

Swansea Law Clinic Annual Report 2023-24

Swansea Law Clinic has had a busy and successful academic year, which has built on existing work and seen the introduction of several new volunteering opportunities for students in the **Hillary Rodham Clinton School of Law**.

This seventh annual report assesses the Clinic's activities from September 2023 until June 2024. The reporting period is slightly shortened this year due to us finalising preparations for our AQS Monitoring Assessment which is due to take place at the end of July 2024.

This year, we have continued to offer either in-person appointments, or, where requested, we have been able to arrange remote appointments for clients over Zoom. Some projects have been in-person only (outreach), but in-house appointments have been flexible to accommodate the needs of the client.

LAA366/LAA367 *Clinical Legal Education*, a twenty-credit module, was delivered this year as in previous years, running in Teaching Blocks One and Two. In 2023/24 thirty six students were enrolled on these modules. Our Miscarriage of Justice Project has continued to be offered solely as a volunteer project. The *Miscarriage of Justice* project works in partnership with the charity, Inside Justice, which refers cases to the Project. There was a competitive application process to secure a place on the project this year, thirty-nine students were taken on and volunteered on this project.

In total, one hundred and fifty extracurricular student volunteers were involved in our various projects (including the Miscarriage of Justice Project) making a total of **186** students being involved in Clinic activities during 2023/24.

In total, the Clinic advised on **60** separate cases.

We partnered with five law firms, who have provided volunteer solicitors and trainees who volunteer at the 30-minute Advice Appointments, Legal Surgeries and Drop-in Clinics.

We are very grateful to the following firms and their volunteer solicitors for their support:

- Gomer Williams Solicitors
- DLA Piper
- Peter Lynn and Partners
- Smith Llewelyn Partnership
- Hodge Jones and Allen

The Clinic also forged new partnerships and continued to develop existing partnerships we were very grateful for the support we received from Cefn Hengoed Community School, Better Bonymaen Project, Citizens Advice, Swansea Council, Swansea Carers Centre, Age

Cymru, FLOWS and RCJ Advice, Eastside Foodbank and the Children's Society Coordinated Community Support Programme.

The Clinic holds the Advice Quality Standard (AQS) quality kitemark and is one of only three university law clinics which have AQS in the UK. As outlined above, we are due to undergo our second full Monitoring Audit in July 2024.

The Clinic obtained accreditation from the Office of the Immigration Services Commissioner to provide immigration and asylum advice in 2021.

The student activity during 2023/24 encompasses the following:

- 30-minute Advice Sessions (Student Volunteers shadowing initial advice appointments with solicitors – either remotely or in person);
- Student Adviser-led Appointments (Student Advisers meeting with clients remotely);
- Miscarriage of Justice Project;
- Remote Personal Injury Clinic (Student Volunteers shadowing initial advice appointments with our partner solicitor at Hodge Jones and Allen – remote clinic);
- Summer Clinic (volunteer Student Advisers make sure our service continues to run during the long summer vacation through the provision of virtual clinics);
- Ukraine Advice Project UK;
- Collaboration volunteering (HOPE Project, Age Cymru);
- Clinics Global Day of Action for Climate Justice;
- Street Law;
- CourtNav Project (Student Advisers supporting clients to use an online platform to apply for Non-Molestation and Occupation Orders.)
- Student Board.

Staffing

During 2023/24, we saw a significant change to the core Clinic staff with Eve Haynes, Law Clinic Manager leaving the University in October 2023. Ellen Parker-Jones (who was previously working within the Law Clinic as Pilot Project Coordinator for our SNPTCAN project) was appointed as Law Clinic Manager in October 2023. Professor Rich Owen continues as the Swansea Law Clinic Director.

