



FOREWORD

Professor Alan Paterson, Chair, International Legal Aid Group

Here is the next ILAG Newsletter – crammed full of interesting developments from a technology round up to fascinating research on tracing the customer journey in the Netherlands. I am greatly indebted to Peter van den Biggelaar (ILAG Co-Vice-Chair) for his energy in stimulating the items in this issue and putting the newsletter together. Happy reading!

RECENT PHD RESEARCH ON FRONTLINE LEGAL AID AND PREVENTION IN BELGIUM/FLANDERS

**Bernard Hubeau, Supervisor / Promoter
of Steven Gibens' PHD**

Our colleague and active member of ILAG, Steven Gibens, presented his PhD at the University of Antwerp, the 14th of June 2018. The title is: "Access to Justice and a Policy on Preventive Legal Aid in Flanders: towards a Sociolegal Practice?" It is well known every university has its own *modus operandi* about the public defence of the thesis. At the university of Antwerp, the candidate has to present the central elements of his research briefly. We can summarize this as follows.

Access to justice is conceived as a fundamental right and a necessary component of a democratic State organized according to the rule of law. It can be defined as access to just and fair solutions for judicable problems of citizen whenever a legal need is perceived. While judicial problems include a legal component, they are not limited to this dimension and often

include a social component. Frontline legal aid is essential in the access to justice discourse. There are two types of frontline legal aid. The first type is traditional frontline legal aid provided by private lawyers and focused solely on legal assistance. The second type is socio-legal aid, which refers to a group of legal service providers who act as experts in dealing



with problematic situations beyond the scope of traditional legal aid. In recent

years, frontline legal aid has been the topic of political debate in Belgium and subject to policy changes when in 2014 the competence for frontline legal aid has been transferred to the jurisdiction of the French-speaking and Dutch-speaking Communities. This research aims to clarify how frontline legal aid is organized and whether or not it is successful in facilitating access to justice for citizens.

Frontline legal aid is often described in various models: the charity model, the judicare model, the welfare model, complex mixed models and finally, we discerned a fifth model, the e-Justice model. These models reflect the balance of power between the various service providers within the legal aid system. In modern-day society, focus is shifting from the knowledge worker and the legal profession as key to the organization of (socio-)legal aid to the tasks and services that must be delivered to the citizen. As a result, non-legal professionals are increasingly important in providing frontline socio-legal aid and an era of post-professionalism has begun.

The research of Steven Gibens firstly looked at the traditional institutions that provide access to justice, namely the House of Justice and the Commission for Legal Aid. It became apparent that in daily practice, both institutions have failed to deliver the service the legislator intended. Secondly, a qualitative observation of the practice at the outreach centres in Leuven and Tienen was carried out. These outreach centres were a pilot-project of the local Commission for Legal Aid and the community centres (CAW) to reach the most vulnerable citizens. Finally, a quantitative pilot-project was set up in order to gain insight in the online behaviour of citizens confronted with legal problems. The results showed that online legal aid is slowly gaining momentum. It can be expected that in the future, more and more citizens will turn to

online platforms for information or even to compile legal documents and submit an application to the court.

The research comes to the conclusion that a lot of work still needs to be done to provide coherent and qualitative access to justice for all citizens, because currently there is no general policy framework regarding the different institutions that provide access to justice and therefore there is a lack of integrative approach. As such, new public management has not (yet) reached the field of socio-legal aid. In order to improve access to justice through frontline (socio-)legal aid, five recommendations are drawn up which should serve as guidelines to the policymaker. The five central recommendations focus on collaboration and interaction between policy makers, professionals and users of legal aid (1), on clear lines and corresponding missions (2), on the need for professionals for the legal services and the social services and the corresponding skills (3), on the need for a strong, clear and common legal framework (4) and –last but not least- on the role of the legal aid users in developing appropriate ways to deal with legal problems and sound solutions (5).

After the presentation of his findings,



Steven had to deal with a lot of questions from the six jury members about the used methodology, about the structure, about the conclusions and about the policy recommendations. However, every jury

member was very excited about the work done by Steven, especially the mixed methods approach of the empirical parts of the research and the relevance for improving the Belgian/Flemish policy on legal aid in general and the first line legal aid in particular.

