

Annual Report

1 August 2017 - 31 July 2018



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

lawclinic@strath.ac.uk
www.lawclinic.org.uk
@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.



2017-2018 AT A GLANCE:

This session we continued to expand and refine our services, helping more people than ever before in Glasgow and the surrounding areas to access the legal services they needed. Through the continued efforts of our student volunteers we were able to win or save a record amount of money for our clients in 2017/18.



268

Law Clinic
Members

20

client cases worked
on by our
Immigration Unit

129

online enquiries
answered

£125,464

Won or saved for our
clients

105

advice and assistance
cases
concluded

313

Initial Advice
Clinic users

96%

success rate where
we offered more
than advice

CONTENTS

Director's Report	5
Highlights and Awards	8
Our Background	13
Cases and Clients	15
Who are our Clients?	22
Projects	27
External Collaborations	30
Membership	34
The Clinical LLB	36
Finances: Funding and Expenditure	37
Future Developments	40
Thanks	42
Appendices	43



DIRECTOR'S REPORT

As we embark on the 15th year of the Law Clinic we have much to celebrate. Asking law students, many at the fledgling stage of University life, to rise to the challenge of providing a professional legal advice and representation service to those most in need, is no small ask but over the past 14 years we can proudly say that hundreds of students have not only risen to that challenge but often far exceeded their own and others expectations. Not only can we celebrate the work they have done during their time at the Law Clinic but many of our Law Clinic alumni continue to contribute to the efforts to plug gaps in legal services in their professional careers. Let's hope that this may in some part be down to the ethos instilled in them by the Clinic early in their legal experience.

Our clients, now in the thousands, describe best what the service has meant to them:

"I would like to thank you all for your help when every other seemed to pass us over to someone else. Thankfully we found you guys as we were hitting our heads off a brick wall. You guys were great from day one. Ben and Karen explained everything as we went along and kept us informed at every point. They were superb to have on board. They took away so much stress and gave us back our beer time"

"Thank you so much for your continued assistance, time and patience throughout the process of my case. The results were really good, I am so happy with the outcome. I now feel I finally have closure on my difficult experience"

While we can celebrate the achievements of our students the demand on our services has continued to grow and the problems people faced in accessing justice remain. While the legal aid system allows many access to legal advice and representation many of our clients are not eligible for legal aid, cannot find a solicitor to help or cannot afford a solicitor. In the last five years, our overall case work, across all three

streams of advice work, has seen an increase and there are many more we simply cannot help.

The abolition of employment tribunal fees has had a significant and very welcome effect in that the employment tribunal process is once again much more accessible to those who need it and we have certainly seen the impact of that on the demand on our services. ET cases are by their very nature more complex and time consuming and it is testament to the commitment and dedication of our student volunteers that they do not shy away from the challenges presented by more complex cases.

Our unique and very successful collaborations have gone from strength to strength. The Scottish Women's Rights Centre, a collaboration between Rape Crisis Scotland, JustRight Scotland and ourselves is about to embark on a period of growth to extend our services across wider areas in Scotland. This collaboration provides a unique specialised service to women affected by gender based violence and saw the centre representing a woman in possibly the first ever case in Scotland of a woman seeking civil damages for rape after a not proven verdict following trial. A number of our former student volunteers, now qualified solicitors, continue to volunteer on the helpline and one former volunteer is now employed by JustRight Scotland. The legacy of our involvement is solicitors embarking on their careers with specialist training, skills and knowledge in this area of law.

Our collaboration with RST has seen an extension of funding to allow the Clinic to continue to provide its immigration legal service for asylum seekers. Again this collaboration is an attempt to address not just the legal needs of the client but integrate services in a way that provides a holistic approach to addressing housing and social needs alongside legal help. Again the legacy is student volunteers who have gone on to work in the area of immigration with specialist training and a much better understanding of the experience of many asylum seekers seeking legal protection in our community.

We have also been very fortunate in this past year to have such a dynamic and enthusiastic staff team. Our administrator Diane Inglis is the glue of the Clinic, who brings order to chaos and embodies the collective spirit of the Clinic. Our longest serving supervisor is Gillian Melville who not only has specialist employment law experience but who has, since joining us, trained in immigration law and has been so successful in managing the work of the Immigration Unit that our funding has been extended. We have continued to benefit from the experience and skills brought to the Clinic by supervising solicitor Susan Fallone who joined us some 18 months ago and in December 2017 Kathleen Bolt joined us a supervising solicitor.

Kathleen has brought a wealth of employment law experience with a particular interest in disability discrimination amongst many other skills and experience. It was not long before she became a very integral member of our team bringing an energy which inspires our students.

As usual we have had a fantastic team of students running the Clinic over the past year from firm coordinators, project managers, training and other officers to our student leadership team of student directors and their deputy. We owe them a huge thank you for the many hours they devoted to their various roles. Jacob Hay and Fergus Lawrie were both in the role of student co-directors over the course of the last two years and their contribution deserves a special mention. They continually strove to improve strategic and operational tasks and brought many new ideas and practices that will be their legacy for years to come.

Kate Laverty, September 2018



HIGHLIGHTS AND AWARDS

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 11th October 2017.

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

Best Newcomer: Scott Sharpe

Best Project Work: Ciorstaidh Farquharson

Best Case: Kirstie Smith, Scott O'Connor and Josh Dowie

Best Advisor: Andrew Harding and Ewan Wilson

The Amanda Benstock Award for Compassion: Monika Koczwara

The Effie Shaw Award for Dedication: Karen Yuill

Best Overall Contribution: Alice Bowman



MIAMI EXCHANGE

This session, students embarked on our fifth exchange with the University of Miami School of Law's Health Rights Clinic. Running since 2013, this initiative allows our members to explore access to justice issues in another jurisdiction and find ways to improve our own services.

