

# Annual Report

1 August 2016 - 31 July 2017

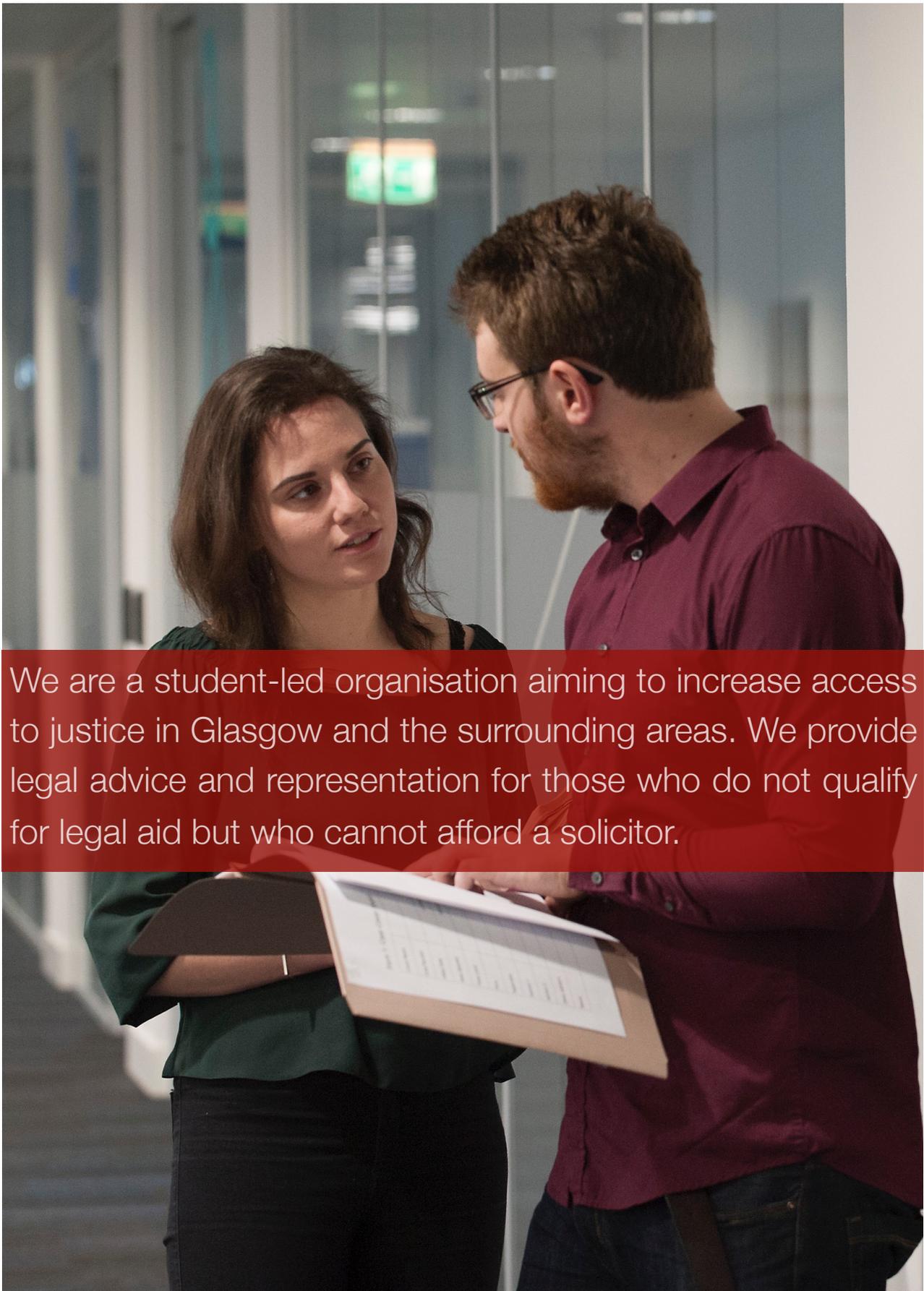


University of Strathclyde  
**LAW CLINIC**



Room GH844, Level 8  
Graham Hills Building  
40 George Street  
G1 1QE

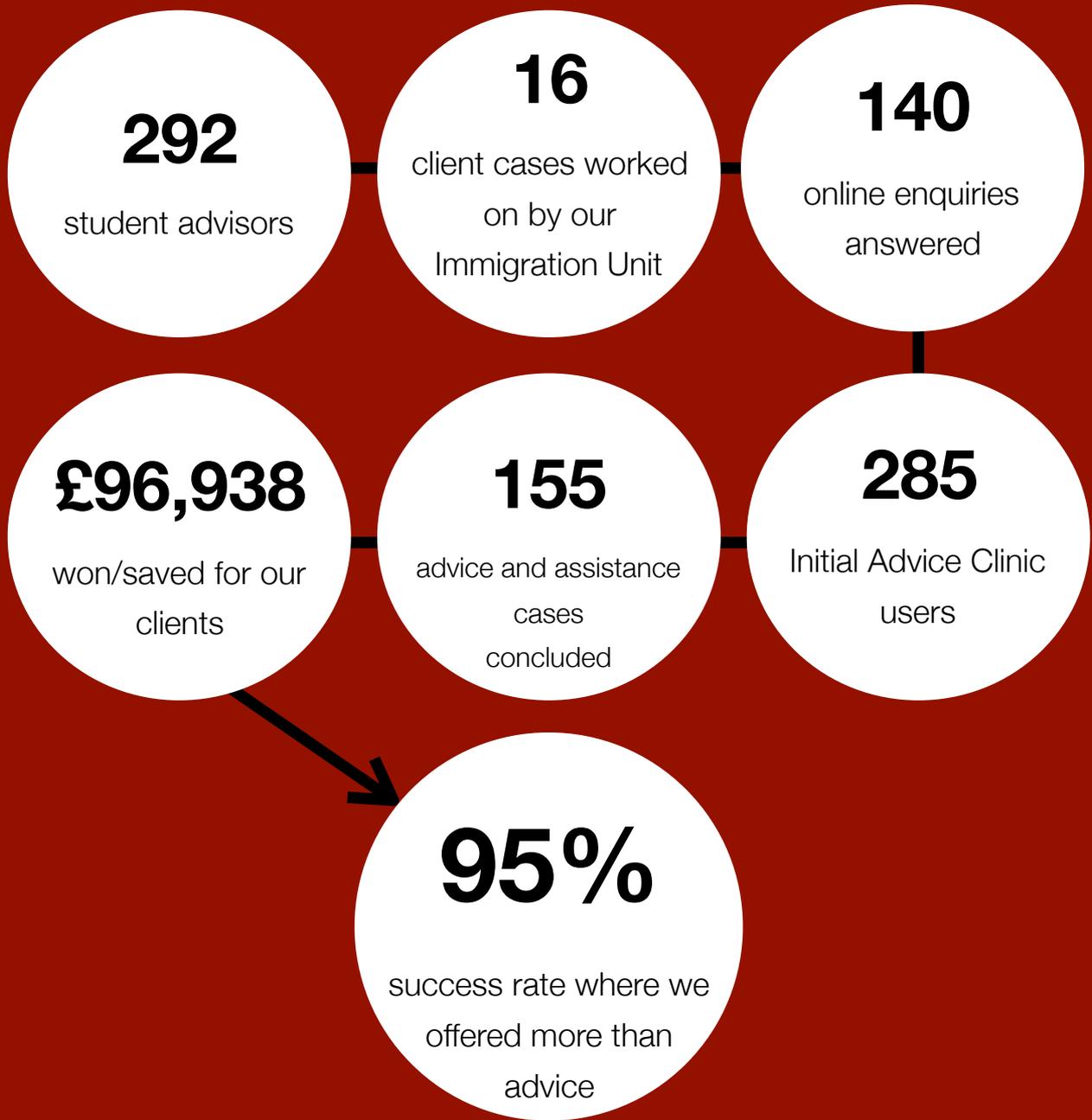
[enquiries@lawclinic.org.uk](mailto:enquiries@lawclinic.org.uk)  
[www.lawclinic.org.uk](http://www.lawclinic.org.uk)  
[@strathlawclinic](https://twitter.com/strathlawclinic)



We are a student-led organisation aiming to increase access to justice in Glasgow and the surrounding areas. We provide legal advice and representation for those who do not qualify for legal aid but who cannot afford a solicitor.

