

Nottingham Law School
Legal Advice Centre

Annual Report 2019

Nottingham Law School
Legal Advice Centre

NOTTINGHAM^{NTU}
TRENT UNIVERSITY

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Background

Nottingham Law School (NLS), Nottingham Trent University, is one of the leading providers of academic and professional legal education with an outstanding reputation in the delivery of innovative courses. We are one of the largest law schools in the UK, with over 120 staff and in excess of 2,700 students.

As part of NLS's commitment to the delivery of transformational legal education and its commitment to supporting access to justice, NLS set up a fully regulated law firm - the Nottingham Law School Legal Advice Centre Ltd ('the Centre') in 2015 as a major milestone in the development of the NLS's pro bono advice clinic first established in 2002.

The Centre, an exempt charity, is a wholly owned subsidiary of Nottingham Trent University and holds an Alternative Business Structure (ABS) licence from the Solicitors Regulation Authority. The model has parallels to the teaching hospital model seen traditionally in the medicine discipline context. The firm was the first of its kind when it became regulated in 2015 and such a model remains rare in both the UK, and the international, higher education sector.

Legal advice, support and representation is provided on a not for profit basis to individuals that cannot access legal aid or afford legal representation.

The Centre runs out of state-of-the-art facilities in Chaucer Building, City Centre campus. The current facilities were officially opened in 2014 by Dominic Grieve QC (then Attorney General).

Impact

Success

We expanded our service areas and dealt with more complex cases than ever before, providing greater opportunities and variety for our students and clients.

In February 2019 we celebrated an incredible milestone of having recovered a total of £3million in compensation and benefits for our clients over the past five years.

Since its inception over 2,100 student volunteers have worked in the Centre for over 1,900 clients.

Please note – the information and data within this report covers the period
1 October 2018 to 30 September 2019

Thank you

The Legal Advice Centre would like to say a huge thank you to all our clients and supporters.

Nottingham Law School Legal Advice Centre would not exist without the innovative vision and the generous financial assistance provided by Nottingham Trent University. In particular, we would like to thank the University's **Board of Governors**, the **Vice Chancellor Professor Edward Peck** and the **University Executive Team** for their commitment and support to the Centre.

We also want to say a huge thank you to the students that work with us. We value your hard work and dedication.

We would like to express our deepest appreciation to Richard Bagley, Paul and Lynne Bowden, and Martin and Linda Hunter, for sharing and championing our vision, supporting us in various ways over many years, and whose very generous financial donations have enabled the Centre to provide new student opportunities and expand our vital services to the community.

Sincere thanks to Santander Universities UK and the European Regional Development Fund (through NTU's Enabling Innovation Project), who have provided vital funding for some of our service activities.

In addition, our achievements would not be possible without the numerous firms, organisations and charities that work with us and provide support for the work we do.

Our sincere thanks to:

| | | |
|--|--|---|
| Age UK | Fraser Brown | Nottingham Law Centre |
| Ark Advice Centre Gedling | Free Representation Unit (FRU) | Nottingham Women's Centre |
| Autism East Midlands | LawWorks | Nottinghamshire Law Society |
| Capital One | NBV Enterprise Solutions Ltd. | Paragon Law |
| Cartwright King | Nottingham City Council - Welfare Rights Service | Potter Clarkson |
| Citizen's Advice Broxtowe | Nottingham Community and Volunteering Service (NCVS) | St George's Community Centre |
| Citizen's Advice Nottingham & District | Nottingham County Council – Benefits Team and i-work | Support Through Court (previously known as Personal Support Unit) |
| Derbyshire Law Centre | | VHS Fletchers |
| Environmental Law Foundation | | |



Funding and Governance

The current staff budget for the Centre is supported by the University and NLS and forms part of NLS's overall staffing budget. The Centre also receives funding from private donors and business organisations. We are immensely grateful to the generous financial support of a number of individuals and organisations (see further the Acknowledgement page) which have supported further expansion of some of our service areas.

Nottingham Law School Legal Advice Centre Limited is a company limited by guarantee with its sole member being Nottingham Trent University. The University covers the costs of all the property, assets, staffing and other services required by the Centre.

The ABS Management Board and Board of Directors for Nottingham Law School Legal Advice Centre Limited as at 30th September 2019 are:

Professor Cillian Ryan, Pro Vice-Chancellor and Head of College of Business Law & Social Sciences

James Lacey, NTU Director of Finance

Dr. Gemma Jarvis, NTU Head of Financial Management, also the Centre's Compliance Officer for Finance and Administration

Rebecca Jenkyn, NTU Head of Governance and Legal Services

Jenny Chapman, NLS Acting Dean and the Centre's Compliance Officer for Legal Practice

Laura Pinkney, Head of NLS Legal Advice Centre



Our student volunteers

Our Student Volunteers

The Centre offers extensive and outstanding opportunities for NLS students to gain legal skills whilst delivering vital legal services to individuals, businesses, charities, organisations and community groups through a wide range of activities working under the supervision of the Centre's qualified solicitors and other staff.

Meaningful legal work experience is vital for our students to allow them to develop their knowledge, skills and graduate attributes whilst exploring their career plans. During 2018/19, our students experienced a variety of legal areas through the Centre including employment law, business support and commercial law, social welfare law, housing law, criminal law, family law, community legal issues, and tribunal and county court representation. The Centre inspires students to engage in pro bono activity for public good, prepares them for practice, builds leadership capacity, and encourages social and civic responsibility.

Our students also develop a range of relevant values, soft skills, graduate attributes and competencies including working in teams, learning to communicate effectively with their clients, and improving their organisational and time management skills. Their experience also builds confidence and resilience and they learn how to explain legal issues in a practical way to support their client through the course of action the client decides to pursue.

All NLS students – undergraduate and postgraduate – can apply to work in the Centre, and we are proud that our student volunteers come from a wide range of NLS courses. Our students work part-time in the Centre, either extracurricular or for academic credit as part of their course.

Students who work in the Centre enhance their employability. According to data from the most recent Destination of Higher Education Leavers Survey, students volunteering in the Centre improved their graduate prospects (professional occupations or further study within six months of graduation) by almost 10% compared to other Nottingham Law School students; and increase their prospects of achieving a 2:1 or First Class degree by an impressive 20%.

Student Pro Bono Committee

Our student volunteers also assist us in the running of the Centre through the Student Pro Bono Committee ('the Committee'). With regular meetings and feedback opportunities, the Committee allows students to contribute to the overall operation of the Centre and present ideas on how we can further enhance activity.

In 2018/19 the Committee comprised seven Nottingham Law School students (undergraduate and postgraduate), along with the Centre's Legal Assistant (who was also an undergraduate student on placement year). The Committee aims include raising awareness of pro bono work and access to justice issues. This was done in several ways including entering the LawWorks and Advocate Law School Challenge. Events, such as cake and hoodies sales, were held from October to March, raising £1,330 for the two charities to support the facilitation of free legal advice and to raise awareness of the services available. As a result, NLS achieved a Bronze award and were Highly Commended for finishing fourth in the Challenge. Representatives from the Committee, along with Centre staff, attended the prize giving ceremony at the House of Commons, Westminster, to collect the certificate on behalf of Nottingham Law School, Nottingham Trent University.

“
I wouldn't have been able to get my training contract without the opportunities I had at the LAC.

– Former Student Volunteer



2,100+

student volunteers have worked in the Centre for over 1,900 clients since its inception

The Centre had a hugely successful year and recovered a record **£1,201,423** in compensation or benefits for our clients. This was a 20% increase on 2017/18 and the highest amount ever recovered in a single year.

We also **successfully defended claims** worth a total of **£147,528**, leading to a total **direct financial benefit** to our clients of **£1,348,951** in 2018/19.

In February 2019 we celebrated an incredible milestone of having recovered a total of **£3million** in compensation and benefits for our clients over the past five years.

