



Annual Report 2011-2012

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1. Year Highlights 2011-2012

- LawWorks & Attorney General Student Awards 2012, Winner of the Best Contribution by a Team of Students.
- Finalist in the Evening Times Community Champion Team Award, Glasgow Central and West division.
- Shortlisted for the Scottish Council for Voluntary Organisation Charity of the Year Award 2012.
- First visit to schools for the Schools Project.
- 1000th case undertaken.
- First case settled through mediation, leading to second largest win
- Launch of a number of new initiatives:
 - representation in Welfare Benefit Appeals;
 - the Scottish University Law Clinic Network;
 - link up with the Terrence Higgins Trust;
 - provision of an outreach service in conjunction with the West Lothian Financial Inclusion Network in Bathgate.

2. Director's Statement

Last year I predicted that this was likely to be a very busy year. And so it proved. Perhaps the most significant development was the Clinical LLB. While the Law Clinic's main aim remains the provision of much needed legal services to the community, this unique degree allows clinical experience to be used to enhance student skills and ethical development. Not surprisingly, such an ambitious attempt to integrate ethical and social justice goals into the standard law degree has involved teething problems. Hopefully, however, these have been resolved and next year will see this unique degree delivered to even more students.

As regards our core aim of delivering quality legal services to as many as possible, we took on our thousandth cases in May this year. While I do not think I would have predicted that this important milestone would have been reached quite so quickly, I certainly did not expect to be taking on cases of such gravity and complexity. It still amazes me how conscientious our students in their case work and brave in appearing in lengthy and momentous court and tribunal hearings. Even more amazing, our rate of achieving full or partial success for around 90% of our clients is one which most lawyers would envy. It is no wonder then that our reputation in the community has led to us being approached by the West Lothian Financial Inclusion Network, Terrence Higgins Trust and the Glasgow Welfare Rights Service, with requests to provide legal advice and representation to those they serve. We thus now run an outreach clinic in Bathgate, provide a bespoke service to those with Aids and HIV, and for the first time are taking on welfare benefits appeals. Added to these new developments is our link up with the newly established University of Strathclyde Mediation Clinic, all of which involve the Clinic continuing to expand both its geographical reach and range of services offered.

For the first year in some time, we thus saw more development in the direct provision of legal services as opposed to more indirect provision through educating the public on the law and on how to vindicate their legal rights. However, our various public legal education projects forged ahead with the schools and consumers projects moving beyond pilot schemes to become a regular part of our service to the community.

Taken together, the range and depth of the cases we undertake, the variety of public legal education projects, and our innovative new approach to clinical legal education suggest that it is no exaggeration to say that over the last few years we have become one of the leading UK university law clinics and certainly the most developed in Scotland. It is thus no surprise that we have continued to gain external recognition for our work, most notably the 2012 LawWorks & Attorney General Student Award for the Best Contribution by a Team of Students (our Executive Committee). It is also no surprise that we will chair the newly established Scottish University Law Clinics network in its first year of operation. In this role we hope to share our years of experience, good practices and innovative ideas to further enhance the provision of access to justice in Scotland.

Professor Donald Nicolson OBE
Director, University of Strathclyde Law Clinic

3. Law Clinic Background

History

Launched in October 2003, the University of Strathclyde Law Clinic seeks to provide free legal advice and representation to those in Glasgow and its environs who are unable to obtain such help through other means. The Law Clinic is intended to be complementary to existing legal services provided by lawyers and other agencies such as Citizens' Advice Bureaux. It does not act for anyone who can afford professional legal services or who can access legal aid, nor will it act in areas like debt advice where there are already adequate services provided.

As the first and, until recently, the only University Law Clinic of its kind in Scotland, the Law Clinic builds upon a long tradition of clinical legal education in the United States, and more recently in England, Wales, and Commonwealth countries where law clinics are recognised for their value, not only to the community at large, but to each new generation of lawyers. While the Law Clinic's ethos prioritises the needs of the community for legal services and the interests of individual clients, it is also recognised that students can gain much by their involvement in clinic work in terms of developing legal skills, seeing law being applied, and reflecting on the ethics and justice of legal practice. Student advisors find their involvement in law clinics challenging, rewarding and useful in providing an invaluable insight into the actual operation of law. The Law Clinic provides a refreshing break from the increasingly competitive and commercial nature of legal practice and encourages young lawyers to adopt a more empathetic and grassroots perspective on their future careers.