## 2016-2017 AT A GLANCE:

This session we continued to help even more people in Glasgow and the surrounding areas to access the legal services they needed. We served more clients than ever across our range of innovative services. More students than ever helped us to provide our services.



---

|                                   |    |
|-----------------------------------|----|
| Director's Report                 | 5  |
| Highlights and Awards             | 7  |
| Our Background                    | 10 |
| Cases and Clients                 | 12 |
| Who are our Clients?              | 17 |
| Projects                          | 19 |
| External Collaborations           | 21 |
| Membership                        | 23 |
| The Clinical LLB                  | 26 |
| Finances: Funding and Expenditure | 27 |
| Future Developments               | 29 |
| Thanks                            | 30 |
| Appendices                        | 31 |



## DIRECTOR'S REPORT

Writing this my last Annual Report for the Law Clinic is a bitter-sweet experience. Having poured my heart and soul into the Law Clinic, pro-bono, access to justice and the fostering of student development, I am extremely sad to be leaving the Clinic to take up the new challenge of trying to replicate what I (along, of course with everyone else involved) have achieved here. On the other hand I am extremely proud of what has been achieved. I fondly remember sitting with a small group students on the grass outside of the old Stenhouse Building in 2002, on one of those rare sunny days in Glasgow, discussing how to get Strathclyde students involved in providing pro-bono legal services in Glasgow. This discussion was where the Clinic was born as we formed the first Executive Committee. Since then, I have watched our Clinic flourish into one of the biggest in the world, covering the widest range of areas and engaging more student volunteers than I have seen anywhere else. This Annual Report demonstrates just how far we have come in this time.

This period, we continued to welcome more and more students into the Clinic family. Whilst we bid a fond farewell to two of our supervisors – Heather Kemmett and Barbara Coll - with the advent of Susan Fallone and an increase to the hours of Gillian Melville, our fantastic case supervisor and administrator team continues to provide invaluable support for our students. Moreover, we were delighted to appoint our longest serving supervisor, Kate Laverty, as Deputy Law Clinic Director who has now assumed the position of Director. We continued to increase client numbers as a result of our innovative suite of services, answering record numbers of enquiries at our Initial Advice Clinics and through our online service. This has allowed us to use our resources efficiently, dedicating our bespoke advice and assistance services to those in the community that need them the most.

The innovation does not stop there. Two of our ground-breaking projects have gone from strength to strength. The Scottish Women's Rights Centre has been successful in securing a substantial increase in funding from the Scottish Government, demonstrating the need and benefit of accessible legal support for women who experience gender-based violence. Our Immigration Unit has helped a record number of destitute asylum

---

seekers this period and even saw one of our previous clients' succeed in a fresh asylum claim – a rare occurrence indeed - being granted Leave to Remain by the Home Office.

These efforts have not gone unrecognised as the Clinic took home the coveted award of 'Team of the Year' at the Herald Society awards in recognition of our significant contribution in the Glasgow community over the years. Our Administrator, Diane Inglis was also nominated for the 'Unsung Hero' award in recognition of her amazing ability to keep our ever growing family running smoothly at all times. Furthermore, we continued our long-running success at the LawWorks and Attorney General Student Pro Bono Awards, as Roisin Donnelly was awarded Runner Up in the 'Best Contribution by an Individual Student' category. This was in recognition of her dedication to the Clinic during her time volunteering with us, taking on more cases in the Clinic than any other student since our inception (74 in all!).

I am certain that the Clinic will develop further yet and whilst I will likely shed a tear on my departure, I am honoured to have had the privilege of helping the Clinic grow year on year. Despite such substantial growth, I believe that the volunteer spirit and passion for access to justice is as strong today as it was on that sunny afternoon in 2003. May it be ever thus.

*Professor Donald Nicolson OBE, August 2017*



## HIGHLIGHTS AND AWARDS

### **HERALD SOCIETY AWARDS**

**The Clinic's Executive Committee was successful at the prestigious Herald Society Awards 2016, beating out some stiff competition to take home the award for 'Team of the Year'.**

The awards ceremony took place on Wednesday 2 November 2017 at the Crowne Plaza Hotel in Glasgow. These awards celebrate the contribution, dedication and impact of the public and voluntary sector in Scotland. The Clinic was commended for its immense contribution in assisting the community in Glasgow and surrounding areas to access justice, since its inception in 2003.

We were also delighted that Administrator, Diane Inglis, was nominated for the 'Unsung Hero' award. Diane's dedication to the Clinic and work behind the scenes ensures the continuous smooth running of our service to the community as well as providing an empathetic, warm welcome to our clients.

### **ATTORNEY GENERAL & LAWWORKS STUDENT PRO BONO AWARDS**

**Once again, the Clinic was recognised at LawWorks and Attorney General Awards, with one student advisor, Roisin Donnelly, being presented with runner up for the 'Best Contribution by an Individual Student' award.**

The ceremony took place in the Palace of Westminster in April 2017, which was attended by Roisin and three other members of our Executive Committee. We were also honoured to be shortlisted for the 'Best Contribution by a Team of Students' for our Executive Committee.

This built upon our historic success at these awards, and maintains our position as the most nominated and awarded UK law clinic since the awards were opened to Scottish universities eight years ago.



### MIAMI EXCHANGE

**This session, students embarked on our fourth exchange with the University of Miami School of Law's Health Rights Clinic. Running since 2015, this initiative allows our members to explore access to justice issues in another jurisdiction and find ways to improve our own services.**

The September leg of the exchange saw four student interns from Miami visit Glasgow alongside their Clinical Director, Professor JoNel Newman and Associate Director and Clinical Instructor, Melissa Swain. These students assisted with an Initial Advice Clinic, observed initial interviews with new clients and sat in on an executive committee meeting, seeing first-hand how decisions are made in a student-run clinic.

The second leg of the exchange took place in May when four of our student advisors travelled to Miami with acting Law Clinic Director, Kate Laverty. They had the chance to witness the practical differences in how the clinics operate, and to witness the difficulties in gaining access to justice in another society, exploring the cultural differences that arise.

Throughout the exchange students from both Clinics worked together in pairs to research and prepare comparative projects exploring areas of practice and ethics that are common to both clinics. It is hoped that these projects will be used to inform the development of services in both clinics.