We were also able to increase the number **opportunities for students** to work in the Centre. These **rose to 373, a 15% increase from 2017/18**.

We dealt with **248 cases** across our different practice areas and supported a further **64 individuals, businesses and organisations** via seminars and training, meaning we assisted a total of **312 individuals and organisations** throughout the year.

We expanded our service areas and dealt with more complex cases than ever before, providing greater opportunities and variety for our students and clients.

We have developed our services for charities and other not for profit organisations, social enterprises, start-ups, SMEs and employers and have **advised 70 businesses and organisations in 2018/19**.

In 2019 we successfully completed the **'Enabling Innovation'** project. This was a collaborative project, undertaken with colleagues in other Schools and in

partnership with the University of Nottingham and University of Derby, to support start-ups and SMEs with the wider objective of supporting economic growth through innovation. Over the course of the project, our Business and Enterprise Law Service and Employment Law Service provided pro bono legal advice and assistance to **104 businesses** on a wide range of issues including company structure and governance, data protection, contractual terms and conditions, intellectual property and policies and procedures. We also delivered **22 workshops and seminars to over 120 organisations** in topics including contract law, employment law, intellectual property and GDPR. Our lawyers and student volunteers contributed over **1,300** hours to the project.

The number of new enquiries we receive continued to increase, with **1,159 enquiries** received compared with 1005 last year, an **increase of 15%**. We are able to accept cases where they fall within our service areas/expertise and where we have available capacity. Overall we were able to take on 21% of enquiries that come to us. This is less than the percentage accepted in 2017/18 due to the increased number of enquiries and dealing with longer running and more complex cases (compared with one-off advice).

Further details about our data can be found in the graphs at pages 22-24.

Social Welfare Law Service



The Centre works in conjunction with the national charity Free Representation Unit (FRU), to provide representation at Social Security Tribunal appeal hearings. This service predominantly deals with disability related benefits. Due to maternity leave of the supervising solicitor for Social Welfare, the Service has been supervised by Callum Scott since December 2018.

The Centre recovered an outstanding £1.1million in benefits during the 18/19 academic year. This represented an 11% increase on the previous year and the first time we have recovered in excess of £1million in a single year. Callum and NLS students represented over 50 individuals before the Social Security Tribunal and achieved an impressive success rate of 85% (compared to a national average of around 66%), averaging an award of approximately £24,000 per case).

We continue to work closely with a number of local referrers including Citizens Advice Broxtowe and Citizens Advice Nottingham and District, the Nottinghamshire County Council Benefits Team and i-work team, Nottingham City Council Welfare Rights Team and Age UK.

“

The Centre has made a huge impact on the lives of people in Nottinghamshire.

– Referring Agency

”

Business and Enterprise Law Service (BELS)

In 2018/19, BELS continued to help service an unmet need by providing free or low cost legal advice to the local business community. Ashley Fredericks, Solicitor, leads the service supported by Jane Jarman, Associate Professor/Solicitor, and Callum Scott, Supervising Caseworker. During 2018/19 Ashley received additional support from Carlota Gonzalez Laynez, Project Co-Ordinator and Gemma Grant and Francesca Shellard, Legal Assistants, on the Enabling Innovation project, which provided advice to over 100 businesses.

Advice and support offered by BELS covers commercial terms of business, contractual interpretation and advice, business risk audits, intellectual property, corporate advice, professional negligence, commercial litigation and insolvency. 2018/19 saw an increased focus on the commercial litigation and insolvency work conducted under BELS. This more complex contentious work has allowed postgraduate student volunteers to conduct litigation in the County Court by providing representation at contested hearings. This new focus has also yielded some impressive client results, including the saving of a retail business and the achievement of several substantial settlements.

BELS continues to support the local charity community, with the client base including other advice agencies, homelessness prevention charities, art galleries, and community groups. The service has also innovated in terms of how legal services are provided to the public by University law practices, and has introduced damages based agreements. These allow the Centre to receive a percentage of the recoveries obtained in litigation to reinvest into providing not for profit services (and to not charge at all if there are no recoveries). The first of these agreements is in place and the case remains ongoing at the time of writing.

Current and former NTU students, particularly from the Business School and the Schools of Product Design and Art and Design, form a core part of BELS' client base. Helping these students/graduates to set up and run their own businesses, and assisting them to resolve disputes in early years of trading, is very important to the Centre and to the University's ethos of supporting students to be successful after completing their studies.

Developments of BELS over the next academic year will include the launch of BELS' collaboration with Loughborough University - the NLS Legal Advice Centre Loughborough University Outreach Clinic.

“

Your support and guidance throughout the process has been both professional and friendly and enabled us to reach a satisfactory outcome with the minimum of fuss.

– Employment Handbook
Service client

”

Employment Law Service



The Centre's Employment Law Service is led by Solicitor Mat Game and offers services for both employees and employers.

Employees are advised on and a range of issues including unfair and wrongful dismissal, unlawful deduction of wages, discrimination and disciplinary matters. This can comprise one-off advice or providing ongoing assistance that may span many months. The service has also continued to support the Free Representation Unit (FRU) with their cases at the Employment Tribunal, as well as providing its own Employment Tribunal representation service. Our student volunteers have the responsibility for the day to day management of their client's matter and the work is varied - it can include issues such as calculating the value of a claim, preparing witness statements, advising on prospects of success, conducting settlement discussions, preparing written submissions and providing advocacy at the hearing itself. In 2018/19 the Employment Law Service dealt with 11 employment tribunal representation cases, and recovered over £21,000 for clients.

The Employment Handbook Service has been developed following its introduction in 2017/18 and assists start-ups, SMEs, social enterprises,

charities and other not for profit organisations in having up to date employment policy and procedure handbooks. This year we assisted five employers under this service. We have good connections with members of the voluntary sector who have been most supportive in raising awareness of this service. Over the last year we have developed this service to allow our clients to receive the quality and bespoke advice they need, whilst providing our students with the opportunity to experience something a little different to our traditional service. In 2018/19 the BELS team and the employment team were able to collaborate providing joint advice to a number of clients.

The service also provides legal updates to local businesses. This will typically be in the form of a presentation or a workshop. In 2018/19 we provided legal updates on topics arising from recent case law updates, with 38 organisations and businesses attending these workshops.

We are grateful to Clive Day, Head of Employment at Fraser Brown for providing assistance to some of the enquirers who we would not otherwise be able to assist.

Other Services

Special Educational Needs and Disability Service

2018/19 saw the implementation of a new service area, Special Educational Needs and Disability (SEND). Callum Scott undertook intensive training in order to develop this service, identifying it as an unmet legal need in the local community through his welfare benefit work. The service provides assistance to families to help children with special educational needs and disabilities get the educational support they are entitled to.

The SEND service was also developed as an extension to the Autism Law Service, which Callum founded in 2016 during his time as a Legal Assistant. The Autism Law Service provides additional support to clients with autism and promotes best practice when representing clients with the condition.

We have established relationships with local charities and organisations, including a local SEND legal aid provider, to create a referral network to assist those in need of SEND advice with a view to being able to provide pro bono representation before the SEND tribunal. We will be developing this service further in 2019/20.

We are hugely grateful to Santander Universities UK for providing us with the financial support to enable us to undertake the required training to launch this vital service. Thank you also to Deborah Robinson at Cartwright King for support and guidance.



Outreach Advice Services

We hold outreach advice sessions at Nottingham Women's Centre and St George's Community Centre, Netherfield. The Outreach Advice Project is led by two LLB Law Students and they are supported by a team of 12 Student Advisers. We receive a variety of legal issues at both locations, including cases on Family, Housing and Employment. In 2018/19 we dealt with 31 cases and attended each location for six drop-in advice sessions.

We have strong working relationships with both organisations and we will continue this work in 2019/20.

