

Student Law Office

Annual Report 2015-2016



Welcome to the Student Law Office



I am delighted to celebrate the achievements of the Student Law Office this year. Our work was recognised by the Solicitors Journal Awards as “affording a truly pioneering and brilliant legal service to students”. At the heart of this work is our free legal service for the public, which provides many thousands of hours of free legal services, helping clients to access justice, and we continue to build on the success of this. However, students have also been involved in a range of projects, from our National Pro Bono week conference, to the support for a local food bank project. Contributing to the community is something which we hope students will continue to hold as a value when they leave us to join the legal profession, or indeed in any walk of life.

With recent changes to legal aid, and the courts and tribunals services, there have been growing concerns about access to justice, particularly amongst the more vulnerable. We have been able to work closely with agencies and community partners such as the Personal Support Unit (PSU), Shelter, Gateshead Advice Centre, and Ben Hoare Bell solicitors so that our students can provide support and make a difference to people’s lives whilst learning, and we thank all those partners who have supported our work, and given our students these valuable opportunities.

I congratulate Allesandra Valle-Metaxas who won the Philip Plowden prize for Best Student in the area of Criminal Law, and Pei Pei Long, who won the David Gray Solicitors Prize for the best overall performance in the Student Law Office.

Our commitment to research in the area of clinical legal education is demonstrated through the wide range of research activities linked to teaching and learning in clinic. We have an active research group, LEAPS (Legal Education and Professional Skills Research Group) promoting legal education at Northumbria (www.northumbria.ac.uk/leaps). Our clinic staff attended conferences in countries as far afield as South Africa, Croatia, and Hong Kong to disseminate their work. Three of our clinic students participated in the Association of Law Teachers annual conference, held at Northumbria. In addition, our own highly successful International Journal of Clinical Legal Education conference (IJCLE), now in its 14th year, was held in Toronto in conjunction with the Association for Canadian Clinical Legal Education (ACCLE). This brought scholars together on an international stage to consider ‘the Risks and Rewards of Clinical Legal Education’. This annual conference, and the linked open-access journal, International Journal of Clinical Legal Education, have established our reputation as international leaders in clinical scholarship.

These achievements are a result of the commitment of students and staff, and special thanks must go to Dawn Nellist and Geraldine Page for their outstanding commitment in ensuring the office runs smoothly on a day-to-day basis. Thanks also to our excellent trainee solicitor, Ana Speed, for her support to staff and students during her time in the Student Law Office, and congratulations on being shortlisted for ‘trainee of the year’ at the Northern Law Awards.

The Student Law Office is an outstanding example of innovative teaching and learning which at the same time benefits the community and I thank all those who have supported the Student Law Office’s work this year, and look forward to another successful year.

Carol Boothby

Director of the Student Law Office

About the Student Law Office

What is the Student Law Office?

The Student Law Office (SLO) is Northumbria Law School's multi award-winning pro bono law clinic where students, under the supervision of qualified staff, offer a full legal service to members of the public. The clinic is a key part of our innovative four year MLaw degree course which integrates the professional skills of the Legal Practice Course into the new Masters level degree. Students take on real cases and provide a full legal service, conducting interviews, researching, advising, drafting and, in suitable cases, providing representation. Their work is closely supervised, but normally all client contact is through the students.

What preparation do students have before entering the Student Law Office?

Students take part in an SLO program in year 3, where they practice interviewing clients and develop an awareness of the office systems and their own professional responsibilities. In Year 4, they join the live client program, and this accounts for around 40% of their final year mark. Assessment is by means of a personal file, which is a portfolio of the work they have completed during the year, in addition to two reflective pieces, looking back at their own development during the year.

What about Legal Practice Course skills?

Students are assessed for competence in writing and interviewing as part of the Legal Practice Course during their time in the SLO.

Who else can take part in the Student Law Office?


The SLO experience is also available as an option on the full time Legal Practice Course and the Bar Professional Training Course, although places are limited.

How do I contact the Student Law Office?


For further information please visit our website at www.studentlawoffice.co.uk or e-mail us at la.studentlawoffice@northumbria.ac.uk.

