

Nottingham Law School
Legal Advice Centre

Annual Report

2017–2018

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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 more than 2,800 students.

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

The Centre, a registered charity, is a fully owned subsidiary of Nottingham Trent University and holds an Alternative Business Structure (ABS) licence from the Solicitors Regulation Authority. This model is similar to that seen, traditionally, in teaching hospitals.

A fully authorised and regulated law firm within a law school is unique in UK higher education, and rare in the international higher education sector.

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, MP (then Attorney General).

Impact Success

We are committed to creating outstanding opportunities for our students and providing access to justice to the community.

We have enabled 324 students to work in a fully regulated law firm in the last 12 months.

We have recovered a million pounds for our clients in the last 12 months.

This report summarises the activity of our unique teaching law firm in 2017-18.

Thank you.

The Legal Advice Centre would not exist without the generosity and support of the donors, supporters and organisations we name here.

To you all we would like to express our sincere gratitude.

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 plc** 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.

Nottingham Law School Legal Advice Centre would not exist without the innovative vision and the generous financial assistance provided by Nottingham Trent University. We would like to thank the University's Board of Governors,

the Vice Chancellor Professor Edward Peck, the University Executive Team and the Dean of Nottingham Law School, Professor Griffiths-Baker for their commitment and support to the Centre.

The Centre has achieved amazing things with your assistance.

You have enabled the wider community to gain greater access to justice.

And you have given something special to the students who have worked at the Centre: a unique opportunity to grow and know the difference between being a good lawyer and a great one.

We could not have done this without you. Thank you.

Our sincere thanks to the following organisations that work with the Centre in various ways:

Age UK
The Ark Advice Centre Gedling
Autism East Midlands
The Big House
Browne Jacobson LLP
Broxtowe Citizen's Advice
D2N2 Growth Hub
Derbyshire Law Centre
Environmental Law Foundation
Free Representation Unit (FRU)

Gateley PLC
Geldards LLP
Mills & Reeve LLP
NBV Enterprise Solutions Ltd.
Nottingham City Council -
Welfare Rights Service
Nottingham Community and
Volunteering Service (NCVS)
Nottingham Law Centre
Nottingham Women's Centre

Nottinghamshire Law Society
Personal Support Unit
Potter Clarkson LLP
Ropewalk Chambers
St George's Community Centre
Shakespeare Martineau LLP
VHS Fletchers
The Woodland Trust
Thomson Reuters Corporation



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 the Acknowledgement page for further details) which have supported the development 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 Legal Advice Centre is an exempt charity. All the property, assets, staffing and other services required by the Legal Advice Centre are provided on a free of charge basis from the University to the company. There are support services agreements between the parties for the provision of the relevant services.

The ABS management Board and Board of Directors for Nottingham Law School Legal Advice Centre Limited 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 Deputy Dean and the Centre's Compliance Officer for Legal Practice



Student Pro Bono Committee

Our student volunteers 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 2017-18, the Committee comprised six 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 included raising awareness of pro bono work and access to justice issues. This was done in several ways including supporting an Open Day for the Centre's National Pro Bono Week

activities in November 2017 and entering the LawWorks and the Bar Pro Bono Unit Law School Challenge. Events, such as quizzes, cake and hoodie sales were held from October to March, and raised over £4,000. As a result, NLS won the LawWorks Law School Challenge highest award - the Platinum Award. The Committee members ended their year by going to the House of Commons, Westminster, to collect the award on behalf of Nottingham Trent University.

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. Our students are exposed to a variety of legal areas within the Centre including employment, housing law, business support and commercial law, social justice, criminal law, family law, community legal issues and tribunal and court representation. The Centre inspires students to engage in pro bono activity for the public good, prepares them for lifelong learning, builds leadership capacity, encourages a willingness to engage in constructive public discourse and to accept 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 improve their organisational and time management skills. They also learn the art of explaining 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 in addition to their course or for academic credit as part of their course.

Students who work in the Centre enhance their employability – figures from 2016/17 revealed that graduate prospects for students who worked in the Centre were higher than law students generally.

1,675

Number of clients the Centre
has helped since it inception

The Centre has had a hugely successful year in terms of the numbers. But, more importantly, we recognise how this translates into people's lives, and the impact it makes.

In the last year, we have recovered £999,208 in compensation or benefit for our clients. Over the last five years, we have recovered over £2.6 million in compensation / benefit for our clients. Since its inception, over 1,800 student volunteers have worked in the Centre for over 1,675 clients.

In 2017-18, we increased the number of student volunteers who worked in the Centre by 30% to 324 (from 249), and with those students working over a wider range of activities. We assisted more individuals, organisations and businesses than ever before; 449 from 401 the previous year. This increase is typical of a year-on-year trend which has seen a 144% increase in the assistance given by the Centre over the last 5 years.

We have also seen a substantial increase in the number of enquiries/ requests for assistance at the Centre – a 36% increase in the last year (1,005 enquiries). Since 2014 we have had a 91% increase in enquiries/requests. We are able to accept cases where they fall within our service areas/expertise and where we have available capacity. Overall, we can take on about 37% of enquiries that come to us, which is slightly higher than the percentage number of enquires accepted in 2014, despite the huge increase in the number of enquiries over that period.

Further details on our data can be found in the graphs at the end of the report.



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

Social Welfare / Housing Law Service

The Social Welfare/Housing Law Service has continued to thrive in 2017-18, dealing with over 98 cases, representing over 60 clients in the Social Security Tribunal, and recovering benefit of over £985,456 for them in this year alone.

The service continues to be led by Faye Deverell, solicitor, who has continued to develop new referral links with local not-for-profit organisations, such as Advice Nottingham, the Nottinghamshire County Council Welfare Rights Team and Age UK.

The service has provided advice to the community through booked telephone and face-to-face appointments, together with monthly drop-in advice sessions, which have proved very popular with clients. Similar services will continue to run in 2018-19.

Social Welfare

The service continues to support local residents with their Social Security Tribunal appeal hearings and mainly deals with Employment and Support Allowance and Personal Independence Payment appeals. The service has generally provided representation in Nottingham but, during 2017-18, has also represented clients in Tribunal at both Chesterfield and Lincoln.

The demand for representation in Social Security Tribunal appeal hearings has increased, which is likely to be linked to an increased awareness of our service in the local community and it is felt that this will only intensify over the next academic year. We received over 160 requests for representation for Social Security Tribunal appeal hearings in 2017-18 and most of these cases were referred by local referral agents, such as Citizen's Advice Broxtowe.

Faye has continued to work closely with organisations, such as Citizen's Advice Broxtowe and continues to explore new partnerships in Nottingham and the surrounding areas to promote the service, which is often not covered by local organisations due to funding constraints.