Public Legal Education Projects

The Centre continues to deliver public legal education through our Streetlaw project, a community-based initiative that teaches people about law, democracy and human rights. The Streetlaw project is co-led with the Centre by senior lecturer, and non-practising solicitor, Steph Wright.

The Centre also delivered a number of seminars for new and growing businesses and organisations including 'Contract Law for SMEs' and 'Business Risk'.

“

The support from the Centre was absolutely incredible. I most certainly wouldn't have been able to pay for the service and representation.

– Social Welfare client

”



“

*...we feel that as the
'little guys' we'd never
have got the fantastic
result without
your support!*

– BELS client

”

Personal Support Unit/Support Through Court

We have continued our working partnership with the Personal Support Unit (PSU) (now rebranded as Support Through Court), a charity which trains and provides volunteers to assist litigants-in-person. The project, based at Nottingham County Court, uses volunteers from NLS, The University of Nottingham School of Law and the local community to assist those litigants in person at court. Assistance is given by helping litigants complete court forms, or attending court hearings with them. The students involved in this initiative provide valuable assistance to those at court as well as developing their own skills and experience.

Free Representation Unit (FRU)

FRU is a charity which provides free legal representation in social security and employment tribunals. The Centre is the only FRU provider outside of London and supports FRU's Tribunal cases around the East Midlands area. NLS students are trained by FRU London and Centre staff and are required to take a test set by FRU following the training. Once the students have passed the test and attended an induction, they become ratified FRU advisers and are eligible to take on employment and social security tribunal cases, supervised by Centre staff.

Pathways to Law

We are delighted to support The Sutton's Trust Pathways to Law initiative. This initiative supports 16 – 18 year olds from non-financially privileged backgrounds into careers in the legal profession. The program is a collaboration between NTU and the University of Nottingham.

The Centre provided work experience opportunities to nine Pathways students over 2018/19, with each spending two to three days in the Centre. The Centre also assisted in delivering a 'Client Interviewing Day' to 17 Pathways students to help develop their communication skills and provide further insight into life in practice.

Advice Agencies

We have very successful referral arrangements with Age UK, Citizens Advice Broxtowe, Citizens Advice Nottingham and District, Derbyshire Law Centre, Nottinghamshire County Council and The Ark, who have helped greatly by referring suitable cases for our FRU reps.

LawWorks

We continue to operate as a LawWorks Clinic and adhere to their Protocol on Pro Bono work. We attend the annual LawWorks conference and continue to liaise with our Regional Officer, Anne-Marie Dhillon.



Events, Awards and Recognition

LawWorks and Attorney General Student Pro Bono Awards 2019

Once again the Centre was a significant presence at the LawWorks and Attorney General Student Pro Bono Awards, this time achieving Runner Up in the Best Contribution by a Law School category and also achieving a Bronze Award in the LawWorks Challenge, raising £1,330 for pro bono charities. The Legal Advice Centre's Student Pro Bono Committee led the fundraising efforts.

Law Society Excellence Awards 2019

We were delighted to be shortlisted in the hotly contested category of Excellence in Pro Bono in this prestigious national award ceremony.

NTU Placement Awards 2018

We were honoured to be named NTU's Placement Provider of the Year (17/18), having been nominated by Lauren Kilbride, our 2017/18 Placement Student.



Legal Cheek's 'The Future of Legal Education and Training' Conference 2019

Head of the Legal Advice Centre, Laura Pinkney, was the keynote panel speaker on the topic of Clinical Legal Education at this prestigious conference. The event was attended by over 300 delegates including representatives from 70 of the top law firms and chambers and over 50 universities.

Legal Advice Centre Celebration Event

In June 2019 we were joined by a number of special guests, including referrers, stakeholders, academic colleagues and current and former volunteers, to celebrate our 5th anniversary as the Legal Advice Centre and also reaching the amazing landmark of having recovered over £3million in benefits and compensation.

Notts TV appearance

In March 2019 Head of the Legal Advice Centre, Laura Pinkney, Legal Assistant (Placement Student) Francesca Shellard, and client, Holly Wright, appeared on local television channel, Notts TV, to discuss the work of the Centre. Holly explained how the Centre helped her to achieve a successful outcome and the positive impact this had on her life. Francesca also explained the benefits of being a Student Adviser.

In the press

As well as extensive coverage in the media for achieving the milestone of recouping £3million in benefits and compensation for clients, the Centre also featured in the The Times Student Supplement discussing the benefits that student gain from working in the Centre with quotes from Head of the Legal Advice Centre, Laura Pinkney, and Legal Assistants, Francesca Shellard and Gemma Grant.

Periodic School Review 2019

As part of the Periodic School Review (PSR) process in 2019, the Legal Advice Centre was recognised via a commendation as an outstanding initiative and innovative teaching practice. The PSR takes place every five years and is a detailed assessment of the Law School's quality standards.

Nottingham Legal Walk 2019

The Centre once again entered and completed this event along with other NLS staff - a 10km sponsored walk around Nottingham to raise money for local advice services, particularly those affected by recent funding cuts, and to highlight access to justice.

The Law Society Pro Bono Charter

The Centre signed up to the Law Society's Pro Bono Charter in 2017 and in doing so became the first University-based signatory. By becoming a signatory to the Charter, the Centre has reaffirmed its commitment to improving access to justice for individuals and organisations and we have further demonstrated a commitment to collaborate, share and exchange procedure and best practice with the local and national pro bono legal community.



Winner

LawWorks and Attorney General Student Pro Bono Awards 2018: Winner – **Law School Challenge (Platinum Award)**

NTU Placement Awards 2018: **Winner – NTU Placement Employer of the Year**

Nottinghamshire Law Society's Solicitor of the Year 2017 Award - Faye Deverell

Solicitors Journal Awards 2016: Winner - Legal Education Provider of the Year (Nottingham Law School)

Nottinghamshire Law Society Award 2016: Winner - Contribution to the Community

LawWorks and Attorney General Student Pro Bono Awards 2016: Winner - Best Contribution by a Law School

Access to Justice Foundation Award 2016: Winner

Higher Education Academy Student Awards 2010:

Winner Clemmie Robertshaw for Contribution to the Clinic

Nottinghamshire Law Society in association with Allied Irish Bank – Pro Bono Award 2005 Allied Irish Bank (GB) Pro Bono Award 2006

Student Volunteering Awards Higher Education Active Community Fund (Higher Education Funding Council for England) – Student Award Winner for Streetlaw Project 2004

Shortlisted

LawWorks and Attorney General Student Pro Bono Awards 2019: **Runner Up – Best Contribution by a Law School**

LawWorks and Attorney General Student Pro Bono Awards 2019: **Highly Commended – Law School Challenge (Bronze Award)**

The Law Society Excellence Awards: **Shortlisted – Excellence in Pro Bono 2019**

LawWorks and Attorney General Student Pro Bono Awards 2018: **Shortlisted - Best Contribution by a Law School**

LawWorks and Attorney General Student Pro Bono Awards 2018: **Shortlisted - Best New Student Pro Bono Activity (Autism Law Service)**

LawWorks and Attorney General Student Pro Bono Awards 2017: Shortlisted - Best Contribution by a Law Student (Billy Shaw)

LawWorks and Attorney General Student Pro Bono Awards 2016: Highly Commended - Best New Student Pro Bono Project for inFrinGeMent Project

LawWorks and Attorney General Student Pro Bono Awards 2016: Highly Commended - Best Contribution by a Law Student (Natasha Ward)

Law Society Excellence Awards 2016: Shortlisted - Excellence in Pro Bono

LawWorks and Attorney General Student Awards 2015: Runner Up – Best Contribution by a Law School

LawWorks and Attorney General Student Pro Bono Awards 2009: Highly Commended - Best New Student Pro Bono Activity (Alexander Simmonds - Bars in their Eyes)

