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I have very fond memories of my time at Hertfordshire University and I am really proud to be the patron of Hertfordshire Law Clinic.

Access to justice for all, regardless of social background or wealth, is a fundamental principle. Hertfordshire Law Clinic provides students with the opportunity to promote this principle and make a valuable contribution to the services available to the communities in Hertfordshire. In the short time since its launch, Hertfordshire Law Clinic has helped over 200 people who would otherwise have struggled to access legal advice. The Clinic has also adapted well to the pandemic, moving to online appointments within a few weeks of the first lockdown.

I am delighted that the Law Clinic continues to provide opportunities for our students to gain practical, hands-on experience, at a time when it is very difficult for them to obtain vacation schemes and other work placements.

They will have a better understanding of what it means to be a lawyer, working on real cases and engaging with people from different backgrounds. This will help them discover what they are good at and develop the kind of transferable soft skills that employers are generally looking for.

Dr Grace Ononiwu CBE
Director of Legal Services,
Crown Prosecution Service,
and UH alumna
What a first year it has been!
Since the launch of Hertfordshire Law Clinic in October 2019, we have had a tremendous journey of challenge and growth. From expanding the Law School’s Streetlaw project, establishing new partnered projects with Shelter and Citizens Advice, to dealing with a pandemic.

The aim of the Law Clinic has always been two-fold – to provide a great practical experience for our students, but also to provide free advice to those in our local community who need it most. Since major cuts in public funding (legal aid), many people, particularly those that are most vulnerable, have struggled with access to justice – not knowing when and where they should get expert advice, and how to afford it. We knew there was unmet need, but even we were surprised by how much our services have been in demand.

The Clinic started with offering advice in areas such as family, employment and commercial law, and preparing Power of Attorney forms. However, it was soon apparent that there were other areas of need. We have therefore already expanded in our first year to provide housing law, property law and contract/consumer advice.

It was whilst we were technically still in our “pilot” phase that the first national lockdown took place which forced the university campus to close and all staff and students to work from home. Many pro bono clinics struggled to deal with this challenge, when so many other aspects of our lives were in turmoil. We could have simply closed the clinic, but the team worked incredibly hard to ensure a smooth transition into a fully functioning virtual clinic.

We also managed to find ingenious ways to keep some of our other pro bono projects running online. Our Streetlaw students delivered webinars and live Zoom workshops on topics relevant to the pandemic including a session on employment law rights for young people.

The incredible work of the Law Clinic has been recognised externally too – winning two awards at the prestigious LawWorks and Attorney General Student Pro Bono awards in June 2020.

The Clinic and other pro bono projects have been a great success during the past 15 months despite the challenging times. However, we recognise none of this would have been possible without the dedication of all our volunteer students, the Law School staff, and all our external partners.

We look forward to an equally successful second year for the Clinic and already have further developments planned, including a new LGBT+ clinic, and the relaunch of our Support at Court project online.

Amanda Thurston
Director of Hertfordshire Law Clinic
Diana Kirsch
Associate Dean Enterprise and Director of Pro Bono
Testimonials from Law Clinic clients

Excellent! During the consultation, my legal position was clearly outlined enabling me to take decisive action.

Excellent! I was able to outline my case and felt as if it was received and responded to with the utmost professionalism.

The Clinic has not just given me advice but peace of mind. I am reassured that my situation is not as bad as what I thought it was. I can’t thank you enough.

Great Service. I couldn’t get the advice elsewhere as I cannot afford it. Very important for people in my situation.

Very helpful to have free legal advice particularly for those who do not have an income or savings to pay for a private lawyer.

Great listeners. Helped us understand all concepts.

Detailed advice with plan of action and estimated cost.
This inaugural annual report of Hertfordshire Law Clinic demonstrates the outstanding achievements of colleagues, students, stakeholders and supporters working in partnership. The clinic not only provides essential access to justice for members of the community in which the University sits as anchor institution, but has enabled our students to extend their learning beyond the classroom. They have developed legal practitioner skills, grown in confidence and gained valuable work experience on their journey towards becoming legal practitioners. That so much has been achieved by Hertfordshire Law Clinic in just one year is nothing short of remarkable and I look forward to seeing the clinic go from strength to strength in the years ahead.

