



# LawWorks Clinics Network Conference

*'Inspiring, learning and building partnerships'*

**6th June 2019**

*Supported by*



# Welcome

It gives me great pleasure to be writing this welcome to LawWorks' first ever conference for the LawWorks Clinics Network.

This conference shows that not only is pro bono alive and well in Wales and across all English regions, but also that there is a culture of collaboration developing across the clinics network that will sustain and support pro bono in the coming years.

Pro bono makes an important contribution towards enabling access to justice and LawWorks has a crucial role in supporting and facilitating its development across the solicitor's profession, and amongst law students as the next generation of lawyers. Clinics are a practical manifestation of pro bono and help thousands of people every year to tackle their legal problems. A conference that brings together clinics and professionals from different sectors – law schools, advice agencies, and law firms – must therefore be a welcome addition to the calendar.

The LawWorks staff team have worked incredibly hard to bring this conference together – I would like to thank them, and also Aston University for their generous support. Above all I would like to thank you for coming to this conference to share your successes and experience.

I hope you have a productive and interesting day.



**Alasdair Douglas,**  
**Chair of LawWorks**



# Inspiring, learning and building partnerships

As the title of this conference suggests, the work that takes place across the clinics network is inspirational. In times of challenge, it is inspiring to see so many legal professionals, academics and students, and the organisations they work with, come together to form new partnerships and find new ways to do pro bono. Contributing their time and knowledge for free, clinic volunteers make a significant contribution to helping resolve legal problems. In holding this conference during Volunteers Week, we hope that we can celebrate achievements and share learning and good practice.



The network of clinics is incredibly diverse, and each should be seen as part of a growing movement to extend the reach of pro bono and build connections with local communities. There is an evident shared passion for access to justice across the clinics community. We are clear, however, that whilst pro bono clinics make an important contribution to enabling access to justice, they cannot, and must not be seen as, an alternative to legal aid. They are an important complement to, and often embedded within, the work of law centres, advice agencies and others.

Pro bono works most effectively when it complements and supports wider legal and advice provision, often tailored to particular areas of need. Partnering with local organisations or groups able to facilitate, host or support pro bono volunteers is therefore an important strand of clinic development. The clinics 'model' needs an 'infrastructure' to flourish and survive.

Throughout the day you will have the opportunity to learn about how other clinics work. There will be presentations, panel discussions and interactive workshops with opportunities for networking and information sharing. Topics covered will include making the most of data and client feedback, how to recruit and retain more volunteers for your clinic, using technology, an update on the Solicitors Qualifying Exam and SRA Handbook changes and how these may impact on pro bono clinics, and much more. As well as practical topics there will be opportunities to discuss the role of clinics in the access to justice landscape, engaging with the legal profession, and the contribution of the LawWorks Clinics network to a policy voice for pro bono.

Included in the pack is an update on our monitoring of clinic activity across a growing network during 2018. All data is provisional as LawWorks is changing the way that information from the clinics network is collected.

Please take the opportunity to network and share learning, meet the clinics team, and feedback to us on whether this conference has been a useful event for you. We are always looking to improve and develop the ways that we can support clinics.

A handwritten signature in blue ink that reads "Martin Barnes".

**Martin Barnes,**  
**Chief Executive of LawWorks**

# LawWorks Clinics Team

The clinics team at LawWorks supports both the development of new clinic services, from initial idea stage through to piloting and launch, as well as providing ongoing support and consultancy to established clinics