Since Steven has a very broad network in the Bar, in the law schools and the

university colleges with courses on law in practice, about 120 people attended this successful event. Something to be proud of for Steven, but also for the Law Faculty in Antwerp. We all hope a book will be published with the main findings and recommendations of his research

CUSTOMER JOURNEY RESEARCH IN LEGAL AID IN THE NETHERLANDS

Peters, S. L. and Combrink, L. – Legal Aid Board, the Netherlands

Short Introduction of the Dutch Legal Aid System

In The Netherlands, legal aid is provided by a public first-line provision (the Legal Services Counters) and by private second-line help (private solicitors and mediators). At Legal Services Counters in the ‘front office’ information and advice is given to clients, but they also refer clients to a private solicitor or mediator. Clients may also apply for help from a subsidized solicitor or mediator directly. These private solicitors and mediators provide legal aid in the form of certificates.

Commission Wolfsen

In 2015 the Government of the Netherlands set up the Commission for Legal Aid, chaired by Aleid Wolfsen. Although the Netherlands already has a good system for legal aid, the question under investigation was whether it could be done better and more durably.

In November 2015 the Wolfsen Commission submitted a report to the Dutch Minister of Security and Justice entitled ‘Reassessing Legal Aid Towards a Durable System for Legal Aid’. The Commission indicated that reassessment of the system was in fact necessary so that the right legal aid provider can be assigned the right work, citizen access to the law can be improved, and tax revenues can be allocated in a more targeted way. In order to achieve these things it is important to strengthen the administration of the system and to take care of problem points. The Commission brought forward a large number of proposals that are both cohesive and mutually reinforcing; taken altogether they will ensure a better and more durable system for legal aid in the long term.

Status of the Legal Aid System: Baseline Measurement

The Ministry of Justice and Security is still reflecting on which measures to take on the basis of the proposals from the Wolfsen Commission. In the meantime the LAB coordinates research to determine the status of the legal aid system. In order to know whether future measures take effect, one should know what the current status of the system is; there should be a baseline measurement. In this baseline measurement the focus lies on three themes: quality of service delivery, needs of the clients, and efficacy of the system.

The baseline measurement should give information about these three topics in order to establish the status of the current legal aid system. In order to collect this information the

researchers of the LAB conducted and supervised several studies: surveys among clients, solicitors/mediators, and first line service providers, focus groups and interviews among judges, prosecutors, and other partners, and customer journey research.

In this paper the focus lies solely on the topic *needs of the clients* that was measured by means of customer journey research.

(Legal) Needs and Suitable Solutions

A major recommendation of the Commission Wolfsen was to look better at the needs of people: What kind of help do they actually need? To what account are these needs legal, or might people actually need another kind of help? The provision of legal aid should (in all stages) be aligned with the problems and needs of the clients. In that way, solutions will be more suitable and therefore more sustainable.

If in the near future measures will be taken to look better at the needs of people and deliver more suitable solutions, one would like to know whether these measures will take effect. To determine this, one needs a baseline measurement at this moment, before changes are made in the system. To determine the way in which needs of people are met in the system of legal aid at this moment, customer journey research was conducted, among other things.

Customer Journey Research

A customer journey visually represents the different phases customers experience based on a variety of dimensions, including customer sentiment, goals, and touchpoints. That way a customer journey visualizes the customer's experience. Customer journey puts the user in the center of the organization's thinking. Customer journey research is being used by a lot of organizations, which deliver services of all kinds. Often the aim is to create a smooth process for (different kinds of) clients. In customer journey research the journey clients take in a certain process or organization is described. In this case the journey begins at the origin of the realization of a problem and ends when the problem is solved (or not solved). In this research the researchers of the LAB have talked with many clients within the legal aid system.

By definition, customer journey research is not quantitative and representative. Customer journey research is not designed to represent a 100% real experience with all its nuances and is therefore not going to be 100% accurate. Therefore the results will be qualitative by nature. These results will be used as a supplement to many other data that are collected as part of the baseline measurement, like client satisfaction research via surveys. Customer journey research is very valuable in a qualitative way, because it zooms in on every specific client and can uncover needs that won't be revealed by surveys.

Which road a client takes to solve his judicial problem varies per client and per problem. Customer journey research can teach more about the journey the clients undertake and how they have experienced this. This way one is able to better understand the choices clients made, as well as their journeys, the possibilities they had (or had not), the experiences they had, and the solutions they sought. For every interview one can sketch a so-called 'heartbeat chart', with all the negative and positive things they experienced in their journey. Also, the difficulties people encounter can be identified, either in the system or with their service provider or solicitor.