The first stage of the exchange occurred in September and 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 delved into the day-to-day running of the clinic, for example taking part in an Initial Advice Clinic and observing initial client interviews.

Their time in Glasgow was also filled with different social and cultural events such as hopping on the city sightseeing bus tour, visiting Loch Lomond and even attending a ceilidh at Sloans. The second leg of the exchange took place in May when four of our student advisors travelled to Miami with supervisors Gillian Melville and Kathleen Bolt. They had the chance to witness the practical differences in how the clinics operate, witnessing the difficulties in gaining access to justice in another society particular relating to issues arising from health rights.

The students also got to spend their free time experiencing Miami by participating in the Wynwood art walk and even going Salsa dancing at a Latin club. Throughout the exchange students from both Clinics worked together in pairs to research and prepare comparative projects centred on access to justice. The purpose of these projects is to improve the development of both Law Clinic's for clients and students in equal measures.

LAW CLINIC WELCOMES NEW SUPERVISORS

SUSAN FALLONE

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

We asked Susan to provide some insight into her background and to reflect on her time in the Clinic thus far:

"I have been involved with advice projects and services since my late teens, volunteering at an unemployed workers' rights centre and a project that supported woman's rights. I have always had a strong sense of injustice and inequality; having personal experience of the hardships faced by certain groups of people disadvantaged in society. It was this sense of wanting to fight to improve people's lives that prompted me to eventually undertake a law degree. While I studied for my law degree, I looked for opportunities to continue the 'fight' to help people access their rights. I worked as an advocate for adults with dementia and I became a member of the Children's Panel. I also worked at the BBC on social action programmes providing information and advice. Throughout my career I have continued to seek opportunities to advance access to both civil and criminal justice wherever I can.

My first job when I left law school was as the In-Court Advisor at Edinburgh Sheriff Court. It was a project set up to assist unrepresented people to be able to effectively participate in whatever court proceedings they were involved in. The project was new and only had precarious yearly funding, I'm not sure that there was much confidence that such a project would be used or be effective. From my perspective it was my dream job; constantly in court and I felt that what I was doing was worthwhile. I saw the difference that my project made for the most disadvantaged of people. This strengthened my resolve to use my legal knowledge in areas where there were inequalities and where people struggled to access justice.

Throughout my career I have worked predominately in law centres, and for 8 years within local authorities as a childcare solicitor.

When I saw the advert for the Law Clinic supervisor I felt that it was the perfect job for me. Not only was it an opportunity to be involved in promoting access to justice for people who might not otherwise have legal assistance, it was also an opportunity to guide and support the next generation of solicitors. I viewed it as an opportunity to pass on my practical knowledge and experiences, including my experiences of working with the most disenfranchised people in our society.

I am pleased to say that my experience of working at the Law Clinic is even better than I had hoped. I have been impressed by the level of commitment and enthusiasm of the advisors and their continuous positive attitude towards their clients. I was surprised at the level of understanding that the students have about the inequalities in society and their empathy for their client's circumstances. I can honestly say that I find that working in the Law Clinic is like a tonic. It energises me in a way that I hadn't foreseen. The students impress me every day and I look forward to coming to work, which is saying something after all these years at the coal face.

I find it difficult to pin-point one highlight, there have been so many. Watching students progress and learn from their experiences is a real highlight, and this happens every day. Students progress not only in their legal skills, but also their life skills. I am proud to be part of such an amazing service that provides advice to people when they would otherwise be left to struggle on their own. I was a guest at the initial opening of the Law Clinic and I was impressed by the vision, many years later I am delighted to be a part of such a worthwhile and successful public service.”

KATHLEEN BOLT

In December 2017, the Law Clinic welcomed Kathleen Bolt as its newest part-time supervising solicitor. Kathleen was brought on board to allow the Law Clinic to continue working on the same number of cases, after Kate Laverty transitioned from supervisor to Law Clinic Director.

We asked Kathleen to provide some insight into her background and to reflect on her time in the Clinic thus far:

“Prior to joining the Law Clinic, I had always been involved, as a solicitor, in providing legal services to those who find it hardest to access justice. I have also had the opportunity to tutor Diploma in Legal Practice students for a number of years.

I first qualified as a solicitor in 1991. I have previously worked in a law centre for numerous years and at the Commission for Racial Equality. In private practice I have always carried out work using legal advice, assistance and legal aid. As a solicitor working where I have and latterly acting for claimants in employment and equality law for many years I understand how hard it is for ordinary people to access legal advice and representation, and what a difference this can make to them. I decided to apply for the post of part-time supervisor as I was attracted to the idea of being able to mentor and support law students who were committed to Access to Justice. The work would also allow me, albeit indirectly, to continue with this work myself.

I am delighted to report that my experience at the Law Clinic has been a very positive one so far! I am amazed at the level of advice and representation that is provided to such a variety of clients and to such a high standard. I am very impressed by the commitment of students to delivering a quality service and by the time, energy and efforts that they put into cases - this is more than I might have expected.

I like the collegiate nature of the Law Clinic and the hub that it provides for so many students working together and in partnership with the staff. It is a fantastic example of genuine team and partnership work.