Faye has also organised and presented at the National Association for Welfare Rights Advisers ('NAWRA') Conference in June 2018 (see events section below) and was also invited to talk about our social security representation work at the local Advice Nottingham Adviser Forum in July 2018.

Housing

Many of the Housing Law cases concern matters raised by the Nottingham Trent University student community and relate to tenancy deposit and disrepair issues. These areas are not typically covered by Legal Aid and, therefore, most of the local advice agencies are unable to provide specialist advice on these matters for free. The service has also provided literature and a helpful guide on Housing Law, namely Tenancy Deposits, to the NTU Student Support Service Team for students during National Student Money Week.

Employment Law Service

The Centre's Employment Law Service is led by Mat Game, solicitor, who has continued to expand the opportunities provided to our student volunteers. The service falls into two main areas:

Employment Tribunal and Free Representation Unit assistance

The service has 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. 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.

In the last year, the Employment Law Service has supervised fourteen employment tribunal representation cases and recovered nearly £14,000 for clients. The students received an all-round experience of running a client file. The learning curve for the student is a high one, but the work is equally rewarding. The feedback from the students involved has been consistently positive. One volunteer set out the experience as being 'truly on-the-job learning' and 'challenging but exciting in equal measure'. Another simply set out that it made her 'a better lawyer' and that she knew she had been able to 'make a positive difference' to her client's life.



Employment Handbook Service

As part of a new initiative, the service now assists SMEs and charities in having up-to-date employment handbooks. We have good connections with members of the voluntary sector who have been supportive in raising awareness of this service. Over the last year we have developed this service to allow our clients to receive the quality advice they need, whilst providing our students the opportunity to experience something a little different to our traditional service.

Our students provide a bespoke service to selected clients, to ensure that each policy prepared is done to the client's specification and fits with their business need. This service sometimes involves raising client awareness of their legal obligations. The service provides compliant procedures and guidelines that, if the client had not addressed them,

may have caused the employer difficulties in the future. An Employment Handbook contains a plethora of policies and procedures and we have up to 32 students working on one client case in conjunction with each other. The Service is different to the other employment work we provide, as it is non-contentious in nature and this provides our students with a collaborative work experience that will be familiar to many private practice environments. The size and complexity of the case allows our students to experience some of the organisational aspects of working as part of a team on one matter.

Business and Enterprise Law Service

2017/2018 was the first full academic year for the Business and Enterprise Law Service ("BELS"). BELS seeks to meet an un-met need in the local business community by providing free or low cost advice to small businesses and start-ups. In December 2017, Ashley Fredericks, solicitor, joined the Centre to lead BELS. Ashley and Legal Officers Callum Scott and Brogan Roache provided supervision for students on over 63 client matters over the year.

63 Number of client matters students worked on over the year

Advice and support given by BELS covers commercial terms of business, contract reviews, intellectual property, commercial property, corporate advice, organisational structure, dispute resolution and insolvency. BELS support the Enabling Innovation project, a collaboration between NTU, The University of Nottingham and the University of Derby. Being part of this project allows the Centre to offer free legal advice to those SMEs in Derbyshire and Nottinghamshire that require support to grow and innovate.

In addition to assisting private business, BELS has supported several charities during the year. These clients include other advice agencies, community groups, a homeless prevention charity, an art gallery, and a charitable technology company. Ashley Fredericks also sits on the board of Citizens Advice Nottingham and District. We consider the offering of free commercial legal services to local charities as very important, and we look forward to working with more charities over the coming years.

Support for social enterprise is an important part of this service as it fits with the Centre's own ethos as a charity. The service supports NTU's students (e.g. in Art and Design or the Hive Business Incubation Unit) seeking to develop their own businesses. We also run intellectual Property health check sessions for NTU students at the NTU Art and Design Degree show.

In addition to providing legal advice, BELS provided training to 75 businesses in the form of a series of lectures and workshops. In September 2017, the Centre hosted an SME start up conference. Speakers at this event included guests from Gateley Plc and Browne Jacobson LLP. In January 2018, the Centre delivered training about business structures at the Broadway Cinema. In June 2018, the Centre also delivered training to a group of entrepreneurs at NBV Enterprise Solutions Limited.

Links with private practice professionals are core to the Centre. Over the year, BELS has received referrals or direct instructions from major accountancy firms, well-known law firms and prestigious barristers' chambers. BELS has also developed links with business growth hubs and advisers such as NBV Enterprise Solutions, D2N2 Growth Hub and The Big House.

A fixed-fee charging structure is in place for some parts of the service (with work for charities and community groups pro bono). There is a considerable learning gain for students being involved in fee charging.

The BELS team are keen to grow from the solid platform from 2017/2018, to increase case numbers and the variety of projects on offer in the 2018/2019 academic year.

Client feedback

For a Sole Trader this service provides a service, which is most beneficial from a time and financial perspective. I was able to seek Legal advice for an issue, which I had basic knowledge and experience of. Starting up business funds are limited and would not have been able to afford the fees at this time.

The service made it possible for me to move forward knowing that the advice given was from a professional body. I have recommended this service to others as the service provided was efficient and effective. The students were very professional in their approach and manner when I met with them. I left the meeting feeling reassured that they were more than proficient to deal with my query.

Other Services

Autism Law Service

In 2017/18, the Centre continued its development of our Autism Law Service following the establishment of the service in 2016. The Service is led by Callum Scott, Legal Officer. The Service arose from recognition that many of the clients using our advice and Tribunal services have autism or an autism spectrum condition.

Broadly, the aims of the service are to:

- Develop an advice and representation service targeted at, and sensitive to, the needs of people with autism and autistic spectrum conditions;
- Deliver public legal education sessions to local employers (including in the not-for-profit sector) on disability rights issues;

- Train the next generation of lawyers for methods of dealing with a neuro-diverse client base and to aid understanding of the issues faced by such clients; and
- Contribute to the policy conversations surrounding autism awareness and access to justice.

An 'Autism Awareness' training day delivered by Autism East Midlands was attended by 16 Nottingham Law School students. The day focused on developing effective communication strategies, recognising and supporting sensory issues, and understanding anxiety.

In 2018/19 the service will develop a new project around advice and representation in the Special Educational Needs and Disability (SEND) Tribunal.



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

Miscarriage of Justice Project

The Miscarriage of Justice Project continued to evaluate potentially wrongful convictions with a view to referring cases to the Criminal Cases Review Commission. In addition to the 8 on-going cases, the project trialled a screening service this year and accepted 14 cases referred from local criminal lawyers. We are currently undertaking a review of the Project to broaden the opportunities available for students and work more closely with criminal practitioners.

