



Ministry
of Justice



Easy
Read

Our plans to change legal aid for housing and immigration work

What do you think?



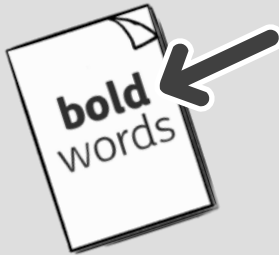
Easy Read



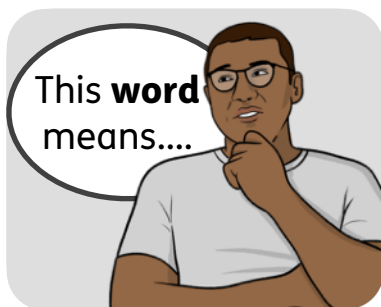
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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About this survey



This is a survey from the Ministry of Justice about legal aid.



Legal aid is a service in England and Wales that helps people who need legal advice and support.



This is for people who cannot pay for a lawyer themselves.

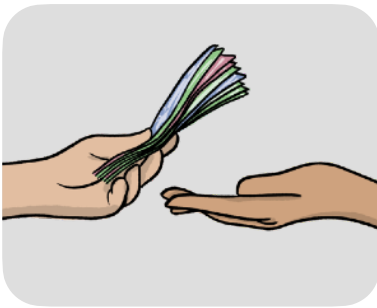


We are planning to make changes to legal aid for legal work to do with **housing** and **immigration**.

Immigration is where people move from one country to live in another country.



Some people who need legal aid for housing and immigration problems are finding it hard to get.



We want to pay more for Immigration and Housing legal aid work to help make sure enough lawyers are doing this work, and to help make sure people can get legal aid in these areas.



We would also like to find out what would improve the way that legal aid work is done.

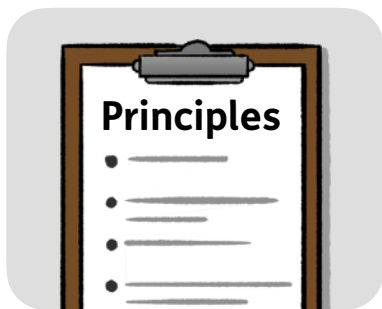


We will give you information about what we plan to do and then ask you questions about what you think.

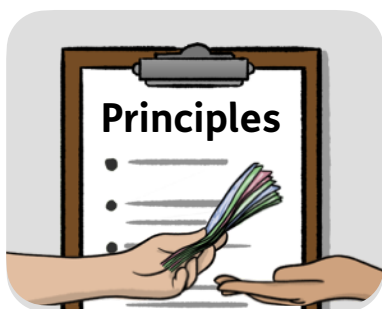


Please tell us what you think by 21 March 2025. You can find out how to tell us on page 51.

Our principles

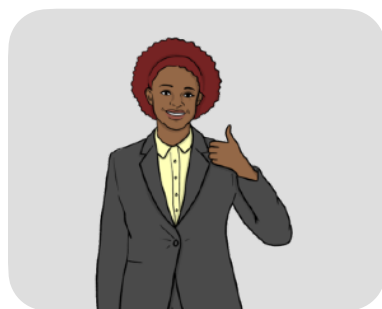


Principles are the ideas that tell you how you should do things.



When we decide how much we pay lawyers for legal aid work, we think about these principles.

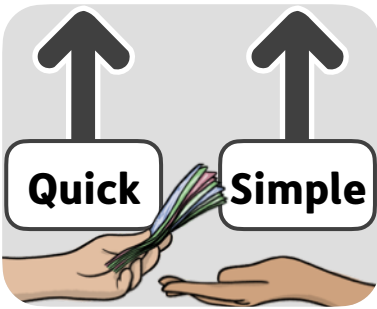
We want to pay enough for legal aid so that lawyers can:



1. Keep doing their job and try new ways of working.



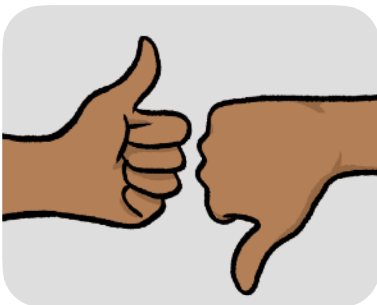
2. Give people who get legal aid good help and sort out their problems quickly.