Mode of operation

The Law Clinic was set up and is overseen by its Director, Professor Donald Nicolson, who has extensive experience in law clinic work, both as a student advisor and as the founder of the University of Bristol Law Clinic. It is run by a committee of student volunteers under his direction, with appointed students who are responsible for the day to day running of the Clinic and elected students responsible for representing the views of all members. Finally, a Supervisory Committee, made up of non-Clinic members from the University, legal profession and local community, provides advice on Law Clinic direction.

Originally, all advice and assistance was provided by student volunteers, acting under the supervision of the Director. In 2006/7 Kate Laverty was employed on a part-time basis to supervise students and cases, and she was joined by Annabell Fowles in 2007/8, also on a part-time basis. The student advisors are organised into six 'firms'. Each firm is headed by a student Case Manager, who acts as a mentor to firm members, assisting them with their cases and helping to resolve any problems they might have in carrying out their Clinic duties. In assisting clients students work in pairs, unless the complicated nature of the case demands a larger team. From 2007, the students have been able to contact volunteers from the law firm DLA Piper for advice and assistance with cases, and in the same year a referral arrangement was set up with the Free Legal Services Unit of the Faculty of Advocates, enabling the Law Clinic to instruct a pro bono advocate where the difficulty of the case or rules regarding rights of audience prevent representation by the students.

No advice can be given to clients without it first being checked by one of the supervisors. Additional specialised advice is also obtained from Law School academics, and solicitors who have volunteered their services, including those of our sponsor, DLA Piper. The Law Clinic has its own insurance and all clients have to sign a disclaimer form which points out that the advice and assistance they will be given is from students who are not professionally qualified. A strict policy of confidentiality applies, and all client files are securely kept with access to them strictly limited. The Law Clinics applies, at a minimum, the same standards of ethics and professional conduct that apply to Scottish lawyers.

Training

No advisor can take on a case until they receive training. In the case of Diploma students, who already receive intensive training in legal skills, and volunteer solicitors, who may also have years of experience, such training is limited to orientation in the Law Clinic's procedures and ethos. All other students attend a training course over four afternoons on client interviewing, case management, legal research and letter writing.

Training does not, however, end when members complete their induction. Comprehensive and continued training is fundamental to ensuring that all advisors stay up to date with the law and legal practice, and in turn, our clients receive the best service available. Thus, all students may attend training which is compulsory for Clinical LLB students on the writing of pleadings, negotiation, mediation, advocacy and legal ethics.

In addition, we run a comprehensive programme of 'continuing professional development'. In Semester 1, three sessions were delivered by visiting professors. In the first, on 'street law', David McQuoid-Mason demonstrated the importance of alternative methods of teaching law to lay people and used participatory teaching techniques to heighten the interest and motivation of our members. The lessons learnt will undoubtedly help the Schools Project to move forward with new and exciting teaching techniques. Later in the semester, Charlie Irvine conducted a well-attended seminar on mediation which used a mock mediation to demonstrate this important form of dispute resolution and how it resonates with Clinic cases. Finally, David Hoey carried out a session on Employment Tribunals. As over half of our cases now involve employment disputes, this session proved to be a worthwhile insight into the Tribunals and the factors that should be considered in raising or defending an employment law action.

Professor Hoey returned again in Semester 2 to deliver an invaluable session on the key practice skill of negotiation. One new member, Michael Dempsey, commented on its value: *'negotiation is a key part of a lawyer's repertoire and this seminar taught us about the different approaches that you can take to negotiation, and in what situation to use each style.'* Of equal value in dealing with our clients was the session by Margaret Gilroy on the use of empathy and the impact of body language— a session which is annually repeated due to crucial acclaim by the students. Nur Hemsli suggested that *'being able to create a comfortable environment and effectively engage with clients by asking the right questions has greatly helped with case work. It establishes a sufficient degree of trust between client and advisor.'* Another annual repeat is the two-day training session on advocacy skills, set in context of the employment law, delivered by Kenneth Campbell QC and John Hamilton QC. The fact that this replicates the training given to Faculty of Advocates' devils indicates how fortunate we are to receive such high quality training. Mohammed Pervaiz commented that

'watching highly skilled and experienced advocates in such close quarters was an exceptionally useful experience and the simplicity of the skills they taught us belied the effectiveness of them.' Finally, a session on the increasingly important task of enforcing court judgments was delivered by Christopher Bell and Angus MacKinnon, two sheriff officers. This training was very well received and long-term member Emma Boffey declared that *'the training session provided by Walker Love was among the most useful I have attended during my years at the Law Clinic. From this training, we can provide more realistic and rounded advice to clients on whether to pursue their cases, in light of their prospects of recovery.'*

Finally, The Legal Services Agency generously allowed our students to benefit from significantly discounted places at many of the sessions on various aspects of substantive law and procedure.

