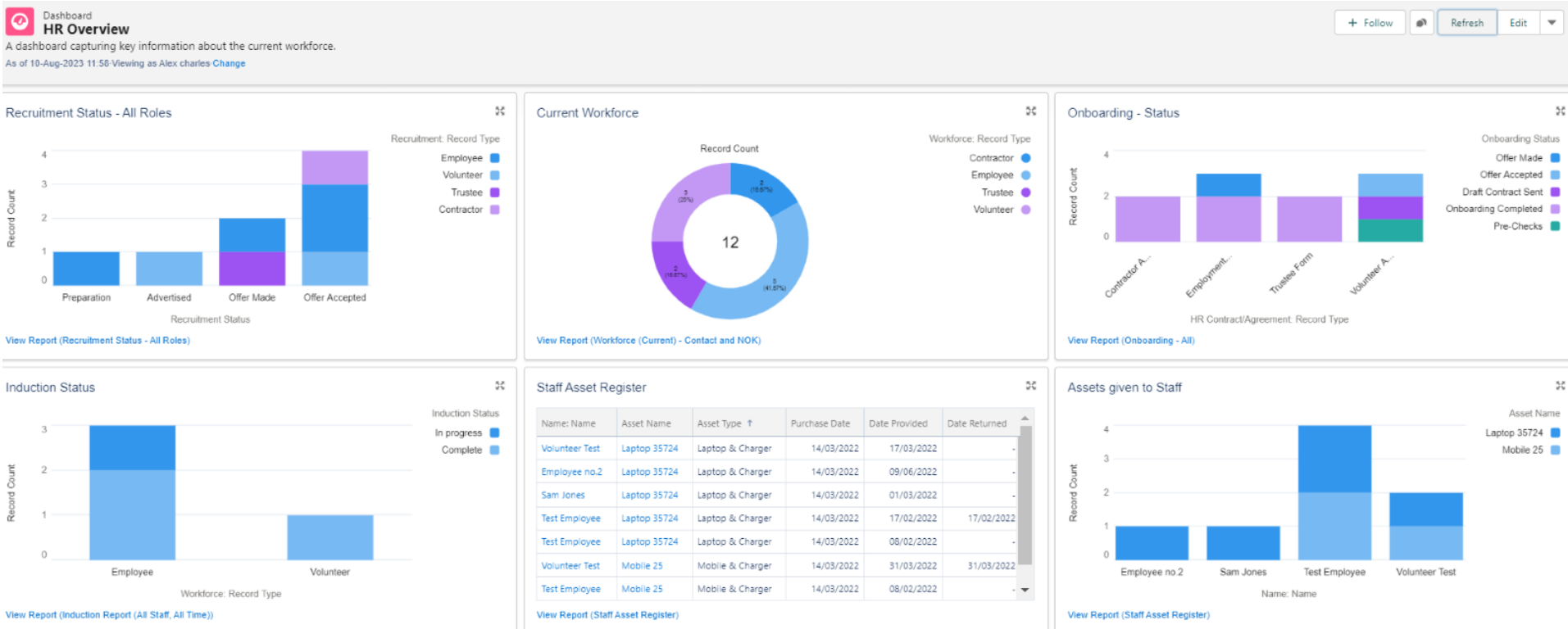


The Latest

-  Projects
-  Funding Opportunities
-  Updates from the Network

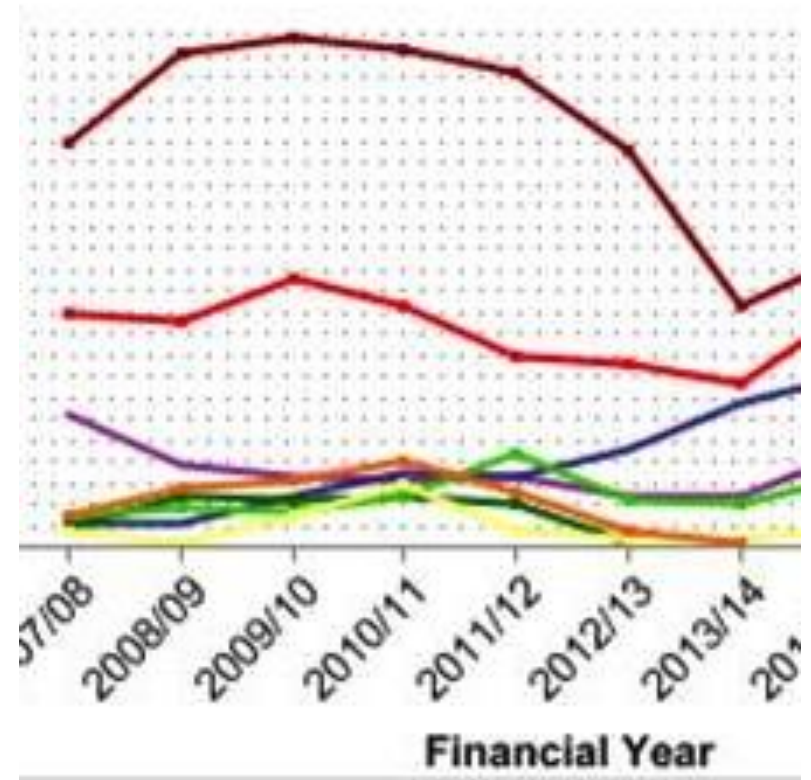


BackOffice



Uses **Salesforce** to manage back-office functions like grant, contact and volunteer management, as well as HR and other office management related tasks.