3. Be paid in a quicker and simpler way.



4. Work in a good way that is good value for money for the taxpayer.



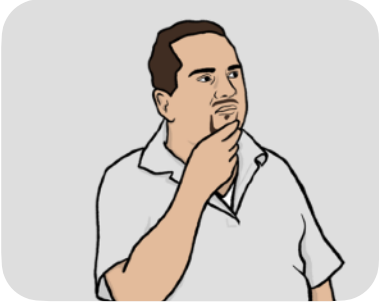
Question 1: Do you agree with our principles for how much we should pay for legal aid?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:

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Legal aid for housing and immigration work

We know that:



- Some people who have housing and immigration problems find it hard to get a legal aid lawyer.



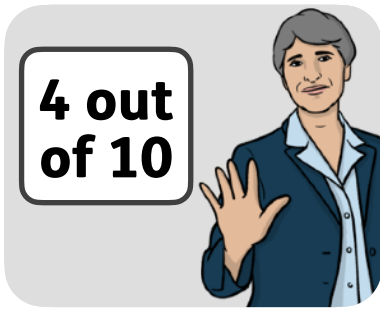
- There are fewer services to help people who might lose their house.



- The number of organisations which provide legal aid for immigration has gone down, especially in the South West of England.



Many legal aid providers say they have too many people asking for help with housing and immigration.



4 out of 10 legal aid providers say they will stop providing services in the next 5 years if nothing gets better.



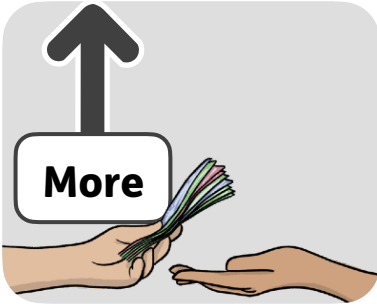
This could mean people will not be able to get help with housing and immigration.



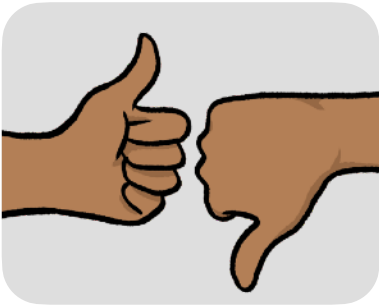
Many providers who have stopped legal aid work say they stopped because they were not making enough money.



Sometimes the amount we pay for legal aid does not cover all of the cost of doing it.



So we are planning to pay more for legal aid for housing and immigration services.



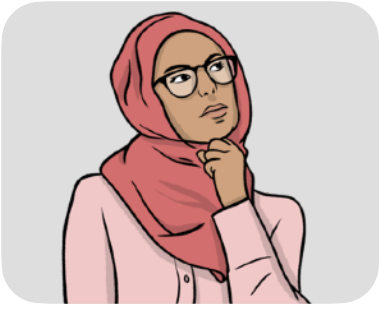
Question 2: Do you agree that we should pay lawyers more for housing and immigration legal aid work?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:

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How much we should pay for legal aid work



We looked into the costs of doing legal aid work and how much providers need to be paid to make money.



We cannot work out exactly how much every legal aid provider would need to be paid.



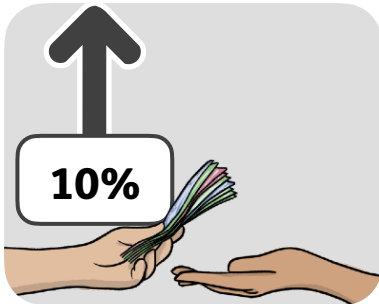
But we can work out how much would be needed for a lot of legal aid providers to make enough money.



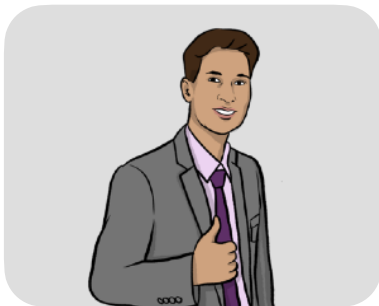
We think that housing and immigration legal aid providers outside London should be paid at least £65.35 per hour.



