



LawWorks Clinics Network Roundtable

London, Birmingham, Leeds

26th September 2019

Supported by
The Law Society





Welcome & Introductions





Guest speakers

- **Alison Lamb**, Chief Executive, RCJ Advice & Citizens Advice Islington
- **Alex Lowry**, Solicitor & FLOWS Promotions Lead
- **Mandip Ghai**, Solicitor & Rights of Women Senior Legal Officer





Flows | Finding Legal Options for Women Survivors

**Delivered by RCJ
Advice
in partnership with
Rights of Women**





What is FLOWS?

Finding Legal Options for Women Survivors

Flows offers legal advice and assistance to support both women survivors and front line workers



Who is FLOWS?

Flows partners include...

❖ Citizens Advice

❖ Women's
Aid

❖ Resolution

❖ Refuge

❖ LawWorks
network

❖ Personal Support
Unit

❖ Legal Aid Practitioners Group





What assistance can FLOWS offer?

**Family law consultancy
delivered by telephone, email,
facetime and face to face
appointments**

Telephone: 0203 745 7707

Email: Flows@rcjadvic.org.uk

**Our advice is available Monday – Friday
From 9am – 5pm**



Flows forum:
www.flowsforum.org/forum



**35 professionals joined
within a month of the
formal launch in January
2019 and there are now 212
members signed up to the
forum..**



Consensus on:

- ☐ Inconsistent application
- ☐ Lack of awareness – only recent incidents of physical violence
- ☐ Lack of special measures



Flows website:
www.flows.org.uk

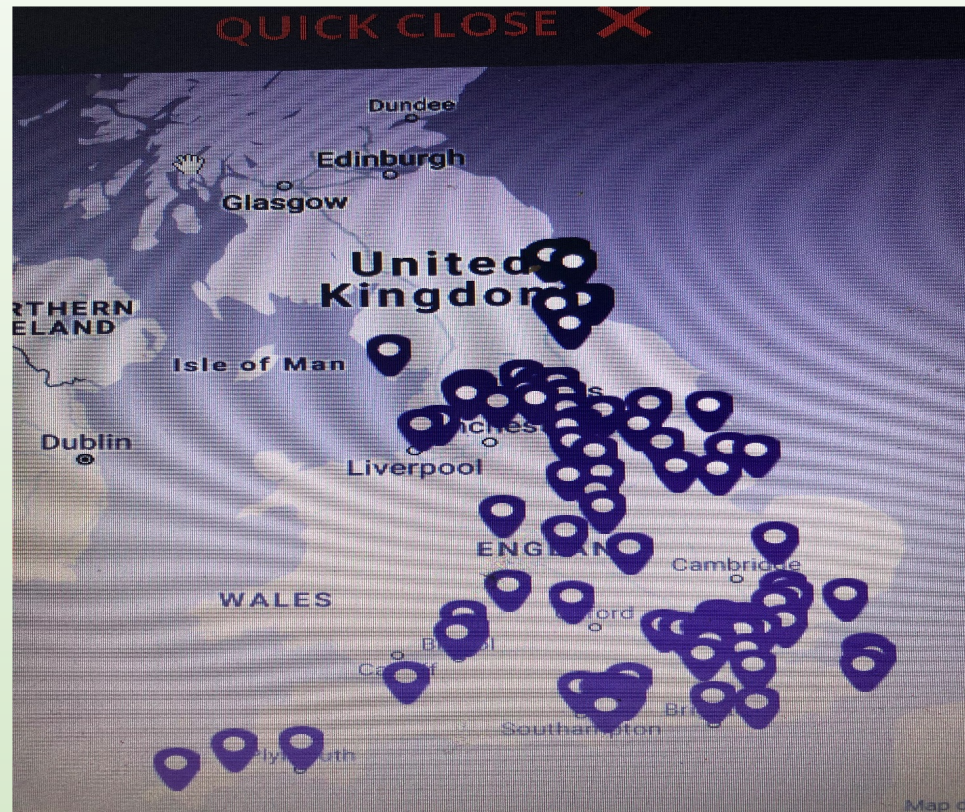


Flows website:
Information
Map of support
Map of legal advice
Invitation to use services