Demand Management



Funder Overview

Local Authority
Other Government



dreamstime.com



Clients

Received messages

Sent messages

Manage your centre

Send message

Search for and send messages to existing clients, view message histories, or add new clients before sending them messages.

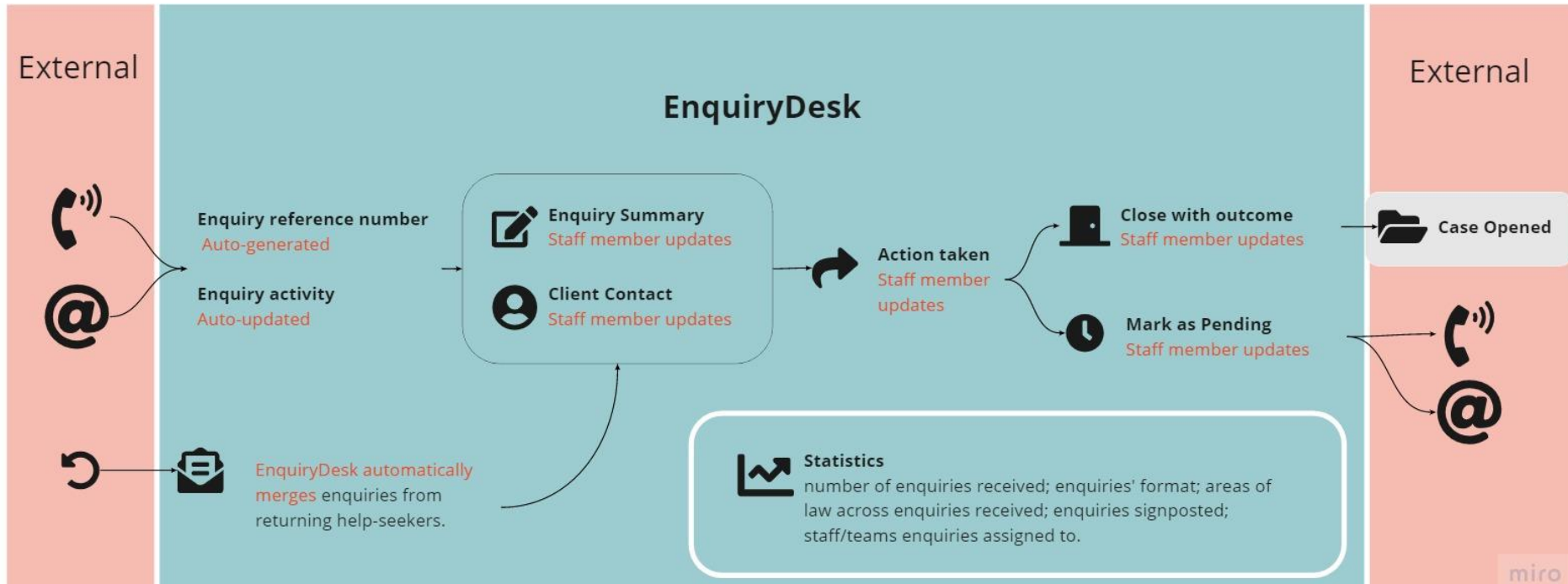
Search



New client

Name	Mobile	Sent To	Received From	Opted Out?			
Andrew Flett	+447421745395	1	0	no	Message	Edit	Delete
Julie Bishop	+74217456333	0	0	no	Message	Edit	Delete
Tori Ellaway	+447421745693	0	0	no	Message	Edit	Delete
Bob Flett	+447362837283	0	0	no	Message	Edit	Delete

EnquiryDesk



Detailed workflow

EnquiryDesk

Law Centres Network

Available

Toolbox

Your Centre

Emily MacLoud

Search...

TEAM

Example

Bob Simpson
22 Feb 11:45
#465219
Assigned to Example Team

That's everything!

#465219

Summary

Enquiry Summary

Type of enquiry...

Area(s) of law...

Postcode

Upcoming key date?

Summary, notes, and any other information

☐ Help-Seeker consents to the Law Centres sharing their details with our legal advisers for the purpose of providing legal advice, and using their anonymised data for the purpose of monitoring and evaluation.

Save

Contact Edit

FIRST NAME

Bob

LAST NAME

Simpson

SEX

male

PRIMARY PHONE

07421745695

PRIMARY EMAIL

andrew@flett.cc

Status

ENQUIRY OPENED

18 Nov 07:10

LATEST ACTION

Assigned to Example Team

LAST UPDATED

22 Feb 11:47 by

Enquiry Summary

Add contact details (name, phone, email, postcode, sex)

Add enquiry details (type of enquiry, area of law, key dates, enquiry summary)

Challenges

- It's never finished
- It's expensive
- Risky / easy to get wrong
- Data security
- Must invest in developing staff skills



Remember

- **Digital must always be about the people**



