

LawWorks
Free Legal Answers

Name of project	Free Legal Answers
Delivered by	LawWorks
Type of work / opportunity	Providing one-off, written legal advice to individuals who cannot afford legal advice via an online platform.
Topic area	- Consumer Rights - Family Law - Housing - Employment - Wills & Probate
What is it?	Free Legal Answers is an online platform managed by LawWorks, where people who cannot afford legal advice can ask a legal question and receive one-off, written advice from a volunteer solicitor.
Where is it?	Virtual
Duration	Variable depending on the nature of the question but some require very short answers.
Frequency	Flexible - volunteers can answer as many or as few questions as they wish, whenever they have capacity.
Who is the opportunity open to?	Any England & Wales qualified solicitor with: • a current practising certificate, and • at least two years' post-qualification experience (PQE) Law students, paralegals and trainees may support volunteers under supervision, but they cannot register for their own account on the platform and all answers must be approved and posted on the platform by a registered solicitor.
What expertise does the lawyer need to have?	Legal expertise / knowledge in the area of law that the question relates to.
What do the pro bono volunteers do?	Provide one-off, written legal advice directly to the individual asking the question. All advice is given via the Free Legal Answers platform.
Insurance position	LawWorks provides full insurance and indemnity for all volunteer lawyers answering questions on Free Legal Answers.
Other support from organisation/charity	Free Legal Answers is supported by an administrator from LawWorks, who can be contacted with any queries, concerns or technical questions. The administrator will also respond to any unsuitable questions (e.g. if they are for an area of law not covered by the platform). LawWorks provides guidance and resources to help volunteers use the platform effectively.

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Fee/cost	Free - involvement with Free Legal Answers does not require LawWorks membership
Contact	Please contact NPBC In House Pro Bono lead mary@dobsonsmith.consulting for a direct introduction
Background to project/scheme	Free Legal Answers is an online platform where people on low incomes can describe a legal problem or ask a legal question and receive initial or one-off pro bono legal advice. The service is designed to be a convenient, accessible way for eligible qualified to participate in pro bono work, when and where they choose. The areas of law covered are family, employment, wills and probate, consumer, housing wills and probate. LawWorks is a charity which facilitates and supports the contribution of pro bono by solicitors, law students, law firms, legal teams, and law schools across England and Wales. We collaboratively develop impactful programmes that fit with the CSR objectives of our members. Regardless of a team's areas of expertise, LawWorks can develop and provide pro bono opportunities, training and support.