Plans for 2019/20

- Introduce new service areas, including Community Care, Criminal Injuries Compensation Authority matters and CPS Victim's Right to Review Scheme cases.
 - Provide more varied opportunities for students, including the introduction of two new student volunteer initiatives – the New Enquiry Team and the Risk and Compliance Team – that will provide support to the Centre in organisational critical areas.
 - Develop the new Special Educational Needs and Disability service and also our existing Business and Enterprise Law Service and Employment Law Service, providing advice and representation in more complex and diverse matters.
 - Continue to support the national charities Free Representation Unit and Support Through Court to improve access to justice and opportunities for our students.
 - Continue to develop new links with other legal practices, advice agencies, charities and other organisations, as well as strengthening existing relationships, in order to increase the pro bono initiatives to extend the services we offer our clients and to provide increased opportunities to students.
 - Further integrate the Centre within the curriculum providing increased opportunities for students to gain academic credit for their legal work experience in the Centre.
 - Work with our academic colleagues in preparation for the Solicitors Qualifying Examination (SQE) and develop opportunities for Qualifying Work Experience within the Centre.
 - Provide increased opportunities to our Student Pro Bono Committee to be involved in the running of the Centre and to develop their own initiatives.
 - Introduce a legal case management system to the Centre in order to ensure we are providing our students with practical legaltech skills.
 - Continue to foster an inclusive working environment and ensure a diverse cohort of student volunteers.
 - Recognise our top performing student volunteers via a new Lead Advisers initiative.
 - Retain our reputation as a market leader within the Higher Education legal sector and aim to achieve further recognition via awards and publicity of the work we do.
 - Aim to increase the total amount of benefits/compensation recovered for our clients to over £4.5million.
 - Offer more students the opportunity to gain an experience in the Centre via the Employer Challenge initiative, which ensures all our students gain valuable practical experience whilst solving business challenges.
- We welcome the support of all staff, alumni, legal and other professionals and other friends in any aspect of the work we do

“
I don't think I would've had the confidence to have managed without all the excellent help I received which I was extremely grateful for.

– Social Welfare client

”

Our Staff

In 2019, Solicitor Faye Deverell and our Centre Co-ordinator, Linda Green, moved on from NTU to pursue other opportunities. We would like to thank both Faye and Linda for their significant contribution to the Centre and their many years of hard work and commitment.

We look forward to welcoming Melissa Bailey, who starts with us as Centre Administrator in November 2019 and also to welcome back Carlota Gonzalez Laynez. Carlota, our former Enabling Innovation Co-ordinator, returns

from maternity leave in January 2020 in her new role as Practice Manager.

We are also delighted that Simran Nijjer will be joining us in her placement year (LLB Sandwich course) as a Legal Assistant in 2019/20 to support the full range of work undertaken at the Centre. Simran will also sit on the Centre's Student Pro Bono Committee.

Set out below are profiles of the Centre's 2018/19 staff and contributors.



Jenny Chapman, NLS Acting Dean

Overall responsibility for strategic leadership and management of the Centre within NLS. Jenny is also the Centre's Compliance Officer for Legal Practice and sits on the

ABS management Board and Board of Directors for Nottingham Law School Legal Advice Centre Limited. Jenny is a qualified solicitor, and has been part of the Law School's Senior Management Team since 2006 and Deputy Dean since 2012, from when Jenny has led the development of the Centre. Jenny sits on the Council of Nottinghamshire Law Society and has worked with a number of legal regulators over the course of her career.



Laura Pinkney, Solicitor and Head of the Legal Advice Centre

Laura, a Legal 500 solicitor, joined the Centre in January 2019 and is responsible for the day to day management of the Centre, working

with Jenny on strategy and development. Laura supervises the Miscarriage of Justice Project and will be developing further criminal law services in 2019/20. Laura sits on the ABS Management Board and Board of Directors for Nottingham Law School Legal Advice Centre Limited. Laura is also part of the Law School's Senior Management Team. Laura is a Council Member and Past President of Nottinghamshire Law Society (President 2018/19) and

is also a trustee of local charity, Improving Lives. Laura has over 15 years of experience in private practice, having previously been a director at national firm, Cartwright King. Whilst in private practice, Laura specialised in serious fraud and confiscation and was head of department for both crime and immigration. Laura was also a member of Cartwright King's senior management team and had operational responsibility for over 200 staff, across offices nationwide.



Ashley Fredericks, Solicitor

Ashley leads the Business and Enterprise Law Service and supervises cases across contentious and non-contentious business law issues from initial

start-up right through to advising directors post business insolvency. Ashley also leads on the professional negligence work carried out by the Centre, which was a new development in 2018/19. He is part of the Centre's operational management team, and in addition contributes to the development and training of students who work in the Centre as part of credit-bearing modules. Outside of the Centre, Ashley is a trustee and director at Citizens Advice Nottingham & District. In June 2019, Ashley was appointed as a trustee at the UK Clinical Legal Education Organisation, a charity that promotes the education of future lawyers via practical legal experience involving real clients and cases. Before joining the Centre, Ashley was a solicitor at national firm, Gateley Plc.



Mat Game, Solicitor

Mat leads the Centre's Employment Law Service and supervises cases on a large range of employment related matters, both contentious and non-contentious work.

Mat supervises students doing employment tribunal work with Free Representation Unit Nottingham. He also works with a number of employers in drafting their employment handbooks and provides seminar updates for SME's and charities. Mat is part of the Centre's operational management team and contributes to the development and training of students who work with us as part of credit-bearing modules. Mat joined the Centre in 2016 and was previously a solicitor in private practice.



Jane Jarman, Associate Professor, Solicitor and the Centre's Training Principal

Jane is a professional indemnity litigation solicitor and associate professor in legal education. Her

expertise is in intellectual property, legal professional privilege and professional ethics, as well as the education of legal practitioners and regulation of legal practice. Jane oversees staff training and development in the Centre and supports and advises on compliance and regulatory issues including anti-money laundering regulations. Jane also supervises our Intellectual Property cases, provided invaluable assistance to the 'Enabling Innovation' project and also supported the development of our professional negligence work. We are very grateful to Jane for the time and dedication she gives to the Centre over and above her academic commitments.



Callum Scott, Supervising Caseworker

During 2018/19, Callum, as part of maternity cover, supervised the Welfare Benefits work, including the training and supervision of the Free Representation Unit Social Security

representatives. In addition, Callum undertook extensive training in order to introduce a new service area covering Special Educational Needs and Disability (SEND). The SEND work was an extension of the Autism Law Service, which Callum founded in 2016, a project that aims to increase access to justice for autistic people and their families and which was shortlisted for Best New Student Pro Bono Project at the LawWorks and Attorney General Student Pro Bono Awards 2018. Callum has also continued to assist on a number of Business and Enterprise Law cases and assisted in the successful delivery of the Enabling Innovation project. Callum started as a student volunteer in the Centre in 2015, joining as a Legal Assistant in 2016, and we are currently supporting Callum in his route to qualification as a solicitor through the SRA's equivalent means process after successfully completing the LPC on a part time basis, graduating with a distinction.



Katie Smith, Senior Lecturer and Solicitor

Katie supervises the Centre's family law cases over and above her commitments as a Senior Lecturer and Deputy Course Leader for the part time LPC.

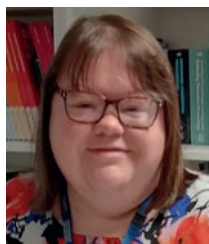
Before joining NTU as a senior lecturer in 2012, Katie was based in London as a solicitor at national Legal 500 firm, Osbornes where she specialised in family law and litigation. Katie is also an experienced advocate, having appeared before the family courts on regular basis. Katie is also a co-editor of the family practitioner's text, Children Law and Practice by Hershman and McFarlane. We are hugely grateful for the time Katie dedicates to the Centre, allowing us to assist numerous clients in this difficult, and often distressing, area of law.