We are proud of the contribution made by the SLO to the local community, offering free advice and assistance to many who could not otherwise afford this.

Facts and figures 2015–2016

 **Students involved in the Student Law Office:**
Year 3 – 171
Year 4 – 185
Elective students – 24

Cases:
New enquiries – 884
New and existing cases conducted – 306

 **Compensation recovered for clients:**
£38,230.97

Staff involved in the Student Law Office
23 supervisors
2 administrative support staff
and 1 trainee solicitor

Areas of Law:

- Civil litigation including consumer and CICA appeals
- Elderly Law
- Crime and criminal appeals
- Employment
- Housing
- Welfare benefits
- Planning
- Family
- Business and Commercial

Our community partners:

- Shelter
- Ben Hoare Bell Solicitors
- Newcastle City Library
- Newcastle and Gateshead Citizens Advice Bureau
- Newcastle Personal Support Unit



News

Northumbria Law School shortlisted for Legal Education Provider of the Year

Northumbria Law School was shortlisted for Legal Education Provider of the Year in the Solicitors Journal Awards for “affording a truly pioneering and brilliant legal service to students”.

A key component of the nomination was the work of the Student Law Office.

Professor Kevin Kerrigan, Executive Dean of Northumbria Law School said: “I believe this shortlisting reflects the quality of teaching and the commitment of our staff here at the Law School, and it is richly deserved. In their own words, the shortlisting committee have said we offer a truly pioneering legal education service for our students. To be recognised in this way and shortlisted for such a prestigious award is an achievement we can all be extremely proud of, no matter what happens in the final.”

Student Law Office blog makes the final of prestigious teaching award

Elaine Campbell and Victoria Gleason, SLO business & commercial firm supervisors, designed and created a blog, We Take Care of Business which was named in the shortlist for the Routledge/ALT Teaching Law with Technology Prize 2016 less than two years since its launch.

The student-led blog provides a valuable insight into what it is like to be a student working on a clinical legal education programme as well as practical hints and tips for businesses. The blog, which has proven to be hugely popular with students with over 40 entries from law undergraduates, has also been recognised overseas, with readers from over 55 different countries across the world.

Elaine said: “We Take Care Of Business was set up within the Student Law Office at Northumbria to provide students with a platform to write about whatever law related topic they chose. Northumbria Law School has one of the longest running business law clinics in the UK and the blog is a unique opportunity for our students to develop commercial awareness and digital skills as well as provide information to businesses.”

James Warnock, a Northumbria Law School graduate and future Endeavour Partnership trainee, said: “Contributing to the blog proved invaluable in terms of boosting my employability. In interviews, I was able to demonstrate my business development skills by speaking about the client publicity that I had written. My blog posts showed firms that I was able to nurture client relationships, whilst providing added value and marketing services in an effective and client-focused manner.”

Please visit our blog at

<https://wetakcareofbusiness.wordpress.com>





Elaine receiving her award from judge Kevin Maloney from Muckle LLP

Northern Law Awards 2016: Law Teacher of the Year

We are delighted to report that Business & Commercial supervisor, Elaine Campbell, won Law Teacher of the Year at the Northern Law Awards 2016. The awards are designed to showcase and celebrate legal talent across the region, and winners had to demonstrate evidence of innovative teaching practices, interest in student development, student satisfaction, student engagement skills, and the ability to enhance student learning experience through scholarly activities. Elaine was described as an 'outstanding law teacher with an ability to excel in a unique and innovative environment which requires a high level of professional commitment'.

Congratulations also go to Ana Speed, who was shortlisted for Trainee of the Year.

National Pro Bono Week 2015: 'Pro bono: what's in it for students?'

In November 2015 we celebrated National Pro Bono Week, which recognises the breadth and impact of pro bono work undertaken by the legal profession across the year. This year, we held a lecture and networking session which focussed on 'pro bono: what's in it for students?' Our students were joined by a panel of legal professionals who discussed their motivations for participating in pro bono activities and the benefits of pro bono for students and communities.