Penny Carey
Dean of the Hertfordshire Law School
Hertfordshire Law Clinic and our other pro bono projects are only possible with a huge team of supporters. These include Law School staff, external lawyers from local law firms, and of course our student volunteers.

We do not have space to mention everyone, but we are really grateful to everyone who gives up their time to make the Law Clinic such a success.

Meet the team

Amanda Thurston
Law Clinic Director

Amanda has been a family solicitor for over 20 years and until recently was a partner in a local law firm. She joined Hertfordshire University in 2019 to assist with the Law Clinic and has now dedicated herself to an academic life - overseeing the Law Clinic and running our Clinical Legal Education module to allow students to use their work in the Law Clinic as part of an assessed course.

Diana Kirsch
Associate Dean and Director of Pro Bono

Diana practised as a criminal defence solicitor in Hackney for 10 years before moving into teaching. She previously taught at BPP Law School and was involved with their pro bono centre, helping to set up Lambeth Pop Up Advice Clinic in Brixton Library. Since joining the Law School in January 2019, Diana has been instrumental in setting up not only the Law Clinic but other pro bono projects including Streetlaw and the Joint Enterprise Appeals Project, providing students with a wealth of volunteering opportunities.

Rebecca Howell
Law Clinic Administrator

Prior to joining University of Hertfordshire in October 2019, Rebecca worked in administrative roles with HM Court and Tribunals Service and Essex Police. In her role as Hertfordshire Law Clinic Administrator, Rebecca is responsible for the day to day running of the Clinic including preparing Clinic rotas for students and supervisors, booking in client appointments and assisting with recruitment of students.

Geraldine Poulain
Senior Lecturer

Geraldine practised as a legal executive and then solicitor for over 10 years in civil litigation and family law before starting work at the University of Hertfordshire in 2004. During her time at the University she has taught and lead the modules on Family law and Property law. Geraldine is a supervising solicitor in the Family Clinic.
Hertfordshire Law School
staff advisors and supervisors

Janet Barlow
Senior Lecturer

Janet practised family and criminal law in a High Street firm in Nottingham before moving in to teaching at Nottingham Trent University and then Solent University and finally at Herts.

Janet advises clients in the Law Clinic on employment and family issues.

Simon Barnett
Senior Lecturer

Simon qualified as a barrister in 1991 and has worked as an in-house lawyer as well as a lecturer. Simon has advised on legal matters in many different jurisdictions including Nigeria, Kenya, Estonia, Italy and the United States. Simon previously worked as a senior lecturer at the Royal Agricultural College Cirencester.

Sanjeet Johal
Senior Lecturer

Sanjeet has more than 15 years’ experience in leading City real estate practices covering a wide range of commercial property matters. Sanjeet previously taught at BPP Law School and since joining the University of Hertfordshire in September 2019 has been involved in a number of pro bono projects including Hertfordshire Law Clinic, Streetlaw and setting up a court runner scheme with Shelter.

Julie Manson
Director of Employability and Principal Lecturer in Business Law

Julie practised as a corporate lawyer for four years before moving into teaching. Julie previously taught at BPP Law School and also worked as a Learning & Development Manager at global law firm Norton Rose Fulbright. Since joining Herts in August 2019 Julie has been actively involved in our co-curricular activities and Streetlaw projects, as well as being a supervisor in the Law Clinic.

Kate Marriot
Senior Lecturer

Kate practised as a commercial lawyer in the City for many years before making the move to teaching. She worked at BPP Law School before moving to Hertfordshire in 2019. Kate teaches company and commercial law at undergraduate and post graduate level. Kate advises and supervises in our commercial law clinic.

Liz Wilde
Senior Lecturer and Solicitor

Liz practised as a litigation solicitor for over 15 years at a City firm with a well-established pro bono unit. Liz took on work including advising some victims of the 2005 London bombings. After leaving practice Liz advised at her local Citizens Advice, before becoming a university lecturer 7 years ago. Liz joined Herts in September 2019, and is an adviser in the Hertfordshire Law Clinic. Liz is the Module Leader for students on a placement year, which includes liaising with local employers and agencies.
Hertfordshire Law School students

Unfortunately, due to the national lockdown and ongoing restrictions in 2020 we never had the chance to formally celebrate the Law Clinic’s first anniversary or take group photos of our amazing student volunteers. However, without them the Clinic and other pro bono projects would not exist – so here is a glimpse of just a few of them.....but the rest of you know who you are. Well done to all of them for such great achievements in a difficult year.