The Centre receives enquiries and referrals from local law firms, other University law clinics, and members of the public.

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 2017/18 we dealt with 36 cases and attended each location for seven drop-in advice sessions. We have strong working relationships with both organisations and we will continue this work in 2018/19.

We also launched a new outreach service this year, the Equine Law Clinic, with the support of Inspire, the Council owned social enterprise, which runs Nottinghamshire's libraries. Our pilot Equine Law Clinic sessions took place at Southwell Library and were kindly supervised by Rebecca Stojak, solicitor at Shakespeare Martineau. The service offers advice on a variety of equine law related matters, including horse insurance and passport queries, and agreements and contracts concerning both horses and stables.

Legal Literacy 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. Supervised by NLS tutor and solicitor Stephanie Wright, students participated in legal literacy projects either extra-curricular or as part of the Graduate Diploma in Law course at Aldercar School, Langley Mill, Nottinghamshire. Our students delivered talks to interested school pupils on social media and the law, employment law and human rights.

The Centre ran two workshops on 'Disability Discrimination and Reasonable Adjustments in the Workplace' in conjunction with a local voluntary sector organisation, and the Department of Work and Pensions' Disability Confident initiative. A NLS lecturer, the Centre's Legal Officer, and two NLS postgraduate students, prepared and delivered the materials to approximately 30 SME employers.



Administrative Support Placements

This project has been running for the past three years and provides excellent opportunities for students. These placements are open to all Law School students, but are especially beneficial to those who may not have had any previous legal experience, enabling more students to get fully involved in the running of the Centre.

The role involves working with the Centre's Administrative Co-ordinator and the Enabling Innovation Project Co-ordinator, as well as other Legal Advice Centre staff, to provide support and assistance and undertake

administrative and reception duties in the Centre. The project gives students an excellent platform to build up a good, sound knowledge of administration practices and procedures associated with a law firm, and enhance their confidence and customer service skills.

Successful completion of the placement enables students to automatically progress to other projects run by the Centre, including becoming a Legal Advice Centre Student Adviser.

Personal Support Unit

We have continued our working partnership with the Personal Support Unit (PSU), 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. In 2017/18 we recruited 13 NLS students during the academic year, including summer placements, who each provided valuable assistance to those at court as well as, importantly, 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 FRU's Nottingham representative and our Social Welfare and Employment Law Services support representation of FRU's Tribunal cases in Nottingham. The Centre's students are trained in Nottingham and are required to take a test, set by FRU, following the training. Once they have passed the test and attended an induction, they become ratified FRU advisers, and NLS students are eligible to take on employment cases in Nottingham or London, supervised and supported by the Centre's solicitors.

Advice Agencies

We have a very successful referral arrangement with Broxtowe Citizens' Advice, The Ark and Derbyshire Law Centre, who have helped greatly by referring suitable cases for our FRU reps. In 2017/18 we developed new referral links with Age UK and Nottinghamshire County Council's Welfare Rights Team.

We have promoted our FRU work through Advice Nottingham, including attendance at their Adviser Forum and the Nottingham Citizen's Advice Volunteers' Meetings.

We also continue to have close links with ACAS and attend the local Tribunal User Group Meetings to network with local providers and to keep up-to-date with changes to the Tribunal work we undertake.



LawWorks

We continue to operate as a LawWorks Clinic and adhere to their Protocol on Pro Bono work. We have regularly attended the East Midlands LawWorks Clinic Hub Meetings and continue to liaise with our Regional Officer, Anne-Marie Dhillon.

In partnership with LawWorks, we organised and ran the Clinical Legal Education Organisation's Conference on 'SQE – Fit for Purpose? Fit for Pro Bono?' in June 2018. The event took place at the University and was well attended by academics and staff from a range of university clinics.



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

Law Firms and Chambers

We have continued to receive significant support this year from local legal practices that have supervised students and appeared at other events. Our thanks go to staff at Potter Clarkson LLP, Gateley Plc, Browne Jacobson LLP, Geldards, VHS Fletchers, Mills and Reeve LLP, Shakespeare

Martineau LLP, and Ropewalk Chambers for invaluable support, which has enabled us to broaden the range of work we do with clients.

Events, Awards and Recognition

Legal Literacy Projects The Law Society Pro Bono Charter The Centre signed up to the Law Society's Pro Bono Charter in 2017 and 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. We have further demonstrated a commitment to collaborate, share and exchange procedure and best practice with the local and national pro bono legal community.

LawWorks and Attorney General Student Pro Bono Awards 2018 Once again, the Centre had significant presence at the LawWorks and Attorney General Student Pro Bono Awards. Nottingham Law School was shortlisted for Best Contribution by a Law School for the work of the Centre, and the Autism Law Service was shortlisted for Best New Student Pro Bono Project.

LawWorks and Bar Pro Bono Unit Law School Challenge 2017/18 Not only did we win this challenge, due to the level of our fund-raising, a new category - the Platinum Award - was introduced in recognition of our achievement. We raised £4,027 for the charity and members of our Student Pro Bono Committee, along with Lauren Kilbride, the Centre's Legal Assistant, attended the House of Commons to receive the award in April 2018.

Clinical Legal Education Organisation Workshop – The SQE – Fit for purpose? Fit for Pro Bono? In June 2018 Nottingham Law School co-hosted an event with LawWorks, to consider the implications of the Solicitors' Regulation Authority's proposal for a route to qualification as a solicitor in England and Wales for those involved in student law clinics. Activities included discussion of the new proposals for qualifying work experience in the clinic context and the possible impact of the proposed Solicitors Qualifying

Examination on pro bono and on diversity in the solicitors' profession.

National Association for Welfare Rights Advisers ('NAWRA') Conference June 2018, hosted at Nottingham Law School

Faye Deverell organised and presented at the conference, which took place at Nottingham Law School, and was well attended by both local and national welfare rights advisers. Faye focused her presentation on the benefits of partnership working, and discussed our strong working relationship with Citizen's Advice Broxtowe in respect of our Social Security appeals work.



Nottingham Legal Walk 2018

As always, the Centre's team entered and completed this event - 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.

National Pro Bono Week 2017

As part of National Pro Bono Week 2017, the Centre, supported by Nottingham Trent University's LEX Student Law Society, hosted an Open Day for all NLS students to encourage involvement and to promote and celebrate the impact of pro bono on the community, and how it supports those who would not otherwise have access to legal advice and representation.