The Clinic is incredibly grateful to all those who gave up their valuable time so enthusiastically to help the Clinic maintain its high standards of professionalism.

4. Law Clinic Members

This year we received 108 applications from LLB students for the October 2011, of which 56 were successful. In addition, we continued to recruit students from the Diploma in Legal Practice, which resulted in an additional six advisors joining the Clinic. In the future, it is hoped that we will be able to increase the numbers involved in the Clinic to as many as 300 students, following on from the Law Clinic being chosen as one of the projects that the University's Alumni Fund will focus on in its philanthropic appeal.

To ensure that the Law Clinic is able to operate all year round, eight advisors were employed part-time (3.4 FTE) over summer 2012 to provide cover for cases, administrative support and co-ordinate our development projects. This is a significant reduction from previous years (summer 2009: 5 FTE) and is part of the Law Clinic's cost cutting efforts.

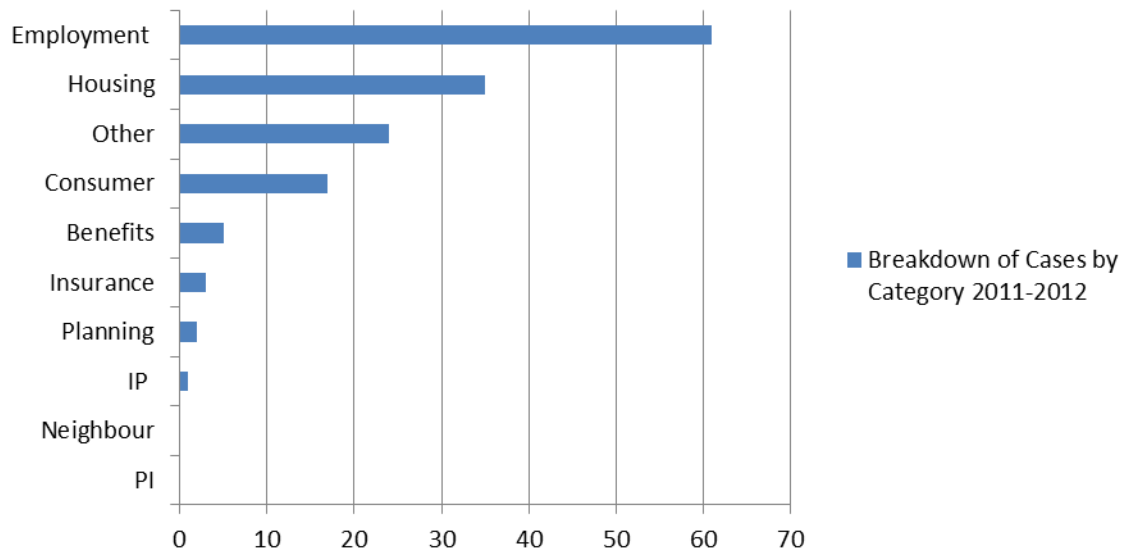
5. Cases and Clients

Overview

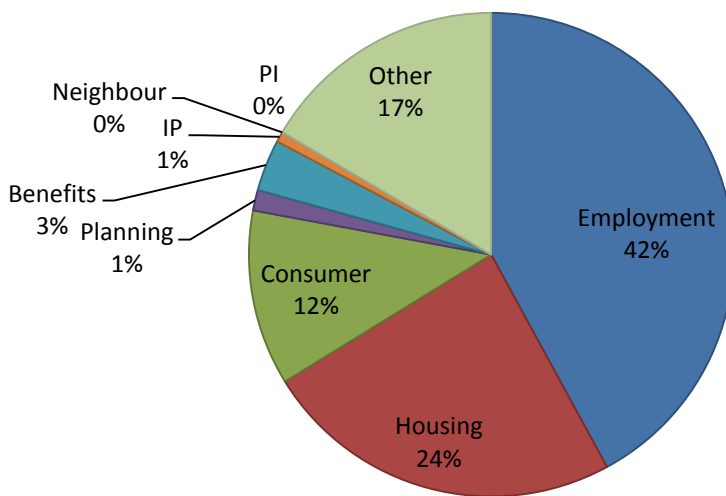
Despite continuing to strictly screen for cases with little chance of success and for potential clients eligible for legal aid or able to afford a solicitor, the Law Clinic took on 148 new cases in the last year, in the course of which it reached the major milestone of serving one thousand clients. This represents an average of 12.3 cases every month, which is down from 12.75 cases per month for the previous year. However, with a dramatic increase in employment cases, it is clear that cases have continued to grow in terms of their significance and complexity, and hence the amount of time requiring to be devoted to each case. Moreover, the Law Clinic reached a major milestone this year by taking on its 1000th client.