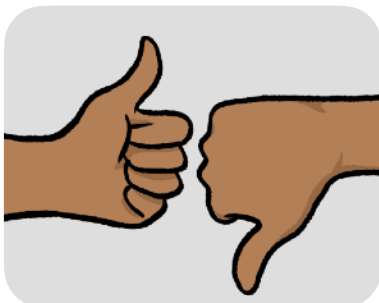
For providers in London, it would be at least £69.30 per hour.



We will also make sure that every fee paid increases by at least 10%.



We think this new amount would help more legal aid providers to carry on doing their work.



Question 3: Do you agree that providers should be paid £65.35 per hour (or £69.30 inside London) for housing and immigration legal aid work?

Yes

No

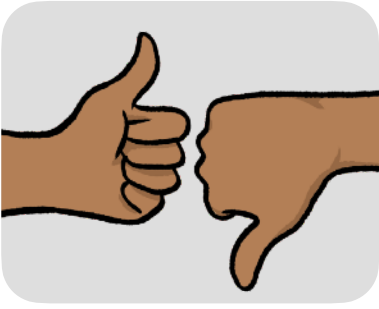
Maybe

I do not know



Please tell us why you have picked this answer:

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Question 3a: If providers already get paid above £65.35 or £69.30, do you agree they should be paid 10% more than they are now?

Yes

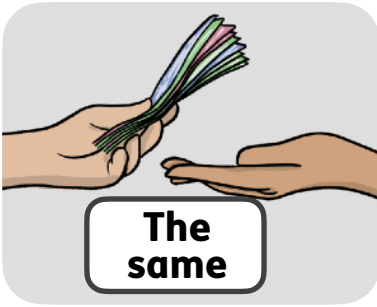
No

Maybe

I do not know



Please tell us why you have picked this answer:



We want to pay legal aid providers the same minimum amount per hour, no matter what type of legal work they are doing.



At the moment, there are different amounts, depending on if the work is advice or having a lawyer in a court case.



We think paying legal aid providers more for the advice work will help them to sort out more people's problems sooner.



This is because getting advice early can fix the problem.



People might be able to sort out their problems quickly if they can get the advice they need.

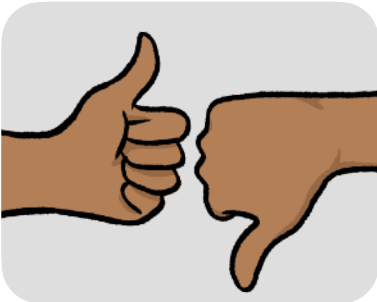
We think that paying the same minimum amount for all work will help providers:



- Do more of the advice work.



- Stop losing money on advice work.



Question 4: Do you agree that we should pay the same minimum amount for all types of housing and immigration legal aid work?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:

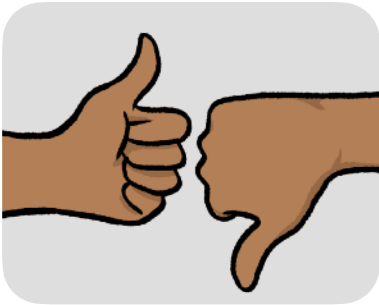
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More providers will make money from legal aid work if they are paid more for it.



There will be £20 million more going into the legal aid system if we make these changes.



Question 5: Do you agree that paying more money for legal aid work would help providers to do more of it?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:

A large, empty rounded rectangular box with a thin black border, intended for the user to provide their reasoning for their answer.

Which amounts to increase first



The way that legal aid systems work means we will need to increase the amounts paid for different types of work at different times.



We have looked at the size of the problems in housing and immigration legal aid.



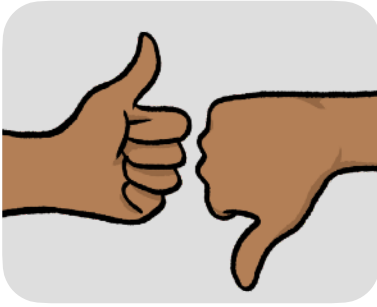
We have decided that it is most important for us to pay more for immigration legal aid work.



After that, we will increase the amount paid for housing legal aid work.



We think it will take up to 6 months to make changes to both areas after we share the results of this survey.



Question 6: Do you agree that we should increase the payment for immigration legal aid work first?

- Yes
- No
- Maybe
- I do not know



Please tell us why you have picked this answer:

A large, empty rectangular box with rounded corners and a thin black border, intended for the user to provide their reasoning for their answer.

