

## Directory of Support Services at Manchester Civil Justice Centre

Service Name	Support Provided	Location	Hours of Operation	Contact Details
Homeless Prevention Team	<ul style="list-style-type: none"> <li>• Assist with repossession and eviction warrants for tenants at rented properties and clients with mortgages.</li> <li>• Are able to advise clients facing bankruptcy and as a result, may lose their property.</li> <li>• Assist with completing relevant paperwork and forms (N244) and can attend court with the client.</li> <li>• Are available to assist with last minute evictions and hearings.</li> <li>• <b>Do not</b> advise/assist with appeals.</li> </ul>	<b>Room:</b> 2.08/2.18 (level 2)	Monday to Friday, 10am to 4pm (core hours)	<b>Phone:</b> 0161 240 5087 or 0161 240 5036 <b>Email:</b> benjamin.thomas@manchester.gov.uk
Manchester Free Legal Help	<ul style="list-style-type: none"> <li>• Link LIPs to local law firms, pro bono lawyers, legal charities or other support services for free legal advice and assistance.</li> <li>• Includes referrals to/from support services at court and also other advice services across Manchester.</li> <li>• Operates a telephone rota, staffed by local law firms who offer free legal advice regarding legal aid eligibility as well as initial advice about individual cases.</li> <li>• Coordinates an appointment rota staffed by local legal professionals who offer free legal advice by pre-arranged appointment at the</li> </ul>	<b>Room:</b> 2.12 (2nd Floor)	Monday to Friday, 9am to 5pm	<b>Phone:</b> 0161 240 5034 <b>Email:</b> Freelegalhelp@manchester.ac.uk

	<p>CJC.</p> <ul style="list-style-type: none"> <li>• Can assist LIPs by sourcing pro bono representation for hearings at the CJC, in the neediest of cases, giving consideration to estimated duration of hearing, complexity of case and deadlines.</li> </ul>			
Mediation Service	<ul style="list-style-type: none"> <li>• Informative drop in service which explains option of mediation to LIPs</li> </ul>	<b>Room:</b> 20 (level 3)	Monday, 10.30am	
Resolution	<ul style="list-style-type: none"> <li>• Operates a weekly drop in advice clinic for anyone with a family query who is in need of free legal advice.</li> <li>• Advice sessions last for a maximum of 30 minutes.</li> </ul>	3rd Floor (Speak to tribunal clerks)	Wednesday, 10.30am to 1pm	
The Personal Support Unit (PSU)	<ul style="list-style-type: none"> <li>• Offers free, independent advice and support for unrepresented litigants and inexperienced court users.</li> <li>• Without giving legal advice, PSU volunteers work with each person to establish for themselves what might be the next best step in their case, helping them gain access to legal advice from other organisations where appropriate.</li> <li>• Can provide someone to talk to about the problem and offer practical information on court procedures.</li> <li>• Can help clients with tidying relevant paperwork and helping filling out forms and taking these to the appropriate desk or court office.</li> </ul>	<b>Room:</b> 2.15 (2nd Floor)	Monday to Friday, 9.30am to 4.30pm	<p><b>Phone:</b> 0160 240 5037</p> <p><b>Email:</b> <a href="mailto:Manchester@thepsu.org.uk">Manchester@thepsu.org.uk</a></p>

	<ul style="list-style-type: none"> <li>• PSU volunteers can accompany clients to their court or tribunal hearing.</li> </ul>			
Welfare Benefits Appeal Representation	<ul style="list-style-type: none"> <li>• Provides advice, consultation and possible representation for those appealing against a DWP decision to refuse benefit.</li> <li>• Can assist with appeals relating to Employment and Support Allowance, Disability Allowance, Personal Independence Payment, Income Support, Jobseekers Allowance and other benefits</li> <li>• <b>Does not</b> assist with Housing Benefit or Council Tax Benefit/Support appeals.</li> </ul>	Duty Representatives on 5th Floor (Speak to tribunal clerks)	Monday to Friday	<b>Phone:</b> 0161 234 1104/3912