As in previous years, the vast majority of cases continue to involve housing law (35 cases or 24%), consumer law (17 cases or 12%) and employment law (61 or 42%), though of these employment law has seen a substantial increase from 2010-2011 as demonstrated in the tables below. Apart from these areas, cases were fairly evenly spread over a wide variety of other subject areas, as the following tables demonstrate.

Breakdown of Cases by Category 2011-2012



Case categories as a percentage 2011-2012



Comparison of case types, 2010-2011-2012

Category	2010-2011 (12 months)	2011-2012 (12 months)	Percentage Change
Employment	39 (28%)	61 (42%)	+24%
Housing	45 (32%)	35 (24%)	-8%
Consumer	25 (18%)	17 (12%)	-6%
Planning/Environmental	1 (1%)	2 (1%)	0%
Insurance	0 (0.0%)	3 (2%)	+3%
Benefits	7 (5%)	5 (3.5%)	-1.5%
IP	1 (1%)	1 (1%)	0%
Neighbour Disputes	1 (1%)	0 (0%)	-1%
Personal Injury	0 (0%)	0 (0%)	0%
Other/misc	22 (16%)	24 (16%)	0%
Period Total:	153	148	
Monthly Average:	13	12	

Law Clinic Case Success

It is difficult to measure the success rate of the cases undertaken as some clients are able to resolve their problems following our advice, whereas others have cases where there is no chance of success or indeed any legal solution. Nevertheless, leaving aside the fact such clients still obtain useful assistance in clarifying their situation, the Law Clinic has had some notable successes, which cannot be valued solely in monetary terms, but which also provide clients with a satisfactory sense of obtaining justice. These include:

- £45,000 for a disability discrimination case. This was achieved through mediation – the Clinic’s first experience of this;
- £20,000 for an unfair dismissal, involving an employee who was dismissed for making comments about his employer on a social networking site;
- £7,000 for an on-going Council Tax dispute.

Overall, the Law Clinic was able to win or save for its clients a total of £114,009.39. However, it should be remembered that the Law Clinic aims to provide a full package of services: it understands that legal problems are rarely isolated from other problems clients might have and is therefore committed, where appropriate, to empower its clients by equipping them with the knowledge to help themselves and providing them with access to other relevant organisations which can address their related non-legal problems. It also refers cases to lawyers or agencies better equipped to deal with clients and, where necessary, accompanies the client to the new advisor to ensure that they understand the advice given and are comfortable with the new advisor.

Nevertheless, of the 58 cases closed in 2011/12 in which some assistance could be given over above the giving of advice whether, only 7 were unsuccessful, amounting to a rate of 91% of cases which client objectives were fully or partially successful.

Client Feedback

During the year, we introduced client feedback sheets in order to ensure that we best serve the needs of our clients. As these examples show, we have had a number of very satisfied clients:

“The service was excellent. It was a very complex case and a lot of work was put into it be all involved. I spoke to various law firms and none were willing to take on my case due to the complexity of it and the small chance of winning such a case. To put all the work in and win an out of court settlement by far exceeded my expectations.” – Client, disability discrimination

“The two student advisors who dealt with my situation did an excellent job. They tried to help and were sympathetic. It’s a great help to people like me who don’t know where to turn and can’t afford lawyers’ fees.” – Client, insurance issue

Employment Support Allowance and Disability Living Allowance Appeals

From shortly after its launch in 2003, the Law Clinic has had remarkable success in arguing cases on behalf of its clients in both the Small Claims Court and Employment Tribunals. However, it has only rarely been approached for assistance in the areas of social security. Last year we were approached by a Welfare Rights Officer of the Glasgow Welfare Rights Service, who reported that there is a growing problem in relation to Employment Support Allowance and Disability Living Allowance Appeals, arising from the withdrawal of entitlement. All people in this position have a right of appeal, but it appears that many are failing to take advantage of these rights. Furthermore, those who do appeal are poorly prepared and unrepresented. Following financial support from the Alumni Fund, the Law Clinic has now commenced representing clients at the Appeals Tribunal. Training was provided by the Law School’s Professor Peter Robson, who is also a judge on the panel for Welfare Benefits. Despite training only taking place in June 2012, the Law Clinic have already represented three clients.