### ANNUAL GENERAL MEETING AWARDS

**Some of the most important awards in each clinic session are those that we award internally to the students that allow the clinic to operate so effectively. These were awarded at our AGM on Wed 12th October 2016.**

This year, the members chosen by fellow advisors for recognition on account of their efforts during the year were as follows:

Best Newcomer: Nathan McHardy

Best Advisor: Ben Brown and Scott O'Connor

Best Project Work: Scott Jenkins

The Amanda Benstock Award for Compassion: Alice Bowman

Best Case: Hannah Grace and Andrew Harding

The Effie Shaw Award for Dedication: Stacey Martin

Best Court/Tribunal Advocate: Miranda Hughes

Best Overall Contribution: Jennifer Rowlinson

---

## **A NEW HOME FOR THE LAW CLINIC**

**2017 saw the University of Strathclyde Law Clinic pack its bags and wish farewell to its home of seven years as it moved from level 5 of the Graham Hills building to larger premises on level 8 of the building.**

With a main reception area where the supervisors and the Clinic administrator are based, as well as two meeting rooms and two working hubs for student advisors, our new space is a significant upgrade from our two (small) rooms on level five.

With an ever increasing caseload and number of student advisors, our new premises provide us with much needed extra space. This allows more space for advisors to meet and work on cases or our projects as well as increased meeting space to accommodate clients. We are now even able to hold our Initial Advice Clinics in the Clinic once a month.

Despite a new location, the spirit of the Clinic remains and we look forward to seeing the clinic develop even further in our new surroundings.

## **SCOTTISH WOMEN'S RIGHTS CENTRE RECEIVES SIGNIFICANT FUNDING INCREASE**

**On Friday 14 October 2016, Scottish Justice Secretary Michael Matheson announced that the Scottish Women's Right Centre, a partnership project between Rape Crisis Scotland and the University of Strathclyde Law Clinic would receive a significant increase in its funding by the Scottish Government with an extra £665,000 over 2 years.**

The SWRC will employ a new full time advocacy support worker, focusing on the needs of the women who access the service, and the centre's helpline will increase its hours to ensure that women have more options available to them to seek legal information and advice on any aspect of gender based violence.

We are delighted to be a part of this much needed service and this funding increase will allow the SWRC to support even more women across the country who have experienced gender-based violence.

For more information on the SWRC, see page 21.



## OUR BACKGROUND

### HISTORY

**Established in 2003 by Professor Donald Nicolson OBE, we provide free legal advice and representation to people in Glasgow and the surrounding areas who cannot access this through other means.**

We aim to complement existing services (like Citizens Advice Bureaux) and we never act for those who can afford professional legal services or access legal aid. We don't offer advice if adequate services are in place.

We are the first of Scotland's current university law clinics. However, we build upon the tradition of clinics in the US, the rest of the UK, and the Commonwealth where clinics are recognised for their value to the community and to each new generation of lawyers.

### ETHOS

**Our aims are access to justice, the local community's need for legal services and our clients' individual interests.**

However, our students gain much through their involvement in clinic work in terms of developing legal skills, seeing law being applied in practice, while reflecting on the ethics and justice of legal practice.

Students find their involvement challenging, rewarding and useful in providing an insight into law in practice.

The Clinic offers students a break from the increasingly competitive and commercial nature of legal practice. It also encourages young lawyers to be more empathetic and altruistic in their future careers.



## MODE OF OPERATION

**The Clinic is a student-led, voluntary organisation based in the Law School at the University of Strathclyde. The Clinic is overseen by acting Law Clinic Director, Kate Laverty, who has considerable experience both advising low income clients as a practising solicitor and supervising students in the Law Clinic. Our Executive Committee is responsible for the day-to-day running of the Clinic.**

Our Executive Committee is made up of Clinic staff and a majority of student volunteers. Some of these volunteers are appointed to a role (e.g. Training Officer) while others are elected to represent the views of all our members.

Our Management Committee makes urgent decisions concerning the Clinic and is made up of the Director, Supervisors and Student Directors who lead the Executive Committee.

Our Supervisory Committee is made up of non-members from the University, legal profession and local community and provides advice on the Law Clinic's strategy and direction.

We have eight "firms" of student advisors. Student Firm Coordinators lead each firm, acting as a mentor and assisting firm members with their cases as well as any problems arising. Students work mostly in pairs to assist clients, unless the case requires a larger team.

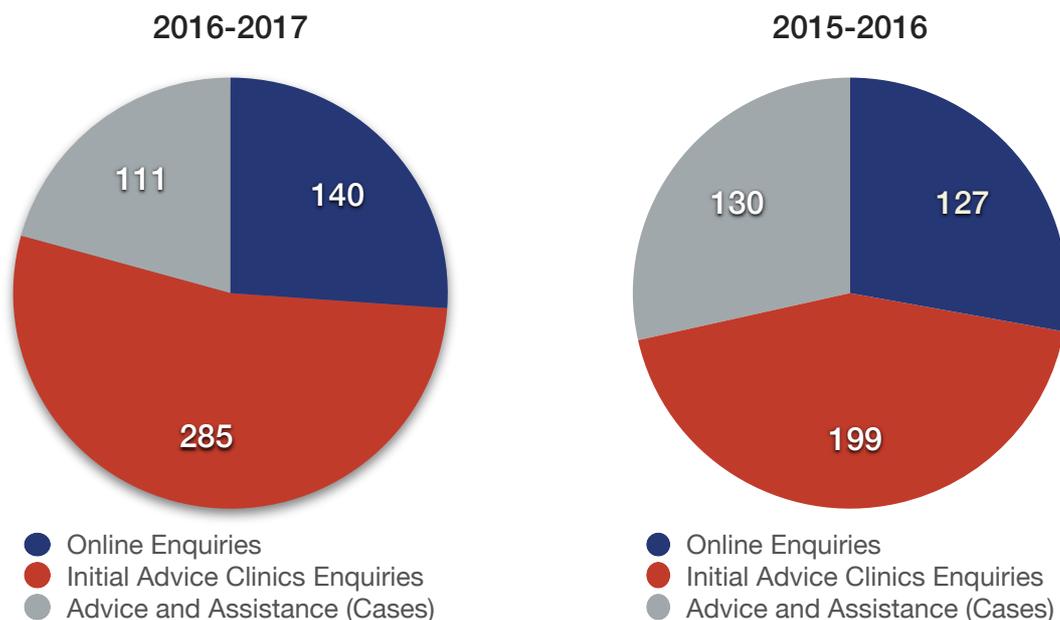
Since 2007, we have been able to refer legal queries to volunteers at the law firm DLA Piper. In the same year, a referral arrangement was set up with the Faculty of Advocate's Free Legal Services Unit. This gives us the possibility of instructing a *pro bono* advocate where the case's difficulty or court rules prevent our students from representing a client.

We never give any advice to a client without it first being checked by one of our supervisors. Law School academics and solicitor volunteers offer additional specialised advice where this is needed. We have an insurance policy in place and all clients sign a disclaimer which highlights that the advice and assistance we offer is delivered by students who are not professionally qualified. We operate a strict policy of confidentiality, and all client files are securely stored. We apply, at a minimum, the same standards of ethics and professional conduct that apply to Scottish solicitors.

## CASES AND CLIENTS

### OVERVIEW

We have developed an innovative approach to offering our clients the services they need in recent years. Instead of offering an inefficient “one-size-fits-all” service, we now resolve urgent and simple enquiries through our award-winning Online Advice Service. Clients can seek urgent and more detailed advice at our regular Initial Advice Clinics from volunteer solicitors. Finally, our traditional advice and assistance services offer the most complete service, over a longer period.



The Clinic took on a total of **536** cases, up **52** from last session (an increase of **10.7%**).

Although our overall case numbers are significantly boosted by streamlined nature and quick turn-around time of the online enquiries and the outside assistance of solicitors at IACs, such cases would previously have been dealt with by students less efficiently.

We provide a full package of services: legal problems are rarely isolated from other issues. We aspire, where appropriate, to empower clients by equipping them with the knowledge to help themselves and provide them with access to other resources.

