

Annual Report

1 August 2018 - 31 July 2019



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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.



2018-2019 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 2018/19.

233

Law Clinic
Members

33

Client cases worked
on by The Asylum
Project

101

Online enquiries
answered

92

Advice and assistance
cases
concluded

164

Advice and assistance
cases worked on

354

Initial Advice
Clinic users

£154,869

Won or saved for our
clients

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DIRECTOR'S REPORT

This year has seen us reach a remarkable milestone that was never envisaged in the early days of the Clinic. We have now passed the £1,000,000 mark of money won or saved for our clients. While the sum won or saved for a client is only part of a success story it is quite incredible that our many past and present volunteer law students have managed to reach this landmark and it is testament to their hard work and dedication. This has been achieved with the support of our small team of dedicated staff over the years so it was very fitting that we met up with many of our alumni and former staff at our 15 year anniversary event in November 2018.

To see many of our former students flourish in their own careers is very heartening and inspiring for our current student members. Many continue to volunteer with us and others give what they can through monthly donations. We are so grateful for these contributions and hope that these ties hold tight well in to the future.

As we celebrate another anniversary in the coming year, the ten year anniversary of our IAC service, it is important to reflect on what has been achieved over that time. This was a student led initiative in response to an increasing demand on our service and since its inception we have given on the spot advice to over 1800 people. In our first year we gave advice to 40 people and this year the number was 354. This achievement is thanks to the many hours spent by students and volunteer solicitors, many of whom are own alumni, running this service.

A special thanks must go Keir Gilius who is the longest serving of our volunteer solicitors, followed closely by Paman Singh. Keir has now volunteered with us for a number of years and has rarely missed our twice monthly evening sessions. The commitment to access to justice shown by our volunteers is an inspiration to many of our students.

Our collaborations (SWRC, DASS and MOJO) continue to demonstrate the many benefits of pooling experience, expertise and resources to better serve those who need specialist services and our partnerships have proved to be very positive and productive.

While resources continue to be our biggest challenge we have had a very successful year serving a record number of clients through our three main advice streams (advice and representation, IAC's and Online). There is a marked growth in employment cases, in particular disability discrimination cases, where we find that our clients have great difficulty accessing the help of qualified solicitors. These cases can be complex with claimants finding it very difficult to navigate through the Employment Tribunal without advice and representation.

We were very fortunate to receive a grant from the University Alumni fund this year to develop very valuable resources in this area of law for use by students and members of the public.

The awards we have received this year recognise the commitment amongst our law students to improve access to justice in their community and we owe our thanks to them for the many volunteer hours they put in to achieving that. They have been led very ably again this year by our very hard working student directors Kirstie Webb and James Anderson who are tireless in their efforts but retain very good humour regardless.

Kate Laverty, September 2019



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 Wednesday 10th October 2018.

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

Best Newcomers	Emma Manson and Jordan Hamlett
Best Project Work	Nick Shannon
Best Case	Eilidh Campbell, Victoria Silver and Gemma Nimmo
Best Case Worker	Liam Mckay
The Amanda Benstock Award for Compassion	Agata Soroka
The Effie Shaw Award for Dedication	Rebecca Farquhar
Best Overall Contribution	Karen Yuill



EXTERNAL AWARDS

This reporting period The University of Strathclyde Law Clinic was shortlisted for five awards. Representatives of the Law Clinic attended the: Law Awards of Scotland; Evening Times Community Champions Grand Final; Herald Society Awards; Scottish Knowledge Exchange Awards and; LawWorks and Attorney General Student Awards.

THE HERALD SOCIETY AWARDS 2018

The University of Strathclyde Law Clinic enjoyed a successful evening at the tenth annual Herald Society Awards with the Law Clinic winning the “Team of the Year” Award.

THE GLASGOW COMMUNITY CHAMPION AWARDS 2018

Students and staff were invited to represent the Law Clinic at the Glasgow Community Champion Grand Final Awards. The University of Strathclyde Law Clinic were joint winners with Caledonian University Law Clinic of the Public Service Award at the North West Division Event, Royston Youth Action Group won the award at the Grand Final.

THE LAW AWARDS OF SCOTLAND 2018

The Law Clinic received a commendation in the Pro Bono category, for its provision of access to justice within Glasgow and surrounding areas over the past year. The awards saw success for other University Law Clinic's/Projects with Edinburgh University Free Legal Advice Service also receiving a commendation award and Glasgow Caledonian University Law Clinic winning the overall Pro Bono Award for 2018.

THE SCOTTISH KNOWLEDGE EXCHANGE AWARDS 2019

The Scottish Women's Rights Centre was shortlisted for the "Making a Difference" award category for the Scottish Knowledge Exchange Awards 2019. The Scottish Knowledge Exchange Awards recognise and award academic and business partnerships that have made a positive impact within Scotland and other countries by leading the way in furthering economic growth, societal improvements and environmental advances. Congratulations goes to Scene Connect Ltd, Edinburgh, and Heriot-Watt University's School of Energy, Geoscience Infrastructure and Society and Institute for Infrastructure and Environment for winning the "Making a difference" Award.

THE LAWWORKS AND ATTORNEY GENERAL STUDENT AWARDS 2019

The Law Clinic's Executive Committee and Online Project were shortlisted as finalists in the categories: Best contribution by a team of students and Best LegalTech contribution respectively, at the LawWorks and Attorney General Student Awards 2019. The Law Clinic received the runner-up position and was awarded Highly Commended in the 'Best LegalTech Contribution' category.



MIAMI EXCHANGE

This session, students engaged in what is now our sixth exchange with the University of Miami’s Health Rights Clinic. Running since 2013, this initiative has seen students gaining a valuable insight to access to justice issues in another jurisdiction and identifying ways we could improve the service that we provide.

As in previous years the exchange began by the visit of four students from Miami along with, Professor JoNel Newman and Associate Director and Clinical Instructor, Melissa Swain in September. These students became involved in the day to day operation of the clinic by attending initial interviews with potential clients and meeting both clinic staff and other volunteer student advisors.

During their time in Glasgow they attended a student run Ceilidh, a walkabout tour of the city and even experienced the local “deep-fried mars bar delicacy”.

The second leg saw the four Law clinic students travel to Miami in May with Clinic Director Kate Laverty and supervisor Susan Fallone. 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. Throughout the exchange students from both Clinics worked together in pairs to research and prepare comparative projects centred on access to justice.

To end the exchange all students and supervisors participated in a day kayaking at Virginia Key, where they were fortunate enough to observe Manatees and experience the magnificently clear waters surrounding Fisher Island.



LAW CLINIC CELEBRATES 15 YEAR ANNIVERSARY

This session marked the 15 year anniversary of the University of Strathclyde Law Clinic, having been founded in 2003. In order to celebrate this milestone student members organised an anniversary event on 15 November 2018.