6. Projects

Prisons Project

The Law Clinic Prison’s Project is designed to provide employment advice and information on the Rehabilitation of Offenders Act 1974 to offenders shortly before their release from prison. These rights relate to how and when a conviction may become ‘spent’ for the purposes of employment i.e. when a person no longer has to declare their conviction when applying for a job. The information is given through a PowerPoint presentation and reinforced with hand-outs. .

Since its pilot year in 2010, the Prisons Project has now expanded into Her Majesty’s Young Offender’s Institution Polmont and Her Majesty’s Prison Barlinnie. Sessions run every month in both of the prisons, with two advisors attending to give the presentation. Since its inception eighteen months ago, presentations have now been given to over 200 prisoners. The project is currently looking at expanding the content and areas covered to include housing, and we are hoping to extend the service to other prisons.

Initial Advice Clinics

Our Initial Advice Clinics have now been running for four years, providing drop-in sessions to the public where they can attain legal advice from trainee or qualified solicitor. This year, in addition to the provision of a drop-in service in the Mitchell Library, the Law Clinic expanded its Initial Advice Clinic to include another in the university. This has led to an increase on numbers attending the session, with a total of 87 clients receiving advice. In addition, another feature of the IACs this year which has been most encouraging is the increase in former Clinic members volunteering their services as trainee or qualified solicitors and in this way maintaining a connection with the Clinic. We hope to build on these links in the future, expanding our bank of solicitors and the number of people we reach through our IACs.

Innocence Project

The University of Strathclyde Innocence Project (IP), a branch of the Innocence Network UK, involves investigating cases of alleged miscarriages of justice in order to decide whether a case be made to the Scottish Criminal Cases Review Commission (SCCRC), seeking an appeal from conviction. Members of the project have been engaged with a single client since the formation of the IP in early 2011. They have sought to comprehensively analyse every aspect of his in order to assess whether a case can be submitted to the SCCRC. This has involved reading through all documentation for the case – i.e. interview transcripts, witness accounts and previous grounds of appeal, looking for aspects which merited further investigation, such as the viewing of CCTV footage, locating, and re-interviewing key witnesses, obtaining forensic test of weapons involved, and researching relevant areas of law. The IP continues with its research and investigation of this case. It is expected that an appeal document will be lodged with the SCCRC in the near future.

Consumer Project

In the last year, the Consumer project completed work on its materials. The first two workshops ran in the university, educating current Clinic members on their rights and remedies in this area. Thereafter, it was decided to explore going to outside agencies, a number of which were contacted, which resulted in a visit to 'The Hub' in Wellhouse who were interested in us giving the presentation to their parent and elderly groups. These presentations will take place within the coming months.

The Schools Project

Set up in July 2011 with financial assistance from the Alumni Fund, the Schools Project has proved to have been a great success, visiting three schools, Hermitage Academy, Govan High School and Our Lady and Saint Patrick's High School. These visits have included delivering interactive presentations on a variety of topics, such as cyber-bullying, and young people and the law. The presentations are delivered through a series of sessions which include, mock trials, quizzes and negotiation sessions. By delivering it in this manner, we hope that this will be an engaging, stimulating and efficient experience for the young people involved. Additionally, we hope that students will develop knowledge and understanding of the law, participate in group and whole-class debates and discussions, and work individually and in groups, taking on different roles and responsibilities.

In total, the Schools Project has reached 198 young people and has had excellent feedback from teachers. For instance, Patricia McConnell, Principal Teacher Pastoral Care Our Lady & St Patrick's High School said: *"The students who visited were exceptionally enthusiastic and knowledgeable. The pupils were fully engaged with them and thoroughly enjoyed the visit. We believed that they gained a great deal from it. This is a very enterprising and worthwhile project."*

7. External Projects

Scottish University Law Clinic Network

As the first of the Law Clinics currently in existence in Scotland, we believed that we were in an optimum position to bring together all other university Scottish law clinics in order to enhancing access to justice by sharing good practice, raising awareness of the work we do and encouraging other universities to set up law clinics. In June of this year, the Scottish University Law Clinic Network (SULCN) was launched by Dame Elish Angiolini QC. The launch included various parallel workshops consisting of the foundations of the existing Clinics, the existing clinics work on public legal education and the importance of clinical legal education.

West Lothian Financial Inclusion Network

Over the summer period, the Law Clinic ran an outreach clinic in Bathgate in partnership with the West Lothian Financial Inclusion Network. The Clinic has now assisted 22 people from Bathgate with five being taken for further assistance, and it is hoped that this pilot will result in a permanent partnership between the two organisations.