Making the amounts easier to understand



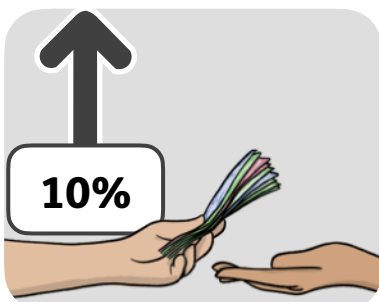
We are thinking about making the amounts we pay for legal aid for housing and immigration easier to understand.



A lot of people have said that at the moment, the system is too complicated.



This means that lawyers are spending too much time working out how much to charge. They do not get paid for this time.



We want to make sure that every amount paid increases by at least 10%.



We are also thinking about 2 ways to make the system easier:



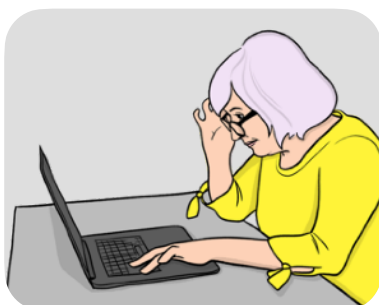
1. For 'travelling and waiting time' and '**attendance** at court or **conference with Counsel**', we want to pay lawyers half of the hourly amount for '**preparation** and attendance'.



Attendance means being at a meeting or event.



Conference with Counsel means talking to another legal professional who is helping with your case.



Preparation means getting ready for something.



2. We will pay 1 amount for writing letters and making telephone calls in **Controlled Work**, and 1 in **Licensed Work**.



Controlled Work is where a lawyer can help a client without needing permission from the Legal Aid Agency (LAA).



Licensed Work is where a lawyer has to wait for permission from the LAA before helping a client.



We will use the highest fee for writing letters and making telephone calls in each type of work and make the other fees the same as that.

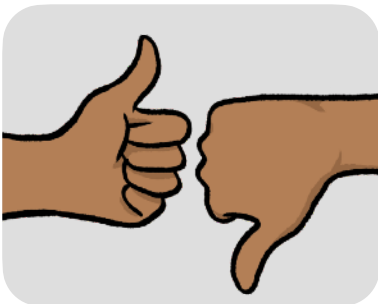
We will keep the differences between the amounts paid for work:



- Inside and outside London.



- In the higher and lower courts.



Question 7: Do you agree with how we plan to make the amounts paid for legal aid simpler in this way?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:

A large, empty rounded rectangular box with a thin black border, intended for the user to provide their reasoning.



Question 7a: Please tell us what you think about us paying the same amount for ‘travelling and waiting time’ and ‘attendance at court, or conference with Counsel’ as half of the amount paid for ‘preparation and attendance’.

A large, empty rounded rectangular box with a black border, intended for the respondent's answer to Question 7a.



Question 7b: Please tell us what you think about us paying the highest amount for sending letters and making telephone calls in each type of work.

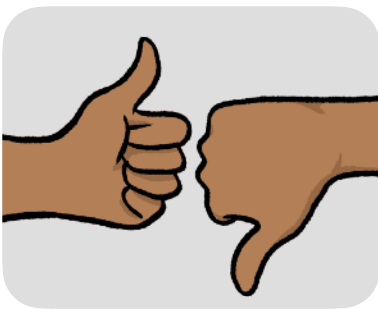
A large, empty rounded rectangular box with a black border, intended for the respondent's answer to Question 7b.

Making sure our plans are fair to everyone



You can find out how we plan to make sure our plans are fair to different groups of people in the Easy Read document:

Changes to legal aid: How we will check that our plans are fair.



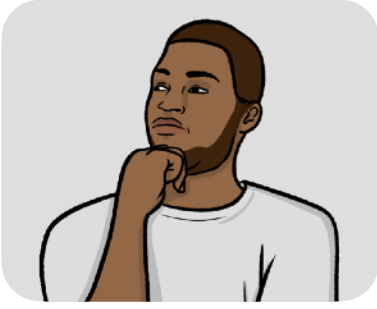
Question 8: Do you agree that we have thought about how our plans might affect different groups of people? If not, how might they affect different people?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:

A large, empty rectangular box with rounded corners and a thin black border, intended for the user to provide their reasoning.