Jamie Anderson, Barrister at Trinity Chambers, discussed how early in his career pro bono gave him the opportunity to practice the skills he required in practice within a supervised environment. Jamie has worked with the Citizens Advice Bureau and often provides pro bono advice and representation to the Student Law Office's employment clients.

Ronagh Craddock, trainee solicitor at Ben Hoare Bell, discussed how engaging in pro bono work has been a privilege which has taken her around the world from New York to Zimbabwe. Ronagh is the national

representative for the North East Junior Lawyers Division. She is also a UK youth panelist for a global campaign called Action/2015 and a youth delegate with the UK Youth Climate Coalition.

Echoing Ronagh and Jamie's sentiments, David Gibson, Partner at Short Richardson and Forth LLP, felt that pro bono had taught him humanity and humility whilst also enabling him to use his skills to assist organisations to fulfil their objectives. David believes it is vital for lawyers to participate in social and economic projects and protect rights as access to justice becomes eroded.



From left to right: Ronagh Craddock, Carol Boothby, Ana Speed, Jamie Anderson, Andrea O'Cain, David Gibson, Paul McKeown

We were also joined by our some of our community partners, including Newcastle Law Centre and PSU who advised our students about their important work and how they could get involved!

We extend our warm thanks to our panel members and community partners who made the event so enjoyable.

Food for Thought: SLO students and staff assist Newcastle West End Foodbank

For the second year running, students and staff from the SLO rallied to collect food and Christmas gifts for local foodbanks. This year we collected for Newcastle West End Food Bank. In the first delivery, we sent 281.5kg of food to the food bank, providing 253 meals to people in need.



Business & Commercial firms listen to “Inspiring Entrepreneurs”

In October 2015, a number of SLO business & commercial students attended an event at the Business & IP Centre, Newcastle, called ‘Inspiring Entrepreneurs’. It featured a live link-up to the British Library in London where a panel of business leaders answered questions from the audience and via twitter. We heard from Kayna King MBE, founder of the MOBOS, former MTV presenter June Sarpong MBE, and designer Yinka Ilori. We were also entertained by Levi Roots, who sang his Reggae song!

This is the fifth year running that the Business & Commercial firms have attended the Inspiring Entrepreneurs event. We would like to thank the staff at the Business & IP Centre for hosting us each year.

Family firms involved in advocacy training

Rebecca Grimes’s family firms were involved with the Law School’s annual advocacy training for social workers from Gateshead Council. The family firms are also involved with producing a leaflet for a Judge at Newcastle court which will provide information on family legal services for litigants in person.

Partnering with Ben Hoare Bell Solicitors

Jonny Hall’s firm worked on a project with Ben Hoare Bell Solicitors, in which a Ben Hoare Bell solicitor visited the firm and talked on an issue involving the right to jury trials in matters involving claims for false imprisonment. The students carried out complex legal research on these issues which they provided to counsel and attended several hearings concerning the dispute.

Reflections Club

This year, we introduced Reflections Club, informal and open staffed sessions to support students with their reflective essays. In the sessions, students had the opportunity to learn about the use of mind mapping, review example reflections and access a range of published work on clinic and reflection.

Farewell

This year we say farewell to our trainee solicitor, Ana Speed, who joined us in September 2014. Ana completed the Legal Practice Course at Northumbria University and has spent the last two years in the SLO gaining practical experience before qualifying as a solicitor.

Ana said, “My time at the SLO has been thoroughly rewarding. I have managed a diverse caseload, met some wonderful clients and have learned a great deal from the excellent SLO solicitor tutors. I hope to continue working with the SLO in my new position as a family solicitor at Ben Hoare Bell.”

We also say farewell to Solicitor Tutor Rebecca Grimes, who is embarking on an exciting move to France. We will miss Rebecca in the SLO, and wish her all the best. Rebecca said, “It has been a pleasure to work with such dedicated colleagues and I am sure that the SLO and the team will go from strength to strength.”