Sartaz Billing

Sartaz graduated with a First Class Honours LLB degree from Hertfordshire Law School in 2020. While at Herts he volunteered with Hertfordshire Law Clinic, the Shelter Court Desk Project and Streetlaw. Sartaz won the award for Best Individual Contribution at the LawWorks Attorney General Pro Bono Student Awards 2020.

Sartaz is currently working as a Paralegal for PGMBM, a class action firm, and aims to become a barrister in the future.

Sartaz says: “I admire the twofold effect pro bono work has, it makes legal services accessible and also allows aspiring lawyers to gain invaluable skills and knowledge.”

Jessica Khamis

Jessica is an international alumna from Toronto, Canada and studied for the Accelerated (2 year) Law programme at Herts. Jessica volunteered with Hertfordshire Law Clinic, Streetlaw and the Shelter Court Desk Project.

She is now practising as a Legal Assistant for a corporate firm in Toronto and her career goal is to open her own practice.

Jessica says “Hertfordshire Law Clinic’s pro bono projects taught me practical skills and gave me a taste of what to expect in the real world. Joining the Clinic allowed me to meet and network with various lawyers and students. Ultimately, I have had the opportunity to do what I love best, helping others in need by informing them of their rights.”
Christine Mekonnen

Christine is an aspiring lawyer from Canada currently enrolled in an LLM course at Osgoode Hall Law School. Christine is a mature student and decided to change career and become a lawyer to be a strong role model for her daughter and to make justice more accessible for the most vulnerable section in her community.

Christine was awarded a First-class LLB at Hertfordshire in September 2020. While studying, she also participated in numerous pro bono activities including Streetlaw, Hertfordshire Law Clinic and the Shelter Court Desk Project.

Christine says “One of the most memorable experiences for me at Hertfordshire was my position as a case worker for their Law Clinic. Managing the position, interviewing clients and being able to shadow solicitors while studying was challenging and very rewarding. I also developed great presentation skills while doing Streetlaw.”

Daniella Gregory

Daniella is studying the LLM Legal Practice course, following completion of the two year accelerated LLB. She is a student adviser for Hertfordshire Law Clinic and is also involved in the Stevenage Welfare Benefits project with Citizens Advice. She aims to qualify as a solicitor.

She says: One of the main things I love about pro bono work is seeing the direct positive impact of your work in the local community.”

Daniella recorded a video talking about her experience of volunteering with Stevenage Citizens Advice for the university’s Changed World Project. View the video at herts.ac.uk/about-us/a-changed-world/the-collection/daniella-gregory

Ashley Bondera

Ashley is a final year Law LLB student at Herts.

She volunteers with Joint Enterprise Appeals Project (JEAP), Hertfordshire Law Clinic and Streetlaw.

Ashley says “volunteering with JEAP was particularly interesting to me because I was keen to learn how joint enterprise worked and its impact on individuals and their families. This project has helped me boost my confidence and I am excited about getting involved in more pro bono projects. The support that I receive from both students and lecturers is nothing short of amazing!”

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What students said they most enjoyed about their Law Clinic experience

- Listening to clients and learning different practical advice given by solicitors
- Ability to communicate with real people
- Experiencing a more practical side compared to usual activity on the course
- You are helping people that need help and also gaining useful experience for future employment
External lawyer supervisors

The Law Clinic relies on the generosity of lawyers from over eight local firms who give up their valuable time to supervise student volunteers and advise clients. We are so grateful for their support, here are just a few of our fantastic volunteers:

Alicia Instone
Partner

Alicia is a dual qualified Patent and Trade Mark Attorney and works particularly in the fields of chemistry, dyes and pigments, photochromic materials, medical devices, laboratory consumables, traffic control, oil and gas and natural sciences in general.

She particularly enjoys volunteering at the Clinic to give the start-ups and small businesses that come to the Clinic advice to ensure that their ideas are properly protected, to get them thinking about intellectual property as being an integral part of their business to help them succeed!
Kaajal Nathwani  
Partner  

Kaajal is Head of the Employment Department at Curwens and has 14 years’ experience in all aspects of employment law.

Kaajal trained at Curwens and qualified in 2008 and after practising in the City for a number of years returned to Curwens in 2019 to head the employment department.