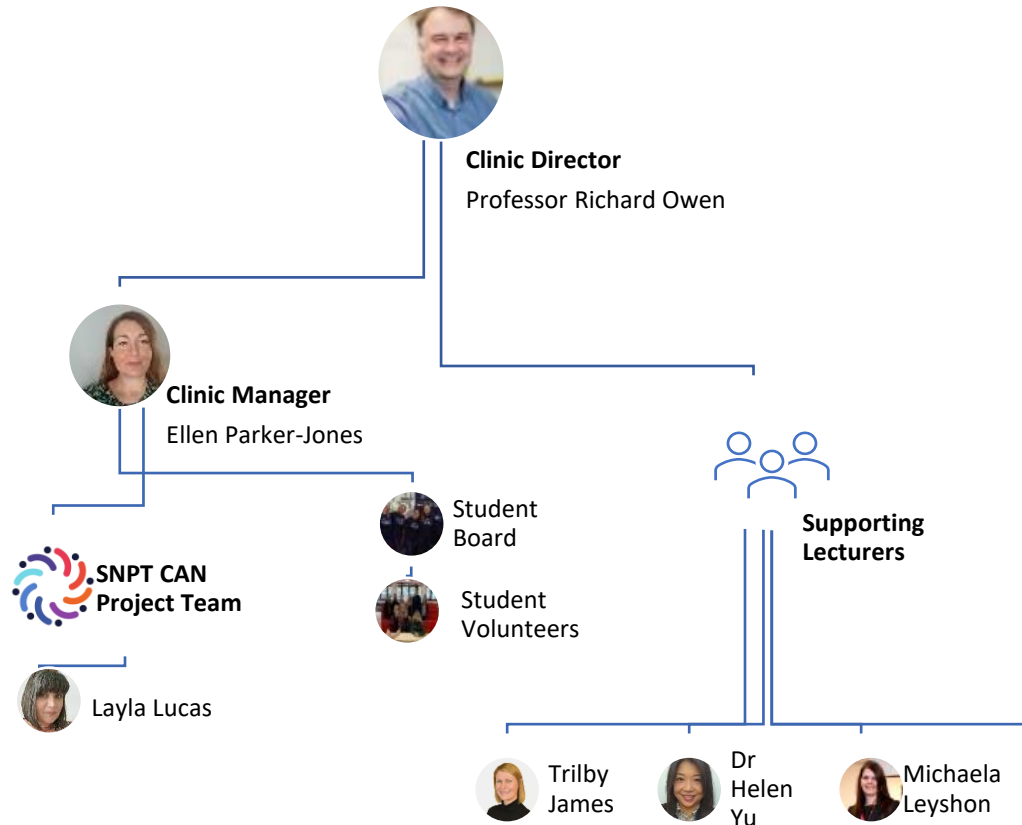
The pilot project we are running, which has been named: Swansea Neath Port Talbot Community Advice Network (SNPTCAN), continued this year. As stated above, Ellen Parker-Jones, Pilot Project Coordinator, changed roles and we welcomed Layla Lucas as Pilot Project Administrator from January 2024.

We have also been very grateful to have the support of School of Law academic staff Michaela Leyshon, Trilby James, and School of Management staff Helen Yu, who have all supported the delivery of the Clinical Legal Education module, supervising student interviews with clients.

Throughout the year, our Clinic Student Board has continued, with the following students representing different activities:

- Sara Wideman, Emily McGillvary-Crawford (Representatives of the Miscarriage of Justice Project)
- Maya Raval, Chloe Gear, Bradley Selleck (Representatives of the Clinical Legal Education module, both semesters)
- Sa'd Khalayleh (Representatives of the Street Law project)

- Rebecca Pugh, Chloe Shepherd (Representatives of Remote Personal Injury Clinic)
- Hadley Middleton and Charlotte Gordon (Representatives of Global Day of Action for Climate Justice)



Awards and Clinic Recognition

Clinic HEAR Awards

The Higher Education Achievement Report (HEAR) is a student's comprehensive record of learning and achievements whilst at Swansea University. The **Swansea Law Clinic Higher Education Achievement Record (HEAR) Award** was validated in 2019/20, and we were able to award **seven Gold, twenty-six Silver and twenty Bronze Awards (51 total)** to students at the end of the 2023/24 academic year.

To achieve the Bronze Award students volunteer for **20 hours** with the Clinic, (hours comprise of volunteering, training and a short reflection on their experience). Those

achieving the Silver have carried out **30 hours** of volunteering, and those achieving the Gold award have carried out **30 hours** of volunteering and sat as a member of the **Clinic Student Board**.

Huge congratulation to ...