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The event was opened by Law Clinic Student Directors James Anderson and Kirstie Webb, who provided an introduction for each of the events speakers, featuring:

- Law Clinic Director **Kate Lavery**;
- President of the Employment Tribunal (Scotland), **Shona Simon**;
- President of the Law Society of Scotland, **Alison Attack**;
- Dean of Faculty of Humanities and Social Sciences at Strathclyde University, **Professor Douglas Brodie**; and
- Trainee Solicitor and Law Clinic Alumni, **Andrew Burns**.

Speeches were followed by a brief opportunity for questions, before a drinks reception. During the reception interactive stalls showing the work carried out by the Clinic were on display.

The stalls included the Scottish Women's Rights Centre (SWRC), The Asylum Project, Online Advice Project, Initial Advice Centre, and Public Legal Education Projects all of which our volunteers are involved with.

Law Clinic Director Kate Laverty reflected on the evening saying:

“We were delighted to be celebrating 15 years of the Law Clinic during which time we have helped almost 4,000 people. Our volunteer law students, past and present, should be proud of what they have achieved in that time. Their dedication, commitment and enthusiasm is inspiring. We hope to continue trying to improve access to justice in our Glasgow community and beyond for the foreseeable future.”



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 Bureau) and we act for those who cannot afford professional legal services or access legal aid. We are the first of Scotland's current university law clinics. 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 to help improve access to justice, to help address the local community's need for legal services and to put our clients' interests first.

Our students gain valuable experience 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 as an insight into law in practice.

The Clinic offers students a better understanding of the legal and other needs of their local community and the impact good quality advice and representation can have on the outcomes of disputes. 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 a majority of student volunteers alongside Clinic staff. Some of these volunteers are appointed to a role (e.g. Training Officer) while others are elected to represent the views of our entire student membership. 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.

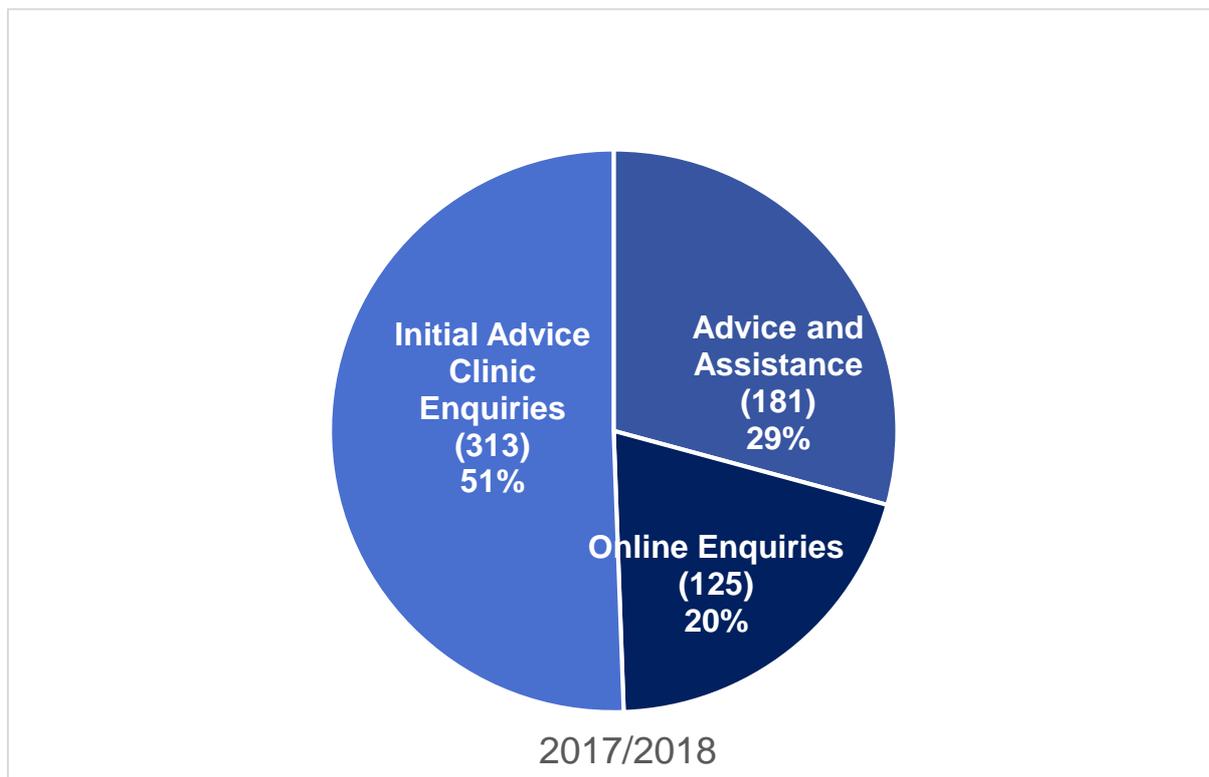
We have eight “firms” of student advisors. Student Firm Coordinators lead each firm, acting as a mentor and line manager, assisting firm members with their cases and any problems arising. Students primarily work in pairs to assist clients, unless the case requires a larger team.

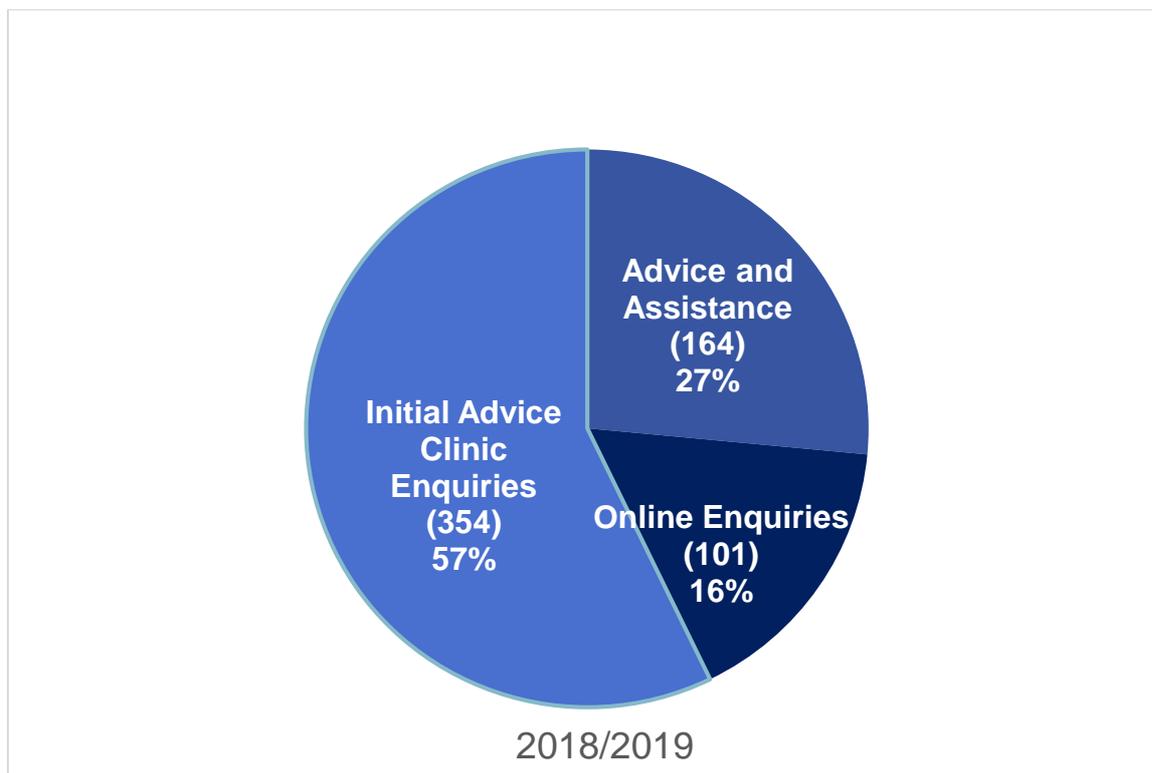
We never give any advice to a client without it first being checked by one of our legally qualified supervisors. Law School academics and solicitor volunteers offer additional specialised advice where this is needed. We have an insurance policy in place and all clients sign a disclaimer which highlights 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 in line with current GDPR standards. We apply, at a minimum, the same standards of ethics and professional conduct that apply to Scottish solicitors.