**Nottinghamshire Law Society Award 2016:
Winner – Contribution to the Community**

Winner

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

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

Higher Education Academy Student Awards 2010: Winner Clemmie Robertshaw for Contribution to the Clinic

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

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



Shortlisted

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)

LawWorks and Attorney General Student Pro Bono Awards 2016: Highly Commended – Best New Student Pro Bono Project for inFirinGeMent 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 Pro Bono Awards 2017: Shortlisted – Best Contribution by a Law Student (Billy Shaw)

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)



Plans for 2018/19

In the academic year 2018/19 we will:

- Continue to expand the Centre's service areas including:
 - expansion of the Employment Law Policies and Procedures Service;
 - development of BELS to provide more student opportunities including Debt Recovery Service/court claim work and introduce an outreach element to the service;
 - expansion of the number of charities we support through our free commercial legal services;
 - exploration of new partnerships with other organisations in Nottingham and the surrounding areas to promote and expand the Social Welfare Service.
 - development of Special Educational Needs and Disability (SEND) advice and tribunal representation service as part of our Autism Law Service;
 - broaden the opportunities available for students on our Miscarriage of Justice Project, including working more closely with a range of criminal practitioners, and incorporating project work within the curriculum;
 - expand our outreach activities with planning and implementation support from the Centre's Student Pro Bono Committee.
- Increase the number, and variety, of student work placements within the Centre, including expansion of vacation scheme placements, and placements on our Administrative Support Project.
- Expand our fixed-fee charging structure in appropriate BELS and Employment Law service areas.
- Introduce a Legal Case Management system as part of the Centre's administrative support structure.
- Work towards the Law Society's LEXCEL v 6.1 accreditation legal practice quality mark for practice management and client care.
- Continue to develop new links with legal practices to assist with supervision of cases and support in developing public legal education projects, in addition to cementing our relationship with those we already work with.
- Continue to monitor ABS management and regulatory systems for the Centre to ensure its long-term growth.
- Support the planning and implementation of the new LLB curriculum, including NLS Applied Legal Knowledge modules.
- Support enhanced recruitment activity for students within the 'Success for All' categories to ensure the profile of students participating in the Centre reflects the overall NLS student profile.
- Develop online student training resources and online client information services.

We welcome the support of all staff, alumni, legal and other professionals, and other friends, in any aspect of the work we do.

Centre Staff

This year, our Head of the Centre, Nick Johnson, moved on from NTU to pursue other opportunities. We would like to thank Nick for his work in the Centre over many years.

We look forward to welcoming Laura Pinkney, Solicitor, who is joining us as our new Head of the Centre in January 2019. Laura brings a wealth of expertise as an experienced solicitor

and practice manager at Cartwright King solicitors. Laura is the current President of Nottinghamshire Law Society, has sat on the NLS Employer Advisory Board for the last 7 years and, as an Alumna of the Law School, has been involved in numerous NTU / NLS events, including supporting the Sutton Trust Pathways to Law project, and the Alumni Fellowship programme.

Current Staff and Contributor Profiles

Jenny Chapman, NLS Deputy Dean

Overall responsibility for strategic leadership and management of the Centre within NLS sits with Jenny as part of her role as the NLS Deputy Dean. Jenny is 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.

Jane Jarman, Associate Professor

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

Faye Deverell, Solicitor

Faye continues to lead the Centre's work on Housing and Social Welfare, including supervision of our FRU Social Security work. Faye also manages many of the external partnerships with the local voluntary advice sector, including the Personal Support Unit, Broxtowe Citizen's Advice and The Ark. Faye is also a co-opted school governor at Forest Fields Primary School, which she undertakes as part of the University's Staff Volunteering Scheme. Faye Deverell's excellent work as Senior

Supervising Solicitor in the Centre was recognised in her receiving the award of Nottinghamshire Solicitor of the year in March 2017. Faye is part of the Centre's Operational Management Team.

Ashley Fredericks, Solicitor

Ashley joined as the Business and Enterprise Law Solicitor in December 2017. As well as leading BELS work and case supervision, he also took over running the Centre's Miscarriage of Justice Project. Ashley has been keen to maintain links with former colleagues in private practice and has also been able to use client contacts to broaden the range of work undertaken by BELS. Ashley is also a trustee at Citizens Advice Nottingham and District and part of the Centre's Operational Management Team.

Mat Game, Solicitor

Mat leads the Centre's Employment Law Service and supervises cases on a large range of employment related matters. Mat supervises students doing employment tribunal work with FRU Nottingham, carries out public legal education sessions and works with a number of employers in drafting their employment handbooks. Mat has also supported the work of the Business and Enterprise Law Service on employment related matters as part of the Enabling Innovation Project. Mat successfully set up our pilot drop-in service, which was rolled out in full this year. Mat is part of the Centre's Operational Management Team.



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

Callum Scott, Legal Officer

Callum continued to work with the Centre during 2017/18 in a newly created Legal Officer role, which has been funded by the Enabling Innovation Project. Callum's post has supported the expansion of the BELS, by assisting the Centre's solicitor for Business and Enterprise Law. In addition to his principal duties, Callum continues to lead on the Autism Law Service, 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 started as a student volunteer in the Centre 3 years ago and we are currently supporting Callum in his route to qualification as a solicitor through the SRA's equivalent means process.

Brogan Roache, Legal Officer

As a result of generous private donor funding we were able to extend Brogan's post as a Legal Officer in September 2017. Brogan undertook a wide variety of work primarily focused on the development of the Centre's Business and Enterprise Law Service. In March 2018, Brogan left the Centre to take up a post with an in-house legal department of a major national organisation. We were sorry to see Brogan leave the Centre, but at the same time Brogan's success story champions the very thing we are trying to achieve as a teaching law firm - developing students to be professional lawyers. Brogan started as a student volunteer in the Centre, and then, after completion of the Bar Professional Training Course, was employed by the Centre as a Legal Assistant before obtaining the post of Legal Officer.

Linda Green, Administrative Co-ordinator

Linda is the Administrative Co-ordinator for the Centre. The role includes extensive client contact and customer service, liaising with clients in a confidential and sensitive manner, arranging client appointments and setting up legal documentation in readiness for the client's visit. Linda has also developed and supervises students on the Administrative Support Placements project. Prior to taking up the Co-ordinator role in 2014, Linda has worked in a support role within the Centre since 2009. She has worked for the Nottingham Law School since 2000, her previous roles being in Course Administration mainly on the postgraduate portfolio. Her career in the legal profession also includes working in administration roles in private practice at two of the leading law firms in Nottingham.

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.