We refer clients to selected legal practitioners and agencies better equipped to deal with specialist issues to ensure that our clients receive the assistance they need.

There is no single measure of our success rate as our clients are sometimes able to resolve their legal issues following basic advice, whereas others have cases without any prospect of success or where there is no legal remedy.



## **SUCCESS STORIES**

### **Unfair dismissal case success**

One of our most complex unfair dismissal claims against a large UK public company has recently settled for £17,000.

Our client came to us having been dismissed by her employer after 8 years of service, as a result of a customer complaint, which was never properly substantiated. This was followed by an unfair disciplinary procedure conducted by a single member of staff who was involved in the original complaint.

After being denied assistance by her trade union, our student advisors represented our client throughout a 3 day Employment Tribunal hearing, with no prior advocacy experience and going up against qualified solicitors from a large law firm. Our client's case was successful in Employment Tribunal. Despite being appealed by the respondents following the judgement being issued by the Employment Tribunal, our student advisors negotiated the settlement on our client's behalf.

This was a fantastic result for our client who can begin to get her life back to normal, following an incredibly stressful time in her life.

### **Local authority fees successfully challenged**

The Clinic has recently been successful in complaining against a local authority on an elderly client's behalf for care fees of more than £3,500 erroneously charged to her.

Suffering from advanced stages of Alzheimer's, our client was regularly receiving care services from the local authority that she understood to be free of charge. However, our client's daughter approached us on her behalf when an unexpected bill arrived from the Council. Our client's daughter made several complaints to the council and Ombudsmen to no avail.

Our advisors assisted the client in raising a further complaint to the council and representing her at a complaints review committee. After several letters and hearings, our client's complaint was subsequently upheld and the Council have now written off the debt.

This is a particularly satisfying result, with our advisors helping a particularly vulnerable client and her family navigate an incredibly complex complaints procedure, securing justice against the local authority.

## SUMMARY OF ADVICE AND ASSISTANCE CASES

Where we went further than providing simple advice, our success rate this session was 95%. This was the result of 3824 hours spent on casework, with £96,938.53 won or saved for our clients along the way.

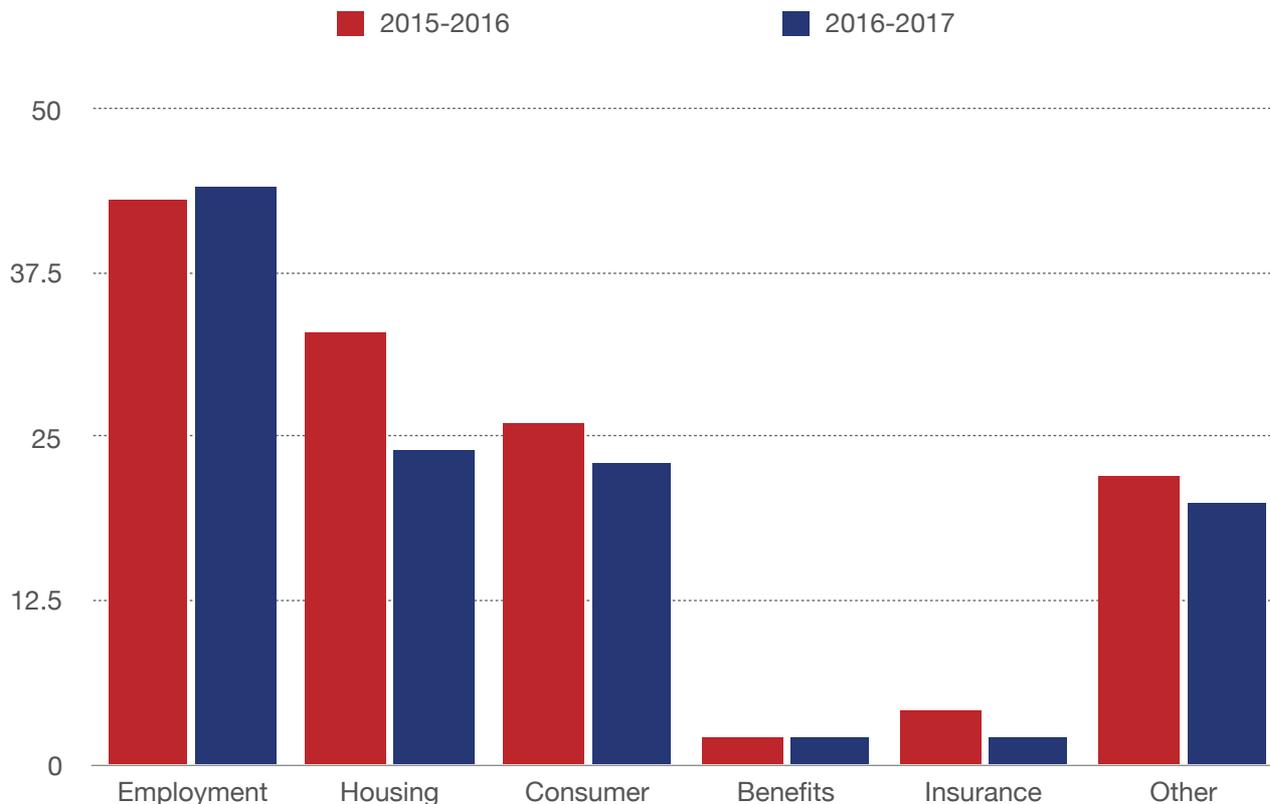
These figures do not include the time spent providing representation, nor do they provide an estimation of the legal fees we save our clients.

Our statistics are measured across all the cases we closed this session. We exclude cases where no assistance could be given beyond advice alone. We consider a case to be a success where it results in our client meeting, at least partially, their objectives.

## CASE OUTCOMES

| Case Outcomes                  |   | Number     |
|--------------------------------|---|------------|
| <b>All Cases Closed</b>        |   | <b>115</b> |
| <b>No Action Beyond Advice</b> | - No Action Possible                        | 12         |
|                                | - No Client Contact / Client Dropped Matter | 29         |
|                                | - Advice Only                               | 28         |
|                                | - Referred to Another Body                  | 4          |
|                                | <b>Subtotal</b>                             | <b>73</b>  |
| <b>Action Beyond Advice</b>    | - Case lost                                 | 2          |
|                                | - Negotiated Settlement                     | 21         |
|                                | - Case Partially Successful                 | 7          |
|                                | - Other successful outcome                  | 3          |
|                                | - Case Won                                  | 9          |
|                                | <b>Subtotal</b>                             | <b>42</b>  |
|                                | <b>Total</b>                                | <b>115</b> |

**TYPES OF CASE**



| Category               | 2016-2017  | 2015-2016   | Change       |
|------------------------|------------|-------------|--------------|
| <b>Employment</b>      | 44 (38%)   | 43 (33%)    | +2%          |
| <b>Housing</b>         | 24 (21%)   | 33 (25%)    | -7%          |
| <b>Consumer</b>        | 23 (20%)   | 26 (20%)    | -2%          |
| <b>Benefits</b>        | 2 (2%)     | 2 (2%)      |              |
| <b>Insurance</b>       | 2 (2%)     | 4 (3%)      |              |
| <b>Other</b>           | 20 (17%)   | 22 (17%)    |              |
| <b>Period Total</b>    | <b>115</b> | <b>130</b>  | <b>-24%</b>  |
| <b>Monthly Average</b> | <b>9.6</b> | <b>10.8</b> | <b>+2.05</b> |

The **15** decrease in cases is partly the result of a moratorium on cases operated last session due to a shortage in staff throughout our recruitment for a new supervisor. However, in recent years we have seen a more efficient outsourcing of ‘advice only’ cases to the Online Project and IACs. Enquiries to these services have increased steadily over the past few years, demonstrating a genuine growth in numbers.