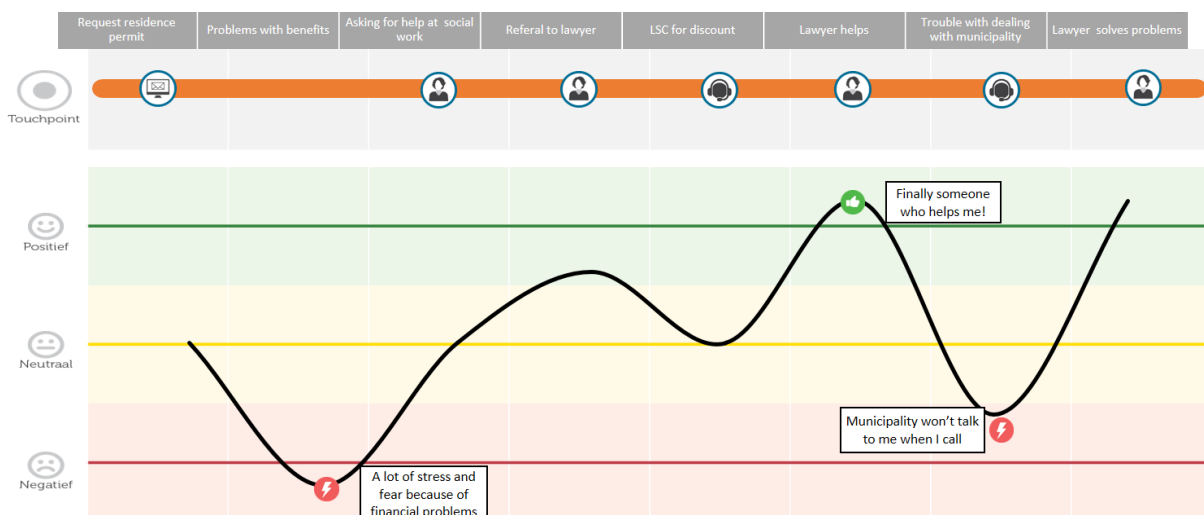
Method of Customer Journey Research

The research comprises of interview with clients who have received legal aid, either at the Legal Services Counters of from private solicitors or mediators. The interviews were semi-structured; most took place face to face, some took place by phone. In this stage, the focus was mainly on three fields of law: social security, criminal, and labour/employment cases. A total of 50 interviews were being held.

Results of the CJ Research: Heartbeat Charts

Every interview leads to a description of the specific journey the client took, from the moment he realized he had a (legal) problem until the moment the problem was solved (or not). This description can be visualized in a heartbeat chart (see figure 1, 2, and 3 below), in which the emotions of the client are depicted.

Figure 1 Heartbeat chart of a client who experienced problems with her welfare benefits



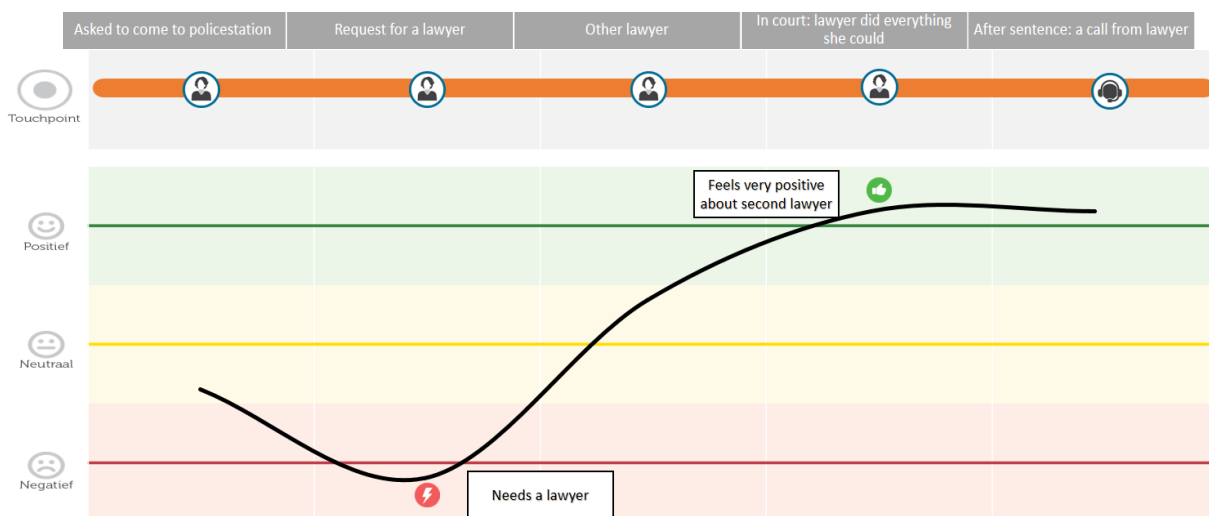
For the welfare cases, most of the clients started with a very negative emotion because of the financial problems they encountered as a result of the rejection of their welfare benefit and the conflicts they experienced with the municipality. Often clients felt thankful for the interference of the solicitor, because there was someone who listened to them and helped them. Mostly just after contacting a solicitor you can see an optimum in the curve. This strongly depends on the type of case. When people are fighting big (governmental) parties there appears to be a stronger need of assistance. In the case depicted above the solicitor managed to get in contact with the municipality and was listened to by the municipality, in contrast with the experiences of the clients themselves who couldn't get a hold of someone within the municipality office. In welfare cases there are often difficulties along the way, for example waiting time, but most of the time the journey ends with an attribution of welfare benefit and therefore a positive feeling of being helped.

