

# Network for Justice Insights & Learning Session Tuesday 24th October 2023

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# About LATAN

- Established in 2020 as part of the Access to Justice Project
- Response to research (2018) on the effects of LASPO
- Access to Justice project aims:
  - increase access to legal advice for residents in need
  - build evidence base – mapping of the sector
- Referral system and Community of practice
- LATAN members – currently 120 organisations / 250+ individuals from those organisations
- Advice organisations, community-based support organisations, local authority, local universities, health organisations, solicitors/local Law Society

# Online referral system - Refernet

- Existing system – licence paid by network not user organisations
- Used for self-referrals during Covid – but due to level of demand for advice not currently
- 30 organisations on the system, ranging from advice organisations to solicitors, to some parts of the local authority (e.g. Benefits Maximisation Service)
- Organisations can be set up to refer only, or both make and receive referrals
- Organisations receiving referrals can reject referrals
- Only organisations making/receiving referrals can see client details

# Key barriers and challenges facing implementation

Readiness to join:

- Data sharing agreement and range of policies and procedures in place

Having a range of advice organisations joined up:

- Referrals tend to be in one direction – couple of organisations receiving most referrals

Other key issues:

- The way organisations describe themselves on the system (profiles) – can result in inappropriate referrals
- People leaving organisations – and not updating internally/with us

# The role of funding in achieving impact

- Funding needed for the licence for the system – organisations unlikely to want to pay at this point
- Resources needed to promote/work with organisations/provide training
- LATAN had funding for a Referral Engagement Lead role – that person has now moved on – only 5 months of funds left – difficult to recruit
- Need to have several years funding in place – to help recruit and retain staff, and to build up use of system

# The role of partnerships and collaboration with community organisations

- As a network – recognising that community organisations / other organisations play a key part in the advice journey for many clients
- Building knowledge of organisations through network meetings – shows range of organisations and support for clients that is available
- Ideally referrals would go both ways (from advice to other support, from support organisations to advice organisations)
- Provision of training / information to help make better referrals
- Organisations understanding pressures on advice organisations specifically – level of demand for advice very high, and currently can't be met

# Contact details

## Liverpool Access to Advice Network

For information on LATAN: latest news, events, reports, and for information on joining the network, email or visit the LATAN website:



[info@liverpoolaccessstoadvicenetwork.org.uk](mailto:info@liverpoolaccessstoadvicenetwork.org.uk)



[www.liverpoolaccessstoadvicenetwork.org.uk](http://www.liverpoolaccessstoadvicenetwork.org.uk)