

SUFFOLK LAW CENTRE

Legal Advice Clinic Quarterly Newsletter

Welcome to our Newsletter

This is the first edition of our new quarterly newsletter. We aim to use the newsletters to keep you up to date with what's happening within the Legal Advice Clinics (LAC), a project of Suffolk Law Centre (SLC) and a member of the LawWorks network of pro bono clinics. We also aim to provide you with some general information on what's going on at SLC.

Thank You — You did this!

With your continued help we have been able to provide many clients with some much needed legal advice, particularly during this extremely challenging year, in which we have seen a steep increase in people contacting us for help. Many of you have also supported SLC's triage staff with advice on some of the more complex and multifaceted enquiries we have received.

Between **September 1st to 30th November 2020**, LAC volunteers advised these many clients:

FAMILY	26
IMMIGRATION	19
HOUSING	16
GENERAL	30
PERSONAL INJURY	6
EMPLOYMENT	27

Client Feedback

"She advised me what to do and used the information I sent to draft a letter to send to the company I was making the claim against. My claim was successful and was settled with an out of court hearing. Thanks to all the people involved".

2021/22 Rota

Thank you again for booking your volunteering time a year in advance. Please look out for the spreadsheet, enter your availability, and email it to Sharon Lee as soon as possible.

office@suffolklawcentre.org.uk

In the SPOTLIGHT ...

Sharon O'Donnell was asked:

How do you most effectively get social welfare legal advice to vulnerable people in hard-to-reach rural communities?

Sharon answers: **The Justice Bus!**



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Funded by **Access to Justice Foundation**, the **Justice Bus** project (a metaphorical, rather than a real bus!) enables me to go out to meet with vulnerable clients at their safe spaces such as foodbanks. We talk about their situation and I help them identify any legal problems (not always easy!) then arrange specialist legal advice delivered in a way that helps clients to genuinely resolve their problems. We know this, because I call the client to check they understood the advice and know what to do next.

Clients often have "clustered" problems rather than individual issues, (family & housing is a common combination), and many don't recognize their problems as legal – "It's about seeing my children not a legal problem," is a frequent comment. We can't visit foodbanks during the Coronavirus lockdown but vulnerable clients are still referred to us, and we've helped many resolve their legal problems.

This vital work has now been funded for a further 21 months. If you encounter someone who you think could be helped by the **Justice Bus**, do get in touch by emailing us at: office@suffolklawcentre.org.uk and we will try to help.

Sharon O'Donnell, Mobile Legal Triage Officer

We hope you found our first newsletter informative. We would welcome your feedback or ideas on what you might like to read more about in our next quarterly edition.

We would like to take this opportunity to wish you all a **Merry Christmas** and to say thank you once again for your continued support in volunteering for Suffolk Law Centre.