Flows

Finding Legal
Options for
Women Survivors



Map data
advice

RCJ Advice

RIGHTS of
WOMEN
helping women through the law



Promotion Conferences Training Visits



CourtNav

July – Development complete

**August – internal testing
including partner referrals**

September – wider testing

November – Public launch



Solicitor partners

- ✓ Experience in domestic abuse
- ✓ Able to response promptly
- ✓ Return non legal aid cases
- ✓ Engage in learning and policy points



CourtNav – Client screen

QUICK CLOSE ✕

Flows | Finding Legal
Options for
Women Survivors [Log out](#) [My profile](#)

Alex [redacted] Case no.: FLOWS-97776-807 | Status: In progress

[Your timeline](#) [Case Summary](#) [Your case](#) [Your documents](#) [Activity log](#)

PERSONAL DETAILS ▾

YOUR RELATIONSHIP WITH THE RESPONDENT ▾

YOUR SITUATION ▴

- ✓ Your situation
- ✓ Most recent incident
- ✓ First incident
- ✓ Worst incident
- Other incidents (1)
- ✓ Anything else

Non-molestation order

The court is able to make 2 types of orders: Non Molestation order and Occupation Order.

Non-Molestation: This is where a court can order abusive behaviour to stop.

'Molestation' is an old-fashioned word which is used in law and by the court to cover all kinds of unwanted, harassing and abusive behaviours.

Occupation Order: a court can use this order to decide who lives or stays in a property.

Quick close safety
feature built in

Will follow the client
down the page

If pressed it will take
the client to Google

It will save the
information the client
has put in.

Unique case number
provided to each
case

Easy to navigate between the
pages

Indicators to show what needs
to be done

Legal advice
built in
throughout

Content to
explain legal
language



More information tab
which provide
examples for further
guidance

QUICK CLOSE X

Please tell us what happened
When describing the incidents that have taken place, please remember that domestic abuse applies to a whole range of abusive acts and not just physical abuse. Click **More Information** for some examples.

More Information
The Respondent and I were at home with our daughter. The Respondent had been drinking alcohol all day and I could see that he was drunk. I know that when he has had a drink that it influences his behaviour and so therefore i usually try to avoid him within the home. In an effort to do this, i was upstairs in my bedroom with our daughter doing a puzzle. The Respondent shouted up to me and asked me to go downstairs to make him some dinner. I told him that i would be down in five minutes as i was just
Add note or question

Explanatory text
provided under
questions to
help explain the
question

Client can ask their legal
advisor a question or
add a note to them if
they require help/
clarification etc



QUICK CLOSE X

Case Summary

☒ In progress ☒ Complete ☐ Requires attention

Personal details

- ✓ Your details
- ✓ Respondent details

Your relationship with the respondent

- ✓ Your relationship with the respondent
- ✓ Children (1)
- ✓ Family court proceedings (1)

Your situation

- ✓ Your situation
- ✓ Most recent incident
- ✓ First incident
- ✓ Worst incident
- ✓ Other incidents (1)
- ✓ Anything else
- ✓ Non-molestation order

Your home

- ✓ Your home situation
- ✓ Occupation order

Going to court

- ✓ Going to court
- ✓ Your summary
- ✓ Your local court
- ✓ Your needs in court
- ✓ Legal Aid

Clear key to show clients what they have completed and what requires attention

Your documents

These are the legal documents that will be presented to the court.

Document	Preview
Application for a non-molestation order and/or an occupation order	Preview
Confidential details form (Form C8)	Preview
Personal statement (Witness Statement)	Preview

Ready to submit

Please check your documents and confirm the information is correct to your knowledge and that you are ready to submit them for review by a solicitor.

You can also add a message if you need to.

Write a note to the legal adviser.

Submit

Clients can write a note to their legal adviser when submitting their application

Clients can preview their forms once they have completed their first draft



Solicitor screen

FLAWS | Finding Legal Options for Women Survivors [Log out](#) [My profile](#)

[Home](#) [My cases](#)

You have successfully logged in

Case assignment

⚠ Ex parte application

This case is eligible for Legal aid

Started: 08/05/2019 04:05

Petitioner: Jennie Horney

DOB: 25/06/1986

Postcode: WV1 1ST

Respondent: David Jones [REDACTED]

DOB: 24/06/1986

Postcode: WS3 4NH

☐ I confirm that I have carried out a conflict of interest check*

[REDACTED]