Student prizes

The David Gray prize for the student scoring the highest overall mark for the Student Law Office was awarded to Pei Pei Leong. The Philip Plowden scholarship for the student in a crime firm who scores the highest overall mark was also awarded to Alessandra Valle-Metaxas. Congratulations to Pei Pei and Alessandra.

We also thank Irwin Mitchell for their continuing support of this educational scholarship, which enables one third year student to undertake a 3 week work placement in a law clinic at one of America’s top universities. Once again this was at City University New York (CUNY). In 2015 the scholarship was awarded to Fiona Wharram.

Woon Access to Justice Fund

The Student Law Office has continued to benefit from a fund created a Northumbria alumnus to support access to justice by funding legal costs such as court fees.

Mr Wee Teng Woon, a graduate of Northumbria Law School and long-time supporter of our law students. Mr Woon (now retired) has built up highly successful legal and business interests since his graduation in the early 1980s. Despite being based in Singapore, he has maintained strong links with the North East of England and has also generously supported students via a Woon Scholarship scheme and the Woon Foundation Painting and Sculpture Art Prize.

One client who was supported by the Woon Fund said: *“I just wanted to say a big thanks to you and the team for helping me, I really appreciate it and feel as though I can now get on with my life.”*

Thank you!

During the course of the year, a number of local lawyers and professionals very kindly help us with competitions, talks and visits. We would like to thank the following people for taking the time to support the Student Law Office:

Fergus Lawrie, Strathclyde Law Clinic

Anthony Evans, Muckle LLP

Nikita Boss and Emily Sunderland, Winn Solicitors

Jennifer Craven, Irwin Mitchell

Our Community Projects

Gateshead Advice Plus (GAP)

Following a successful pilot, we are delighted to report that the GAP project returned this year. GAP runs in conjunction with Gateshead Advice Centre (CAB), in order to offer one-off advice sessions about areas of law or specific problems that Gateshead Advice Centre would not ordinarily be able to assist with. Gateshead Advice Centre's advisors identify visitors who may benefit from attending one of our sessions and an appointment is arranged Gateshead Advice Centre. Supervisors involved in GAP this year included Claire Cowell, Sarah Morse, Chris Simmonds, Tamsin Nelson and Joanne Clough.

Legal Advice Byker

Launched in February 2012, the project includes students and staff from Northumbria Law School and staff from leading legal aid law firm Ben Hoare Bell. From February to May each year, students studying on Northumbria's Legal Practice Course offer free one-off advice to members of the public. This is Legal Advice Byker's fifth consecutive year - we are very proud of this longstanding partnership and its work in the community.

Shelter

For the last 8 years, we have run a joint project with Shelter, with students researching and advising clients on more complex housing queries, whilst gaining invaluable experience in the area of housing law. We dealt with 15 housing enquiries during this year through this scheme.

Street Law in Schools

The Street Law in Schools project has enjoyed a very successful year with 36 students drawn from our undergraduate and postgraduate courses taking part. Street Law is a community legal education programme which began in America over 40 years ago and is now run in a number of Law Schools in the UK and beyond. The aim of the project is to help members of the public to understand aspects of the law which affect their day to day lives including their rights and responsibilities. Northumbria University runs this project as part of our pro bono clinical activities.

The Street Law in Schools project involves students designing and delivering a lesson to school pupils on a topical issue such as human rights, unlawful killing or law and morality. The lesson could take the form of a workshop, debate or mock trial. It also allows students to talk to the pupils about life as a student and their experiences of studying law. This year 12 lessons were delivered to pupils at Queen Elizabeth High School in Hexham and 1 was delivered to Whitley Bay High School. Feedback from both schools was excellent as was feedback from students taking part with one commenting 'I absolutely loved the experience... it gives the student a chance to have a platform to practice giving legal advice in an understandable format. Furthermore, the school children benefit as they learn about their legal rights and responsibilities.'

The project reinforces our links in the local community as well as providing valuable information to the public which is both empowering and useful. Taking part enables our students to improve their research, organisation and presentation skills as well as providing evidence of a commitment to pro bono work.