An accomplished litigator, Kaajal has advised both individuals and businesses to resolve complex disputes in the Employment Tribunal and Employment Appeal Tribunal.

Kaajal has been volunteering with the Employment Law Clinic since our launch in October 2019.

Kaajal says “It is a privilege to support and mentor students of today who are striving to be the lawyers of tomorrow. The Law Clinic is a prime example of how hands-on experience is vital for students in providing the necessary real life insight into the practical application of their knowledge in the working legal world”.

Rina Sond  
Partner  

Rina Sond is a Company Commercial Partner and leads the Commercial and IP team at Longmores Solicitors. She has over 20 years’ experience in dealing with a variety of commercial contracts, intellectual property and brand protection issues.

She has acted for a wide range of clients from various industry sectors, including retail, pharmaceutical, manufacturing, IT and service industries.

Rina is an Allied Member of the Chartered Institute of Trade Mark Attorneys, and is a recognised lawyer in the Legal 500 directory.

Rina says “I enjoy volunteering in the Hertfordshire Law Clinic as it allows me to give back to the community. It’s great to provide students with practical skills and the experience of client meetings.”

Paula Butterworth  
Partner  

Paula is a Partner at Rayden Solicitors, a specialist family law firm and heads up the office in Berkhamsted. She has been a family lawyer for 25 years and specialises both in complex children cases and financial settlement on relationship breakdown or divorce. Paula is a collaboratively trained practitioner and enjoys helping a client to find an early resolution by agreement if at all possible. She is driven by a desire to help people experiencing conflict to find the easiest path through that conflict and so minimise impact on children caught in a relationship breakdown.

Paula says about her involvement with the Law Clinic: “I enjoy volunteering with the Clinic because I can help a person in need at the same time as encouraging students to progress a career in law. It is very rewarding to be involved.”
Our first year in numbers

We have provided free legal advice to 229 clients

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192 students working on our pro bono projects

142 family law clients

106 at Hertfordshire Law Clinic

20 at Joint Enterprise Appeals Project

10 with the Stevenage Welfare Benefits Appeals

35 on Streetlaw

8 with Support at Court

LawWorks Student Pro Bono Awards 2020
Winner Best Contribution by an Individual for Sartaz Billing

LawWorks Student Pro Bono Awards 2020
Winner Best New Pro Bono Activity for Hertfordshire Law Clinic

LawWorks Student Pro Bono Awards 2020
Highly Commended Best New Pro Bono Activity for Hertfordshire Law Clinic
Partnerships and pro bono projects

Future Living Hertford Family Law Clinic

Future Living Hertford is an award-winning charity for those in recovery from addiction and domestic abuse. The Future Living Family Law Clinic provides a much-needed service to the local community. Since the decimating cuts to legal aid in 2012, this service is even more important as it has left many people unable to access legal advice. Many family lawyers have stopped offering legal aid work entirely, leaving vulnerable clients unable to access legal advice even if they meet the strict criteria. Originally set up as a satellite Clinic at Future Living’s premises in Hertford, the Law Clinic has moved online since the pandemic, with all appointments taking place on Zoom.

All Future Living Family Law Clinic students are provided with additional training to ensure they can deal with cases sensitively.

"Since starting the Family Law Clinic our charity clients have had a far better understanding of their rights under Law. Hertfordshire Law School reacted quickly and professionally to the challenge of delivering their work through both the Clinic and Support at Court to digital formats, ensuring the client was still at the centre of their work. Both professionals and student team members have demonstrated their professionalism in all areas and shown empathy where needed with vulnerable clients. Their delivery and follow up of information provided has been reported as being the most useful ever received by clients."

Sandra Conte
CEO Future Living Hertford

"Future Living provided me with the opportunity to discuss official decisions with a volunteer family law solicitor. I met with the solicitor who put me at ease, she was very patient and caring."

Future Living Client (Anonymous)

In December 2019, the Clinic was the subject of an online BBC article about its work with Future Living Hertford.
Streetlaw

Streetlaw is a global educational programme aimed at improving access to justice by teaching members of the public about legal issues relevant to their daily lives. Hertfordshire Law School’s Streetlaw Project delivers interactive workshops in schools, libraries and charities aimed at demystifying the law.