CourtNav will notify the solicitor if the case has been assessed as ex-parte

CourtNav will notify the solicitor of the legal aid eligibility

The solicitor must complete conflict check before accepting a case



Flows | Finding Legal Options for Women Survivors

[Log out](#) [My profile](#)

Home My cases

My cases

Search Cases

Name or email

Search

Name	Email address	Status	Assigned to	View
Franca		Legal review	Alex Lowry (Solicitor)	View case

Developed by [Electric Putty](#)

[Terms & Conditions](#) [Privacy Policy](#) [About Flows](#)

Solicitors can use the search bar to locate clients quickly

Solicitors will be able to access a list of their assigned clients

Solicitors will be able to see what stage the application is at



QUICK CLOSE X

Statement example

IN THE Central Family Court

CASE NO [REDACTED]

IN THE MATTER OF THE FAMILY LAW ACT 1996

Alexandria Lowry

APPLICANT

AND

Billy Brown

RESPONDENT

FIRST STATEMENT OF THE APPLICANT

I, Alexandria Lowry, make this statement believing the same to be true to the best of my knowledge and belief and knowing that it will be placed before the court in evidence.

1. I am the Applicant in this matter and make this statement in support of my application for a without notice Non-Molestation Order.

QUICK CLOSE X

2. I am making this application on a without notice basis because I believe the respondent is likely to try to harm me. The Respondent has previously made threats to kill me. I am concerned that if he was made aware of this application, then I believe that he may seek to harm me.
3. The Respondent and I are associated persons under Section 62(3) of the Family Law Act 1996 because we are married. [REDACTED]
4. We share parental responsibility for a child, namely Jade Taylor Brown (a girl) (DOB: 05/09/2007)
5. The respondent and I began our relationship in 2000. We got married in 2001. At the start of our relationship, the respondent and I were very happy. We enjoyed each other's company and treated each other with love and respect. Unfortunately however, around 2 years into our relationship the respondent's behaviour towards me changed and he became abusive.
6. I am three months pregnant with our second child.

Statement
of truth

With/
without
notice
explained

Explains
how the
parties are
associated

Details:

- ❖ Parties details
- ❖ Court details
- ❖ Case number
- ❖ The Family Law Act

(Header layout under
construction)

Provides details of children

QUICK CLOSE X

7. The most recent incident of abuse occurred on **16/04/2019**.

The Respondent and I were at home with our daughter. The Respondent had been drinking alcohol all day and I could see that he was drunk. I know that when he has had a drink that it influences his behaviour and so therefore i usually try to avoid him within the home. In an effort to do this, i was upstairs in my bedroom with our daughter doing a puzzle. The Respondent shouted up to me and asked me to go downstairs to make him some dinner. I told him that i would be down in five minutes as I was just finishing the puzzle with our daughter, this irritated the Respondent. He shouted back and told me that if i did not get down the stairs in 1 minute that he would come upstairs and drag me down. I did not want to test him, so i got up and was about to make my way downstairs, however when i reached the landing he was already standing there. The Respondent then grabbed my hair and dragged me down the stairs by it. When we got to the bottom he pushed me to the floor and kicked me in my stomach. I was in lots of pain from the Respondents actions. I was scared and frightened about what he could have done next. I found it difficult to stand up. The Respondent dragged me up by my hair and grabbed my face. He then spat in my face an pushed me back to the ground. The Respondent then left the property.

8. The first incident of abuse occurred on **04/09/2002**.

The Respondent and i had been out with friends for the evening, and i noticed the Respondents attitude towards me change during the evening. He was ignoring me or being rude to me in front of our friends, belittling me. When we got home i asked the Respondent if he was ok and questioned his behaviour towards me. The Respondent became noticeably aggravated by my questions and he screamed at me and told me to shut up. I was upset by this as i did not know what i had done wrong, i told him i wanted to make things better. With this, he turned around and pinned my up against our front room wall. He grabbed me by the throat and called me a slut, he told me that he saw the way i was looking at his friend and accused me of having an affair. He hurt me, i was finding it difficult . When i was eventually able to talk, i denied the Respondents accusations as it was simply not true and then the Respondent threw me to the floor and told me not to lie to him. He was smearing at me in my face and told me that I was not allowed to stay in our bedroom. The Respondent then left the front room and locked me in there for the night. The Respondents behaviour towards me left me feeling hurt, shocked and confused. The Respondent had never treated me in this way before and this was the first time that I felt abused by him. This was incredibly difficult for me to understand, as I never thought that the Respondent would treat me in such a way. The Respondent apologised to me for his behaviour. He told me that he did not mean it and that he would never treat me that way again. I truly believed the Respondents words he/she looked very upset about what had happened and therefore I decided to accept the apology and give the Respondent a second chance.