In Figure 2 the heartbeat chart of a detainee is depicted. This man was invited to come to the police station. The interview that was being held there led to a request for a solicitor because things seemed more serious than he thought in advance. His first solicitor had to give up the

case because of a conflict of interest and therefore there was a change of solicitors. He felt really positive about his second solicitor. She listened to him and did everything she could to minimize the sentence, and that was all she could do according to him. After the verdict she even called him to ask how he was. He felt really helped by her.

In criminal cases it can happen that a prisoner changes his opinion about the solicitor after talking to other prisoners. Then someone becomes less satisfied with the help he received. Quite often this leads to a change of solicitors.

Figure 2 Heartbeat chart of a detainee who switched solicitors



More generally, the interviews for the customer journey research have shown that most customers of the Legal Services Counters (in the first line) felt that the journey they undertook and the help they received suited their needs. Whether someone's needs are met is to a great extent dependent on their expectations. That is, when expectations (either correct or too high) are not met, clients seem to be less satisfied and therefore less positive about the meeting of their needs. For a small group of people that really depended on being taken by the hand, the LSC met their needs to a lesser extent. The website of the LSC was sufficient when people seek advice, but is less suitable when people want to be referred to secondary help. Generally, clients of the LSC are (greatly) satisfied about the help they received.

The interviews with certificate holders (second line) have shown that the journey these people undertook seem to be suitable, because there are not many obstacles. Some of the obstacles that were mentioned were the redundant steps that people had to take, like having to go to the LSC to get a discount on their own contribution for a certificate or waiting for their new solicitor to get acquainted with the file (mostly for detainees).

Whether the needs of these people are met is to a great extent dependent on their ability to be self-sufficient and cope independently. Every client has his own ability, network, and knowledge and therefore every client has a specific way in which he can be helped in the best possible way. The delivered service should therefore be custom-made to have their needs met. In general certificate holders feel that the service they received from the solicitors and mediators who helped them met their needs. With respect to the solution of the problem, part of the certificate holders felt that this fitted their needs. For another part of the certificate

holders the suitability of the solution could not yet be established. Also, there was a smaller group of certificate holders for whom the solution of the problem did not meet their needs.

Concluding Remarks

The needs of clients are not always determined by the service provider, or he will not always comply with them. As an example a detainee told us that his solicitor went into appeal while he didn't want him to. In the end the appeal led to a favorable outcome, but it was not what the client wanted the solicitor to do. This example illustrates that the needs of a client may differ from the professional opinion of a service provider and/or his handling of the case. This can lead to a tension, what at least should be acknowledged by the service provider.

The waiting time for a procedure in court is sometimes complained about by clients. This may not comply with their needs of a fast solution of the problem. However, from a professional perspective one might argue that waiting time may lead to a certain kind of acceptance of the situation, where a fast procedure may lead to conflict escalation. It is the task of the service provider to take all perspectives into account and communicate with the client.