CASES AND CLIENTS

OVERVIEW

In recent years we have developed an innovative approach to offering our clients the services they need. The Law Clinic divides its enquiries into three separate casework ‘streams’, instead of offering an inefficient “one-size-fits-all” service. We resolve urgent and simple enquiries through our award-winning Online Advice Service. Clients can seek immediate and more detailed advice at our regular Initial Advice Clinics from volunteer solicitors and trainees. Finally, our traditional advice and assistance service offers the most complete service, over a longer period.





The demand for help via our Initial Advice Clinic's has shown a steady increase and this has only been made possible by the volunteer time provided by our solicitor volunteers many of whom are Clinic alumni. Our aim is to develop this part of our service by providing sessions out with the city centre in areas where there is little or no pro bono advice provision.

Likewise our online service has seen a steady increase. Both these services have allowed us to concentrate our full advice and representation service on more complex cases where our clients would find it too difficult to navigate the legal system without help.

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, HARASSMENT AND CONSTRUCTIVE UNFAIR DISMISSAL CLAIM

Our client came to the law clinic after being subject to unfair and discriminatory treatment, due to his disability, on the part of his employer.

After advising our client of his options, the student advisors helped him to submit his resignation. This was after the employer had repeatedly ignored requests for confirmation that the client was still employed with the organisation.

Despite requesting that contact only be made through the Law Clinic, the employer continued to contact the client directly. This led to our clients mental health deteriorating as he felt the harassment was continuing.

Following an unsuccessful judicial mediation and several unsuccessful settlement attempts, our client strongly considered withdrawing his claim as the thought of giving evidence at tribunal was extremely daunting for him.

However, after lots of discussion the client decided against this and gave evidence at a four day Employment Tribunal hearing with our well prepared student advisors representing him throughout.

The Employment Tribunal held that our client was constructively unfairly dismissed and the employer subjected him to harassment and discrimination due to his disability. This was an excellent result for our client who can now have some closure after such a stressful and complex employment case.

A remedies hearing is currently being scheduled to decide the monetary award for our client. Despite the complexity of this case, the student advisors worked hard to achieve a good outcome for our client who regularly expresses his gratitude to the Law Clinic for helping him at a time he needed it most.

UNLAWFUL DEDUCTION OF WAGES CASE

Our client in this case was a Chef working for his employer at two different locations.

The client had previously sought help from the Citizen's Advice Bureau who contacted his employer about unpaid holiday pay. Unfortunately this did not resolve matters and he was therefore referred to the University of Strathclyde Law Clinic. After advising the client of his options he instructed the students to progress the matter by making a claim at the Employment Tribunal.

The client wanted financial compensation for accrued holiday pay, unlawful deduction of wages as a result of being paid under the National Minimum Wage and withholding wages, failing to receive a written terms and conditions of employment, failure to receive rest breaks and failure to receive accurate itemized pay slips for the duration of the claimant's employment.

As the employer failed to respond, the Employment Tribunal issued a Judgement without a hearing awarding the client a sum of £6,901.

Unfortunately, even though a judgement was issued in favour of our client, the employer paid nothing and he then faced the all too common problem of trying to enforce the judgement. After contacting Sheriff Officers he discovered that the employer's assets had been transferred to a newly formed company meaning that enforcement action was futile.

While our client was extremely grateful for the Clinic's help in obtaining a judgement in his favour, not surprisingly he was very frustrated that the judgement could not be enforced.

ASYLUM PROJECT CASE SUCCESS

This year, the law clinic received the good news that someone the asylum project (TAP) had been assisting has been able to obtain refugee status in the UK.

This person first engaged our services in 2015. He was destitute and had been in the UK for several years.

TAP provided him with detailed written and verbal advice on obtaining evidence to assist his claim for asylum. Some months later, the situation in his country of origin changed in a way that would strengthen his claim for asylum.

The Law Clinic notified the client of this and he submitted his fresh claim with the help of a reputable law firm. However, there were significant delays in the Home Office processing his application, which resulted in the client waiting almost two years for a decision, leaving the client in a state of limbo.

Due to the nature of the UK asylum system, the client was still unable to work or access public funds during this period.

The Law Clinic assisted the client to write to his MP in late 2018. This resulted in his MP making representations to the Home Office to speed up his case.

The client received notification of his refugee status in 2019 and thanked everyone at the Law Clinic for their assistance.

The case demonstrates that fresh claims for asylum are rarely straightforward and even in circumstances where a client has a strong claim, the decision making can be protracted, leaving them in unnecessary long periods of destitution and uncertainty.

SUMMARY OF ADVICE AND ASSISTANCE CASES

STATISTICS

The outcomes of cases we helped with were many and varied with the measure of success often subjective. For some clients success was a good reference, their wages paid or an acknowledgement of unfair treatment. For others it meant a well negotiated financial settlement or a full hearing resulting in a judgement in their favour. Many were satisfied just to receive advice on their options. Some felt a measure of success even though hearings did not go in their favour but they got the chance to have their story heard. Others were less satisfied with such an outcome.

Below is an attempt to record outcomes but they cannot reflect the nuances of how clients view success in a case.

In terms of financial gains alone our cases resulted in a total of £154,869.74 won or saved for our clients this reporting period.