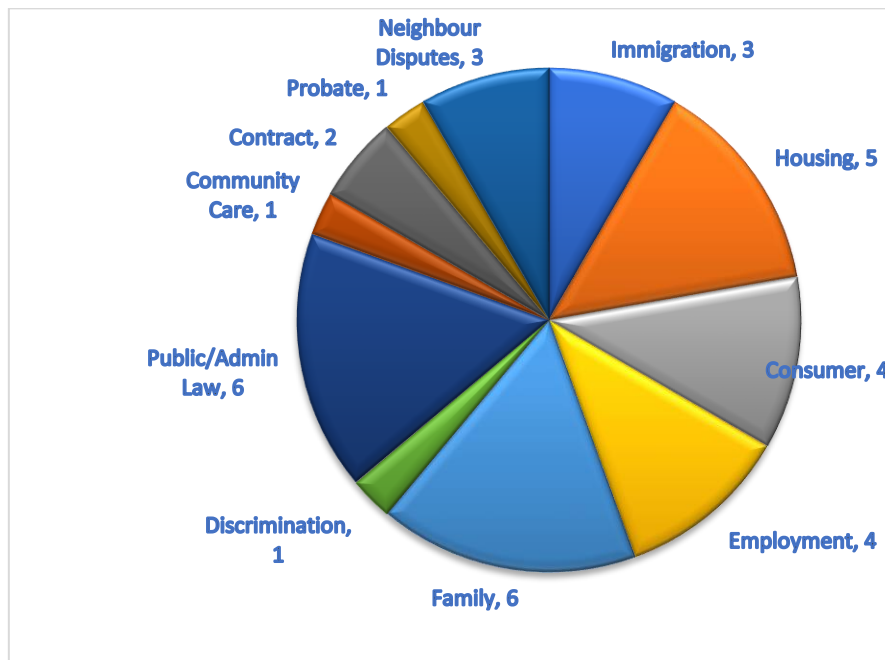
Sa'd Khalayleh, Maya Raval, Charlotte Gordon, Hadley Middleton, Sara Wideman, Chloe Shepherd and Rebecca Pugh for receiving the Gold Award.

Alana Boyce-Chung, Olivia Davies, Lara Edwards, Noorie Ibrahim, Maggie Jessop, Mayesha Kadir, Jessica Lewis, Olivia Marchesan, Neel Mistry, Sarah Orwig, Victoria Prowse, Elliott Robinson, Jessica Rowe, Ellie Thomas, Meghan Walton, Ela Toledano, Maddison Williams, Charlott Butcher, Hailey Doyle, Joel Nuttal-Winters, Krystal Eveleigh, Kate Phillips, Weronika Szarmacher, Jodie Robins, Lauren Mellings and Paige Teron for receiving the Silver Award.

Further congratulations to Tamsin Beaumont, Antonio Fairbourne, Boo Ferrari, Mustafa Hamam, Ameilia Healey, Louis Papenfus, Ffion Bowden, Eleanor Cook, Rachel Davies, Norma Omiller, Madison Scharschmidt, Erica Essel, Holly Fox, Olivia Hathaway, Adshayan Kurunchikumaran, Kalaya McAuley, Honor Morgan, Paige Teron, Sara Jibrill and Zahera Ali for receiving the Bronze Award.

Breakdown of types of cases by type of activity

Clinical Legal Education Module



Students enrolled on the Clinical Legal Education Module were trained as Student Advisers and carried out interviews with members of the public requiring legal advice. Students

conducted their client interviews from the Law Clinic offices on Singleton Campus, with their supervisors present.

A majority (74%) of our clients attended their appointments in person, with the remaining 26% of clients requesting remote appointments, which were held over Zoom. This is the highest amount of in person appointments since before the pandemic.

Student Advisers advised on **thirty-four separate** legal cases over the autumn and spring terms. The interviews covered the areas of law shown on the pie chart, most cases were either civil/consumer, housing, employment, family, or immigration related.

Thirty-Minute Advice Appointments / Legal Surgeries at Swansea Carers Centre / Cefn Hengoed Drop-in Clinic / Remote Personal Injury Clinic – Twenty-five cases in total



We again held a series of in-person **Legal Surgeries** at Swansea Carers Centre, as part of their 'Live and Learn Dementia' project. These surgeries were held at Swansea Carers Centre, Mansel Street, Swansea. We were very grateful for the support of Smith Llewelyn Partnership in delivering these appointments. Twelve clients were assisted through this service, the prominent areas of law were: Power of Attorney/Wills and Care Home financing/funding.

Our partnership with Eastside Foodbank and the Natural Law Project has continued to develop and as part of this in April 2024, we piloted a **community-based outreach drop-in clinic** at the Cefn Hengoed Community School, Caldicott Road, Swansea. This was following our successful drop-in clinics which were run last year in the Eastside Foodbank. It was felt that partnering with a larger anchor institution would assist in community engagement. These outreach drop-in clinics offered 30-minutes of advice, and over a 4-week run, we assisted eight clients.