Due to this research, -in addition to the results of client satisfaction survey's- it is better known whether or not the needs of the users of our legal aid system are met. There is a realization that the way in which their (legal) needs are met are to a great extent dependent on their expectations and their self-reliance. Every client has his own ability, network, and knowledge and therefore every client has specific needs in which he can be helped in the best possible way. The delivered service should therefore be custom-made to have their needs met.

With this knowledge, and preferably more research and more interviews with clients in more areas of justice, one could think about how we can organize our legal aid system in such a way, that it can be the most effective and that we can serve as many clients with judicial problems as really necessary. Not all clients need to be taken by hand. Not all clients need or want a court procedure. Not all clients need legal aid. Not all clients need a solicitor. But a number of them do.

If you have any questions or remarks, please do not hesitate to contact Susanne Peters at <mailto:s.peters@rvr.org>.

DIGITAL DELIVERY OF LEGAL SERVICES TO PEOPLE ON LOW INCOMES 2017-8: WHAT YOU NEED TO KNOW.

Roger Smith

The [latest annual review](#) for 2017-8 of developments in the digital delivery of legal services to people on low incomes has just been published by the Legal Education Foundation (LEF). Reading this is, of course, an essential for all interested in the delivery

of legal services - though the report covers wider developments than those traditionally included with legal aid or publicly funded legal services - just as much were the reports for the [previous year, 2016](#) and the first LEF report published at the end of [2014](#). The original [study](#) was undertaken by Roger Smith and Alan Paterson: it was published in 2013.

This is short Q and A summary of the 17-18 report in which nuance has been sacrificed to readability.

Any 'Killer App' or Lead Project this Year?

Nope. Onetime leaders the Dutch [Rechtwijzer](#) and the Australian [Nadia](#) chatbot were terminated during the year.

The Hague Institute for the Innovation in Law (HiiL), which had been a leading promoter of innovation in access to justice, has concentrated on its development work. And the year has been characterised by solid, but largely unremarkable, progress as these losses have been digested.

In What Categories Can We Understand Development?

The report uses the following:

- 1 Online information, advice and referral.
- 2 Interactive provision.
- 3 Virtual legal practice.
- 4 Crowdfunding.
- 5 Online Dispute Resolution (ODR).
- 6 Online education and training.
- 7 Innovative reporting

These may be a bit cumbersome but they indicate the width of innovation.

What is the Most Important Development?

In terms of likely longterm and widespread effect, it is probably the beginnings of exploring the interactive capacity of the net – as manifest in [MyLawBC.com](#)'s website and stemming from the legacy of the [Rechtwijzer](#). You can see interactivity beginning to spread around advice websites with, for example, Ontario's Steps for Justice [site](#) beginning to explore the use of US [A2J author](#) software. This also illustrates the early steps to international collaboration.

Linked to this is the extension of assisted document self-assembly of which two really good examples come from England and Wales - e.g.

<http://www.seap.org.uk/services/c-app/>

and

<https://www.advicenow.org.uk/pip-tool.>

They relate to interactive guidance on applying for a disability benefit, a personal independence payment. The material helps the user to compile a case for the benefit and to understand the conditions that they must meet.

What is the Most Depressing Development?

Sorry about this, Her Majesty's Courts and Tribunals Service of England and Wales. But, the leading global contender would be its online small claims court programme which threatens to atrophy the shimmering potential of the internet into an object lesson of what happens when you combine hubris, haste, austerity and a reform programme funded by court sales.

Worst Sources of Hype?

Claims for:

1. artificial intelligence;
2. chatbots;
3. hackathons.

In any order.

Which is not to say that each is not important and has potential.

Most Interesting Developments?

Two projects make innovative and unique use of the potential of digitalisation linked to conventional services. One is [Project Callisto](#) which uses tech to combat sexual

harassment on educational campuses and the other is [Just Fix](#), currently a New York based project designed to help with housing disrepair cases. Both use the reporting capacities of digitalisation to log crucial events.

Any Conclusions and Recommendations?

There is a need for more:

- (a) evaluation, research, international benchmarking and leadership;
- (b) thinking about sustainability;
- (c) approaches to counter the digital divide;
- (d) monitoring.

All these require some institutional backing. You can see how England and Wales is

suffering from the reduction of its semi-independent legal administrator into a mere administrative agency and how much better things are, for example, in Scotland or the US where legal aid management is carried out through an intermediate organisation at some distance from government.

What Should I Do Now?