The highlight so far has been watching students achieve many significant achievements in their cases - some are small and get us to the next stage, others bring a successful end to the case, and others may simply be about clients feeling satisfied by our service even where the outcome has not been significant.”



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 practicing 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.

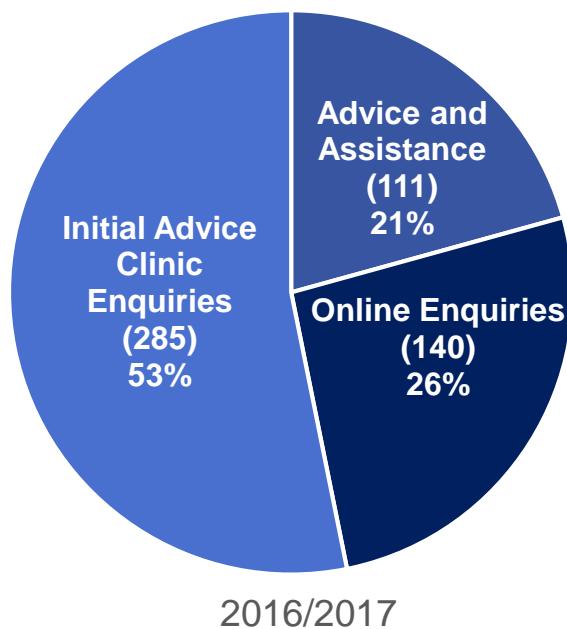
We never give any advice to a client without it first being checked by one of our supervisors. Law School academics and solicitor volunteers offer additional specialised advice where this is needed. We have an insurance policy in place and all clients sign a disclaimer which highlights that the advice and assistance we offer is delivered by students who are not professionally qualified. We operate a strict

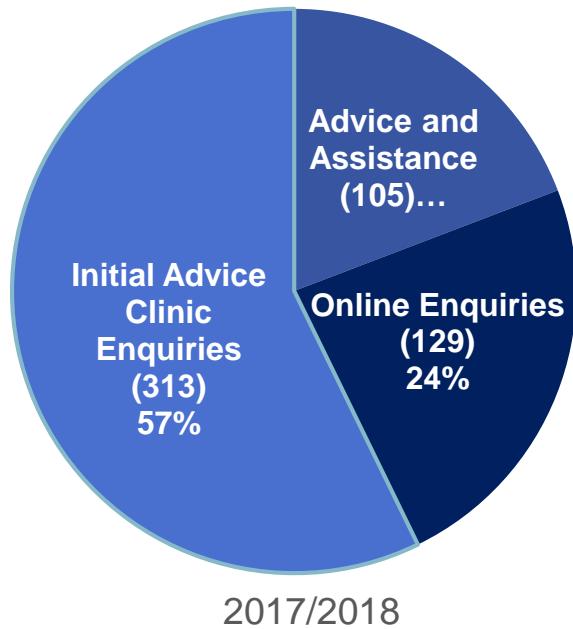
policy of confidentiality, and all client files are securely stored. We apply, at a minimum, the same standards of ethics and professional conduct that apply to Scottish solicitors.

CASES AND CLIENTS

OVERVIEW

We have developed an innovative approach to offering our clients the services they need in recent years. The Law Clinic divides its enquiries into three separate casework ‘streams’, instead of offering an inefficient “one-size-fits-all” service. The Law Clinic resolves 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 **547** cases, up **11** from last session (an increase of **2%**).

Although our overall case numbers have increased again this year, the increase is not as dramatic in comparison to previous years. This reflects a plateauing in Clinic membership, as membership stayed around the same total from 2016/17 to 2017/18.

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

DISABILITY DISCRIMINATION CASE

One of our most complex and longest running cases against a large UK public body settled for **£35,000** tax free at Judicial Mediation.

Our client came to us after resigning from his position due to being placed on special leave for an alleged argument with his line manager.

Before becoming a client of the Law Clinic, our client had raised an employment tribunal claim for disability discrimination which was found in his favour. However, before a hearing could be set to decide a compensatory award the decision was appealed by the respondent.

We attended several hearings in order to allow the ET1 to be amended. Shortly before the final hearing, the case was referred to judicial mediation.

The student advisors attended judicial mediation and negotiated a large settlement plus a letter of apology and factual reference on our client's behalf. This was a great result for our client who can now have closure after such an enduring and complex employment case.

TUPE TRANSFER CLAIM

A highly complex TUPE Transfer claim.

This case involved three Claimants and potentially four respondents. Student Advisors were successful in negotiating a settlement for all three Claimants despite each of them looking to settle their claims in different ways.

Two of the Claimants wished to be financially compensated while the third was looking to settle for their continuity of service.

The Claimants were employed by 1st Respondent (R1) to carry out work under one specific contract. The contract that they worked on was then sub contracted out by 2nd Respondent (R2). R2 proceeded to be taken over by another company, Respondent 3 (R3).

This became more complex as R1 dissolved his company and became insolvent, meaning the Claimants would be forced to make a claim under the governments insolvency fund.

Despite the complex nature of the case, the Student Advisors were able to negotiate a satisfactory outcome for all Claimants.

This was a fantastic result for the Claimants, who each expressed their gratitude to the dedication and diligence shown by the Student Advisors working on the case.