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		92
No Action Beyond Advice	- No Action Possible	21
	- Client Dropped Matter	22
	- Advice Only	17
	- Referred to Another Body	2
	Subtotal	62

Action Beyond Advice	- Case lost	1
	- Negotiated Settlement	20
	- Case Partially Successful	2
	- Other successful outcome	3
	- Case Won	4
	Subtotal	30
	Total	92

Advice and Assistance Cases

Category (Advice and Assistance Cases)	2017-2018	2018-2019	Change
Employment	76 (42%)	96 (59%)	+17%
Housing	48 (27%)	34 (21%)	-6%
Consumer	23 (13%)	14 (9%)	-4%
Insurance	5 (3%)	2 (1%)	-2%
Other	29 (16%)	18 (11%)	-5%
Period Total	181	164	-9.4%
Monthly Average	15.1	13.7	-1.4

Online Cases

Category (Online Cases)	2017-2018	2018-2019	Change
Employment	23 (18%)	21 (21%)	+3%
Housing	30 (24%)	33 (33%)	+9%
Consumer	13 (10%)	11 (11%)	+1%
Other	59 (47%)	36 (36%)	-11%
Period Total	125	101	-19.2%
Monthly Average	10.4	8.4	-2

All Cases

Category (Online and Advice and Assistance)	2017-2018	2018-2019	Change
Employment	101 (32%)	117 (44%)	+12%
Housing	80 (25%)	67 (25%)	0%
Consumer	42 (13%)	25 (9%)	-4%
Insurance	5 (2%)	2 (1%)	-1%
Other	88 (28%)	54 (20%)	-8%
Period Total	316	265	-10%
Monthly Average	26.3	22.1	-4.2

TYPES OF CASE

Employment cases still take up the most of our time and by their very nature are more complex than most of the other cases we deal with. Time limits are shorter and there are generally more procedural requirements. In terms of volunteer student time Employment cases require a substantially greater number of hours per case. We are seeing an increasing number of disability discrimination cases which throw up particular complexities and are demanding of both students and staff. Many of our clients facing discrimination are vulnerable and need additional support in managing their cases through the tribunal process. We reached a record number for our financial case gains this year and this reflects the type of cases we are dealing with.

Despite receiving proportionally the same amount of Housing cases, we have seen an increase in the number of cases before the First –tier Tribunal (Housing and Property Chamber). However, this remains low in comparison to Employment Tribunal claims. Our students are representing less often in Simple Procedure cases and perhaps that is reflected in the shift to the Housing and Property Chamber. More of our client’s consumer issues seem to be resolved more readily through our IAC service and Online service leaving us more time to dedicate to more complex cases.

Towards the end of this year we were required to reduce our service capacity as our legacy fund came to an end and this resulted in a lower number of full advice and assistance and online cases but despite this we managed to increase the total number of people receiving advice through our IAC drop in service.

INITIAL ADVICE CLINICS

2019 marks the 10 year anniversary of our student-led Initial Advice Clinics (IACs). These provide the public with a drop-in service where they can obtain on-the-spot legal advice from a volunteer solicitor or trainee.

This year, we ran two evening sessions per month with both sessions being held at the Law Clinic's offices.

This reporting period we supported **354** clients through this initiative, an increase of **41** from last period's total of **313**. This was the highest number of clients supported since the initiative began. Since formal database statistics started recording (in **2013**), we have supported a total of **1,464** individuals via our IACs.

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.

Initial Advice Clinics

Category (Initial Advice Clinics)	2017-2018	2018-2019	Change
Employment	74 (23%)	133 (37%)	+14%
Housing	75 (24%)	72 (20%)	-4%
Consumer	32 (9%)	23 (6%)	-3%
Family	22 (6%)	19 (5%)	-5%
Other	97 (31%)	107 (30%)	-1%
Period Total	313	354	+12%

The kinds of problems people need help with mirrors our advice and assistance service with the majority of enquiries about employment law. Others include housing issues which range from tenancy deposit problems to neighborhood disputes.



ONLINE ADVICE

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

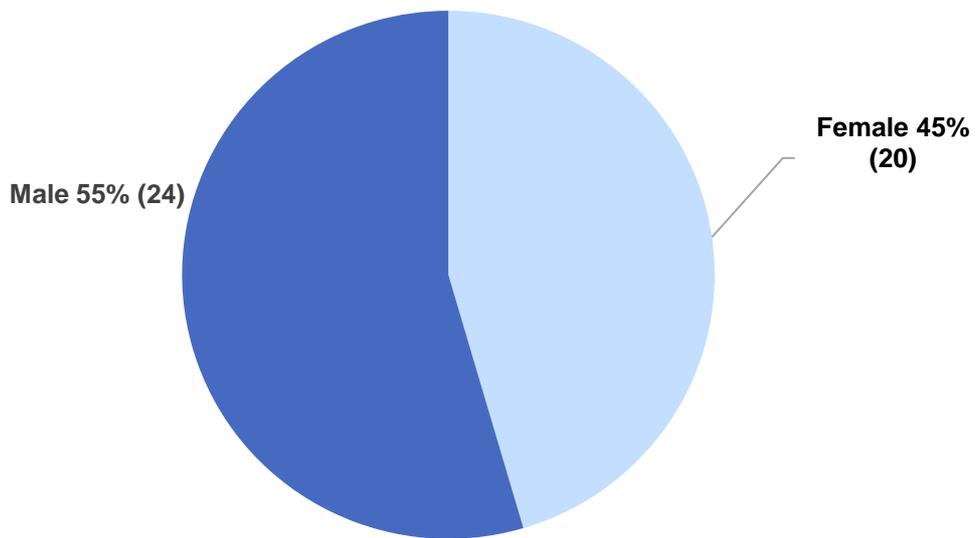
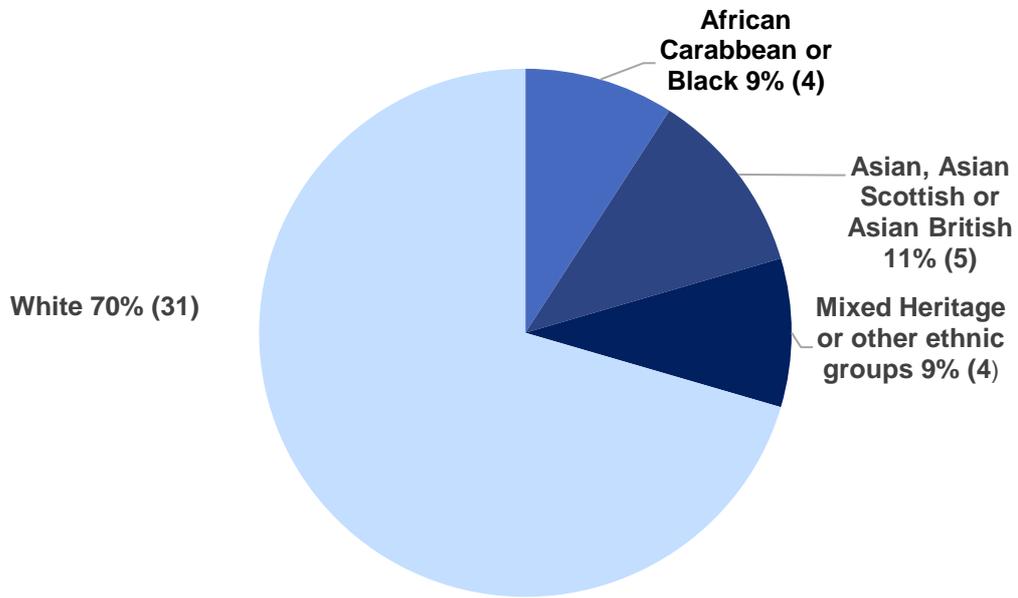
This session, the service dealt with **101** online enquiries, a decrease of **26** on last year's **127**. This decrease is due in part to temporary suspensions made to our online services caused by capacity issues mainly during holiday periods and the reduction in staffing levels.