Lauren Kilbride, Legal Assistant (student placement)

Lauren Kilbride joined us as a Legal Assistant in September 2017 to undertake her LLB Sandwich course placement year. Lauren worked across all areas of the Centre, including the running and management of our Student Pro Bono Committee, that, through their fantastic fundraising efforts, won the Law School Challenge 2017/18. Lauren and the Committee were presented with the Platinum Award at the House of Commons in April 2018. During her placement with us, Lauren also trained to be a FRU Social Security Representative and successfully represented over 15 clients in the Social Security Tribunal. Lauren has now returned to full-time study but continues to be involved with the Student Pro Bono Committee and is still representing clients in the FRU Social Security Tribunal.

Francesca Shellard, Legal Assistant (student placement)

We are delighted that Francesca is joining us in her placement year (LLB Sandwich course) as a Legal Assistant in 2018/19 to support the full range of work undertaken at the Centre, and to lead the Centre's Student Pro Bono Committee.

Student Placements

In addition to our student volunteers, we have several different student placement opportunities for NLS students – from one week to 10-week placements. Our placement students 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.

Centre staff

A number of NLS academic staff support the Centre's activities in a variety of ways:

Wider Support from the NLS Academic Community

Fiona Houlden

Lecturer/Senior Lecturer and Solicitor, provides vital support in assisting on property related matters.

Pina McAleer

Senior Lecturer and Solicitor, provides vital support in supervising the Centre's Intellectual Property cases and activities.

Simon Parsons

Senior Lecturer and Barrister, leads the Law in Practice module for our Bar Professional Training Course students and provides successful leadership of this innovative module to enhance the skills and case work experience for Bar students.

Rachel Rowley

Principal Lecturer and Barrister, has provided substantial support to our Miscarriage of Justice Project.

Katie Smith

Senior Lecturer and Solicitor, leads on the supervision of family cases.

Helen Taylor

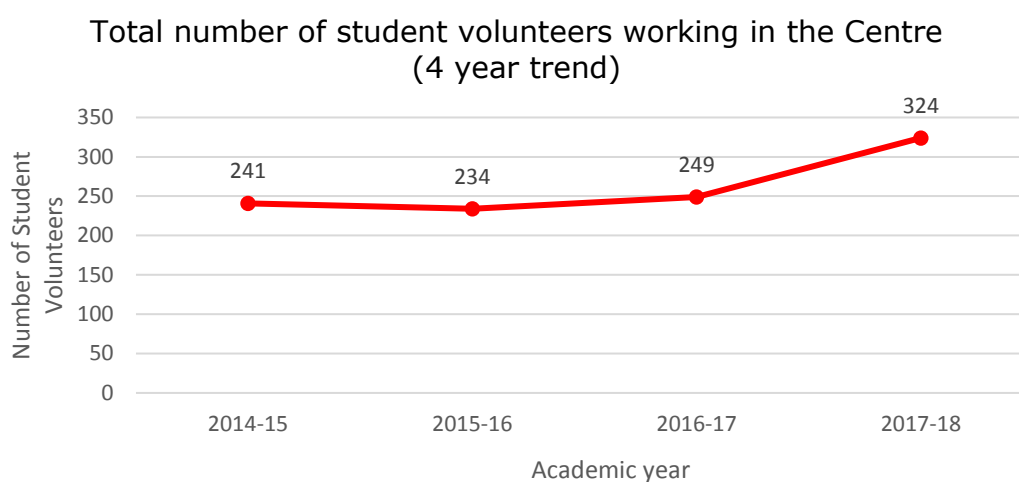
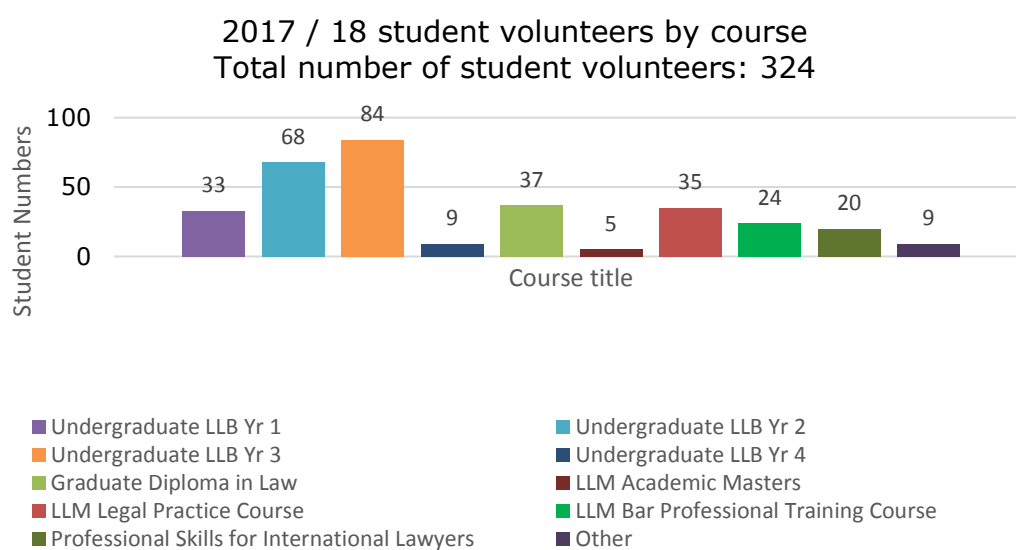
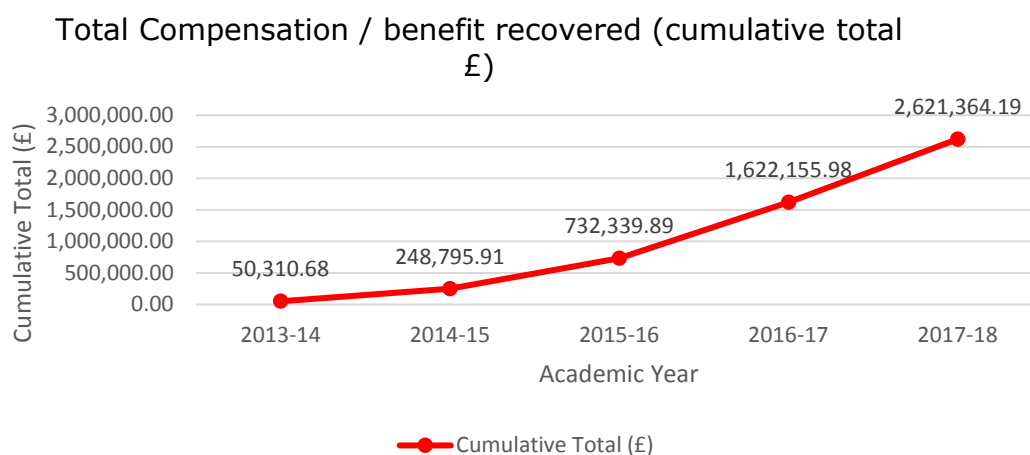
Senior Lecturer, has key input on the Student Law Office module and is working with Stephanie Wright on enhancement of the Centre's work within the curriculum.