SUMMARY OF ADVICE AND ASSISTANCE CASES

STATISTICS

Where we went further than providing simple advice, our **success rate** this session was **96%**. This was the result of **4149 hours** spent on average on each case, with **£125,464,07 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
All Cases Closed		105
No Action Beyond Advice	- No Action Possible	9
	- No Client Contact / Client Dropped Matter	25
	- Advice Only	30
	- Referred to Another Body	1
	Subtotal	65

Action Beyond Advice	- Case lost	4
	- Negotiated Settlement	19
	- Case Partially Successful	6
	- Other successful outcome	6
	- Case Won	5
	Subtotal	40
	Total	105

Category	2017-2018	2016-2017	Change
Employment	40 (38%)	44 (38%)	
Housing	29 (27%)	24 (21%)	+6%
Consumer	19 (18%)	23 (20%)	-2%
Benefits	1 (1%)	2 (2%)	-1%
Insurance	3 (3%)	2 (2%)	+1%
Other	13 (12%)	20 (17%)	-5%
Period Total	105	115	-10%
Monthly Average	8.75	9.6	-0.85

TYPES OF CASE

The **10** decrease in cases is partly the result of the abolition of fees for the Employment Tribunal. The law clinic has experienced an increase of **5%** of Employment cases in the past two years, this type of case takes on average, longer to conclude than for example a consumer case. This has led to the Law Clinic taking on less cases in comparison to last year but spending more time on each case on average.

This growth is also illustrated by the fact that we spent **325** additional hours on casework when compared to last years' **3824** hours.



INITIAL ADVICE CLINICS

Our Initial Advice Clinics have been running for nine 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. In January the decision was made to move both sessions to the Law Clinic offices. This was due to operational difficulties with the premises at the Mitchell.

We served **313** clients through this initiative, an increase of **28** on last year's **285**. 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.

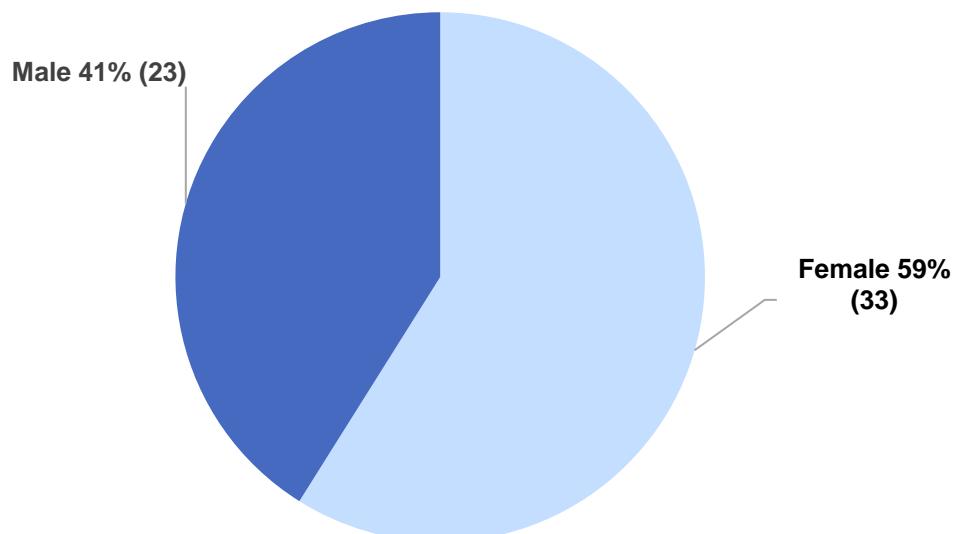
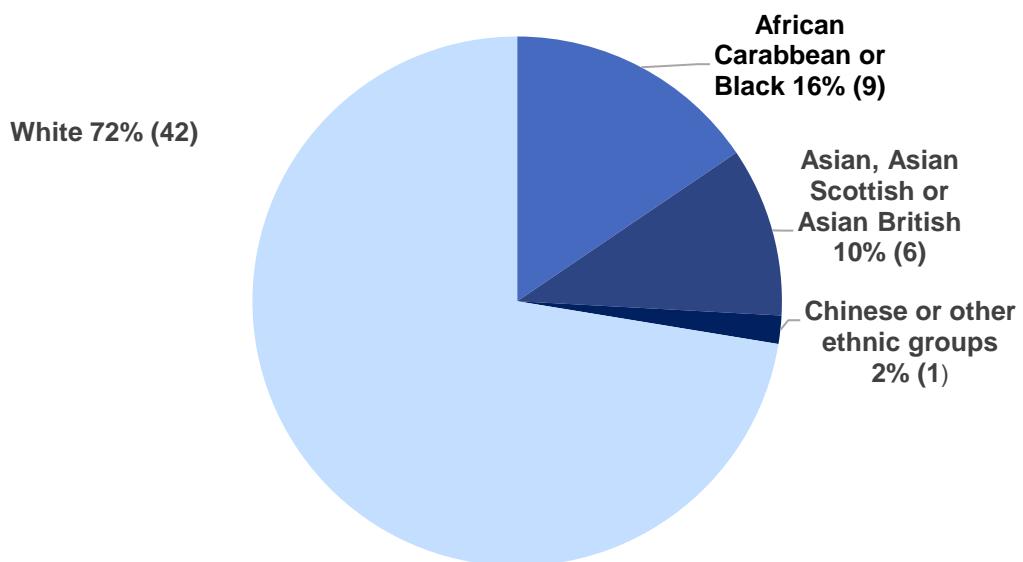
This session, the service dealt with **127** online enquiries, a decrease of **13** on last year's **140**. This decrease is due in part to pauses we made to our online services in order to ensure it was fully GDPR compliant, in light of the regulatory changes.