Anne-Marie Dhillon



Clare Johnson



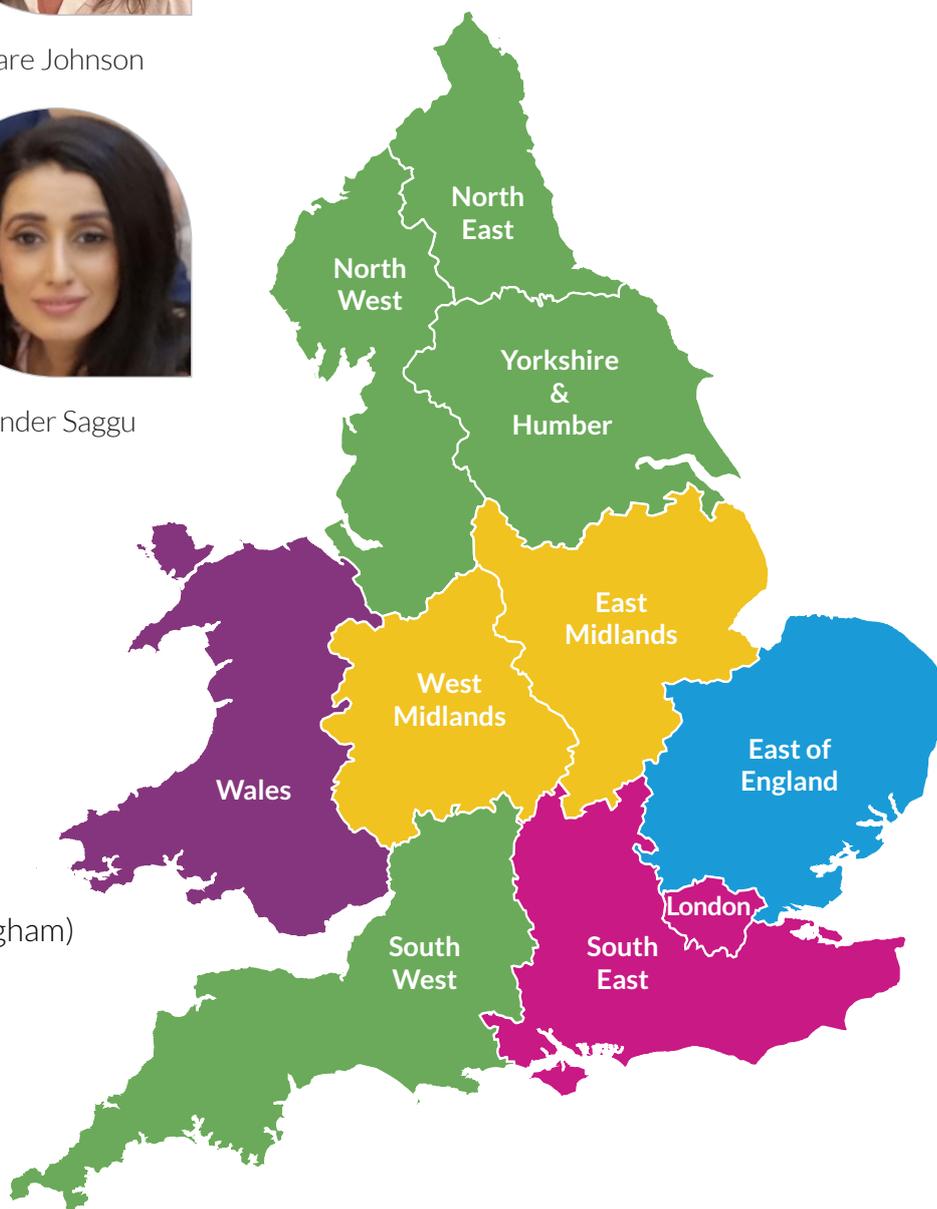
David White



Pinder Saggi



Rosie Collingbourne



-  **Anne-Marie** (Birmingham)
-  **Clare** (Manchester)
-  **David** (Cardiff)
-  **Pinder** (London)
-  **Rosie** (West London)

# LawWorks Clinics Network Conference: Inspiring, learning and building partnerships

6th June 2019, Conference Aston, Aston University, Birmingham

## 10:00 Welcome

**Linden Thomas**, President, Birmingham Law Society

## 10:15 Workshops

(choose one):

### 1. **SQE – its impact on pro bono clinics – an update** (Room 135/137)

**Alan East**, Coventry University

An introduction to, and update about, the SQE – considering the issues arising regarding the proposed changes to routes to becoming a solicitor, qualifying work experience and impact on social welfare areas of law in the context of pro bono clinics.