Stephanie Wright

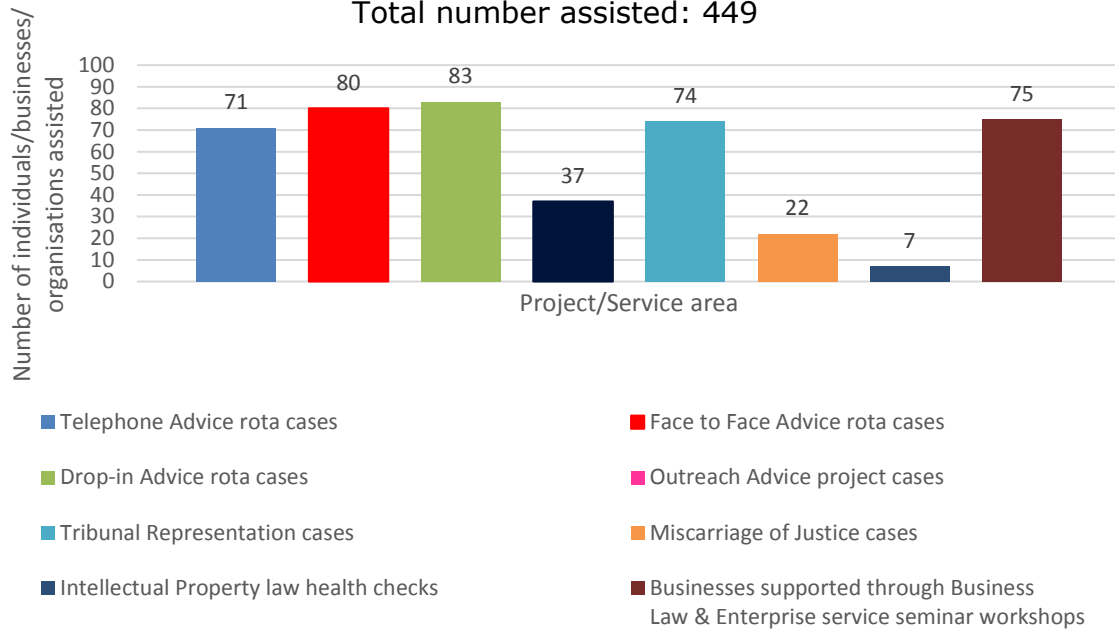
Senior Lecturer and Solicitor, was originally employed as the Centre's full-time solicitor to set up and run the Pro Bono Legal Advice Clinic in 2006, and now works as an academic tutor in NLS. Stephanie continues to successfully lead the innovative Law in Practice module on the Graduate Diploma in Law and on the LLB, significantly increasing the number of students using Centre experience for academic credit. Stephanie is involved in developing and enhancing academic clinical legal education modules with Helen Taylor, and leads some of our Legal Literacy outreach work. She continues to be a key contributor to the services and culture of the Centre.



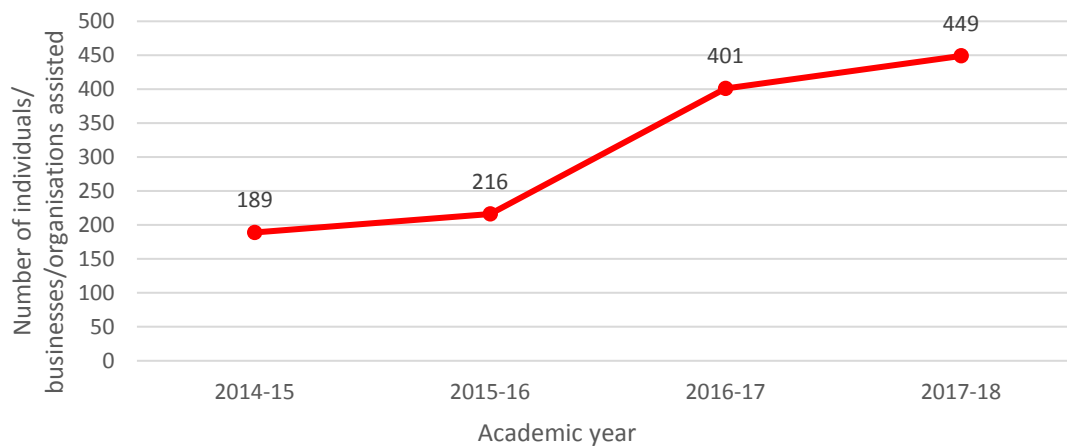
NLS Legal Advice Centre Data Summary 2017 / 18



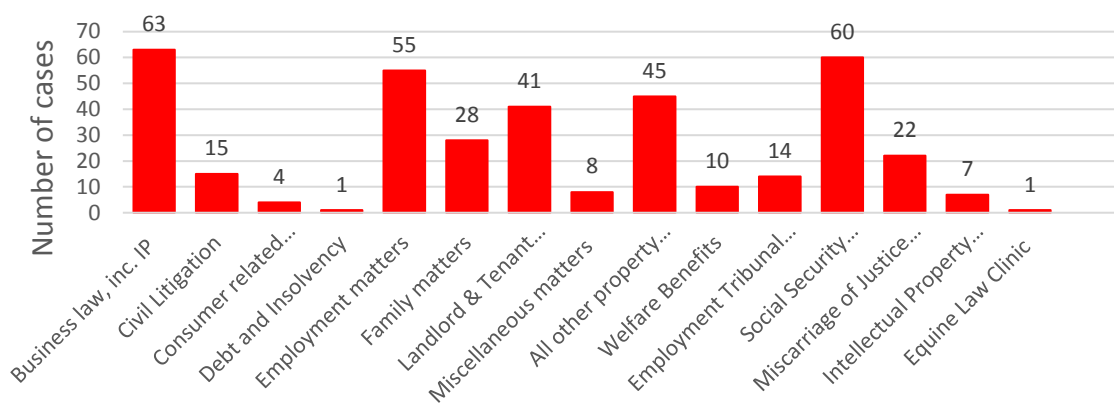
Total Number of Individuals / Businesses / Organisations assisted 2017 / 18
Total number assisted: 449



Number of Individuals / Businesses/ Organisations assisted by the Centre (4 year trend)