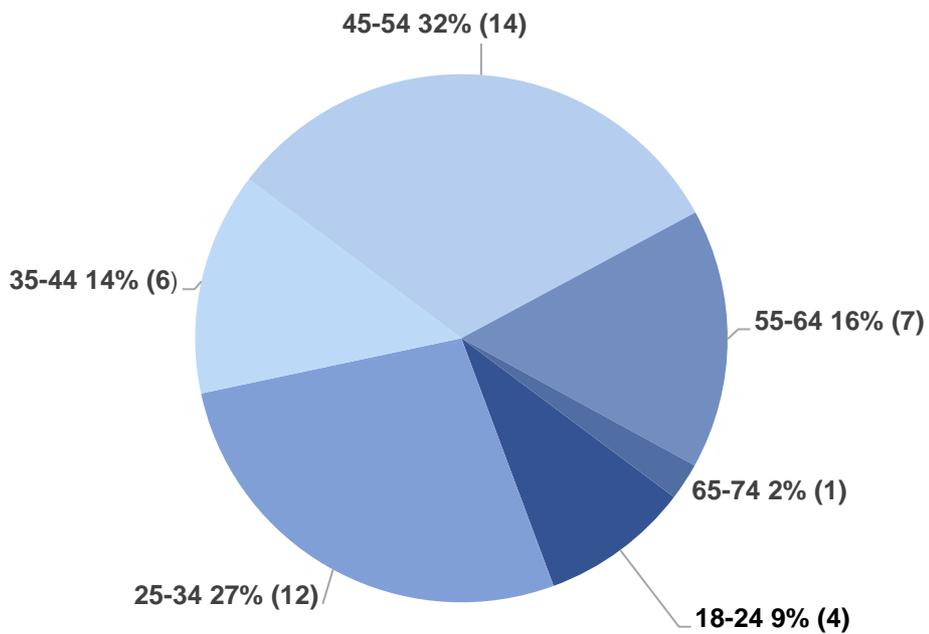
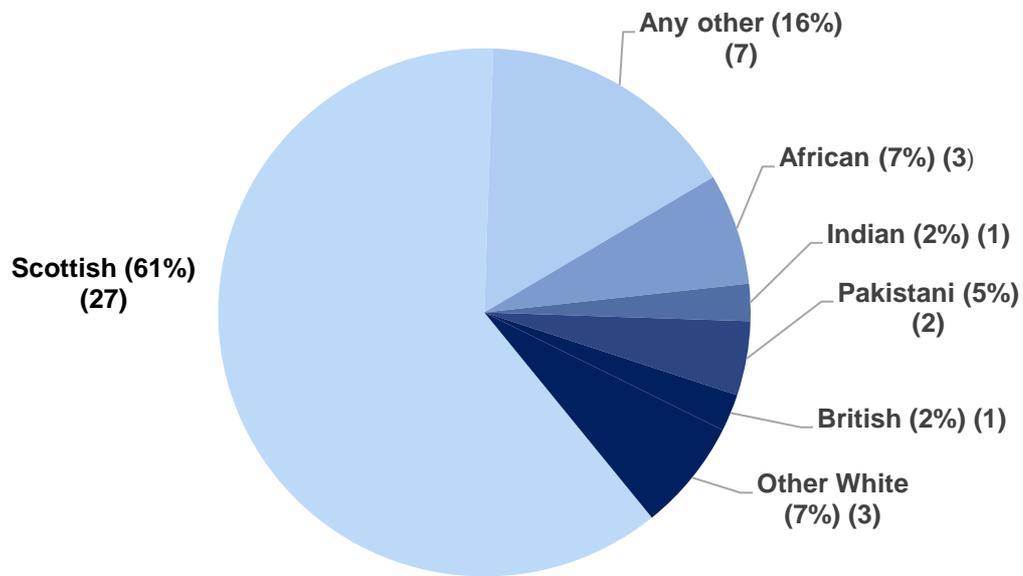
We also offer an online library of legal resources for the public. These FAQs offer standard information on Employment Tribunal time scales and procedure, for example. They empower people to resolve their own basic legal enquiries, and free up our limited resources for clients most in need of our bespoke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

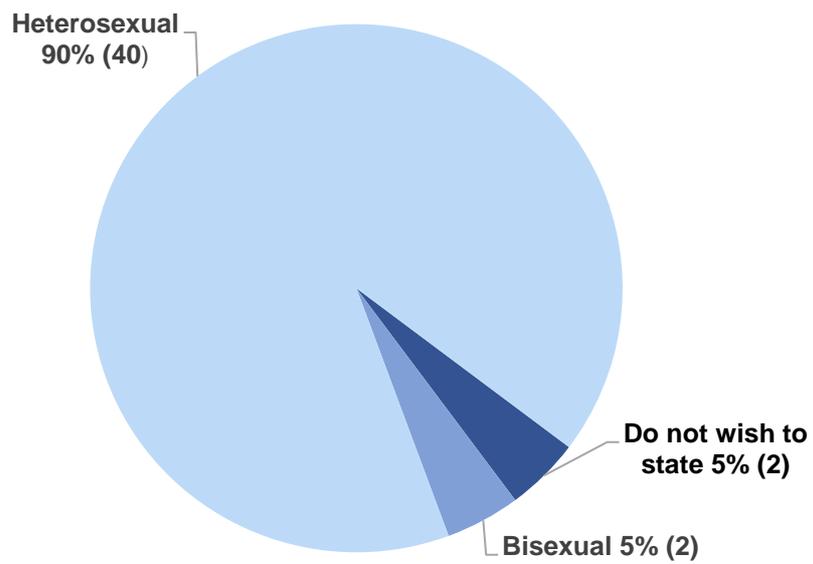
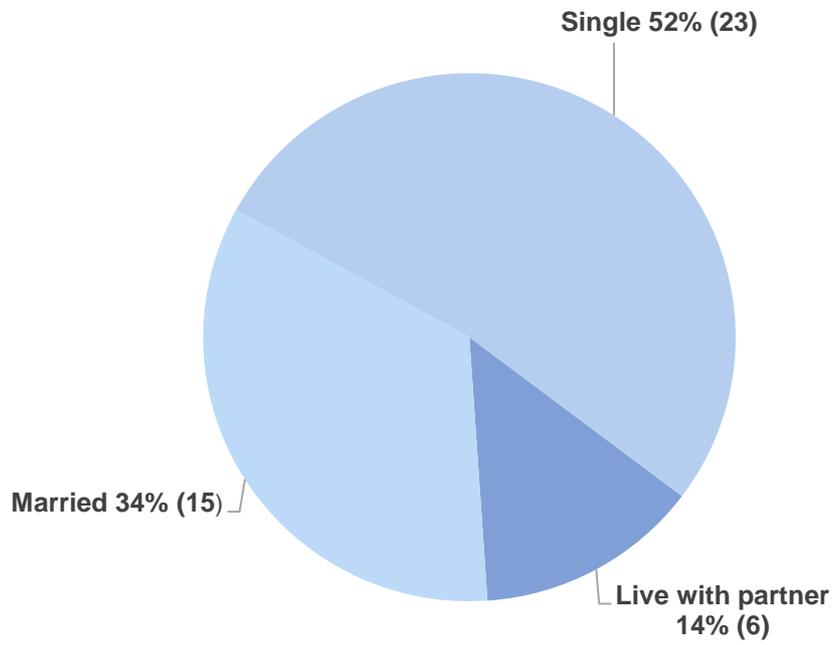
WHO ARE OUR CLIENTS?