Making legal aid work better



We want to find out how we can make legal aid work better for the people who use it.



We are thinking about how different parts of the legal aid system could be changed so they work better.

Going to a lawyer's office in person



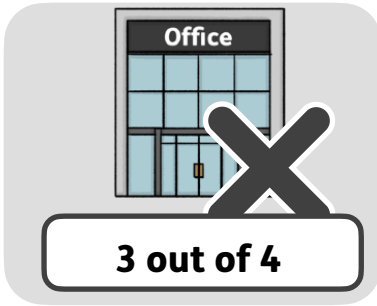
The Government rules say that someone who needs support with difficult legal aidwork must go to a lawyer's office in person to ask for help.



Sometimes the lawyer can say that the person does not need to come into the office.



But the Government rules say they can only say this for no more than half of all the legal aid cases they have.



Since August 2024, 3 out of 4 people have not had to go to the office in person because the limit has been increased for immigration work.

Letting more people ask for legal aid help without having to go into a lawyer's office might:



- Give people more choice about who they ask for help.

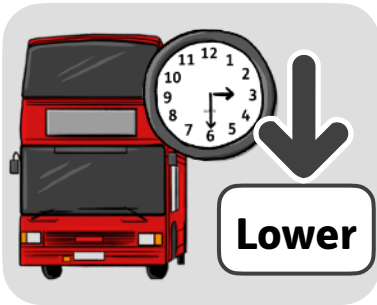


- Help improve the **accessibility** of legal aid help.

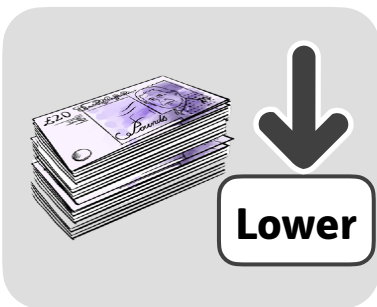


Accessibility means making something as easy to use as possible for everyone.

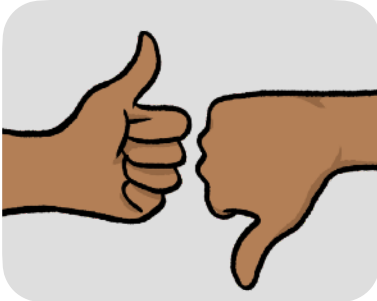
Letting more people ask for legal aid help without having to go into a lawyer's office might also:



- Lower the amount of time people have to travel to get help.



- Lower the costs of getting legal aid help.



Question 9: Do you think we should remove or lower the limit on how many people can ask for legal aid help without going into a lawyer's office?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:

A large, empty rounded rectangular box with a thin black border, intended for the user to provide their reasoning.



Question 9a: If you are a lawyer, how does the limit on who can get help without coming into your office affect how much advice you can give?

It is fine at the moment.

It causes problems.

Other.



Please tell us why you have picked this answer:



Question 9b: If we removed or lowered the limit on the number of people who can get help without coming into your office, do you think you would:

Provide more advice online.

Provide less advice online.

Provide the same amount of advice online.

I do not know or I am not sure.



Please give us any extra information about how much more or less advice you would be able to give:



We have heard that lawyers are the best people to decide if someone needs to come into their office for advice.



But that might mean lawyers start giving more advice online.



People who need to see someone face-to-face in an office might have less choice about where they can get advice.



Question 10: What do you think we could do to make sure that people who need face-to-face advice can get it?

A large, empty rounded rectangular box intended for the user to write their answer to Question 10.



Question 11: Which areas of law do you work in that have helped you to answer questions 9 and 10?

A large, empty rounded rectangular box intended for the user to write their answer to Question 11.

The offices of legal aid providers



There are some rules about where lawyers can work and how long their offices should be open for.



Most lawyers have to have an office in the area where they give advice.



7 hours a day

The office usually has to be open for at least 7 hours a day, from Monday to Friday.



We have heard that it might help some lawyers to not have to open their office 5 days a week.

But we need to make sure that lawyers can still:



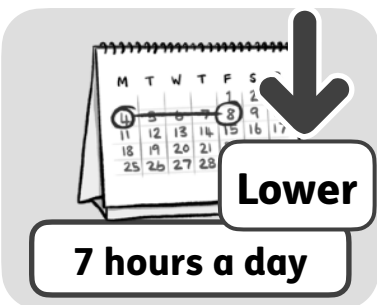
- Do good quality work and give useful advice.