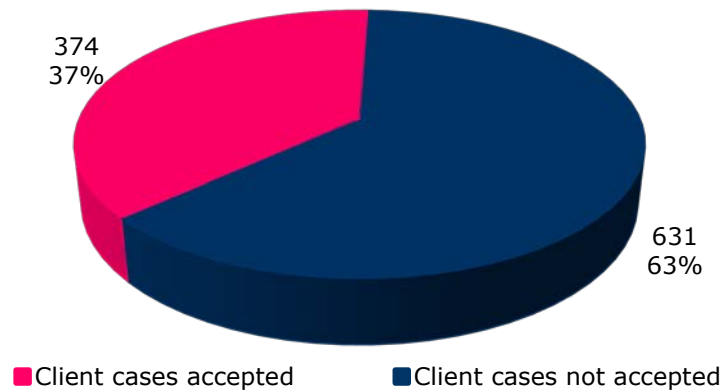


2017 / 2018 Cases by Matter Type
Total number of cases: 374



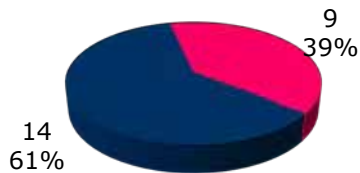
2017 / 18 Enquiries and Accepted Cases

Total number of client enquiries: 1005



Employment Tribunal Clients Represented

Total number of enquiries: 22



Social Security Tribunal Clients Represented

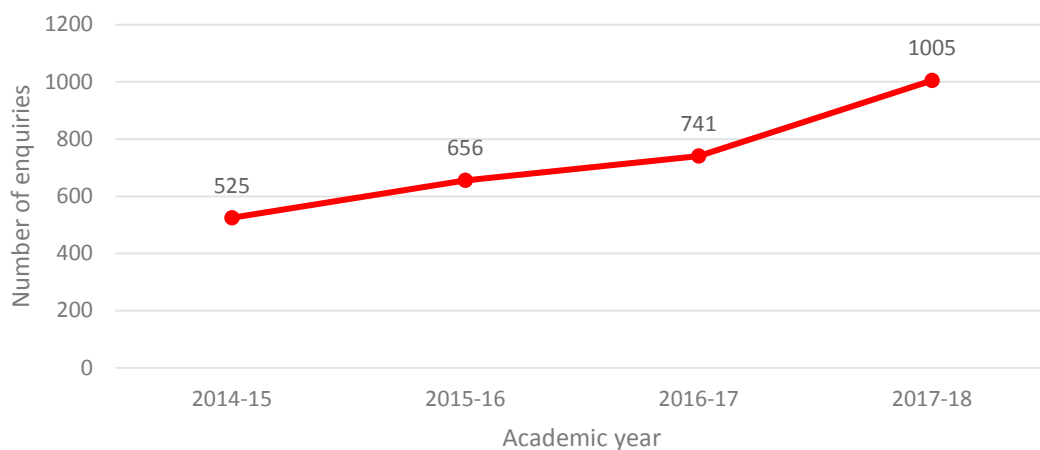
Total number of enquiries: 104



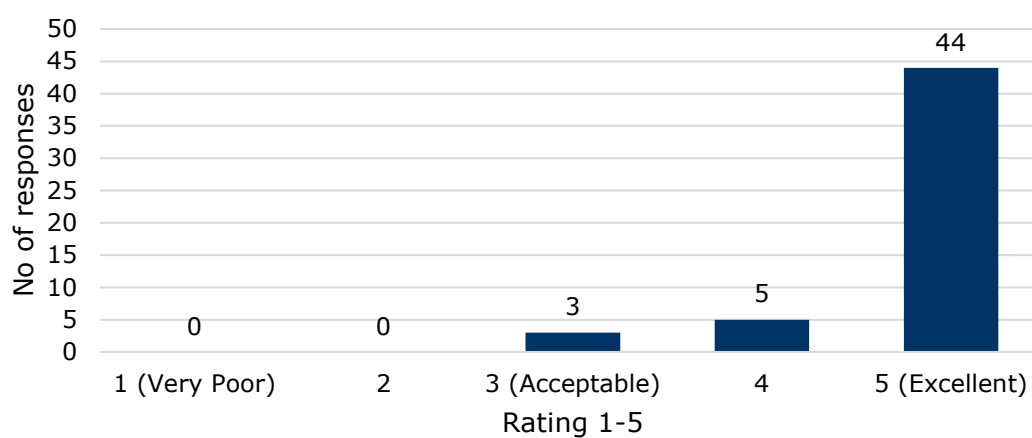
■ Client cases accepted ■ Client cases not accepted

■ Client cases accepted ■ Client cases not accepted

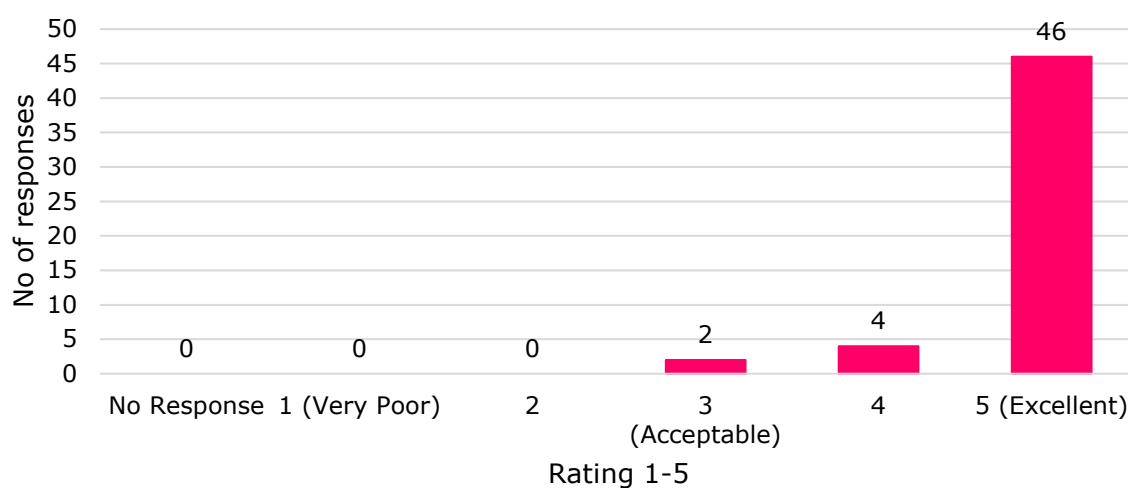
Total Number of Enquiries Received (4 year trend)