### 2. **Managing and Supporting Volunteers** (Room 139)

**Alison Lamb**, RCJ Advice and Islington Citizens Advice

**Nathan Fitzpatrick**, Bristol Law Centre

This session will share resources and training tips to help clinic coordinators support their many different volunteers, from recruitment to induction and ongoing support.

### 3. **Giving Advice via remote systems** (Room 144)

**Angela Cahill**, BPP Law School

**Francine Ryan**, Open University

The session will discuss how to overcome the challenges of providing advice through Skype and Intralinks, and Adobe Connect and Clio, and how to train volunteers to manage clients using non face-to-face platforms.

## 11:00 Refreshments and networking

## 11:20 Keynote

**Corey Stoughton**, Advocacy and Acting Director, Liberty

## 11:40 Plenary - 'Data Lab'

**James Sandbach**, Director of Policy & External Affairs, LawWorks

**Milla Gregor**, Impact and Evaluation Consultant

This plenary will share key highlights from Clinics Network data and how it is used.

## 12:00 Plenary - Free Legal Answers

**Martin Barnes**, Chief Executive, LawWorks

LawWorks, with the support of Deloitte UK, has been developing a new pro bono resource called Free Legal Answers. Free Legal Answers is an online platform where people on low incomes can describe a legal problem or ask a legal question and receive pro bono legal advice.

## 12:10 Plenary - FLOWS - CourtNav

**Alison Lamb**, RCJ Advice and Islington Citizens Advice

The RCJ Advice family team delivers FLOWS – Finding Legal Options for Women Survivors together with Rights of Women. FLOWS involves accredited legal aid firms across the country who work with RCJ Advice on CourtNav. CourtNav is an award winning online application that ensures the content of court forms can be remotely verified by solicitors before submission.

## 12:15 Lunch

## 13:15 Workshops

(choose one):

1. **SRA – Regulatory developments** (Room 135/137)

**Patrick Reeve**, Solicitors Regulation Authority  
**Richard Pitkethly**, LawWorks

An update and discussion about the new SRA Handbook and the implications for running clinics and managing volunteers, including regulatory requirements for supervision, in-house practice, and non-profit entities.

2. **Mapping unmet legal need in the community**(Room 139)

**Richard Owen**, Swansea University  
**Lindsey Poole**, Advice Services Alliance

This workshop will consider how clinics can be better at embedding into their local communities by considering aspects of physical and human geography when considering injustice, and how to work in collaboration with local advice sector and community organisations.

3. **Comparing models of clinics** (Room 144)

**Alan Russell**, London South Bank University  
**Andrew Barton**, Herbert Smith Freehills

Sharing learning from running drop-in and appointment clinics, including discussing the client journey and demonstrating different template documents, forms and resources for each model.

## 14:15 Workshops

(choose one):

1. **Policy voice: using clinics data to achieve change** (Room 135/137)

**James Sandbach**, LawWorks  
**Milla Gregor**, Impact and Evaluation Consultant

A policy and research workshop with a specific focus on the value of demonstrating client outcomes.

2. **Developing casework and representation clinics** (Room 139)

**Elizabeth Hodgetts**, St Philips Chambers/ELIPS  
**Nathan Fitzpatrick**, Bristol Law Centre

Taking your clinic to the next level – learn from current clinics that are operating casework and representation services, and how they can support you to expand your clinic service.

3. **Tech tools for running clinics** (Room 144)

**Nicola Antoniou**, University of East London  
**Liz Hardie**, Open University

Learn from two different clinics about the affordable/free software they use to help them run their services efficiently – providing an opportunity to share learning about different tech tools.

## 15:00 Refreshments and networking

## **15:20 Plenary - Building successful partnerships: with students, the legal profession, and community organisations**

Chair:

**Carol Storer**, Legal Action Group

Panellists:

**Judi Lincoln**, Norfolk Community Law Service

**Sarah Calder**, Anglia Ruskin University

**Helen Rogers**, Allen & Overy

**Chili Reid**, Advice UK

The panel will share their experiences of running and supporting pro bono clinics, recruiting volunteers and working in collaboration with partner organisations. Followed by a question and answer session.

## **16:20 Thank you and next steps**

## **16:30 Conference close, networking and drinks**