Carlota Gonzalez Laynez, Enabling Innovation Legal Hub Project Co-ordinator

Carlota is responsible for coordinating the 'Legal Hub' of the Enabling Innovation Project,

reporting all the Hub's activities to the Central Team. She also looks after the administrative side of the Legal Advice Centre's Business and Enterprise Law Service (BELS), organising legal advice seminars for businesses and liaising with clients and with external stakeholders that work closely with the Centre. Carlota has made a significant contribution to enable us to meet the targets set as part of the project, as well as making vital wider contributions to enhance and progress the Centre's activities more generally. Now that the Enabling Innovation project has ended, we are delighted Carlota will be returning to the Centre in her new role as Practice Manager.



Gemma Grant, Enabling Innovation Legal Assistant

Gemma joined us as a Legal Assistant in January 2019 to support delivery of the Enabling Innovation project as part of the

Business and Enterprise Law Service, having graduated with a law degree from NTU in 2018. Gemma played a key role in our successful delivery of the Enabling Innovation project dealing with a number of, often complex, contentious and non-contentious business advice and Intellectual Property cases. Gemma also assisted on an employment case.

Gemma has now returned to her studies and is undertaking the Bar Professional Training Course but continues to represent clients before the Social Security Tribunal as a Free Representation Unit representative.



Francesca Shellard, Legal Assistant (student placement)

Francesca joined us as a Legal Assistant in September 2018 to undertake her LLB Sandwich course placement year. During

her placement with us, Francesca trained to be a FRU Social Security Representative and represented over ten clients at tribunal, achieving a 100% success rate and recovering over £460,000 in benefits for those clients.

Francesca also worked on a number of complex business and enterprise law cases, including litigation cases and the Centre's first professional negligence case. Francesca has now returned to her full time studies but continues to be involved with the Student Pro Bono Committee and remains a Free Representation Unit representative.

Student Placements and Graduate Interns

In addition to our student volunteers, during the academic year we have a number of different student and graduate placement opportunities for NLS students from four week to ten-week placements/internships. Our placement students/graduate interns do a wide range of work to support the Centre's services and the student volunteers, and gain invaluable employability skills and legal work experience as a result.

Wider Support from the NLS academic community

A number of NLS academic staff support the Centre's activities in a variety of ways. We are particularly grateful to **Steph Wright** and **Helen Taylor** for working with us to develop the Applied Legal Knowledge (LAC) Module, an innovative new module that will be delivered in 2019/20 and for Steph's hard work and assistance with the Streetlaw project and the LLB Law in Practice Module.

We would also like to thank:

Clare Smith for working with us on the GDL Law in Practice Module.

Dr Elyse Wakelin for her work with us in relation to the Success for All initiative.

Melanie King and **Edward Mosley** in Employability for their support of our Student Volunteers.

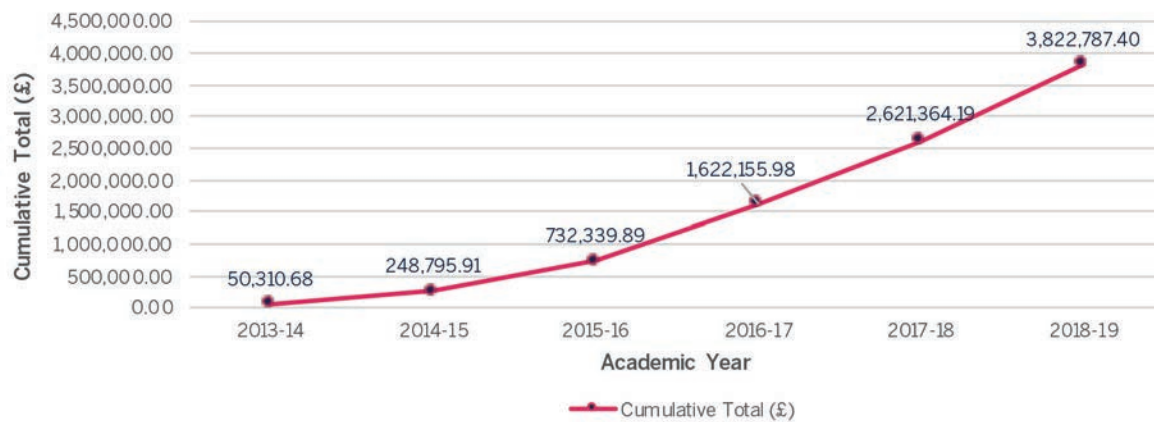
Alex Kastrinou and **Rebecca Parry** for working with us in relation to the LLM Employer Challenge pilot. This successful pilot will be continued in 2019/20.

Rachael Dawson for her support with the Pathways to Law initiative.

Fiona Houlden, **Rachel Rowley** and **James Thornton** for their willingness to collaborate and assist with the Centre.

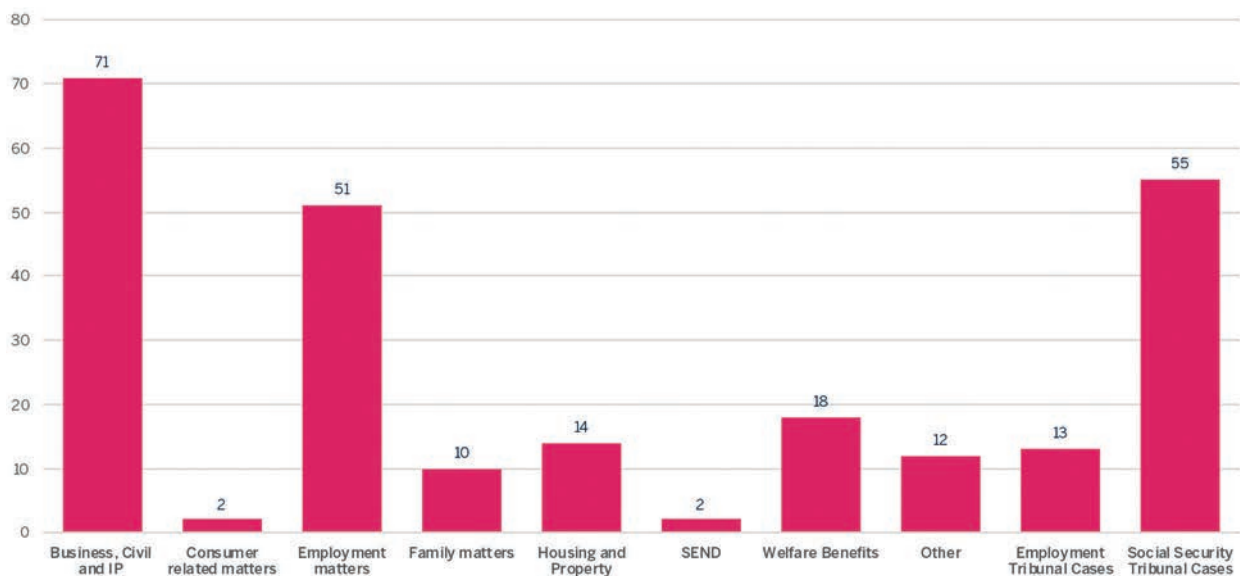
2018/19 NLS Legal Advice Centre Data Summary

Total Compensation/benefit recovered (cumulative total £)