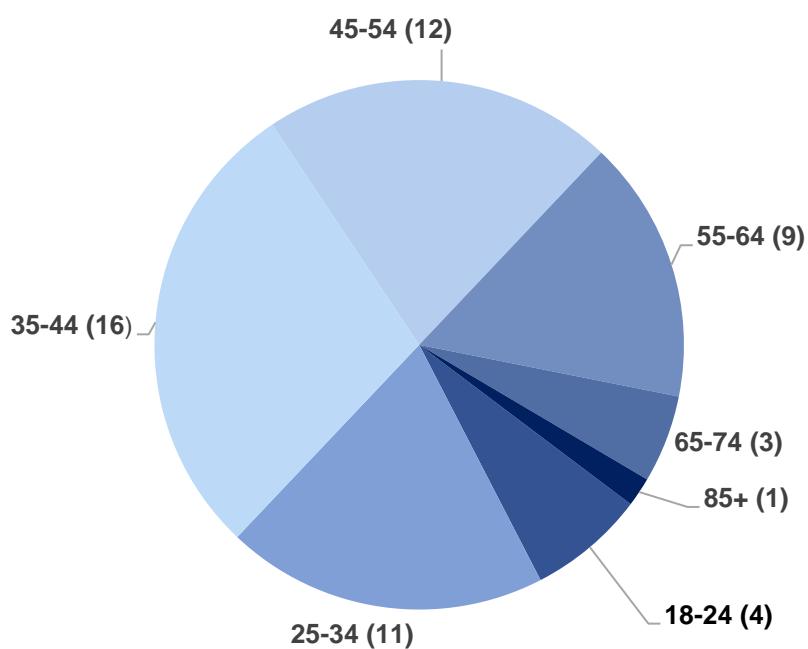
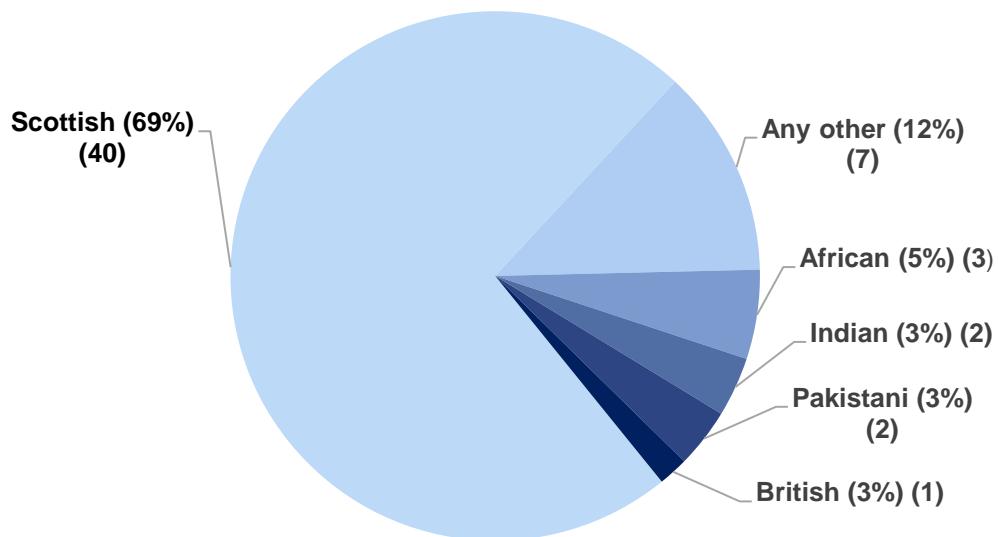
We also offer an online library of legal resources for the public. These FAQs offer standard information on Employment Tribunal time scales and procedure, for example. They empower people to resolve their own basic legal enquiries, and free up our limited resources for clients most in need of our bespoke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