Read the full report for a bit more subtlety and feed back your thoughts to rsmith@rogersmith.info. To keep in touch with developments, read the blog at law-tech-a2j.org.

REVIEW SCOTTISH LEGAL AID SYSTEM

Dr. Lindsay Montgomery

In the next ILAG Newsletter (end of August) we will focus mainly on the Report of the Independent Review of the Legal Aid system in Scotland.

The Review was carried out by Carnegie Trust Chief Executive Martin Evans. An expert group advised him. In presenting his report Martin stated that his aim was ‘to put users and the public interest at the heart of Scotland’s legal aid system. Legal assistance is a vital public service for many vulnerable people in our society and is often used at difficult and distressing times. Putting people first is vital’.

The Newsletter article on the Review will be penned by Dr Lindsay Montgomery CBE former Chief Executive of the Scottish Legal Aid Board and Visiting Professor at School of Law, University of Strathclyde.



ENHANCING THE QUALITY OF LEGAL AID: GENERAL STANDARDS FOR DIFFERENT COUNTRIES

JUST/2015/JACC/AG/PROC/8632

This project is co-funded by the Rights, Equality and Citizenship (REC)/Justice Programme of the European Union

17 July 2018

Dear Sir or Madam,

The EU takes decisive steps to further the quality of legal aid in criminal matters in Europe. One building block is our project – „QUAL-AID: Enhancing the quality of Legal Aid: General Standards for Different Countries“.

Today, we would like to invite you to kindly participate in an online survey that evaluates the toolkit for improving the quality of legal aid. Admittedly, the survey is rather comprehensive, and it will take some 30 minutes to answer it (please be aware that unless you do not keep your own copy of your answers, they will not be saved). This will allow us to test and evaluate measures and procedures, which guarantee that legal aid services are of adequate quality in order to the fairness of criminal proceedings, while at the same time heeding the independence of the legal profession. It would be greatly appreciated if you participated until 31 October 2018.

What is more, please feel free to send the survey to other international (European or non-European) experts and practitioners. The more answers we get, the more representative their results will be.

Please use the following link to access the survey: <https://www.umfrageonline.com/s/qualaid>
If you have any questions, please write an e-mail to Sarah Zink – zink@jura.uni-frankfurt.de – of the German project team.

For further information, please consult the project homepage at <http://qualaid.vgtpt.lt/en/about-project/what-qual-aid>
Thank you very much in advance!

Kind regards, also on behalf of the State-Guaranteed Legal Aid Service of Lithuania, the Law Institute Lithuania and the Dutch Legal Aid Board.

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THIRD INTERNATIONAL CONFERENCE ON ACCESS TO LEGAL AID IN CRIMINAL JUSTICE SYSTEMS

November 13 - 15, 2018

Tbilisi, Georgia

The Parliament of Georgia and the Legal Aid Service of Georgia, together with The International Legal Foundation (ILF), the Open Society Justice Initiative (OSJI), the United Nations Development Programme (UNDP), and the United Nations Office on Drugs and Crime (UNODC), and in collaboration with the Open Society Georgia Foundation (OSGF), the United States Agency for International Development (USAID) Project “Promoting Rule of Law in Georgia” implemented by East-West Management Institute (EWMI-PROLoG), the European Union (EU), the Council of Europe (CoE) “Support to the Judicial Reform” Project, and the United Nations Children’s Fund (UNICEF) will host the International Conference on Access to Legal Aid in Criminal Justice Systems in Tbilisi, Georgia from November 13 – 15, 2018 with the goal to address global challenges in ensuring access to quality legal aid services for the poor and vulnerable, particularly in criminal justice systems. This three-day event will be the third biennial global conference of its kind, following the inaugural conference held in Johannesburg, South Africa in June 2014, and the second conference held in Buenos Aires, Argentina in November 2016.

For more information, please refer to the Georgia ILAC Concept Note sent out with this Newsletter.

SELECTED ‘LEGAL AID’ NEWS FROM ACROSS THE WORLD

Paul Ferrie, Online Editor, ILAG / Director, Stirling & Mair

The news items shown below are largely compiled from articles on the internet,

found on the basis of a simple search for terms such as ‘legal aid’, ‘access to justice’ and ‘pro bono’. Therefore, readers must, just as buyers, beware of authenticity. The links worked at the time of writing but some will obviously fail after a period of time.