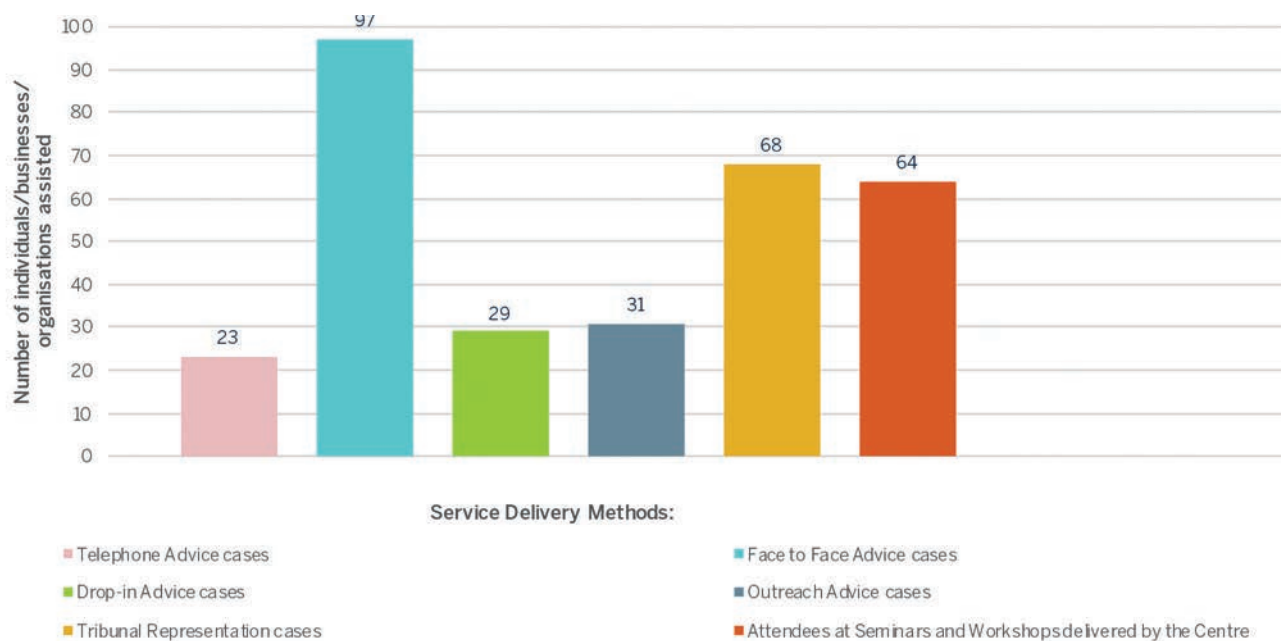
2018-2019 Cases by Matter Type

Total number of cases: 248

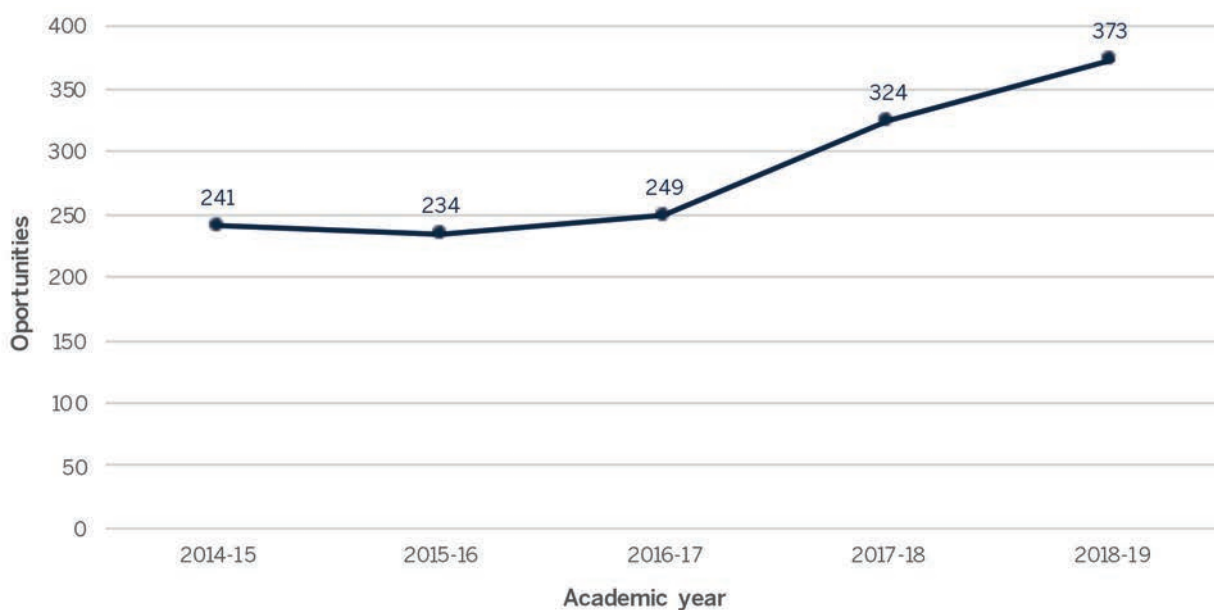


Total Number of Individuals/Businesses/Organisations assisted 2018-19 by Service Delivery Method

Total number assisted: 312

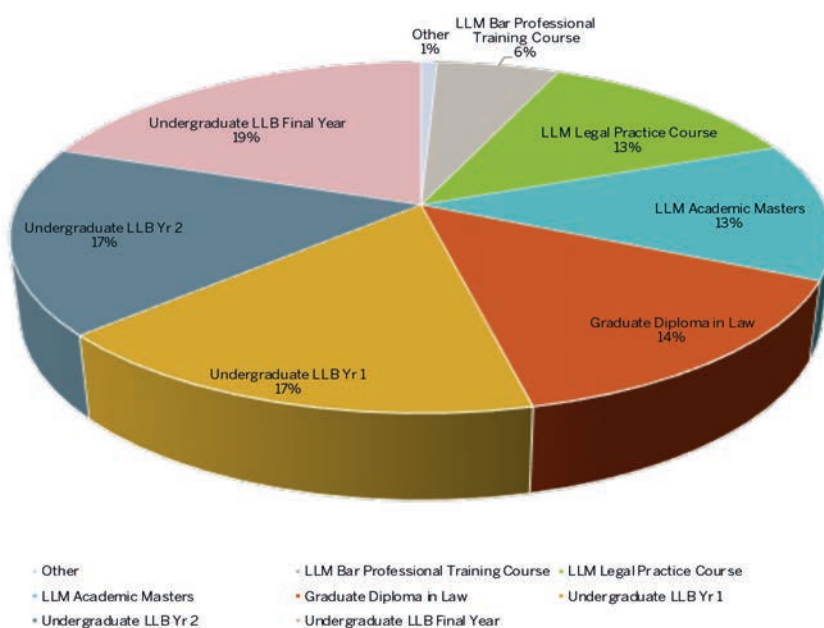


Total number of opportunities for students to work in Centre activities (5 year trend)