We design our workshops to include participatory games, quizzes and role plays. Since March 2020, Streetlaw has adapted to the COVID-19 restrictions and moved to online workshops and webinars. We have welcomed the use of Zoom, video streaming platforms and digital game-based learning.

Streetlaw students have now delivered an astounding 44 workshops (including 34 school workshops) on topics including Sexting and Consent, Staying Safe Online and LGBT Rights for LGBT History Month. Students have also recorded webinars on Covid related issues including a housing law session on YouTube live aimed at students living off campus, which included a live Q and A with a leading solicitor from Shelter.

Streetlaw volunteer Kerry Jeffery has written a blog about her experience of volunteering with Streetlaw. She writes, “My confidence levels have gone through the roof and I feel closer to achieving my dreams of becoming a lawyer.”

“Students commented on the interesting and relevant content. The delivery of the presentation was exceptional, and we would certainly recommend to other schools.”

Canons High School

“The Streetlaw Project has delivered very successful PSHCEE sessions for Queenswood Year 11 pupils. The quality of the sessions have been to the highest of standards. We have received sessions on Consent and Sexting, LGBTQ+ Rights and Staying Safe Online. All the sessions have been really engaging and interactive for the pupils. I have been so impressed by the project; I have booked in with them a further 4 sessions. I would recommend this project to any school who is looking to provide a well-rounded PSHCEE program.”

Queenswood School
Support at Court

Support at Court launched in March 2020 and provides free help and guidance to people representing themselves at a First Hearing and Dispute Resolution Appointment – the first court hearing in cases about children.

We worked in partnership with HHJ Vavrecka (the designated Family Judge in Hertfordshire) and his team to ensure this project provided the practical and emotional support a litigant in person needs. The judiciary even assisted with the initial training.

While students cannot provide legal advice, they can help with getting papers in order and help the court user prepare for what they want to say during the hearing.

The first national lockdown put an immediate halt to this project, but through persistence and support from the local judiciary we have just relaunched it online in December 2020. Students will now speak to the court user online via Zoom the day or so before their court hearing to offer the same support. This activity is supported by dedicated pages on the UH website created by Streetlaw students, with information for litigants in person including a pre-recorded webinar on how to prepare for the court hearing.

I didn’t feel so alone when going into an online court knowing the Pro Bono team were there to support me
In October 2019, the Law School launched a ‘Court Runner Scheme’ in collaboration with national housing charity Shelter. The scheme involved students attending Watford and Hertford County Court as court desk ‘runners’, providing support to Shelter’s duty solicitor Ruth Camp during housing possession hearings. Following court closures, we worked with Ruth to launch a new Housing Clinic aimed at assisting tenants facing housing problems.

In relation to the court sitting on 16th December 2019, the Ruth Camp said “We saw 11 clients, 9 of them all in the morning session. I know for sure that all of the clients got better outcomes with us being there, but also that the help of the students was critical to the smooth running of the session - many of the clients would have got frustrated waiting, gone into court without that help and not done so well. That is why I wanted help, and the students definitely stepped up to do that”.

The student volunteers benefit enormously from participating in the Court Desk Volunteer Scheme as they get to see real life cases and develop new skills such as interviewing clients.

When one student was asked about their experience of the Court Desk Volunteer Scheme she said:

“Working one-on-one with the solicitor and clients on real-life cases really helped me understand what work goes into it. Especially as most of these cases are final eviction hearings, you get to see the solicitor trying everything in her power to either extend or limit the possibility of an individual leaving court homeless.

We saw people of different backgrounds and it really put into perspective how each client is unique.”

In partnership with Stevenage Citizens Advice, and with funding from the Big Lottery, we launched our Welfare Benefits Appeals Project in September 2020, providing casework assistance to local people refused Personal Independence Payments. The project has been set up in response to a huge demand for welfare benefits advice in Stevenage and enables Citizens Advice Stevenage to expand their existing service and help many more people who would otherwise struggle to get access to justice.

Students provide advice, casework and advocacy support under supervision to people wishing to appeal the refusal of welfare benefits to the First-tier Tribunal (Social Security and Child Support).

“We are so pleased to have been able to work with University of Hertfordshire on our Welfare Benefit Appeals project. The students are at the heart of this work and have been incredible. Their commitment to learning a complex area of advice is incredible and their dedication to learning, progressing and developing is wonderful to see. The enhancement to this project support will be hugely important in supporting some of our most vulnerable residents for years to come, giving them the vital support and advice they need at a time of great uncertainty.”

