



# Dealing with vulnerable clients

Risk and care



Solicitors Regulation Authority

# SRA Competence Statement

## C. Working with other people

- C1. Communicate clearly and effectively, orally and in writing, including:
- Responding to and addressing individual characteristics effectively and sensitively
- Using the most appropriate method and style of communication for the situation and the recipient(s)
- Imparting any difficult or unwelcome news clearly & sensitively

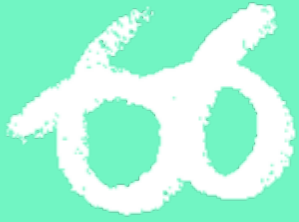
## C2. Establish and maintain effective and professional relations with clients, including:

- Providing information in a way that clients can understand, taking into account their personal circumstances and any particular vulnerability
- Identifying and taking reasonable steps to meet the particular service needs of all clients
- including those in vulnerable circumstances

# Vulnerability can be Characteristic or Situational


Characteristics		
Age	Low Income	Inexperience
Low literacy	Learning disabilities	Cultural barriers
Physical disabilities	Mental health issues	English as a second language
Health problems	Location	Being a carer
Lack of internet access	Lone parent	Living alone or in poor living conditions

Situation	
Threat of harm	Victim of crime or accident
Bereavement	Loss of income
Relationship breakdown	Loss of employment
Having recently left care	Threat of deportation
Concern over access to children	Concern over child welfare



**There is no reason why a person meeting any of the definitions above should not receive a proper standard of legal service.**





Think about vulnerability  
throughout the case  
Identify and document it  
Set out your plan to meet  
your clients needs  
Use the ethics helpline

## **Practical Actions**

Involving friend family in meetings and correspondence

## **Explaining litigation stress**

Suggesting referrals to help & support

## **Court Visits**

Putting the other side and the court on notice of a disability of vulnerability

## **Use the Equal Treatment Bench Book**

Referring to advocacy services

## **Witness Familiarisation**

Easy read terms of business

# Helplines

**Infoline: 0300 123 3393**

**Email: [info@mind.org.uk](mailto:info@mind.org.uk)**

Our Infoline provides an information and signposting service. We're open 9am to 6pm, Monday to Friday (except for bank holidays).

**Ask us about:**

**mental health problems  
where to get help near you  
treatment options  
advocacy services.**



**Legal line: 0300 466 6463**

**Email: [legal@mind.org.uk](mailto:legal@mind.org.uk)**

**Our Legal line provides legal information and general advice on mental health related law. We're open 9am to 6pm, Monday to Friday (except for bank holidays).**

**Ask us about:**

**being detained under the Mental Health Act (sectioning)**

**mental capacity**

**community care**

**discrimination and equality.**