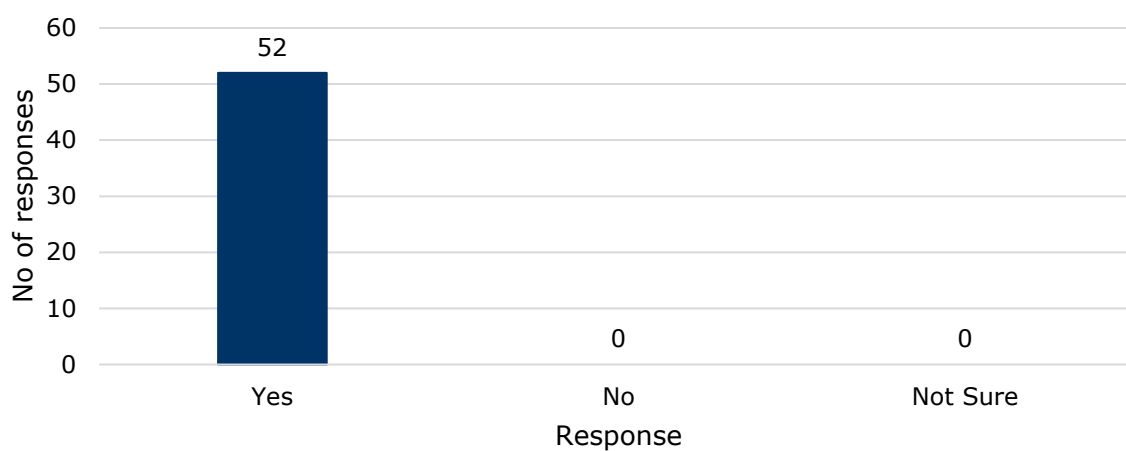
How effective were the student volunteers in dealing with your matter?



How was the service overall?



Would you recommend our services to others?



Client feedback



"Service was faultless. Thank you".

"Very pleased with service, very kind and friendly representative, professional and effective".

"Faye was very efficient and explained each step of the process in detail, she was professional and made me feel at ease and confident to see the tribunal through to the end. I am so grateful to have met Faye and would not have attained the result without her".

"Gemma showed me great empathy, warmth in her personality, she was kind, approachable and I felt trustworthy with my personal intimate details of my case. I cannot praise Gemma highly enough. I wish her well in her examinations and her career as a barrister. I'm certain she will do well".

"In my experience, your services were excellent and don't need to be improved. Jennifer was very polite and professional and the communication between us was first class. She kept me informed by phone and email throughout the duration of helping me with the appeal. Thanks again".

"Excellent communication, very professional and polite service provided by Callum Scott. He has given us some wonderful guidelines to follow for future forms".

"Ashley and Bhavish. Please accept my gratitude for the calm approach concerning the support for what would otherwise have been a horrendous situation".

Student feedback

"It has affected my attitude in the sense that I have a deeper understanding of the nature, value, and necessity of pro bono work in terms of access to justice. Having practical, first-hand experience of an area will always be different to having a solely intellectual/theoretical view. With the FRU, I've been able to see the difference Pro Bono makes: my clients felt supported and achieved better outcomes at Tribunal.

I was offered the job precisely because I was able to evidence the practical experience of conducting casework and carrying out advocacy that I gained with the FRU (N.B., I also would not have met the Person Specification without it).

As well as the opportunities I have had at the LAC, I am genuinely grateful for the level of support provided by the LAC team (Mat in particular). This was above and beyond at times".

Nottingham FRU Student Representative 2018

"Thank you all so much for the opportunity to have work experience with you. I have enjoyed every single moment and have found it so valuable, opening more doors for my future. Thank you again".

Pathways to Law Student 2018

"I would like to thank you all so much for such a valuable learning experience. During the experience you entrusted faith in me that I didn't have before. Each one of you empowered me and supported me in a way I needed. For that, I have the uttermost gratitude and as thanks will continue to strive in encouraging others the way you did with me".

Pathways to Law Student 2018

"Thank you for the opportunity you have given me. This will and has opened doors for my career and university prospects. I have the upmost respect for each member of the team for making me feel one of the team straightaway. I am so grateful for the time and effort you have sacrificed to make my work experience brilliant, as always".

Pathways to Law Student 2018

"Working on a FRU case allowed me to help people who would not otherwise be able to afford legal representation. I had the opportunity to hone my advisory and advocacy skills and to offer the best possible service to my clients. I also learnt a lot from my supervisors and gained practical experiences which will be valuable for my future career at the Bar".

LLM Bar Professional Training Course Student 2018



Because of the wide range of practice areas that we're allowed to do work in at the Legal Advice Centre, we often get the opportunity to work on cases and develop an interest in that particular area of law.

Watch Billy at
www.ntu.ac.uk/billyshaw

Student profiles

Sarah Hemingway

- NLS BPTC student 2005-2006
- Sat on the NLS Pro Bono Committee
- Championed the establishment of the Legal Advice Clinic
- Set up NLS Human Rights Network
- Human Rights Barrister at Garden Court Chambers

Jack McCracken

- NLS GDL student 2010-2011
- NLS BPTC student 2011-2012
- FRU Employment Representative
- Successfully represented all of his FRU clients
- Winner of the NTU Gold Volunteering Award
- Barrister at Ropewalk Chambers

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
- Current Trainee Solicitor at Rothera Sharp and part of the NTU Alumni Fellowship Scheme

Decla Palmer

- NLS LLB Law (Sandwich Year) student 2010-2014
- Lead Investigator on the Innocence Project
- Legal Advice Clinic Student Adviser
- Worked placement year at Dentons as a Real Estate and Property Litigation Paralegal
- Carried out a further placement with Cartwright King Solicitors in the Immigration Department
- Trainee Solicitor at Paragon Law in the Asylum and Human Rights Team and now qualified

Elliott Moulster

- NLS LLB Law (Sandwich Year) student 2011-2015
- NLS LPC student 2015-2016
- Legal Advice Centre Student Adviser

- FRU Social Security Representative
- Trainee Solicitor at VHS Fletchers and now General Crime Solicitor at Levy & Co Solicitors LLP

Maddie Lee

- NLS GDL student 2014-2015
- NLS LPC student 2015-2016
- Legal Advice Centre Student Adviser
- Outreach Student Adviser
- Personal Support Unit volunteer
- Currently a Trainee Solicitor at Freeths Nottingham commencing September 2017

Natasha Ward

- NLS LLB Law student 2013-2016
- Outreach Student Adviser and Project Leader
- Legal Advice Centre Student Adviser
- Innocence Project investigator
- 8-week internship with the Public Defender's Office in Savannah, Georgia, USA, gained through NLS Legal Advice Centre.
- Highly Commended at the Attorney General/ LawWorks Student Awards 2016 for Best Contribution by a Law Student
- Went on to work as a Prison Custody Officer at Nottingham Crown Court for GeoAmey

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
- Current Pupil at Coram Chambers (specialist Family Law set) in London and part of the NTU Alumni Fellowship Scheme





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