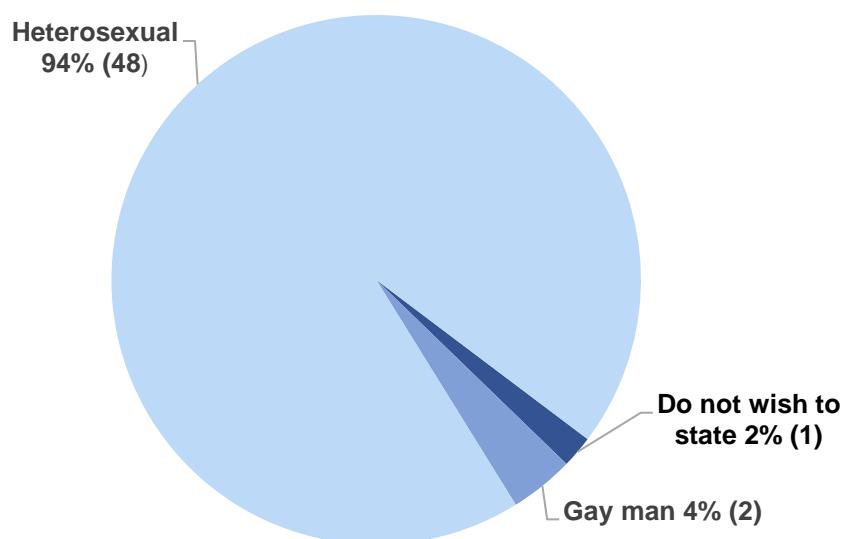
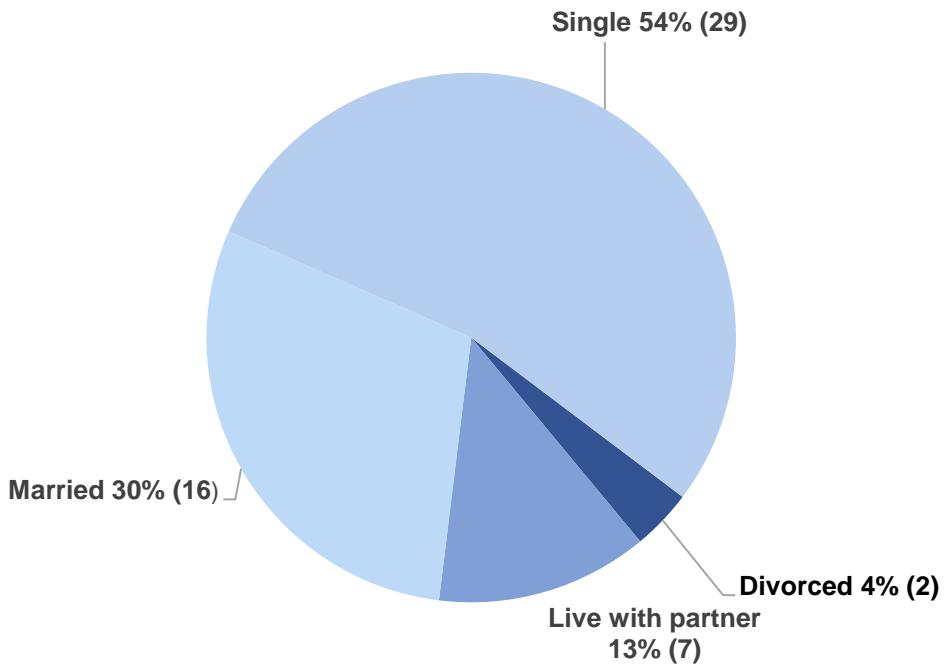
WHO ARE OUR CLIENTS?

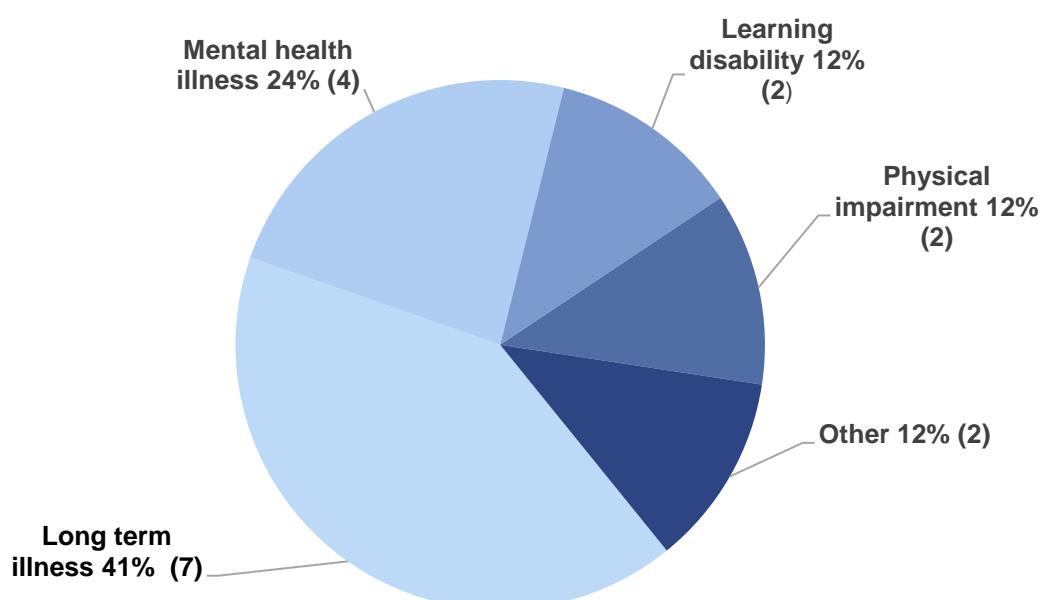
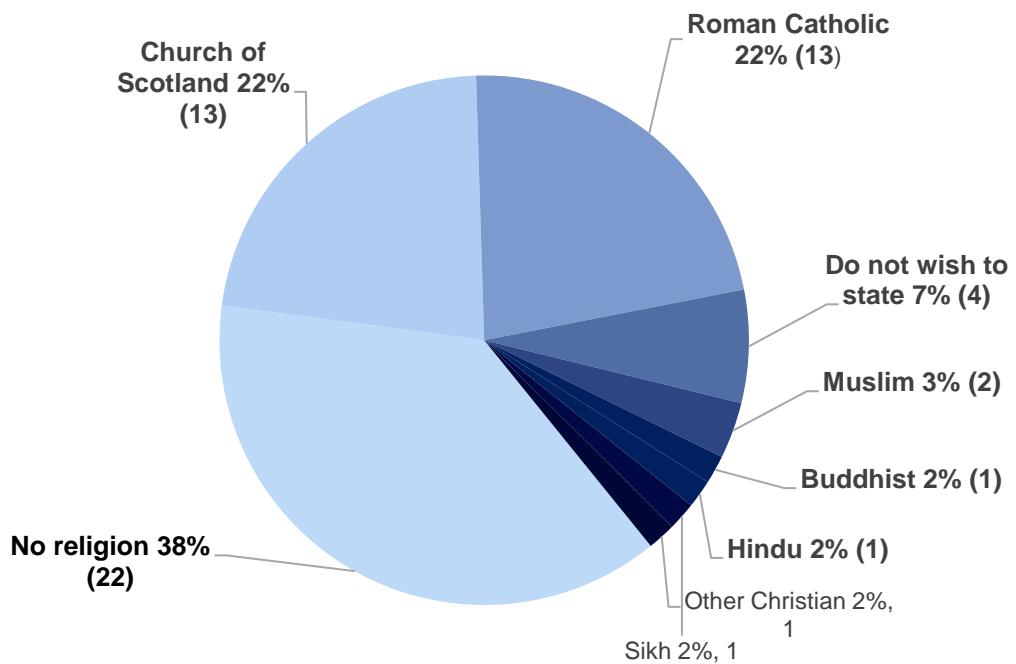
We gather information from our clients to gain a better picture of who we are reaching in the community. This helps us to identify areas and groups that we should target in planning for the future.