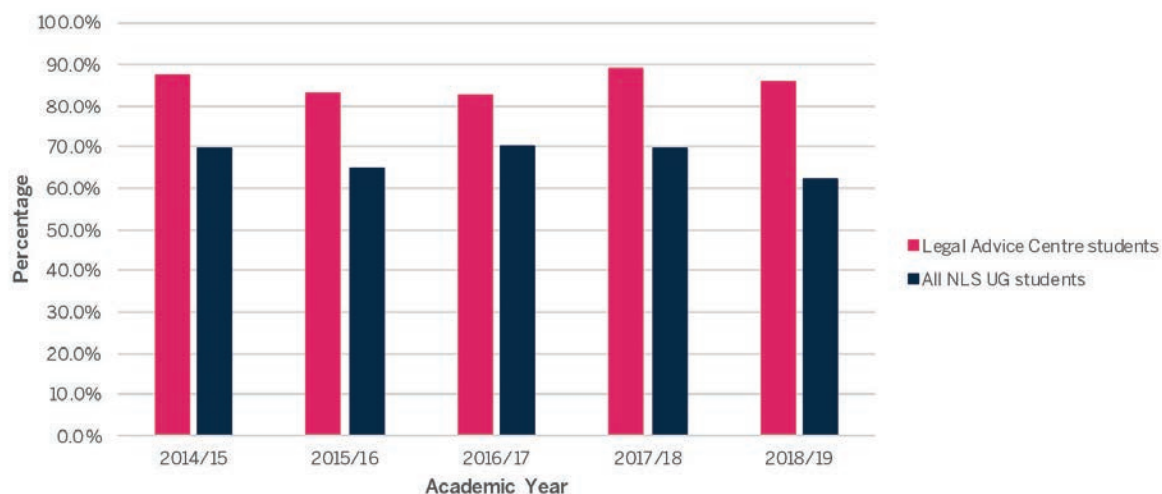


2018/19 NLS Legal Advice Centre Data Summary

Student Volunteers by Course

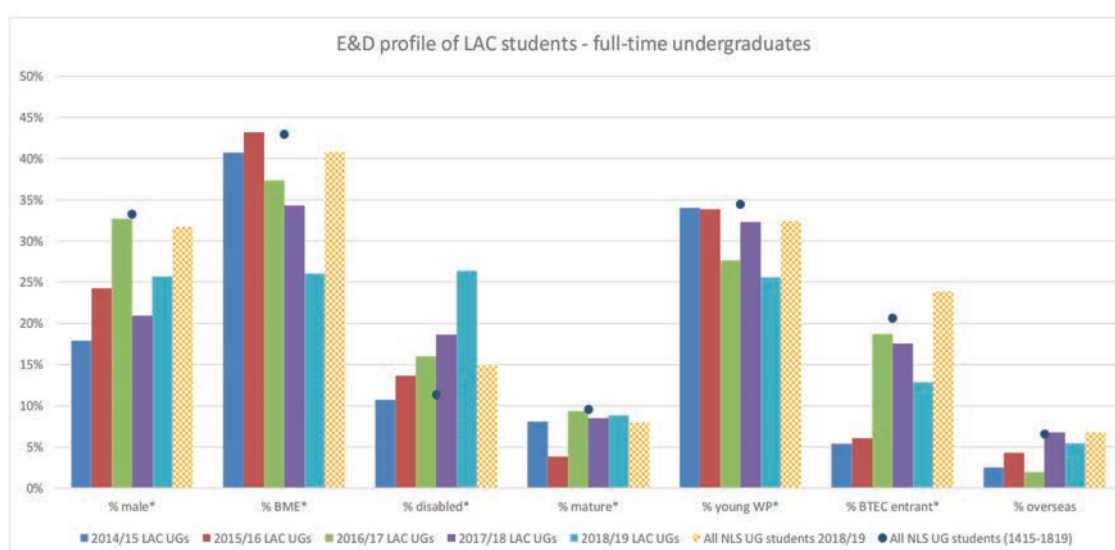


Percentage of students achieving 2:1/First Class



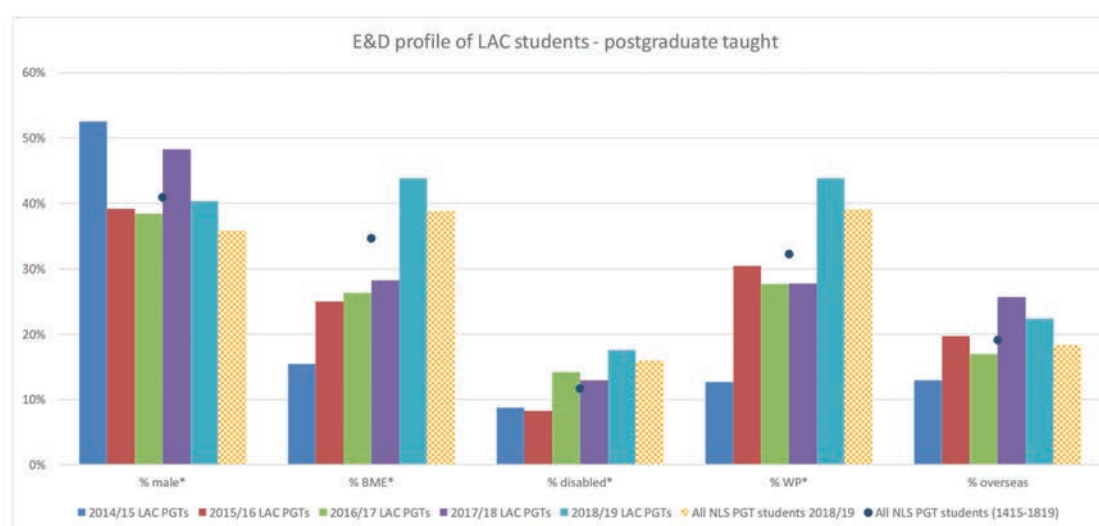
E&D Profile of Legal Advice Centre students

Figure 1: 2014/15 to 2018/19 Legal Advice Centre participants by equality & diversity / socio-economic groups, compared with underlying NLS student population (Undergraduate)



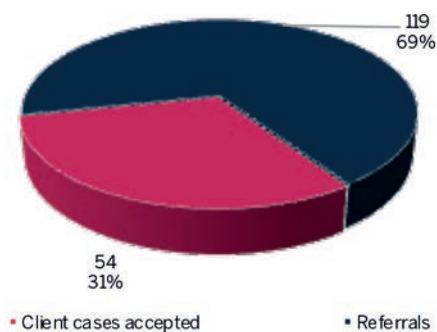
* UK domiciled

Figure 2: 2014/15 to 2018/19 Legal Advice Centre participants by equality & diversity / socio-economic groups, compared with underlying NLS student population (Postgraduate Taught)

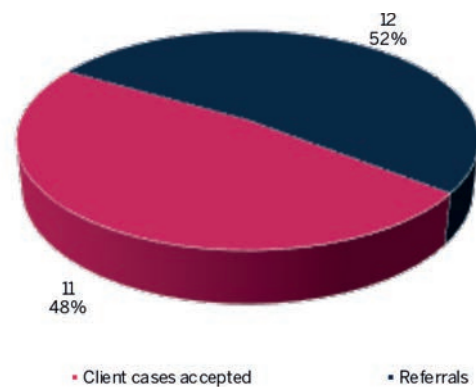


* UK domiciled

Social Security Tribunal Clients Represented

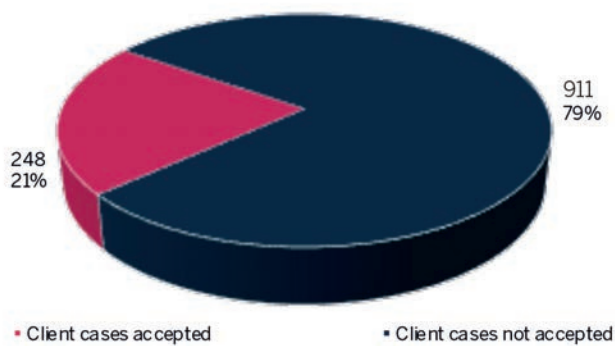


Employment Tribunal Clients Represented

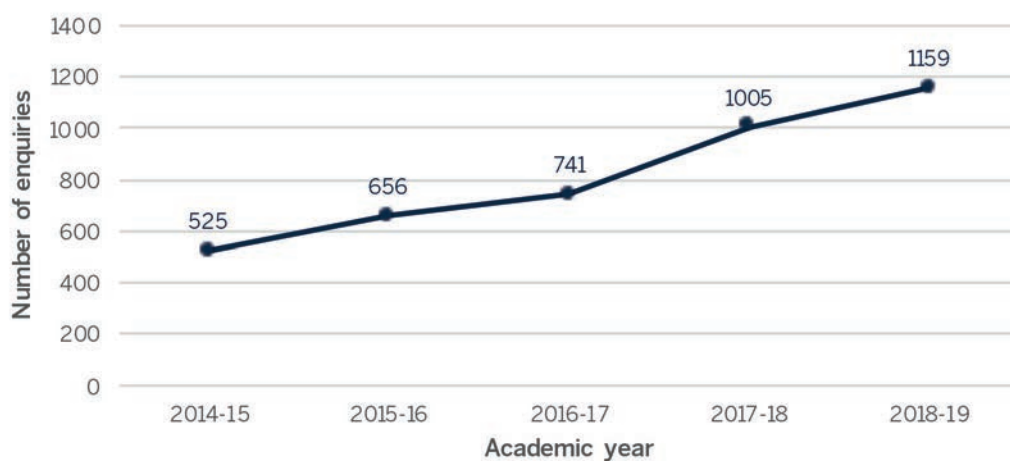


2018-19 Enquiries and Accepted Cases

Total number of client enquiries: 1159



Total Number of Enquiries Received



£147,528.56

Claims Successfully Defended (BELS)

Total Financial Benefit to
Clients in 2018/19 was over

£1.3million

Client Feedback data 2018/19*

97% of clients rated the student volunteers
/FRU reps dealing with case as 'excellent'.