Alice Loukaides
Citizens Advice Stevenage

I have learned a variety of skills from the training, meeting new people and every client is so different. We are given feedback for every client and when updating Casebook which is helpful.

Feedback from a volunteer
Joint Enterprise Appeals Project

Hertfordshire Law Clinic is part of the Joint Enterprise Appeals Project (JEAP) which is organised by the grassroots campaigning organisation Joint Enterprise Not Guilty by Association (JENGBA).

The overarching aim of JEAP is to enable law and criminology students to learn about the law on joint enterprise and how it is applied by the courts. Students gain hands-on experience by investigating the cases of prisoners convicted under the ‘joint enterprise’ principle, considering how joint enterprise was argued at trial and examining the language used by the judge in the summing up to the jury. Students also consider whether the Supreme Court ruling in the case of R v Jogee may apply. Students work in teams to prepare presentations for the national annual JEAP conference involving over 10 universities across the country.

Freedom Law Clinic

Hertfordshire Law School students have the opportunity to volunteer with the Freedom Law Clinic, a pro bono project which reviews cases where there may have been a miscarriage of justice. Students complete a 6 week intensive training programme and work alongside practising criminal lawyers to investigate cases of alleged wrongful conviction. Students work in small teams on real cases and attend weekly team meetings with their supervisor to discuss their progress. Once they successfully complete the programme, students can apply to join the Freedom Law Clinic’s permanent casework team, working on miscarriages of justice. This is a fantastic opportunity for students to build on the theories they have learnt in the classroom, developing practical skills and a growing awareness of the criminal justice system.

The experience of having to use skills to work both independently to collect information but also working in a team to understand the case has been a new learning experience.

I enjoyed gaining a real insight into a real ongoing case – adds another element of interest to it making you feel the work you do is valuable.

Real cases, real evidence, real work experience. Great insight into the world of criminal justice.

It is a wonderful experience for students who are passionate about criminal law.
Employment Litigant In Person Support Scheme (ELIPS)

Hertfordshire Law Clinic is delighted to be part of the ELIPS scheme in collaboration with the Employment Lawyers Association. Our students at the Clinic have the opportunity to shadow experienced employment solicitors as they provide one-off advice to unrepresented litigants appearing at six Employment Tribunals on a rota basis. Students take notes, research the law and write up attendance notes summarising the advice which is then sent to the service users. The service runs online, and all appointments take place via Zoom video conferencing.

Clinical Legal Education Module

Since June 2020, LLB students have the option to take a 30 credit Clinical Legal Education module in their final year. Students undertake comprehensive training in essential skills and the substantive law to prepare them for their work. They then work in pairs to advise clients in the Law Clinic and attend weekly team meetings led by their supervisors. The module structure is very different to a conventional module; most of the work is practical and takes place in the Law Clinic rather than in a traditional classroom setting. From 2021/22, we will be offering a postgraduate Clinical Legal Education module.
The year ahead

Whilst we are pleased to have achieved so much in our first 15 months, there is still so much more we can do – both to improve the student experience and help support our local community. Here are just a few of our plans for the next 12 months.

**LGBT+ Clinic**

This Clinic will provide specialist legal advice to a community which often struggles to be heard. The Clinic will run in partnership with the University’s LGBT+ Staff Network and Student Society and solicitors from the Law Society’s LGBT+ Division.

**Family Clinic at HMP The Mount**

This project was due to launch in 2020 but was put on hold due to the ongoing lockdowns. Those in prison often struggle to communicate with loved ones and to stay in touch with their children, particularly if they are separating from their spouse or partner. This will give them a chance to get free legal advice.

**Community Mobile Advice Clinic**

We plan to launch a mobile clinic, similar to a mobile library, to reach users who would otherwise struggle to access legal advice. We will lease a minibus and drive lawyers and students to ‘pop-up’ clinics in village halls in the rural parts of the county. We hope to work in partnership with other organisations (like Herts Domestic Abuse Helpline and Community Development Action).

**Form Filling Clinic**

Currently we can only offer one-off legal advice to our clients. However, we know that many of them would benefit from a bit more support – particularly with completing court and other application forms.