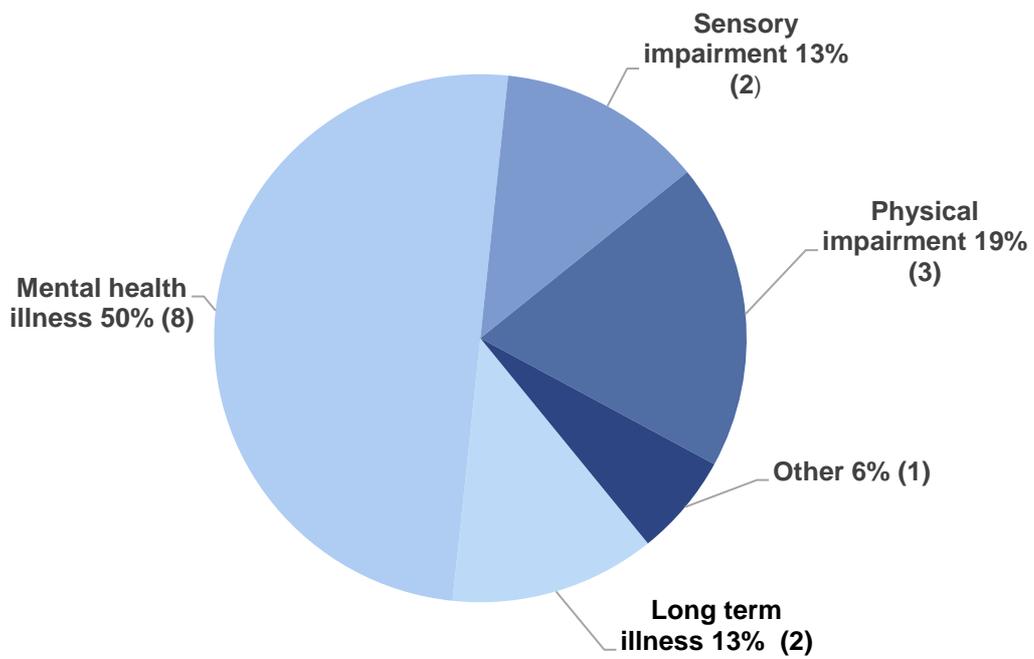
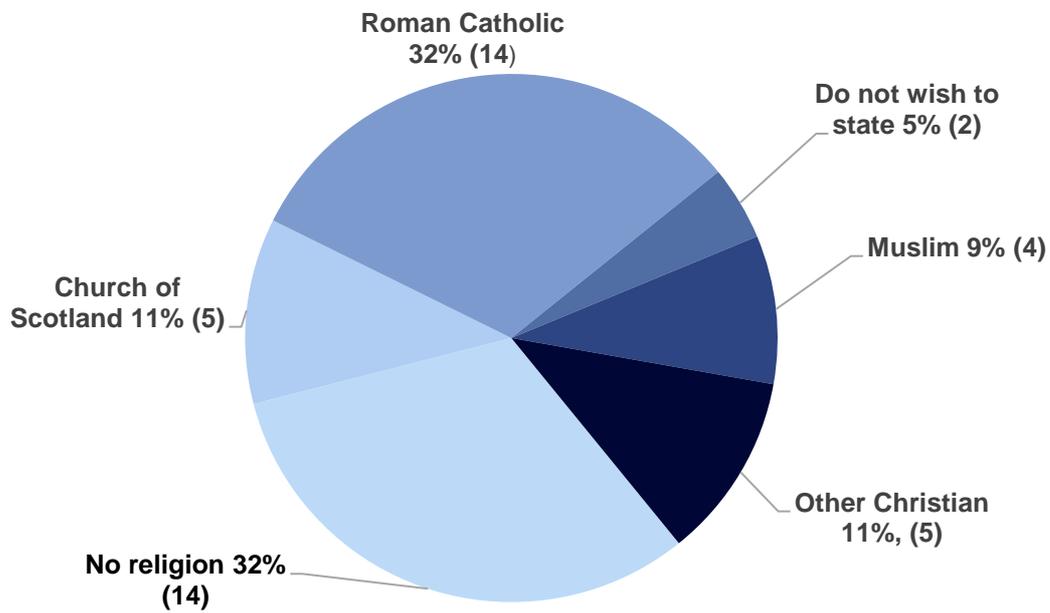
We gather information from our clients to gain a better picture of who we are reaching in the community. This helps us to identify areas and groups that we should target in planning for the future.

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, 44 clients completed one of these forms, representing almost half of the advice and assistance cases we took on.











PROJECTS

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.

PUBLIC LEGAL EDUCATION

Street Law Project

Our Street Law 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.

Over the reporting period the Street Law Project also provided information to the wider community, notably offering presentations to careers groups.

Students involved with the Street Law Project are offered the opportunity to attend training provided by The Law Society of Scotland as part of their wider, nationwide Street Law Initiative. This mutually beneficial collaboration provides the Street Law Project with access to the network of schools established by The Law Society of Scotland.

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 with students attending HMP Low Moss on a weekly basis to provide presentations as part of the Induction Course for new prisoners. These presentations focus primarily on the Rehabilitation of Offenders Act 1974 and advice on how to re-enter employment. This reporting period the Project provided presentations to approximately **350** prisoners.

Recently, the Prisons Project has been involved with the Thinking Minds Program at HMP Low Moss. This offers help and advice to offenders suffering from poor mental health in prison. In the upcoming session, alongside weekly presentations, the Prisons Project aims to provide information to prisoners regarding any legal changes made to Rehabilitation, as it remains an ongoing topic in Parliament.



Housing Advice Under One Roof Project

This project involved research into the Housing and Property Chamber of the First-tier Tribunal for Scotland with the aim of creating practicable and accessible public legal education materials on housing rights within Scotland's Private Rented Sector (PRS).

Building upon students' endeavors during the 2017-2018 reporting period, additional funds were provided by Safe Deposit Scotland to facilitate the design of information leaflets for the public as well as supporting the printing and distribution costs of these materials. Digital versions of the finalised leaflets will be uploaded to the Law Clinic's website in order to further increase accessibility.

With the newly established Housing and Property Chamber of the First-Tier Tribunal for Scotland having been in operation since November 2017, it remains important that information is available not only on individuals' housing rights but on how rights can be enforced.

Disability Discrimination Project

This reporting period, the Law Clinic was awarded funding from the Alumni Fund to develop practical accessible resources in the area of disability discrimination in the workplace.