This growth is also illustrated by the fact that we spent **847** additional hours on casework when compared to last years’ **2977** hours.



### **INITIAL ADVICE CLINICS**

**Our Initial Advice Clinics have been running for eight years. These provide a drop-in service to the public where they can obtain free legal advice from a qualified solicitor, on the spot. This equips them with the knowledge they need to solve their problems themselves.**

This year, we ran two sessions per month. One was located in the Law School or in the Law Clinic offices and the other was located in the Mitchell Library. We also held a special IAC on 14 June 2017 at the Royal Faculty of Procurators Library in Glasgow to celebrate their bi-centenary.

We served **285** clients through this initiative, an increase of **86** on last year's **199**. This is the highest number of clients served through IACs since the initiative began.

Through IACs, we can also maintain close links with solicitor practitioners who volunteer at the sessions. A significant number of these solicitors are Clinic alumni.

### **ONLINE ADVICE**

**Launched in 2014, this service offers access to the Clinic for those who are unable to attend our offices. It also assists those who need urgent legal advice. It therefore plays a crucial role in allowing us to deliver our flexible services.**

This session, the service dealt with **127** online enquiries, an increase of **39** on last years **88**.

We also offer an online library of legal resources for the public. These FAQs offer standard information on Employment Tribunal time scales and procedure, for example. They empower people to resolve their own basic legal enquiries, and free up our limited resources for clients most in need of our bespoke services.

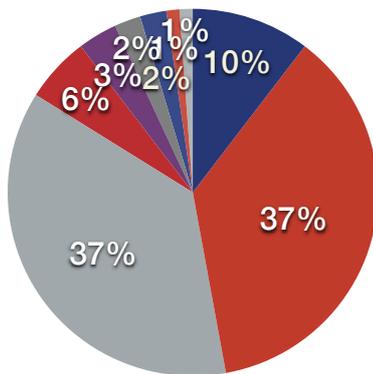
## WHO ARE OUR CLIENTS?

**We gather information from our clients to gain a better picture of who we are reaching in the community. This helps us to identify areas and groups that we should target in planning for the future.**

Our advice and assistance clients are asked to complete an equalities monitoring form during their first interview with us, on a voluntary basis. As such, the below statistics represent the proportion of those who chose to provide that information to us. During this period, **54** clients completed one of these forms, representing almost half of the advice and assistance cases we took on.

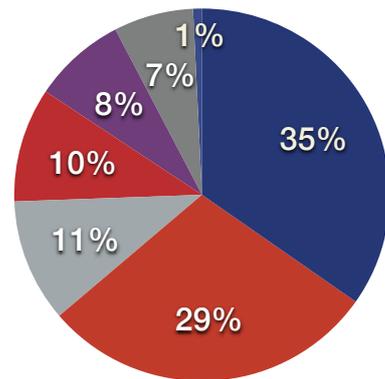
### RACE

- African Caribbean or Black
- White
- Scottish
- Other
- African
- Chinese or other Ethnic Group
- Mixed heritage
- Chinese
- Thai



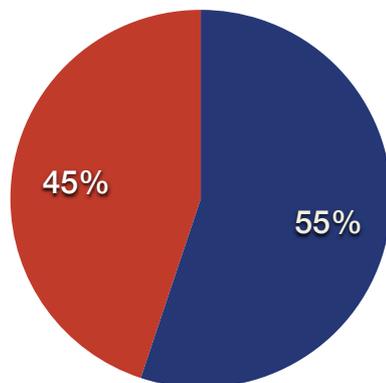
### AGE

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84



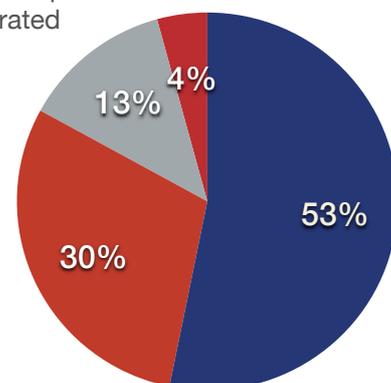
### GENDER IDENTITY

- Female
- Male



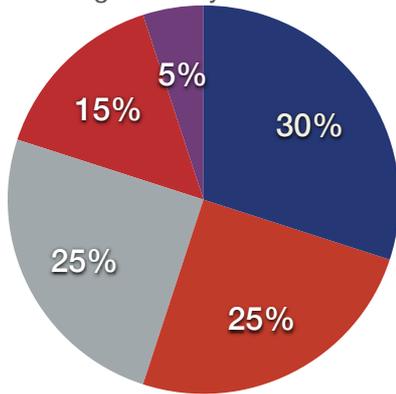
### RELATIONSHIP STATUS

- Single
- Married
- Live with partner
- Separated



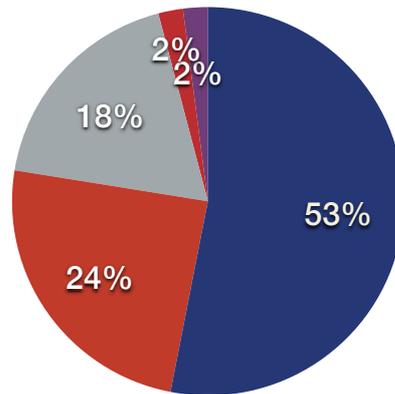
**DISABILITIES**

- Mental health condition
- Long term illness
- Physical Impairment
- Other
- Learning disability



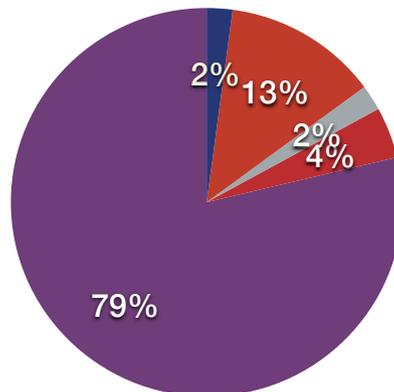
**INCOME**

- 0-£9,999
- £10,000 - £19,999
- £20,000 - £29,999
- £30,000 - £39,999
- £39,999 +



**SEXUAL ORIENTATION**

- Bisexual
- Do not wish to state
- Gay man
- Gay woman/lesbian
- Heterosexual/straight





## PROJECTS

### CRIMINAL CONVICTIONS UNIT

**We provide thorough investigations into potential miscarriages of justice, with a view to supporting applications to the Scottish Criminal Case Reviews Commission. We are the last resort for those convicted of a crime but who believe themselves to be innocent.**

The CCU began life as Scotland's first campus-based Innocence Project under the umbrella of the Innocence Network UK (INUK). In 2014, the INUK was disbanded. As a result, the project was renamed and became a fully independent Law Clinic endeavour for the first time.

The CCU had **66** members this reporting period, continuing the trend of its growth. These members continue to work on **6** long-standing cases as well as three more recent cases.

These latter cases are the fruit of a collaboration between our CCU and the Miscarriages of Justice Organisation (MOJO). Two years ago, the Presumed Innocent Network (PIN) was formed to share the caseload involved in investigating claims of innocence, to provide training for individuals undertaking these investigations, and to promote the issues surrounding alleged miscarriages of justice.

### PUBLIC LEGAL EDUCATION

#### *Schools Project*

**Our Schools Project provides information to school pupils in areas of the law which have a direct effect on them.**

We deliver presentations on drug and alcohol abuse, cyber-bullying, anti-social behaviour, police powers and psychoactive substances. In order to ensure the presentations are effective, we use a range of methods. These include games, quizzes and mooted competitions which are designed to create an engaging experience for students.