Working in partnership with Hodge Jones and Allen we held a series of **Remote Personal Injury Clinics** throughout this academic year. Five clients were assisted via zoom appointments with the volunteer solicitor from Hodge Jones and Allen.

Miscarriage of Justice Project

This academic year, the Miscarriage of Justice Project again ran as a volunteer project, available to 3rd year undergraduate students on Law LLB programmes, and to students on postgraduate programmes in the Law School. Students underwent a competitive application process to secure a space on the project. In Semester One, seventeen students were taken on. The students were put into six firms, working on two different cases. In semester two, twenty-two students were taken on with six students continuing from semester one. In semester 2 we continued to work on the two cases from semester one, whilst another case was re-opened due to us receiving notification that the Criminal Cases Review Commission is re-opening the case. The project is also continuing over the summer in 2024, with twelve students continuing to work on the project. The students have been supported by the Inside Justice Advisory Panel, which consists of a retired judge, barristers, solicitors, forensic scientists, retired senior police officers, journalists and campaigners.

CourtNav Project

CourtNav is an online tool that assists people in completing an application for a non-molestation and/or occupation orders (injunction) to get legal protection in England or Wales. We held an in-person training session with Cath Dunn from Wales Flows and RCJ Advice at Swansea Law Clinic with 6 student advisers on how to use the CourtNav tool. The training was very well received by the student advisers and Cath was very encouraged by the students' enthusiasm. Cath has confirmed that Swansea Law Clinic is set up to offer support if clients need it and we are awaiting our first referral.

Street Law Project

Our Street Law Project continued to develop this year with 47 students attending the first session in Semester one and 23 students attending the first session in Semester two. Street Law teams presented to University Open Days throughout the academic year along with presenting to Seren and Stepping Up students again at university events. A number of projects were also developed with Swansea Carers Centre, Citizens Advice SNPT and Faith in Families. We also worked with Bishop Vaughan School on a series of presentations which were held over three weeks.

Testimonials

My time as a student advisor at the law clinic has been invaluable in providing me practical legal skills and experience. I am eager to continue applying the practical legal knowledge I learned throughout my time at the law clinic as I continue to pursue a career within the legal field.

Student Volunteer and Board Member, 2023-2024

I have thoroughly enjoyed my involvement with the Law Clinic this year and am planning on continuing to participate next year as well. I am excited for the variety of projects that I can continue to be a part of..... I have applied many of the skills from Law Clinic towards my degree, and look forward to continuing to expand my knowledge next year.

Student Volunteer, 2023-2024

My involvement in Swansea Law Clinic, has equipped me with essential legal skills and a deeper understanding of the justice system. These experiences have and will serve as a strong foundation for my future carer, particularly in understanding how access to justice is difficult. I have enjoyed volunteering and I think it is such an invaluable tool in developing skills as young professionals going into a legal career and something I will make an effort to continue throughout my carers. **Client Feedback from Student Volunteer Miscarriage and Appointment Shadowing, 2023-2024**

Student Board

This was the fourth year of operation of the Clinic's Student Board. Members of the Student Board are asked to contribute ideas directly to the Clinic staff in all areas of Clinic development and strategic priorities.

There were two meetings of the Board during the period under review.

Throughout the academic year, the board discussed and reviewed the Clinical Legal Education module. There was a discussion around the inclusion of the client advice letter as part of the final assessment in the module. This was implemented in semester two of the academic year.

The Board reviewed how the Miscarriage of Justice project was working throughout the year.

The board reviewed and discussed developments in the Natural Law Project/Eastside Foodbank project throughout the year. Discussions involved how the project has developed to provide a Drop-In Clinic at Cefn Hengoed Community School and how basing ourselves at an anchor institution should assist our involvement within the local community

The board also reviewed the Street Law project and discussed possible future developments and integration with other Law Clinic activities. As a result of this discussion various projects were developed including a Street Law project with Swansea Carers Centre Dementia Project.

The Board also discussed potential project ideas/developments including re-connecting with the Prison Service and the suggestion of a Clinic focussing on Special Educational Needs issues.