The aim of the project is to produce resources to enable volunteer Law Clinic students provide good quality advice and representation to those experiencing discrimination in the work place and to make those resources available to members of the public who cannot obtain advice elsewhere.

This area of law is complex and claimants can find it very difficult to articulate how their experience constitutes discrimination and thus find it hard to assert their rights. Many of our clients have been unable to obtain advice and representation because they cannot afford it and cannot obtain legal aid. This project aims to provide Clinic students with specialised knowledge and practical skills in this area of law, provide advice and representation to people suffering discrimination in the workplace and to create accessible practical resources to allow shared learning in this specialised area.

Over the course of the summer period, two students will work on disability discrimination cases and carry out research exploring the Law Clinic's experience of casework in this area. This research will be used to identify trends and challenges in discrimination claims, which will help us to devise user-friendly guidance for claimants on how to effectively bring disability discrimination claims to the Employment Tribunal.

Once developed, the resources will be made available to the public free of charge via the Law Clinic website. The aim of the project is to provide these resources in a variety of multimedia formats in order to accommodate the needs of all users.

The Law Clinic would like to thank the Strathclyde Alumni Fund for its support of this project, which we hope will help not only existing Law Clinic clients but will increase the public's knowledge of how they can seek redress for disability discrimination issues.



EXTERNAL COLLABORATIONS

SCOTTISH WOMEN'S RIGHTS CENTRE (SWRC)

The Scottish Women's Rights Centre is a partnership between the Law Clinic, Rape Crisis Scotland and Just Right Scotland (JRS). The SWRC aims to provide free legal advice to women who have experienced or are experiencing any form of gender based violence (GBV).

The SWRC continues to offer a national legal information and advice helpline to women survivors of GBV. **9** of our volunteer student advisors support the SWRC solicitors in providing this service with the additional support of former Law Clinic advisors who have continued to volunteer. Throughout the reporting period, the SWRC helpline responded to **447** calls.

Legal Surgeries are also provided with the legal surgery in Glasgow continuing to operate throughout the year, the Lanarkshire surgery being reinstated in June 2018, and 2 further surgeries being launched in Edinburgh and Stirling in February 2019. In total, the SWRC offered **39** women legal advice through our surgeries.

The SWRC undertook varied casework including protective orders, complaints processes, criminal injuries compensation cases /appeals and civil damages cases, one of which concluded in June 2019 achieving a landmark ruling.

During the reporting period, the SWRC participated in several projects such as responding to policy consultations and providing Domestic Abuse and the Law training to legal professionals and multi-agency training on Domestic Abuse, Stalking and Harassment and the Law. In addition, the SWRC published a series of legal guides and launched the 'Followit App', an incident reporting app which provides a safe and discrete way of recording incidents.

THE ASYLUM PROJECT (TAP)

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.

TAP works as part of the Destitute Asylum Seeker Service (DASS) which is a partnership with Scottish Refugee Council, British Red Cross, Refugee Survival Trust and many others. DASS aims to use each member organisations respective expertise in order to assist destitute asylum seekers in the UK throughout their claim for asylum.

TAP assists those who are eligible by gathering evidence and providing detailed research and support for fresh asylum applications before referring the cases on to specialist solicitors. TAP also provides advice and assistance on other types of claims that clients may be able to make in the UK, such as statelessness applications.

At the conclusion of the reporting period, the project was assisting in **33** cases, and had closed **6** cases. TAP has also delivered **6** public legal education sessions to asylum seekers and refugees over this reporting period.

The assistance offered by TAP in each case varies depending on the client's needs. It ranges from providing research and advice only, right through to preparing full claims for submission. Given the very low success rate of fresh asylum claims, and the often complicated case history, preparing fresh claims is very time consuming and they take many months to complete. Fresh claims can also take months or years to be decided after they are submitted.

This reporting period, **1** TAP client received a decision granting him refugee status as a result of a fresh claim, after waiting two years for a decision. TAP is currently awaiting on an outcome in respect of **12** of its open cases.

In this reporting period, TAP helped in the preparing of fresh asylum claims and/or similar applications in **9** cases. In addition to assistance with casework TAP received **51** new referrals for initial advice and assistance.

The cases that the project encounters can be complex and difficult and emotionally demanding given the experiences that some of our clients have encountered but makes working on these cases feel very worthwhile.

CRIMINAL CONVICTIONS UNIT

The University of Strathclyde Law Clinic works in partnership with the Miscarriages of Justice Organisation (MOJO) to investigate potential miscarriages of justice.

This collaboration provides thorough investigations into potential miscarriages of justice, with a view to supporting applications to the Scottish Criminal Case Reviews Commission.

In order to achieve this, the Criminal Convictions Unit provides volunteer students to our partner organisation, MOJO, who are often the last resort for those who have been convicted but maintain their innocence but have often exhausted the ordinary appeals process.

Eligible cases for review are those which concern claims of genuine factual innocence. Examples of factual innocence are eyewitness misidentifications, inaccurate forensic evidence or false confessions.

Our aim is to identify and correct miscarriages of justice through structured investigations whilst providing support for our clients.

Our team of **7** students work on their cases at least one full day per week and collaborate with other MOJO volunteers.



SCOTTISH UNIVERSITIES LAW CLINIC NETWORK

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

On 7 June 2019, the Eighth annual conference of SULCN was held at Edinburgh Napier University and was attended by one of the Student Directors, James Anderson, the Director of the University of Strathclyde Law Clinic, Kate Laverty and two student advisors, Eilidh Campbell and Jordan Hamlett.

SULCN provides Law Clinics with the opportunity to discuss recent developments, operational changes and the challenges faced by each.

The keynote address was provided by John Sturrock QC of Core Mediation, who talked about the benefits of mediation and the existing shift away from traditional litigation towards an alternative dispute resolution system such as mediation.

Rebecca Samaras of Edinburgh University has now taken on the role of SULCN Chair, from Malcolm Combe of Aberdeen University.



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

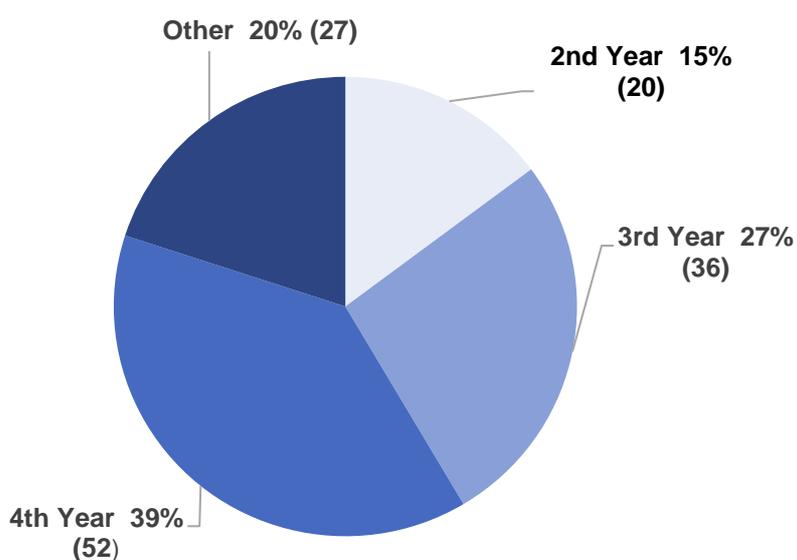
STUDENTS

The Law Clinic operated with a total of **233** student volunteer members over the reporting period. The statistics below represent the percentage of students across each stage of their degree. These statistics were recorded prior to the recruitment of new student volunteers for each reporting period.