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 statistics represent the proportion of those who chose to provide that information to us. During this period, 58 clients completed one of these forms, representing almost half of the advice and assistance cases we took on.











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 mooting competitions which are designed to create an engaging experience for students.

For the coming year we have decided to change the way we do public legal education of this nature and we look forward to implementing a new approach.

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 **28** talks to prisoners in HMP Low Moss over the reporting period.

Employment Tribunal Project

The new Employment Tribunal Project is a public education tool aimed to help those who do not have representation at the Employment Tribunal.

There is a lack of information readily available regarding the ET process. This project is designed to create an online step-by-step guide aimed at helping the public to better understand the ET process and thus be better placed to represent themselves at Tribunal.

The Project is currently developing resources to be placed on the University of Strathclyde website.

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

SMALL BUSINESS LAW UNIT

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 a bespoke advice service.

The project has a particular focus on supporting businesses that have an impact on the local community and entrepreneurs from diverse backgrounds who need help setting up their business.

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.

After successfully advising a small number of clients, the project is now looking to continue to build its client base by attracting a new client stream while the project is also setting up the opportunity to provide initial advice to small businesses.



EXTERNAL COLLABORATIONS

SCOTTISH WOMEN'S RIGHTS CENTRE (SWRC)

The Scottish Women's Rights Centre – a partnership between the Law Clinic, Rape Crisis Scotland and Just Right Scotland (JRS) – aims to provide free legal advice to women who have experienced or are experiencing any form of gender based violence. This includes rape, sexual assault, domestic abuse, stalking, sexual harassment, honour crimes etc.

9 of our student advisors support the solicitor from JRS in operating a free, confidential helpline with the additional support from former Law Clinic advisors. Between 1 October 2017 and 31 August 2018, 429 women contacted the SWRC from across Scotland seeking legal information, advice or representation. Survivors of gender based violence have complex legal needs. The most common presenting issues are:

- **26%** contacted about protective orders;
- **25%** contacted about child contact;
- **14%** contacted about the dissolution of relationships.

2/3 of survivors who contact the SWRC are suffering from or have suffered from Domestic Abuse. **18%** of contacts seek information or advice on sexual crimes, **12%** contact in relation to stalking and harassment and the remaining **4%** relates to trafficking, forced marriage and honour based violence.

The SWRC is continuing its expansion programme by providing further helpline hours and legal surgeries to meet the needs of survivors of gender based violence across Scotland.

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 **15** clients. During the reporting period, the Unit closed a total of **5** cases and was successful in obtaining status in the UK for **2** of these clients. While also obtaining a partly successful outcome for the other **3** cases, either through referring the client to a solicitor or by providing advice only.

The Unit also met with **48** 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 **7** 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 2018, the conference was held in Dundee, and was attended by new Student Director James Anderson, and Director of the University of Strathclyde Law Clinic, Kate Laverty.

The afternoon was filled with passionate speakers who all wanted to share their ideas and promote the general positive progression of law clinics across Scotland. One main theme of this year's conference was how ever more important technology is becoming. This discussion led to ways to learn from other fields and help law clinics provide even better access to justice.

The opening keynote address was provided by Mike Dailly of Govan Law Centre, who talked about how to use new technology and partnership working to find solutions to social problems, and how the law must be used to fight for social change. With a particular emphasis on 'self-help legal kits', providing the public with the legal information they need.

The Unit also met with 48 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 7 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.



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.

MEMBERSHIP

STUDENTS

From 2018-19 onwards we decided to remove the distinction between project and case workers.

Existing Project Workers were encouraged to apply for the role of Law Clinic Member. The Project Workers who did not wish to apply will continue in their role until they finish their time at the University.

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.

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 2017, we employed **12** 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, Safe Deposits Scotland, 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 receives 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 6 hours of on-going internal training delivered by both internal and external trainers. These sessions covered Employment Tribunal Training, Simple Procedure Training and Court Room Skills Training.

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, **21** Student Advisors attended these sessions, allowing us to benefit from **211** 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 2018, **6** students graduated with a Clinical LLB degree, including **4** 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 **23** 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 DLA Piper, who made a donation of **£1,000**.

We also owe a debt of gratitude to Safe Deposits Scotland, who made a contribution of **£2880.40**.

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 coming to its end stage.

We also benefit from regular monthly donations from a number of our alumni for which we are very grateful.

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. Recent discussions have taken place about re-organising how the University funds the Clinic.