I did not report the incident because i was suffering from low self-esteem and found it difficult to reach out.

Provides
full details
of
incidents
described

Details whether
the incidents
were report to
police or other
professionals

If a client also applies for an occupation order, all relevant information supporting that application will also be included.

E.G.-

- Why it is necessary
- Do they have anywhere else to live
- Their financial resources
- Who the children will be living with etc.

9. The worst recent incident of abuse occurred on **05/06/2005**. This incident is ongoing. When became pregnancy with our daughter, i had to give up work. This was a joint decision between the Respondent and i, even though i was initially cautious of doing this, the Respondent convinced me that it was the right thing to do. He told me that he would support us financially. Unfortunately, this is not what happened. The Respondent has financially controlled me since this date, on numerous occasions he has left me in the house with our daughter without food or money. I have been left helpless and left to starve. He constantly tells me that if i leave the property without his permission then he will kill me. This behaviour continues and it makes me feel helpless and alone. I also feel ashamed that i can be controlled in this way. I am also scared for my life, the Respondent is unpredictable and therefore i feel that there is a real possibility that he could carry out his threats to kill.

I have been unable to seek help because the Respondent has isolated me from my friends and family. He has left me with no one to speak to, to ask for any sort of help.

10. Another incident occurred on **13/05/2018**. The Respondent threatened to kill me. He sent me a text message and told me that if i do not do what he tells me to do, then he will kill me. The Respondent's actions towards me made me scared for my life. I was in pain and very upset. The Respondent later apologised and told me that he did not mean it.

I felt helpless, i felt that no-one would believe me. I was also scared that if i did speak out then the Respondent would kill me.

11. I am very scared of the Respondent and what he is capable of. The Respondent is well aware that his constant harassment of me is emotionally abusive and i can no longer live with the fear of further harassment from him. Due to his unpredictability and substance misuse, I feel that protection from the court is necessary to try and stop the Respondent's behaviour from escalating and protect my child and me from potential further harm. I have lived for many years under the same roof as an alcoholic. This is dangerous for my children. I need to be able to protect my children and feel that i am only able to do so with the assistance and protection from the Court.

I believe that the facts in this statement are true and to the best of my knowledge and belief.

Signed

Dated

Opportunity to provide details on as many incidents as necessary

Closing summarising paragraph

Statement of truth

Sign and date



Client Journey

Referral app
Advicenow video

[https://www.youtube.com/watch
?v=xto54je-ChY](https://www.youtube.com/watch?v=xto54je-ChY)





Impact assessment

- ☐ Front line workers better able to support & help women survivors to access legal remedies
- ☐ Legal specialists access clients & resources quickly in order to pursue best legal remedies
- ☐ Women survivors are safer through legal remedies
- ☐ Benefits are gained through FLOWS both at a practice & policy level



LawWorks Update

- New Clinic Support & Development Officer, London and South East – Caroline Bullen
- Training
- Tools and resources





LawWorks Training

Details of our upcoming training events for September to November 2019 are available on the website:

Filter by

Event Type

Training ▼

Region

- Any - ▼

APPLY

**For solicitors and
volunteers**

Legal aid and pro bono

Get involved

Training and events

Resources

PLEASE NOTE: To register for the training you will need to login

Supported by
The Law Society





LawWorks Training

Upcoming training:

- **Employment: Introduction to disability discrimination**
 - 3rd October | Greater London
- **Welfare benefits: An introduction**
 - 9th October | Greater London
- **Employment Law Litigation**
 - 21st October | Wales
- **Webinar: Small claims**
 - 21st November | Online





Tools/Resources

- **OurFamilyWizard** - <https://www.ourfamilywizard.com/>
 - Co-parenting app to help manage communication, schedules, expenses and payments.
- **Baobab Connect** - <https://baobab.law/>
 - Case management tool for pro bono clinics and volunteers. Allows all parties to keep communication in one place, track cases, upload files/documents, time manage/manage teams and measure impact





Any other business

- Attendance/feedback survey





Clinic Team

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Thank you

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