This session, our members delivered presentations in Kings Park Secondary School in Glasgow, informing **124** pupils about legal issues.

---

We hope that by delivering these presentations, students will develop a knowledge and understanding of the law and their legal rights.

### *Prisons Project*

**The Prisons Project aims to offer people with convictions an easier transition back into their community. We hope that by providing information about relevant issues, we will reduce reoffending and aid rehabilitation.**

Since the pilot in 2010, the Prisons Project has grown steadily. However, in previous reporting periods, the project has encountered difficulties due to the introduction of new policies by the Scottish Prison Service. However, our Prisons Project Manager, Stephanie McCarron has persevered and ensured regular presentations continue at HMP Low Moss and our ambition is to expand the number of prisons we are presenting to previous levels.

We delivered **38** talks to prisoners in HMP Low Moss over the reporting period.

### **SMALL BUSINESS LAW UNIT**

**Currently in its pilot stage, the Small Business Law Unit aims to increase access to pro-bono legal services for small businesses in Glasgow and the surrounding areas that cannot afford the services of a solicitor.**

By providing this service, we hope that we will be helping to rejuvenate the local community and empower the individuals behind these businesses to realise their business aspirations; make their businesses a success and enforce good business practices. This not only helps the individual, but helps their employees, customers and the local community.

We are currently piloting a bespoke advice service on **2** clients: a start-up and a charity, with the aim of assisting one other small business in the coming year.

This project is funded by a generous donation by David Stirling, an entrepreneur who is supporting the establishment of an entrepreneurial centre in the University.

### **FOOD BANKS AND BENEFITS PROJECT**

**This is new project aiming to provide advice on benefits and social security to those in the community who need our services the most and who are less likely to access them through other means.**

Given the reported problems caused by benefits sanctions and other restrictions on the award of social welfare benefits, we felt that this was an area the Clinic should seek actively to address.

Throughout the reporting period, we worked with the Lodging House Mission in Glasgow to provide fortnightly drop-in services for their service users. These sessions were staffed by a Clinic supervisor as well as at least one student advisor. This period we held **9** of these drop in sessions.

The Lodging House Mission is a Glasgow based charity dedicated to providing care and support to homeless, vulnerable and socially excluded people. It has over 100 years experience in helping disadvantaged people get their lives back on the right track.

The project was partially funded by the University's Alumni Fund.



## EXTERNAL COLLABORATIONS

### **SCOTTISH WOMEN'S RIGHTS CENTRE (SWRC)**

**The Scottish Women's Rights Centre (SWRC) – initially a partnership between the Clinic, Rape Crisis Scotland and the Legal Services Agency - aims to provide support to women who have experience or are experiencing gender based violence.**

**8** of our student advisors support the solicitor in operating a free, confidential helpline. During the reporting period, the helplines increased in frequency to three times a week. Between 1 April 2016 and 31 March 2017, **298** calls were taken on the helplines.

As well as helping the solicitor run the helplines, our team of **8** student advisors also assist the solicitor with ad-hoc legal research in the SWRC's casework and representation. Between 1 April 2016 and 31 March 2017, **58** clients were taken on by the SWRC.

On Friday 14 October 2016, Scottish Justice Secretary Michael Matheson announced that the Scottish Women's Right Centre, a partnership project between Rape Crisis Scotland, the University of Strathclyde and the Legal Services Agency, would receive a significant increase in its funding by the Scottish Government with an extra **£665,000** over 2 years.

The SWRC will employ a new full time advocacy support worker, focusing on the needs of the women who access the service, and the centre's helpline will increase its hours to ensure that women have more options available to them to seek legal information and advice on any aspect of gender based violence.

---

## IMMIGRATION UNIT

**This project aims to assist destitute asylum seekers who have exhausted all their rights of appeal, but who may have grounds for a fresh application for asylum in the UK.**

We collaborate with the Refugee Survival Trust (RST), Scottish Refugee Council (SRC), The British Red Cross and other partners on the Destitute Asylum Support Service. This project aims to assist destitute asylum seekers who have exhausted all rights of appeal, but who may have grounds for a fresh application for asylum in the UK. Many such asylum seekers have good grounds for remaining in the UK as a refugee because their human rights will be violated if they return to their countries of origin.

The Clinic seeks to assist those who meet our criteria by providing detailed research in support of fresh asylum applications before referring cases on to specialist solicitors. At the end of the reporting period, the Unit was assisting **14** clients.

During the reporting period, the Unit also met with **21** new referrals from partner organisations. In these meetings, we review their previous applications and establish whether there are any potential grounds for submitting a fresh claim.

Since its establishment, the Unit has referred **6** cases to solicitors in order for them to assist those clients in submitting fresh claims of asylum. One of these client's fresh claim has been successful in being granted leave to remain in the UK. Considering the low chances of success in such cases, this is a resounding success for the Unit and demonstrates the need and benefits of this service.

## SCOTTISH UNIVERSITIES LAW CLINIC NETWORK

**The Law Clinic remains part of the Scottish University Law Clinic Network (SULCN), which was formally launched in June 2012. This network provides a forum for the exchange of ideas between law clinics on subjects such as ethics, public legal education and clinic legal education.**

In June 2017, Law Clinic staff and students attended the sixth annual event at Glasgow Caledonian University, which consisted of a day long conference on the subject of 'Access to Justice: Beyond the Campus'. This consisted of workshops, seminars, debates and discussions lead by a number of prominent figures in the legal community in Scotland and attended by Clinics from across Scotland. Groups attended mock employment tribunals, training on street law, and sessions focussing on technology in the legal industry, expanding the reach of clinic services as well as clinic troubleshooting.

Chairman of the Employment Tribunal, Shona Simon, gave the keynote speech, commending the work of university law clinics in helping claimants in the employment tribunal, even mentioning one of our recent cases heard in the Tribunal as an example of such good work.

## MEDIATION

**The University of Strathclyde is also home to a Mediation Clinic, which is independent of the Law Clinic. We are able to refer cases for free mediation to the Mediation Clinic. During this reporting period, 2 cases were referred.**

Our clients benefit from mediation in a number of ways. Firstly, since many of our cases involve employment or landlord/tenant disputes, it is preferable to maintain relationships rather than create potentially hostile litigation. We also act for a number of individuals who feel uncomfortable about the prospect of litigation, and who prefer the idea of negotiation. Finally, our clients approach us as a last resort, and so their dispute may already have been quite protracted. Speedier processes can thus appear attractive.



## MEMBERSHIP

### STUDENTS

Our student volunteers are at the heart of what we do. By inspiring more and more young lawyers to use the law in order to make a difference, we continue to provide a growing, invaluable service to the community. This reporting period, we engaged more students in pro bono work than we have ever done before.

|                    | Case Workers | Project Workers |
|--------------------|--------------|-----------------|
| 2015/2016          | 223          | 53              |
| Advisors that left | 57           | 25              |
| Start of Period    | 162          | 28              |
| Recruitment        | 74           | 31              |
| End of Period      | 236          | 56              |

Our overall student membership was **292**, an increase of **16** on the previous year.

We received **182** applications from LLB and Diploma and Professional Legal Practice students for our October 2016 intake of case workers. We shortlisted **117**, and **74** were then successful at interview.

Our **56** project workers work solely on the Law Clinic’s projects involving non-client facing work.