100% of clients rated the service as 'excellent'.

100% would recommend our services to others.

Student Feedback data 2018/19**

74% of our student volunteers said that the
presence of LAC was one of the reasons or
the main reason for choosing to study at NTU

89% of our students were "satisfied" or "very
satisfied" that their experience in LAC increased
their confidence when applying for jobs or
further education

94% of our student volunteers were "satisfied"
or "very satisfied" with the availability and support
of their supervisors

97% were "satisfied" or "very satisfied" with their
LAC experience

97% would recommend volunteering in LAC
to future students

*based on all feedback forms received 2018/19 (35 in total)

**based on all feedback forms received 2018/19 (37 in total)

Client feedback

I would like to take this opportunity to say thank you to the Legal Advice Centre for all their services, I found the information provided thorough, comprehensive and useful. This support has assisted me in making the right decision about my company trademarks and logos.

The support from the Centre was absolutely incredible. I most certainly wouldn't have been able to pay for the service and representation. If it wasn't for them I do not think I would have got through the last few weeks before court. With the help and support of the service we won the case! I can't thank this service enough.

I rely heavily on those around me to perform simple but essential day to day tasks and mobilise safely. If my [Personal Independence Payment] appeal was not successful, it would have had a huge impact on my life. The support from the Centre not only secured my payments but it also helped me to restore my independence and wellbeing.

Excellent service, thank you! It would have cost me a fortune and as a small business/new business, every penny is vital, so this is win-win (experience and cost saving)

Thank you and your team so much for the hard work that's gone in to getting this result, we feel that as the 'little guys' we'd never have got the fantastic result without your support!

“
Thanks for looking into my case with such professionalism, I can't thank you all enough. This has given me a lot of knowledge on what my next steps are when developing the app and applying for trademark. Thanks again and it was a pleasure working with and meeting you all.

– Employment Handbook
Service client

”

Student feedback



It is extremely important to not only study the law in class but also to put that law into practice. The LAC gives this exact opportunity and benefits the local community at the same time.

Callum is one of the best supervisors I have had. Nothing is ever too much and any feedback is always constructive and very helpful. More importantly, he is never condescending and continually supports and pushes student volunteers to be the best possible representatives they can be. Without Callum's work, it would not have been possible to recover this amount in a single year, nor change as many clients' lives for the better.

I thoroughly enjoyed my time at the LAC, it allowed me to enhance my CV and my professional skills. I was given many opportunities to increase my confidence when working with clients. The supervisors were extremely helpful and friendly. The LAC is one of the most useful learning tools offered by NTU.

I just wanted to say thank you to everyone at the legal advice centre for the opportunity to work on the Outreach project. I have just started a job this week in the criminal department and my boss was really impressed with the work I did at the legal advice centre which is what made him ask me for interview and then offer me the job!

Profile of some of our Former Student Volunteers – Where are they now?



Malvika Jaganmohan

- NLS BPTC LLM Graduate (graduated in 2017) (Achieved Very Competent and a distinction in her LLM Masters)
- Legal Advice Centre Student Adviser and FRU Social Security Representative from 2016 to 2018
- Successfully represented 3 clients in the Social Security Tribunal
- Instrumental in the development and launch of the Autism Law Service in her role as a Development Assistant for this project in June/July 2017
- Family Barrister at St Ives Chambers in London and part of the NTU Alumni Fellowship Scheme.



Lauren Kilbride

- NLS LLB Law (Sandwich) Student 2015-2019
- Undertook placement year at NLS Legal Advice Centre (2017-18)
- Miscarriage of Justice Project (2015-2016)
- FRU Social Security Representative (represented 19 clients)
- Legal Advice Centre Student Adviser
- Supported students on the Equine Law Service and Nottingham Women's Centre
- Supervised Student Pro Bono Committee, winning the LawWorks Law School Challenge Platinum Award at the House of Commons (2017-18)
- Vice Chair of Student Pro Bono Committee (2018-19)
- Currently undertaking part time Legal Practice Course
- Currently Commercial Property Paralegal at Geldards LLP



Billy Shaw

- NLS LLB (Hons) Student – graduated in 2017
- NLS LPC FT Student – graduated in 2018
- Thomson Reuters Law Prize for the Highest Undergraduate LLB Results (Oct 2016)
- Legal Advice Centre Student Adviser and FRU Social Security Representative from 2016 to 2018
- Represented over 7 clients in the Social Security Tribunal
- Winner of the Nottinghamshire Law Society's President's Cup Negotiation Competition 2018
- Current Trainee Solicitor at Rothera Sharp and part of the NTU Alumni Fellowship Scheme



Bhavish Chutturdharry

- NLS LLM BPTC Graduate (Graduated in 2019 with Distinction)
- Awarded the NLS Dean's BPTC Scholarship for Academic Excellence (2017 - 2018)
- NLS Thomson Reuters Legal Student Representative (2017 - 2018)
- NLS Inner Temple BPTC Representative (2017 - 2018)
- NLS Legal Advice Centre Student Adviser and Free Representation Unit Volunteer (2018)
- First NLS Legal Advice Centre Student Adviser to successfully represent clients at Leicester and Nottingham County Courts (2018)
- Successfully represented clients at Nottingham Employment and Social Security Tribunals (2018)
- Part of the team of NLS Legal Advice Centre Student Advisers who drafted 16 Human Resource Policies for a local charity (2018)
- Delivered a Presentation with Mathew Game to a local charity on the recent updates in Employment Law (2018)
- Current Pupil Barrister at De Spéville-Desvaux Chambers in Mauritius



Brogan Roache

- NLS BPTC student 2015-2016
- Legal Advice Centre Student Adviser 2015-2016
- Personal Support Unit volunteer 2016-2017
- FRU Employment and Social Security Representative 2015-2018, recovering over £125,000 for clients in compensation and benefits gain
- Legal Advice Centre Legal Assistant 2016-2017
- Chair of NLS Pro Bono Committee 2017
- Legal Advice Centre Legal Officer 2017-2018, advising clients and supervising Student Advisers
- Assisted with the development and launch of the Business and Enterprise Law Service
- NLS LPC PT student 2019-2020
- Currently working in the Commercial Contracts Legal Team at Capital One (Europe) plc, 2018 - present
- Trainee Solicitor at Capital One, commencing July 2020



Abigail Scott

- NLS BPTC student 2018-2019, graded Outstanding.
- Awarded the NLS Richard Bagley Prize for Outstanding Achievement in Pro Bono Activity in 2019
- Awarded the NLS Taylor Prize for achieving the highest marks on the BPTC 2018-19
- Legal Advice Centre Student Adviser and FRU Employment Representative from 2018 to 2019, represented three commercial litigation clients and successfully represented a client in the Employment Tribunal
- The first Legal Advice Centre Student Adviser to represent a client in a contested hearing in the County Court
- Currently a Pupil Barrister at Ropewalk Chambers, Nottingham

Nottingham Law School Legal Advice Centre
Chaucer Building,
Goldsmith Street,
Nottingham
NG1 5LP

Tel: +44 (0)115 848 4262

Email: nls.legaladvicecentre@ntu.ac.uk

www.ntu.ac.uk/nlslegaladvicecentre

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