Terrence Higgins Trust

The Clinic developed a new link with the Terrence Higgins Trust (THT). The THT is a long standing and hugely respected charity set up aid and support people who are affected by HIV, AIDS or Hepatitis C. With the recent definitions of 'disabilities' in legislation changing coupled with changes to housing and benefits, it is no surprise that the Trust has service users that require legal advice or representation. Although doing its best to meet these needs, the THT's ability to provide legal assistance remains limited. Consequently, it has sought assistance from the Clinic in this regard. A group of Clinic students have now taken part in awareness training and we have had our first client from the Trust. We hope this relationship will develop over the next year and will benefit the Trust's service users whilst giving the Clinic the scope and understanding to provide a vital service to those who need it.

8. Education

The Clinical LLB

From September 2011 students admitted into the Law Clinic have been able to take a unique new law degree – the Clinical LLB - which allows them to fully integrate their conduct of Clinic cases with their academic learning. Clinical LLB students take the standard LLB, but in addition, take: 1) four compulsory Clinical classes, two of which incorporate skills and ethics teaching into existing LLB classes, one of which involves reflection on the ethics and justice of law and legal practice and finally another which provides students with credit and a mark for performance in their clinic cases and the keeping of a reflective diary on their

clinical experiences; 2) two additional standard LLB classes in which they replace part of the assessment in each class with reflection on a case relevant to the subject area of the class.

In order to prevent the volunteerist nature of the Clinic being substantially diluted, numbers allowed onto the Clinic LLB are limited to no more than the equivalent number of volunteers and no priority is given to Clinical LLB in the taking on of cases or in any other way. The only differences will be that their performance in handling cases (and in reflecting on such handling as well as the justice of law and ethics of practice) will be assessed and that training sessions optional for volunteers will be compulsory for Clinical LLB students.

However, as a result of the fact that Clinic membership now acts a gateway to entry onto the Clinical LLB, all applicants had to be interviewed by academic staff. Fortunately, the Director and Supervisors were joined by Dr Mary Neal to reduce this onerous burden. Of the new entrants to the Clinical LLB, fifteen opted to take the Clinical LLB but over the course of the first semester a number opted to return to the standard LLB and two withdrew from study altogether leaving nine to continue into their second year.

There is no doubt that there have been a considerable number of teething problems caused by the complexity of dove-tailing clinical requirements into the standard LLB programme, by the simultaneous introduction of a new student intranet, which itself was riven with teething problems, and by the fact that no appointment of a Clinical LLB Director was made. Over the course of the year, however, these teething problems receded and considerable effort has been made to avoid similar problems next year. Indeed, those who have stayed the course have reportedly very favourably on their experience and have performed noticeably well in the clinical aspects of the classes they took.

As one student said, *"The CLLB has allowed me the opportunity to combine my legal education with practical experience. By being a part of the Law Clinic and the CLLB, I have no doubt that I will be fully equipped with the skills I will need for a career in the legal profession."* Similar sentiments were expressed by another: *"Being part of the Clinical LLB has meant that I feel I have not only been receiving the required legal education but I have also been trained and experienced in 'lawyering' in the practical sense. If you are the sort of person who learns best through doing, the Clinical LLB will give you the opportunity to make the most of this and will equip you with a rich set of skills which will be invaluable when you go on to practice"*.

However, it has not only been the Clinical LLB students who have benefitted. The Clinical LLB also has considerable advantages for clients in terms of increased level of skill and ethical awareness of advisors. Thus while additional classes on ethics, negotiation, mediation and advocacy have been developed for the Clinic LLB, these can now be taken by all in-coming advisors. Moreover, sessions teaching other skills such as Employment Tribunal procedure which are optional for all volunteers will be compulsory for Clinical LLB students, thus increasing the overall level of training undertaken in the Clinic.

9. Awards and Highlights

Attorney General & LawWorks Student Awards 2012

At this year's LawWorks and Attorney General Student Awards our Executive Committee were awarded Best Contribution by a Team of Students. Student Director, Hannah Cosgrove, Supervisor, Annabell Fowles and Student Advisors, Nur Hemsı and Louisa Doole collected the award at the House of Commons in London from Attorney General Dominic Grieve MP QC. It is the latest in a series of prizes for the Clinic, including the award for the Best Contribution by a Law School in 2009 and the award for Best Contribution by an Individual Student in 2011.

Regarding the Executive Committee Professor Nicolson said: "I am privileged by the fact that they can always be relied on to put the interest over the Clinic first and are always on hand, at any hour of the day or evening to assist me in the running of the Clinic. Indeed, over the years, it is their example that so frequently inspires me to strive to show similar commitment when work and family pressures loom large."