Student Membership (Prior to recruitment of new students)

Category (Student Membership)	2017-2018	2018-2019	Change
Second Year	35 (21%)	20 (15%)	-6%
Third Year	53 (32%)	36 (27%)	-5%
Fourth Year (Hons)	51 (31%)	52 (39%)	+8%
Other (Diploma, LLM)	26 (16%)	27 (20%)	+4%
Period Total	164	135	-18%

Student Membership 2018/19:





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.

All work carried out by our student volunteers is first checked by one of our four Supervisors and Administrator prior to distribution. This ensures that the Strathclyde Law Clinic provides our clients with a consistent, high quality service.

Our staff team is made up of: Kathleen Laverty, Director and Supervisor (0.8 FTE); Gillian Melville, Supervisor (FT); Diane Inglis, Administrator (FT); Susan Fallone, Supervisor (0.5); Kathleen Bolt, Supervisor (0.5).

SUMMER WORK

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 2018, we employed **9** summer students on a **15-hour** per week basis for a period of **12** weeks. 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.

Beyond the Initial Advisor Training, we offer a Continuing Professional Development (CPD) programme throughout the year. Our goal is to enhance our Student Advisors' existing skills and expand their legal knowledge in more specialised areas, allowing the Law Clinic to provide a more complete service.

During this reporting period, we offered our Student Advisors training on the following:- Employment Tribunal; Mental Health; Street Law taken by David McQuoid-Mason, an internationally recognised expert in this area and specialised Asylum Project training delivered by the Scottish Refugee Council and Just Right Scotland.

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, **44** seminars were run with **26** Student Advisors attending these sessions.



THE CLINICAL LLB OVERVIEW

Available since 2011, the Clinical LLB is a unique programme that utilises what students have experienced in their work at the Law Clinic to formally enhance their academic learning.

Clinical LLB students follow the standard LLB curriculum, however, they replace part of the assessment in at least two standard LLB classes with a reflective essay about a Clinic case or experience that is relevant to that class. This helps students to directly integrate their practical experience with the academic aspects of the study of law.

Clinical LLB students also take **5** compulsory Clinical classes. These classes are intended to reinforce the ethos and focus of the Clinic, helping the vulnerable members of our community to access justice. Three of the classes therefore incorporate skills and ethics teaching into existing LLB classes, one class involves comprehensive reflection on the ethics and justice of law and legal practice, and a final class requires students to present a portfolio of the work they have carried out in the Law Clinic across all years of their degree, including a set of reflective diaries about their clinical experiences.

These diaries continue to be a controversial and invaluable aspect of the degree – Many students find having to write about their work in the Clinic intensely difficult, but by the end of the Clinical LLB we invariably find that students have come to relish the opportunity to reflect on their work, their performance, their clients, their interactions with others, and the law. Many students even profess to use the technique of ‘reflective diaries’ for other areas of their studies and life, which is wonderful.

MAINTAINING A VOLUNTARY CLINIC

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

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 classes and opportunities that are offered on ethics, negotiation, mediation, advocacy, case surgeries, continuing professional development, and Initial Advice Clinics for the Clinical LLB students are open to all Law Clinic advisors.

Thus the Clinical LLB has resulted in the opportunity for ‘upskilling’ all student advisors, rather than simply those students undertaking the qualification. This is because 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 acts as a gateway to entry onto the Clinical LLB, all applicants are interviewed by a panel of Clinic and/or academic staff. The competition is stiff, with many more applications being received than we are able to accept into the Law Clinic.

During this reporting period, we recruited **14** new students to the Clinical LLB and in June 2019, **4** students graduated with a Clinical LLB degree, including **2** students who graduated with Honours.

In between the incoming and graduating classes, we continue to have a cohort of approximately **50** students enrolled in the Clinical versions of the Scottish Undergraduate LLB, the Scottish and English Dual Qualifying LLB, and the Graduate Entrant LLB programmes. The combination of these degrees, and the opportunity for Clinical LLB students to interact with others across a range of Clinical degrees, continues to enhance their education and to provide the community with invaluable access to legal services and justice now and into the future.

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 Fund, Safe Deposits Scotland, DLA Piper and our regular monthly donors 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 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 solicitors Paman Singh and Keir Guilius who have consistently 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 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 Head of School Professor Claire McDiarmid for their strong support and encouragement of the Clinic.

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

Finally, we would like to thank Dot Mullally for generously donating in order to allow us to replace the Law Clinics 'Best Overall Contribution' award trophy.

APPENDICES

APPENDIX 1: STAFF DETAILS

For session 2018-2019, in addition to the Director, we had four staff members:

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

APPENDIX 2: COMMITTEE MEMBERSHIP

The Supervisory Committee

Professor Alan Paterson (Chair)	Law School
Professor Claire McDiarmid (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
Professor Donald Nicolson	Law School, University of Essex
Heather Maclean	Solicitor
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 2019		
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	Jordan Hamlett	
Employment Tribunal Coordinator	James Anderson	Eilidh Burns
Online Project Manager	Robert Dorrian	
IAC Coordinators	Rebecca Farquhar	
Criminal Convictions Unit Manager	Scott Jenkins	
Small Business Law Unit Manager	Styliana Papachristoforou	
Foodbanks and Benefits Manager	Kuda Chinyani	
Schools Project Manager	Aisha Iqbal	
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	

From June 2019		
Student Directors	James Anderson	Kirstie Webb
Firm Coordinator	Eilidh Campbell	Firm A
Firm Coordinator	Rebecca Dyer	Firm B
Firm Coordinator	Jordan Hamlett	Firm C
Firm Coordinator	Monalisa Swira	Firm D
Firm Coordinator	Karen Yuill	Firm E
Firm Coordinator	Scott MacDonald	Firm F
Firm Coordinator	Jordan Bird	Firm G
Firm Coordinator	Benjamin Dickson	Firm H
Training Officer	Anthony Pace	
Communications Officer	Alanna Rooney	
Employment Tribunal Coordinator	James Anderson	
Online Project Manager	Cameron Turner	
IAC Coordinators	Rebecca Farquhar	
Criminal Convictions Unit Manager	Denice Chalmers	
Small Business Law Unit Manager	TBC	
Foodbanks and Benefits Manager	Robert Dorrian	
Street Law Coordinator	Gabriella Poli	
Prisons Project Manager	Emelia Conner	
Immigration Unit Coordinator	Kuda Chinyani	James Burns
SWRC Coordinator	Clare Green	
Funding Officer	Alex Brock	
Elected Members	Faran Ahmed	Carmen Rowat
	Soffi Azizyan	Alexander Donnelly
	Tracey Wright	