FINANCIAL DETAILS: 1 AUGUST 2017 - 31 JULY 2018

Deficit carried forward from 2015-2016		-£403,023.49
Total Income		£66,357.73
Total Expenditure		-£177,733.74
	Balance	-£514,399.50
Income		
Donations:		
General Donations		£2,156.30
Legacy Fund (1/7th of £174,959.77)		£24,994.25
Refugee Survival Trust		£30,000.00
DLA		£1,000.00
Other:		
Tax (Gift Aid)		£392.74
SWRC Funding		£8,339.00
	Subtotal	£66,882.29
Expenditure		
Staff:		
Permanent Staff		£106,750.03
Temporary Staff		£35,425.48
Seasonal Staff		£19,701.72
	Subtotal	-£161,877.23
Other:		
Travel and Accommodation		£629.40
Stationery/Website		£796.52
Training		£1,712.71
Insurance (AdviceUK)		£2,013.00
Photocopier costs and printing		£684.95

Mail costs		£313.47
Events		£250.25
Petty cash		£142.25
Advice UK Membership		£247.00
Law Society of Scotland Membership/Fees		£650.00
Immigration Law Practitioner Association Membership		£150.00
Books/Subscriptions		£2,571.90
Computers		£3,694.50
	Subtotal	-£13,856.51
	Total	-£108,851.45



FUTURE DEVELOPMENTS

HOUSING ADVICE UNDER ONE ROOF PROJECT

This reporting period, the Law Clinic was awarded funding from the SafeDeposits Scotland Trust to undertake research into the newly established Housing and Property Chamber of the First-tier Tribunal for Scotland.

With jurisdiction for issues including (but not exclusive to) tenancy deposits, property repairs and Property Factors' conduct being transferred from the original Private Rented Housing Panel and Homeowner Housing Panel, it is imperative that the Law Clinic is able to continue supporting clients within this new remedies forum. A key aspect of this project is also to ensure that there is enhanced public legal education in relation to housing rights within Scotland's Private Rented Sector (PRS).

Over the course of the summer period, two students embarked on a comprehensive research task in order to understand the operation of this new remedies forum and clarify the changes arising from its creation. This has resulted in the creation of an internal handbook for Law Clinic staff and student volunteers for the purposes of both practical guidance and general education.

It is anticipated that from this research, a training session will be held to increase student advisors' knowledge and awareness. The students were also responsible for drafting informative leaflets on individuals' housing rights within Scotland's PRS and on how to seek redress via the Housing and Property Chamber.

It is envisaged that these leaflets will be made publicly accessible both via the Law Clinic's website and via hardcopies placed in appropriate locations such as local libraries, GP practices and in Citizens Advice Bureaux.

The project's research and development stage has been funded by the SafeDeposits Scotland Trust which seeks to improve the PRS in Scotland by "enhancing education...and promoting best practice...through its project funding".

The Law Clinic is extremely grateful for the Trust's support of the project which will not only aid the capabilities of student advisors but also empower members of the public through greater legal education.

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, Safe Deposits Scotland, DLA Piper and our regular monthly donators 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, Law at Work 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 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.

Particular mention should be made to volunteer solicitor Keir Guilius who has volunteered with the IAC's over a number of years.

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, Professor Alan Paterson and outgoing Head of School Professor Alasdair Hudson for their strong support and encouragement of the Clinic.

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

APPENDICES

APPENDIX 1: STAFF DETAILS

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

Director	Kate Laverty
Supervisor	Gillian Melville
Supervisor	Susan Fallone
Supervisor	Kathleen Bolt
Administrator	Diane Inglis

APPENDIX 2: COMMITTEE MEMBERSHIP

The Supervisory Committee

Professor Alan Paterson (Chair)	Law School
Professor Alasdair Hudson (Head)	Law School
Kate Laverty	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
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.

Until May 2018		
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 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	
Foodbanks and Benefits Manager	Sam Daniel	
Schools Project Manager	Karen Yuill	
Prisons Project Manager	Stephanie McCarron	
Immigration Unit Coordinator	Hanan El-Atrash	
SWRC Coordinator	Alice Bowman	
Employment Tribunal Coordinator	Andrew Harding	
Elected Members	James Anderson	Miy Mahran
	Jordan Bird	Murray McCann
	Kirsty Fyfe	Lucy Devine
	Jesse Frohlich	

From June 2018		
Student Directors	James Anderson	Kirstie Webb
Firm Coordinator	Eilidh Campbell	Firm A
Firm Coordinator	Scott Sharpe	Firm B
Firm Coordinator	Sophie Thorburn	Firm C
Firm Coordinator	Kieran Crossley	Firm D
Firm Coordinator	Karen Yuill	Firm E
Firm Coordinator	Emma Manson	Firm F
Firm Coordinator	Jordan Bird	Firm G
Firm Coordinator	Benjamin Dickson	Firm H
Training Officer	Roisin Flatman	
Communications Officer	TBC	
Employment Tribunal Coordinator	James Anderson	Eilidh Burns
Online Project Manager	Robert Dorrian	
IAC Coordinators	Rebecca Farquhar	Rizwa Ahmad
Criminal Convictions Unit Manager	Scott Jenkins	
Small Business Law Unit Manager	Styliana Papachristoforou	
Foodbanks and Benefits Manager	Kuda Chinyani	
Schools Project Manager	TBC	
Prisons Project Manager	Stephanie McCarron	
Immigration Unit Coordinator	Victoria Silver	
SWRC Coordinator	Clare Green	
Elected Members	Jordan Hamlett	Gabriella Poli
	Becky Kane	Carmen Rowat
	Greg Walker	