Scottish Council for Voluntary Organisation Awards

Given the number of worthy voluntary organisation which operate in Scotland, the Law Clinic was very proud to have shortlisted for the Charity of the Year award from the Scottish Council for Voluntary Organisations. The fact that SCVO itself has 1300 voluntary sector organisation members indicates the level of competition for this prestigious award. It was therefore no dishonour to see the award go to Alzheimer Scotland.

Finalist in the Evening Times Community Champion Awards 2012

Once again, the University of Strathclyde Law Clinic have been recognised for its services and engagement with the local community by the Evening Times Community Champion Awards 2012. The Law Clinic were successfully shortlisted for the award for the Glasgow Central and West area for a third year in a row and this year we achieved runner up status in the awards ceremony held in August."

10. Finances – Funding & Expenditure

As in previous years, the Law Clinic has been funded in 2011/2012 by a variety of sources. Notably, this year we have decreased our running costs substantially, particularly in areas such as travel and accommodation, and printing (by £637.38 and £1434.97, respectively). By contrast, a new source of income was obtained in the form of a grant of £13,800 to fund the establishment of a Community Legal Engagement class (see below in section 10). In addition we also received donation from the West Lothian Financial Inclusion Network of £6,000 and from our regulator supporters the Graduate Association (£10,000), the Alumni Fund for the fifth year in a row we received a donation from DLA Piper, of £2,000.

Financial Details: 1 August 2011 – 31 July 2012

Deficit carried forward from 2010-2011		-£77,851.07
Income		£63,640.52
Expenditure		£78,513.52
	Balance	-£92,724.07
Income		
HASS Faculty (for salaries)	£23,044.42	
Education Excellence Fund	£13,800.00	
Graduates Association	£10,000.00	
Alumni Fund	£7,549.50	
General Donations	£899.10	
Donation from Waitrose	£270.00	
Tax	£77.50	
Debtors	£8,000.00	
	Total	£63,640.52
Expenditure		
Staff:		
Permanent Staff	£59,070.84	
Seasonal Staff	£13,435.95	
Total	£72,506.79	
Other:		
Travel and Accommodation	£1,597.57	
Stationery	£233.56	
Prizes/Gifts	£25.00	
Training	£20.00	
Insurance (AdviceUK)	£481.00	
Office Equipment – Photocopier costs	£3,362.96	
Mail costs	£286.64	
Sub-total	£6,006.73	
	Total	£78,513.52

11. Future developments

Community Legal Engagement Class

Earlier this year, the University's Education Excellence Fund panel allocated £13,800 to the Law Clinic to develop a Community Legal Engagement class. Consequently, research is currently being conducted on how to build on the valuable learning experience Law Clinic students currently gain by extending the number of students involved in active learning through legal work in the community. Currently, the 180 or so students admitted to the Law Clinic acquire legal skills usually only gained in practice and knowledge of how law operates in practice. They can also build on their experiences through reflection on legal practice in the Clinical Legal Practice course and in the Clinical LLB which embed skills training and reflection on the operation and ethics of law throughout the LLB. However, the fact that we currently turn away between one to two applicants for every one we take on suggests that far more students would like to benefit from this form of active learning. Moreover, we

currently do not use the various public legal education and other projects for any educational purposes.

Consequently it is intended to address both these issues through a proposed Community Legal Engagement class, which will enable students to learn from their community involvement through exposure to and reflection on issues of social justice. Such experience could involve, in the case of Law Clinic members, one of our existing community legal projects or, in the case of non-Clinic members, a placement with an outside agency engaged in social justice work. It is hoped that once planning has been completed the class will be available from January 2014.

Mediation

This year the Law Clinic has taken significant steps to make mediation more available to its clients. Mediation provides parties to a dispute with a forum to discuss their issues, options and a mutually acceptable solution. It can therefore be a lot faster, less formal and more amicable than court or tribunal actions. Mediation is particularly useful to the Law Clinic for at least three reasons. First, the majority of our cases centre on employment or landlord/tenant disputes, where the parties may wish to continue their existing relationship and therefore wish to avoid potentially hostile litigation. Secondly, we act for many individuals who are either marginalised or have English as their second language, and for these reasons would benefit from a less formal environment in which to put their views across. Finally, the Law Clinic is the last resort for many of our clients and thus their disputes may already be quite protracted, making a speedier process attractive.