Australia

Legal aid for Australian travellers tightened after paedophile case – SBS News
‘We’re leading the way’: Access to justice for Aboriginal women – The Canberra Times
Why giving lawyers a profit motive won’t help the system’s neediest – ABC News
Will Court of Appeal case clarify muddled law on legal advice and litigation privilege? - Lexology

Canada

Fix Canada’s legal system – Toronto Star
How the underfunding of legal aid is clogging up the justice system – Toronto Star
‘It’s actually shocking how archaic’ Ontario’s criminal courts are – Toronto Star
Legal Aid Commission’s decision not to fund human rights claims not discriminatory: N.W.T Court of Appeal – The Lawyer’s Daily
Legal Aid layoffs cause concern among Saskatoon legal community – CTV Saskatoon News

[LSO has responsibility to legal aid: Schabas – Law Times](#)
[Concerns raised about future of Legal Aid – Prince Albert Right Now](#)
[Union Warns Legal Aid Cuts Could Erode Court Access – Prince Albert Daily Herald](#)
[Fears about further Legal Aid privatization 'completely without foundation' – The Star Phoenix](#)

China

[China to improve legal assistance for migrant workers - ECNS](#)

England & Wales

[Barristers narrowly call off UK legal aid strike – The Financial Times](#)
[Criminal barristers ACCEPT government's £15 million legal aid offer – Legal Cheek](#)
[Legal aid 'deserts' complicating access to justice, says committee – The Guardian](#)
[New Report On Legal Aid Cuts Reveals “Grave Concerns” For Enforcement Of Human Rights – Rights Info](#)
[Husbands wrongly accused of abuse after changes to legal aid rules, charity claims - The Telegraph](#)
[Lack of legal aid puts asylum seekers' lives at risk, charity warns – The Guardian](#)
[Government defeated over housing legal aid – Law Society Gazette](#)
[Government seeks views on legal aid for inquests – Gov. uk](#)
[Legal aid restored for unaccompanied child migrants – The Times](#)
[LAA cancels legal aid housing duty procurement – Law Society Gazette](#)
[High Court showdown over legal aid fees begins – Law Society Gazette](#)

Ghana

[Government Must Strengthen Legal Aid Scheme – Modern Ghana](#)
[Legal Aid Commission Bill 2017 passed by Parliament – GBC Ghana](#)

India

[Access to Justice: Revolutionary Road – India Legal Live](#)
[SGPC offers legal aid to Jodhpur 'detainees' - The Times of India](#)
[Indian Supreme Court's lesson in effective legal aid – Asia Times](#)
[Legal aid is hardly available for poor women in India – National Herald India](#)
[Legal aid camp in Silchar - Telegraph India](#)
[Need to provide legal aid at doorsteps of underprivileged: SC judge – India Today](#)
[SGPC offers legal aid to Jodhpur 'detainees' – Tribune India](#)
[Can't promise access to justice sans judges: CJI – The Pioneer](#)
[Increasing access to justice for poor our main aim: Justice Gogoi - Kashmir Reader](#)
[Justice Iyer built edifice of access to justice: CJI Misra - The Hindu](#)

Malaysia

[Merge the two Government legal aid agencies, Bar Council tells AG – The Edge Markets](#)

Northern Ireland

[Auditor General criticises delays to legal aid reforms – Evening Express](#)

Pakistan

[Summary of Legal Assistance and Aid Programme – Relief Web](#)

National Legal Aid Committee offers Legal Aid to Nawaz Sharif in Pakistan – Scoop News
Imran Khan promises legal aid, better education for underprivileged if elected to power – Ary News

Scotland

Legal aid mandates guidance – Law Society of Scotland
Scottish Legal Aid Board is first Scottish public body to move to Oracle Cloud – Real Wire
Legal aid continues to be available for court-ordered family therapy – Scottish Legal News
Access to justice for landlords and good tenants moves closer – Simple Landlords

United States

Kids Busted For Selling Lemonade, “Legal-Aid” To The Rescue - Ag Web
Tech is not the only answer to legal aid issues, justice center director Joyce Raby says - Legal Rebels
Yale law alums providing legal aid to asylum seekers – Yale News
How the Access-to-Justice Crisis Affects Small Business Owners - PA Business Central
This army of moms is providing legal aid to immigrant families at the border - Today

For more information about the work of the *International Legal Aid Group*, please visit our website which can be found at <http://www.internationallegalaidgroup.org>.