

# Litigants in Person

## The service

The Litigants in Person service exists to help people who are not eligible for legal aid but have experienced domestic abuse, to secure the court orders needed to provide protection for themselves and their children or to obtain financial orders. The Litigants in Person service helps clients prepare for and understand the legal process, drafts applications, and provides support at court for no cost.

## Multi-channel access



Our service is available, face-to-face\*, over the phone and online through our email advice form – to allow clients to access help in the way that's right for them. People can self-refer, be sign-posted or referred by other agencies. \*see reverse.

## Assessment of eligibility



Has the client **experienced domestic abuse**; or other forms of GVA, *and* do they need assistance but have **no entitlement to legal aid** or are **without the financial means** to obtain legal advice?

## Level of advice



A specialist caseworker will assist clients through the court processes relating to civil injunctions (non-molestation orders and occupation orders); transfer of tenancy orders under the Family Law Act, divorce proceedings including financial orders and child arrangement orders (including referrals to mediators).

## Access to longer term support



We can also help people with other issues by signposting or referring clients to other services - within Citizens Advice or through other organisations.

## How to access the service?

### Local Citizens Advice

If a client is assessed as eligible for assistance (please complete a Legal Aid eligibility check) from the Litigant in Person project, you can refer directly via a Casebook task to the CA Taunton "P-L. Litigants in Person" task list.

We will then review the referral to determine if we can take on the casework. If we are unable to do so, we will notify you directly to discuss with your client and consider alternative options.

### Clients

Our face-to-face advice locations: **Closed at present due to Covid-19**



|                                      |                                      |
|--------------------------------------|--------------------------------------|
| <u>Taunton</u> – St. Mary's House    | Mon, Thu, Fri 10am–2pm, Tue 2-6.30pm |
| <u>Wellington</u> – Fore Street      | Mon, Thu 10am–1pm                    |
| <u>Halcon</u> – Link Centre          | Tue 10am–12.30pm                     |
| <u>Priorswood</u> – Community Centre | Thu 10am–12.30pm                     |



By calling the Somerset Advice line 03444 889623  
Monday to Friday, 10am to 4pm  
Calls cost the same as calling 01 and 02 numbers.



Online through our email advice form at [citizensadvicetaunton.org.uk](mailto:citizensadvicetaunton.org.uk)

### Third parties

Third party agencies can signpost clients to contact us in any of the above ways.

Alternatively, with your client's consent you can make a direct access referral to us online at: <https://citizensadvicetaunton.org.uk/referral-form/>

Please ensure you state that your referral is for the **Litigants in Person** project and provide as much detail about your client's advice needs as possible.



Taunton