- Meet people face-to-face when they need to.



We are thinking about changing the rules on lawyers' office opening times



7 hours a day

We could remove or lower the number of hours and days that a lawyer needs to open their office.

Better



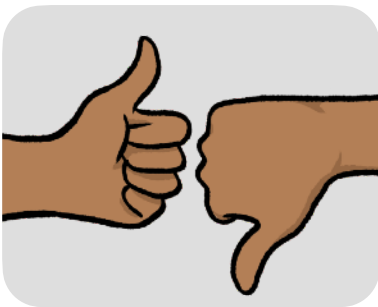
This might help lawyers to work in better ways and do their work in more places.



We do not want to remove the rule that lawyers must provide services in specific areas when contracted to do so.



All lawyers would still need to make sure there is somewhere private where they can meet people face-to-face.



Question 12: Would you want the rules about how many hours and days offices need to be open to be removed or lowered?

Yes

No

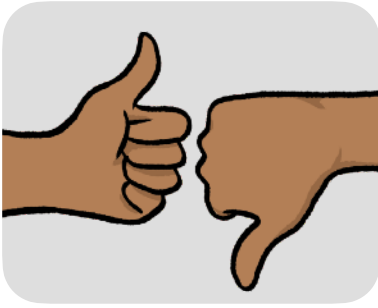
Maybe

I do not know



Please tell us why you have picked this answer:

A large, empty rounded rectangular box with a thin black border, intended for the user to provide their reasoning.



Question 13: Does the rule about having a fixed office give lawyers enough chance to work in different ways to meet the needs of people who need advice?

Yes

No

Maybe

I do not know



Please tell us why you have picked this answer:



Question 13a: If you do not think lawyers have enough chance to work in different ways, how does this affect how they give legal advice to people needing help?

A large, empty rounded rectangular box for writing an answer to Question 13a.



Question 14: If lawyers did not have to have a fixed office, how would we make sure that people could still have a safe and private place to get advice?

A large, empty rounded rectangular box for writing an answer to Question 14.

Questions about you



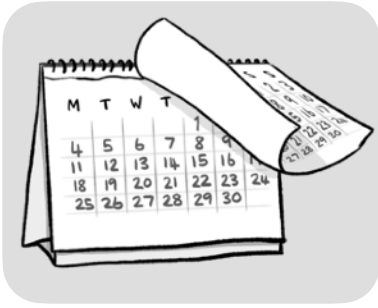
Please tell us some information about you.



What is your full name?



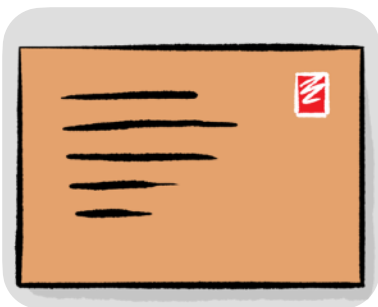
Please write your job title or describe who you are. For example, member of the public.



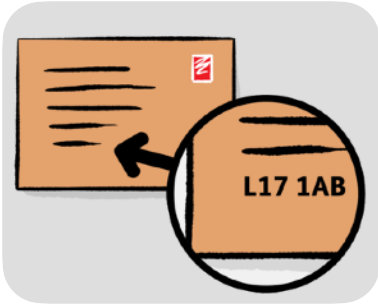
What is the date today?



If you are part of a company or organisation, what is its name?



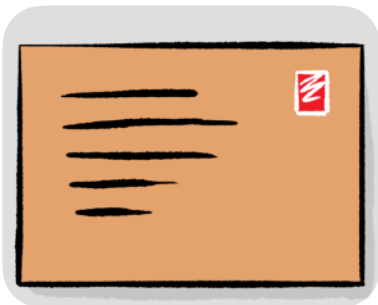
What is your company's address?



What is your company's postcode?



If you would like us to send you a letter to tell you that we have got your survey, please tick this box.



Please tell us the address that you would like us to send the letter to, if it is different from the one above:



If you have answered these questions for a group you are part of, please tell us the name of the group and describe what the group is.