## STAFF

**We could not operate without our team of dedicated staff members who collaborate with our students to ensure a high quality of service provision and allow the Clinic to run smoothly on a day-to-day basis. This reporting period we expanded our staff team even further.**

|   |          |
|---|----------|
| Supervision                             | 2.2 FTE  |
| Administration                          | 1 FTE    |
| Administrative Support (term time only) | 0.14 FTE |

At first all the advice and representation was provided by student volunteers under the supervision of the Director. However, in the 2006/07 session, Kate Laverty was employed to supervise students and cases on a part time basis. Kate was joined in 2007/08 by Annabell Fowles, also on a part time basis.

With the advent of the Clinical LLB (see page 25) in 2011, both supervisors were put on permanent contracts and were joined by our full time Administrator, Diane Inglis.

In 2014/15, in order to cater for our expansion and following Annabell's retirement, Heather Kemmett and Gillian Melville were appointed as supervisors. Barbara Coll also joined our team as our Immigration Case Advisor to supervise the work of the Immigration Unit.

In 2016, following the departure of Barbara Coll, Gillian Melville was put on full time contract and assumed responsibility for supervising the work of the Immigration Unit, alongside her existing supervision duties.

In 2016, supervisor, Kate Laverty was appointed as Deputy Law Clinic Director. With Donald Nicolson's departure, Kate will assume the role of Law Clinic Director.

In 2017, following Heather Kemmett's departure, we welcomed Susan Fallone as a part-time supervisor.

A student provides administrative assistance on a 5 hours per week basis during term-time.

---

## HOLIDAY COVER

**We employ Student Advisors on a part-time basis over summer to ensure that our casework can continue, to provide administrative support and to develop new projects.**

Without these students, we would have significantly lower capacity over summer, and would struggle to develop our activities and projects effectively.

In summer 2016, we employed **9** summer students on a 15-hour per week basis for a period of 12 weeks. This is also the number of summer students that we employed in 2015.

We were able to maintain this crucial resource with thanks to the Scottish Women's Rights Centre, David Stirling and the DASS project.

## TRAINING

**In maintaining high standards of service provision for our clients, our training is imperative.**

Our new intake of Student Advisors receive induction training over four sessions in October. This training teaches them key skills such as client interviewing, case management, letter writing and professional ethics.

Our training offering does not stop there. Throughout the year, we offer a comprehensive Continuing Professional Development (CPD) programme. This aims to increase our Student Advisors' skills and extend their legal knowledge in specialist areas.

During this reporting period, we offered our Student Advisors **19.5** hours of CPD training. These sessions covered representation of vulnerable clients, Street Law, negotiation, employment law, working with asylum seekers in a legal setting, vicarious trauma/self-care and gender-based violence.

The Legal Services Agency continue to offer space on their CPD programme to our students and staff at a significantly discounted rate. This reporting period, **7** Student Advisors and **1** member(s) of staff attended these sessions, allowing us to benefit from **41** hours of extremely valuable training.



## THE CLINICAL LLB

### OVERVIEW

**Available since 2011, this unique degree path allows our student advisors to integrate their Clinic activities with their academic learning.**

In June 2017, **17** students graduated with a Clinical LLB degree, including **9** students who graduated with Honours. This was the largest cohort of CLLB graduates since the degree's inception.

LLB students follow the standard LLB curriculum. However, they also take 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 a final class 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.

Further, CLLB Students replace part of the assessment in at least two standard LLB classes with reflection on a case relevant to the subject areas.

### MAINTAINING A VOLUNTARY CLINIC

**Having a voluntary Clinic is very important to us, and forms a key part of our ethos.**

To prevent the voluntary nature of the Clinic being substantially diluted, we limit the number of Clinical LLB students to no more than the equivalent number of volunteers. No priority is given to Clinical LLB students in terms of case allocation or in any other area. As Clinic membership now acts as a gateway to entry onto the Clinical LLB, all applicants have to be interviewed by academic staff.

This reporting period, we recruited **21** new students to the Clinical LLB.

Clinical LLB students are afforded a unique opportunity to build their skills and ethical awareness. However, these benefits are not restricted to Clinical LLB students. The additional classes that are now offered on ethics, negotiation, mediation and advocacy for the Clinical LLB are open to all in-coming advisors.

The introduction of the Clinical LLB has resulted in an 'upskilling' of all student advisors, rather than simply those students undertaking the qualification.

---

## FINANCES: FUNDING AND EXPENDITURE

### OVERVIEW

#### **We continue to be funded by a variety of sources.**

We are most grateful to continue to receive donations from our regular supporters the Alumni Fund, who paid £4813.48.

We also owe a debt of gratitude to DLA Piper, who made a donation of £3,000.

We continue to benefit from some major improvements to Clinic funding. The Scottish Women's Rights Centre brings with it funding to support the venture, allowing us to employ a student over the summer to ensure continuity of service and to cover our additional training costs.

Additionally, the Refugee Survival Trust has funded our Immigration Unit, including the employment of an Immigration Supervisor and of students to help maintain the Clinic's capacity over summer.

In October 2014, a legacy left to the University by Robert Fenan Smith was made over to the Clinic to fund our expansion. We had to provide a plan for expansion at that stage, which is now in progress.

On paper, the Clinic continues to run at a deficit, but this is a consequence of accounting changes in the Humanities and Social Science Faculty which prevents the Law School from paying staff salaries directly. Apart from salaries for staff and summer students, our main item of expenditure was insurance.

**FINANCIAL DETAILS: 1 AUGUST 2016 - 31 JULY 2017**

|   |                 |                     |
|---|-----------------|---------------------|
| <b>Deficit carried forward from 2014-2015</b>       |                 | -£317,760.28        |
| <b>Total Income</b>                                 |                 | £64,357.73          |
| <b>Total Expenditure</b>                            |                 | -£149,620.94        |
|   | <b>Balance</b>  | <b>-£403,023.49</b> |
| <b>Income</b>                                       |                 |                     |
| Donations:  |                 |                     |
| General Donations                                   |                 | £2673.90            |
| Legacy Fund (1/7th of £174,959.77)                  |                 | £24,994.25          |
| Refugee Survival Trust                              |                 | £24,450.72          |
| DLA   |                 | £3,000.00           |
| Other:  |                 |                     |
| Tax (Gift Aid)                                      |                 | £575.30             |
| Alumni Fund Award                                   |                 | £4,813.48           |
| SWRC Funding  |                 | £2,850.08           |
|   | <b>Subtotal</b> | <b>£64,357.73</b>   |
| <b>Expenditure</b>                                  |                 |                     |
| Staff:  |                 |                     |
| Permanent Staff                                     |                 | £84,139.73          |
| Temporary Staff                                     |                 | £38,048.27          |
| Seasonal Staff                                      |                 | £15,468.36          |
|   | <b>Subtotal</b> | <b>-£137,656.36</b> |
| Other:  |                 |                     |
| Travel and Accommodation                            |                 | £1,040.79           |
| Stationery/Website                                  |                 | £873.32             |
| Training  |                 | £2582.02            |
| Insurance (AdviceUK)                                |                 | £2,391.00           |
| Photocopier costs and printing                      |                 | £1,006.96           |
| Mail costs  |                 | £346.82             |
| Events  |                 | £424.51             |
| Petty cash  |                 | £137.25             |
| Advice UK Membership                                |                 | £240.00             |
| Law Society of Scotland Membership/Fees             |                 | £757.00             |
| Immigration Law Practitioner Association Membership |                 | £150.00             |
| Books/Subscriptions                                 |                 | £1,393.16           |
| Computers   |                 | £621.75             |
|   | <b>Subtotal</b> | <b>-£11,964.58</b>  |
|   | <b>Total</b>    | <b>-£85,263.21</b>  |



## FUTURE DEVELOPMENTS

### **ASSISTING LAY REPRESENTATIVES IN THE EMPLOYMENT TRIBUNAL**

**We are developing a new project which will see our student advisors assist claimants in Glasgow that face the daunting prospect of representing themselves before the Employment Tribunal.**

This reporting period, we have been working with colleagues from the University of Birmingham, operating a similar project in the Birmingham Employment Tribunal, to research the feasibility of providing regular public legal education sessions to lay representatives in Employment Tribunal cases. These presentations would be delivered by students on a regular basis teaching lay representatives about Employment Tribunal procedures and preparing them to present their own cases in tribunal.