In the past, the Law Clinic has mediated a small number of its cases. However, the numbers have remained small, partly because of the absence of a qualified mediator and the lack of a formal system to refer cases to an external mediator. This problem has now been resolved following the establishment by Professor Charlie Irvine of a Mediation Clinic to offer a pro bono mediation service to clients and to provide students on his MSc in Mediation and Conflict Resolution with vital experience. A pilot scheme has now been set up whereby Clinic clients are informed of the option of mediation and, if interested, put in touch with the Mediation Clinic. Training shall also take place at the start of term for all Law Clinic Advisors to increase their understanding of how mediation works and its potential benefits and drawbacks. One case has already been referred to the Mediation Clinic and it is hoped that the Law Clinic will be able to offer mediation whenever this is appropriate.

12. Thanks

As a voluntary organisation, the Law Clinic owes a huge debt of gratitude to a wide variety of people who have given their help and support to it. The Law Clinic would like to thank the Alumni Association for its continued financial support and the Graduates Association for its long-standing financial support. Further, for the fifth year in a row, DLA Piper have donated to the Clinic and promised to continue their donation in the coming year.

The Law Clinic is very lucky to receive a large amount of assistance by way of training. Here we would like to thank Professor David McQuoid-Mason, Professor Peter Robson, Professor Charles Hennessy, David Hoey, Walker Love Sheriff Officers (Angus MacKinnon and Chris

Bell), Charlie Irvine, Margaret Gilroy, Kenneth Campbell QC and John Hamilton QC, as well as the Legal Services Agency who make available their own training sessions for Law Clinic members at reduced rates. The Law Clinic also draws on a wide variety of law firms and individual lawyers for advice and assistance on cases and research projects. DLA Piper provided us with useful backup advice, solicitors for our IACs and two solicitors working on cases, as did McGrade's, Charles Hennessy, David Martyn and David Hoey. In addition the Faculty of Advocates Free Legal Services Unit played a vital role in taking over the advocacy of cases where our advisors were unable to continue. We would also like to extend a thank you to Alasdair Stewart for the provision of, and continuing assistance with, our Case Management System.

Finally, we would like to thank the Supervisory Committee for giving up their time and the benefit of their experience, Professors Mark Poustie and Alan Paterson for their strong support and encouragement of the Clinic, as well as the many Law School academics and support staff who have provided advice or administrative help to the Law Clinic.

Appendix 1 - Staff Details

Employed staff

For session 2011-2013, in addition to the Director, the Law Clinic had three staff members:

Supervisor	Annabell Fowles	19.5 hours per week
Supervisor	Kathleen Laverty	22.5 hours per week
Administrator	Hannah Cosgrove	35 hours

Appendix 2 - Committee Membership

Supervisory Committee

The Supervisory Committee (previously called the Management Committee) is made up of members from the University of Strathclyde Law School, local community, other agencies and members of the legal profession.

Chair	Professor Alan Paterson	Law School
	Professor Mark Poustie	Law School
	Professor Donald Nicolson	Law Clinic Director
	Sheriff Ian Miller	Glasgow Sheriff Court
	Richard Farquhar	Solicitor
	Dr Rose Mary Harley	University Graduates Association
	Gwynneth James	Glasgow CAB
	Frances McMenamin QC	Advocate
	Richard Young	In-Court Advice Service
	Jean McFadden	Glasgow City Councillor
	Dame Elish Angiolini QC	Visiting Professor
	Alasdair Stewart	South West London Law Centres

Executive Committee

The Executive Committee is responsible for the day to day running of the Law Clinic. It comprises the Clinic Director, Supervisors, Student Director and Deputy Student Director, the six firm managers, along with students appointed to take responsibility for different areas aspects of Clinic management and seven members elected at the AGM in October each year.

Student Members: April 2011 - April 2012

Student Director	Hannah Cosgrove	
Deputy Student Director		
Director	Elise Lang	
Case Manager	Michael McDougall	(Firm A)
Case Manager	Emma Boffey	(Firm B)
Case Manager	Callum Hiller	(Firm C)
Case Manager	Nur Hemsi	(Firm D)
Case Manager	Maria MacLeod	(Firm E)
Case Manager	Patrick Campbell	(Firm F)
IT Officer	Gary Thompson	
Training Officer	Laura Ferguson	
Fundraising Officer	Louisa Doole	
Communications Officer	Shaun Alexander	
Elected	Greg Cunningham	
Elected	Greg Coburn	
Elected	Rachel Coyne	
Elected	Rachel Leggett	
Elected	Graeme Loarridge	
Elected	Lauren Whitters	
Elected	Andrew Ross	