How to send your survey to us



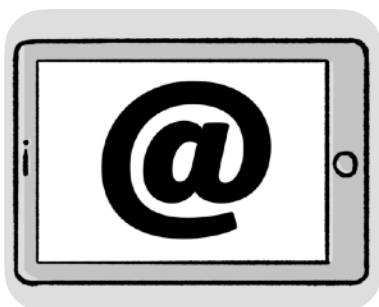
You can fill in the questions on our website here:

www.gov.uk/government/consultations/civil-legal-aid-towards-a-sustainable-future

You can also send your answers to us by:



- Post:
Civil Legal Aid Reform Policy Team
Ministry of Justice
Eligibility, Civil and Family Legal Aid Policy
102 Petty France
London
SW1H 9AJ



- Email:
civillegalaidreform@justice.gov.uk



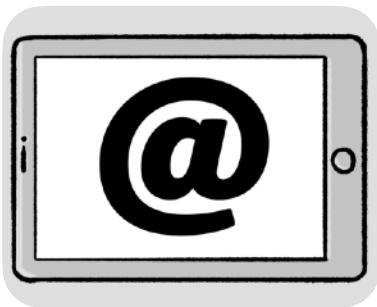
Please send your answers back to us by 21 March 2025.



If you have any **complaints** or comments, please use the contact details above.



A **complaint** is where you tell us if we have done something wrong.



If you need this survey in another way, like large print or braille, please email us:

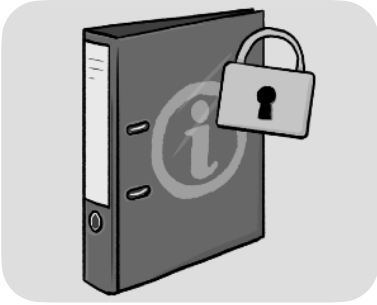
civillegalaidreform@justice.gov.uk



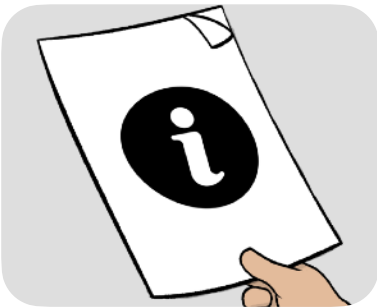
We will share the results of the survey on our website in spring 2025:

www.consult.justice.gov.uk

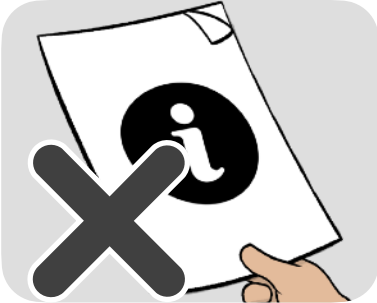
Keeping your information safe



We will keep any information you share with us safe and follow the laws about how to use your information.



We may share any information you give us.



If you would not like us to share the information you give us, please contact us to explain why.

Next steps



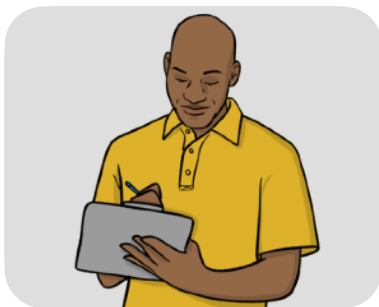
The ideas in this survey are an important step in the government supporting legal aid work in immigration and housing.



The government wants to make legal aid work better for the people who need it.



These ideas will help to make sure people who cannot afford legal help can still get it if they need it.



We have collected information from lots of different people and organisations to help us come up with these ideas.



It is important that people who work in and use legal aid tell us what they think of these ideas.



This survey is open until 21 March 2025.



We will share the results of the survey in spring 2025.



We will also tell people what we have decided about the ideas in this survey.



Thank you for taking part in this survey.

Find out more



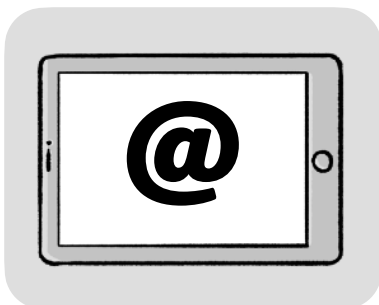
You can tell us what you think about the plans to change legal aid on our website here:

www.gov.uk/government/consultations/civil-legal-aid-towards-a-sustainable-future

You can also contact us by:



- Post:
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