Considering the recent abolishment of Employment Tribunal fees by the Supreme Court and our limited capacity to represent claimants, we feel that this is an area with increasing demand that we should seek to address.

The research and development of this project has been entirely funded by the University of Strathclyde Alumni Fund. The Alumni Fund donations are provided by graduates and friends of the University. This money is used to create opportunities for students across the University, including the opportunity to use their skills and knowledge to benefit others. We are indebted to the Alumni Fund for allowing us the opportunity to research and prepare this project and tackle a crucial area of legal need in our community.

---

## THANKS

**We are indebted to a variety of people have given their help and supported us this period, which is crucial to us as a voluntary organisation.**

We would like to thank the Alumni Association and DLA Piper for their continued financial support.

We are also very grateful to those who take time out of their busy schedules to assist with our training. We would like to thank Professor David McQuoid-Mason, Professor Charles Hennessy, David Hoey, Walker Love Sheriff Officers, Charlie Irvine, as well as the Legal Services Agency who make available their own training for Law Clinic members at reduced rates.

We draw 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 their solicitors have supervised cases as part of our Small Business Law Unit.

We could not run our Initial Advice Clinics without the dedicated support of many solicitors from Glasgow and the surrounding areas who give up their valuable time to come along and provide free advice to our enquirers.

Backup advice is also offered by McGrade's, Charles Hennessy, David Martyn, Innes Clark, David Hoey, Stephen Farrell and the Equalities and Human Rights Commission.

The Faculty of Advocates Free Legal Services Unit continue to play a vital role in taking on advocacy where our advisors are unable to continue.

We would also like to extend our thanks to Alasdair Stewart for the provision of, and continuing assistance with, our Case Management System.

We would like finally to thank the Supervisory Committee for giving up their time and the benefit of their experience. Furthermore, the Dean, Professor Douglas Brodie, and Professor Alan Paterson for their strong support and encouragement of the Clinic.

Particular gratitude is owed to Professor Nicole Busby, the departing acting head of the Law School, for her unrivalled level of support over the course of her tenure.

Thanks are finally owed to the many Law School academics and support staff who have provided advice or administrative help to the Law Clinic.

## APPENDICES

### APPENDIX 1: STAFF DETAILS

For session 2016-2017, in addition to the Director, we had seven staff members:

|                              |                  |  |
|------------------------------|------------------|--|
| Supervisor                   | Kate Laverty     |  |
| Supervisor (until Jan 2017)  | Heather Kemmett  |  |
| Supervisor                   | Gillian Melville |  |
| Supervisor (until Sep 2016)  | Barbara Coll     |  |
| Supervisor (from April 2017) | Susan Fallone    |  |
| Administrator                | Diane Inglis     |  |

### APPENDIX 2: COMMITTEE MEMBERSHIP

#### The Supervisory Committee

|                                      |   |
|--------------------------------------|---|
| Professor Alan Paterson (Chair)      | Law School                              |
| Professor Nicole Busby (Acting head) | Law School                              |
| Professor Donald Nicolson            | Law Clinic Director                     |
| Sheriff Ian Miller                   | Glasgow Sheriff Court                   |
| Richard Farquhar                     | Solicitor                               |
| Dr Rose Mary Harley                  | University Graduate Association         |
| Gwyneth James                        | Glasgow Central Citizens Advice Bureaux |
| Frances McMenamin QC                 | Advocate                                |
| Richard Young                        | In-Court Advice Service                 |
| Jean McFadden                        | Glasgow City Councillor                 |
| Dame Eillish Angiolini               | Visiting Professor                      |
| Alasdair Stewart                     | Age UK                                  |

## The Executive Committee

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

| <b>Until May 2017</b>             |                    |               |
|-----------------------------------|--------------------|---------------|
| Student Directors                 | Jacob Hay          | Fergus Lawrie |
| Deputy Student Director           | Roisin Donnelly    |               |
| Firm Coordinator                  | Hannah Grace       | Firm A        |
| Firm Coordinator                  | Miranda Hughes     | Firm B        |
| Firm Coordinator                  | Stacey Martin      | Firm C        |
| Firm Coordinator                  | Scott O'Connor     | Firm D        |
| Firm Coordinator                  | Monika Koczwara    | Firm E        |
| Firm Coordinator                  | Jennifer Rowlinson | Firm F        |
| Firm Coordinator                  | Ewan Wilson        | Firm G        |
| Firm Coordinator                  | Kirstie Smith      | Firm H        |
| Training Officer                  | John Stringer      |               |
| Communications Officer            | Nathan McHardy     |               |
| Fundraising Officer               | Andrew Harding     |               |
| Online Project Manager            | Ben Brown          |               |
| IAC Coordinators                  | Lorelle Doyle      | Zain Akhtar   |
| Criminal Convictions Unit Manager | Scott Jenkins      |               |
| Small Business Law Unit Manager   | Megan McCulloch    |               |
| Housing Project Manager           | Mhari Gallagher    |               |
| Schools Project Manager           | Alex Brock         |               |
| Elected Members                   | Sean Iles          | Shilla Shomai |
|                                   | Jordan Bird        | Tom Jamieson  |
|                                   | Alice Bowman       | Luke Light    |
|                                   | Julia Poole        | Carly Mills   |

| <b>From June 2017</b>             |                    |               |
|-----------------------------------|--------------------|---------------|
| Student Directors                 | Jacob Hay          | Fergus Lawrie |
| Deputy Student Director           | Nathan McHardy     |               |
| Firm Coordinator                  | Hannah Grace       | Firm A        |
| Firm Coordinator                  | Andrew Harding     | Firm B        |
| Firm Coordinator                  | Liam McKay         | Firm C        |
| Firm Coordinator                  | Scott O'Connor     | Firm D        |
| Firm Coordinator                  | Monika Koczwara    | Firm E        |
| Firm Coordinator                  | Alex Brock         | Firm F        |
| Firm Coordinator                  | Ewan Wilson        | Firm G        |
| Firm Coordinator                  | Beth Kelly         | Firm H        |
| Training Officer                  | Roisin Flatman     |               |
| Communications Officer            | Sean Iles          |               |
| Fundraising/Events Officer        | Gemma Nimmo        |               |
| Online Project Manager            | Ben Brown          |               |
| IAC Coordinators                  | Kirstie Webb       | Laura Cheng   |
| Criminal Convictions Unit Manager | Scott Jenkins      |               |
| Small Business Law Unit Manager   | Jenna McKinley     |               |
| Schools Project Manager           | Karen Yuill        |               |
| Prisons Project Manager           | Stephanie McCarron |               |
| Foodbanks and Benefits Project    | Sam Daniel         |               |
| Immigration Unit Coordinator      | Hanan El-Atrash    |               |
| SWRC Coordinator                  | Alice Bowman       |               |
| Elected Members                   | TBC                | TBC           |
|                                   | TBC                | TBC           |
|                                   | TBC                | TBC           |
|                                   | TBC                | TBC           |