Events

Swansea Law Clinic students attended an event for '**Pro Bono Week**' in November 2023. The event was held at Akin Gump Strauss Hauer and Feld LLP and involved Guest Speaker Dame Elizabeth Gardiner DCB KC (Hon), First Parliamentary Counsel and Permanent Secretary of the Government in Parliament Group in the Cabinet Office. Three of our students attended the event at which Dame Elizabeth spoke on "Legislation arising from Pro Bono Efforts: Successes, Lessons and Reflections."

Law Clinic Global Day of Action for Climate Justice – 17th November 2023 "Climate Walk and Talk". As part of their action to mark the Global Day of Action in 2023, students working on the project put on a walk from Swansea University to Mumbles Pier followed by a talk "Transport in Wales as a climate justice issue by Professor Karen Morrow".

THE CLIMATE WALK AND TALK
Hosted by Swansea Law Clinic student volunteers, for the Global Day of Action for Climate Justice 2023:
'The Right to a Healthy Climate'
Our focus: Transport Pollution

FRIDAY 17TH NOVEMBER 2023

WALK
A group walk to encourage discussion of public and private transport, and the impact on environmental wellbeing
09:00 - Meet at Fulton House



This event is weather dependent

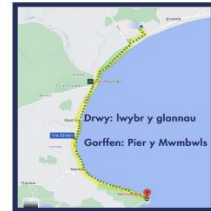


TALK
'Transport in Wales as a climate justice issue'
Hear from Professor Karen Morrow about the Welsh Net Zero experts advisory group
14:00-15:00
Room 038 Kier Hardie

TAITH GERDDED A SGWRSIO AM YR HINSAWDD
Cynhelir gan fyfyrwyr gwirfoddol Clinig y Gyfraith Abertawe, ar gyfer Diwrnod Byd-eang o Weithredu dros Gyfiawnder yr Hinsawdd 2023:
'The Right to a Healthy Climate'
Ein ffocws: Llygredd Trafnidiaeth

DYDD GWENER 17 TACHWEDD 2023

TAITH GERDDED
Taith gerdded mewn grŵp i drafod trafndiaeth gyhoeddus a phreifat, a'r effaith ar les amgylcheddol
09:00 - Cwrdd y tu allan i Dŷ Fulton



Mae'r digwyddiad hwn yn dibynnu ar y tywydd



SGWRS
'Trafndiaeth yng Nghymru fel problem cyfiawnder hinsawdd'
Dewch i glywed gan yr Athro Karen Morrow am grŵp arbenigwyr cyngorol Sero Net Cymru
14:00-15:00
Ystafell 038 Keir Hardie

Invited Talks

Members of Clinic staff have been invited to give talks at a number of events.

Rich Owen was invited to give a talk to the Discrimination Law Association's Annual Conference at Allen & Overy, London on 3 November 2023.

Rich Owen was invited by the Ministry of Justice to participate in a roundtable on the Review of Civil Legal Aid on 8 February 2024.

Rich Owen was invited by the Law Society to participate in a workshop on AI and Access to Justice on 22 February 2024.

Networks

Members of the Clinic's staff participate in a number of networks.

Rich Owen continued in his role as the Welsh Government appointed but Independent Chair of the Steering Group of the Swansea Neath Port Talbot Regional Advice Network, which fosters partnership working across the advice sector in these local authority areas. The Clinic hosted meetings of the Steering Group and full member meetings of the network.

Rich Owen's term as the Chair of the Law Society's Access to Justice Committee has been extended for another year to September 2025. As well as Charing Committee meetings, the

role involves meeting with other sectoral bodies and regular meetings with the Ministry of Justice.

Rich Owen was invited to be a judge for the LawWorks ProBono awards in December 2023.

Rich Owen and the Miscarriage of Justice team met with Nora Halford CEO of Inside Justice to discuss case developments April 2024.

Rich Owen was appointed to the Law Board for Wales's Pro Bono Sub-committee.

Research and Development

Association of Law Teachers Conference, Swansea University, 11th and 12th April 2024.

Rich Owen presented a paper on "Forming Medico-Legal Partnerships to Provide Holistic Care to Domestic Abuse Survivors". Professor Jane Williams and Street Law students, S'ad Khalayleh and Elenor Marano presented a paper at the conference on "Street Law: Opportunities and Challenges".

Continuing Professional Development (CPD)

Both staff and Student Advisers engaged in a number of continuous professional development opportunities.

Street Law Conference University of South Wales 7th and 8th September 2023



Rich Owen presenting at the Association of Law Teachers Conference, Swansea University.

Advice UK LTA Training Introduction to Money and Debt Advice 14th and 21st June 2024.