Visits

We are delighted to host a substantial number of visits from academics, clinicians, Members of Parliament, campaigners, students, and other dignitaries each year. In 2015-16, we hosted over 20 visits from individuals and groups. We have listed a selection below.



The Right Hon Lord Hodge, Justice of the Supreme Court

We were delighted to host The Right Hon Lord Hodge on 12 November 2015, before touring the Faculty and delivering his lecture, The Defence of Commercial Morality: Fraud and its Legal Consequences.

Dr Michael Stockdale, Head of Department said:

“Lord Hodge is an extremely welcome visitor not only as the first Justice of the UK Supreme Court to visit us since the Supreme Court was established in 2009 but also as an extremely distinguished legal practitioner and judge in his own right. A particular highlight of the day for our students is that Lord Hodge has expressed his desire to engage with students prior to the lecture. We hope that Lord Hodge’s visit will enable us to develop long term links between Northumbria Law School and the Supreme Court.”

The Right Hon Lady Justice Black DBE

In February we were visited by The Right Hon Lady Justice Black DBE, Lady Justice of Appeal and Head of International Family Justice for England and Wales, before her public lecture entitled “Rules – Are They a Hindrance or a Help in Achieving Justice?” SLO students Christopher Pace, Molly Beattie, Natasha Lammie and Naadiya Tariq met with Lady Justice Black, and discussed the importance of access to justice and their experiences working in the SLO.

Sally Pelham, Northumbria University Board of Governors

Sally Pelham requested a visit to the Student Law Office in November 2015. Sally was interested in speaking to our students about the work we do and how we help the local community. Sally met our trainee solicitor, Ana Speed, and final year student Matthew Brady. After her visit, Sally sent us this message:

“I particularly enjoyed meeting Ana and Matthew in the Student Law Office. What wonderful ambassadors for the outstanding work you do there - and for the Law department.”

Professor Leslie Chew SC, SIM University Singapore

In October 2015, we were delighted to be visited by Leslie Chew SC. Mr Chew is Head of Law School at SIM University, Singapore. Trainee Solicitor, Ana Speed also escorted Mr Chew to visit the Personal Support Unit. SIM University Law School are planning to set up a clinical programme and we were delighted to support this mission by sharing our experiences of clinical legal education.

Nikita Boss and Emily Sunderland, Winns Solicitors

SLO and Northumbria Law School alumnus, Nikita came back the SLO with her colleague Emily to visit Carol Boothby’s firm and talk about life in practice. We would like to thank Nikita and Emily for taking the time to talk to our students about their future plans.

Barrow Sixth Form

We often have visitors from local schools and sixth forms. This year, Barrow Sixth Form students visited the Business and Law Faculty for a Taster Day. The students spent some time in the SLO with Claire Cowell who explained what we do in the office.

Fergus Lawrie, Strathclyde Law School

Elaine Campbell has been supporting law student Fergus Lawrie in his ambition to set up a business law clinic at Strathclyde Law School. Fergus visited the Student Law Office on 24 November 2015 and was able to sit in on a firm meeting with Elaine’s students, where he quizzed them about their experiences and they were also able to ask him about Strathclyde’s pro bono work. We hope to maintain a close connection with Strathclyde as they embark on this exciting new venture, and we wish Fergus the best of luck.



Fergus Lawrie (centre) with SLO students Perri Byne (left) and Liam Faulkner (right)

Associate Professor Darren Koh, SIM University

In March 2016, we were delighted to be visited by Associate Professor Darren Koh. Darren is Vice Dean, Head, Taxation Programme and Head, Law Programmes at SIM University. He spent time with Rebecca Grimes, Paul McKeown and Elaine Campbell before attending a teaching session facilitated by Deputy Director Chris Simmonds.

Irwin Mitchell Visit

Former SLO student Jennifer Craven who is now a solicitor at Irwin Mitchell in Newcastle came to talk to the welfare benefits firms in February 2016. She discussed how being in the benefit firms helped her get a paralegal job and then training contract with Irwin Mitchell and how the experience of the SLO can help generally in terms of applications of this sort.



Tribunal Service

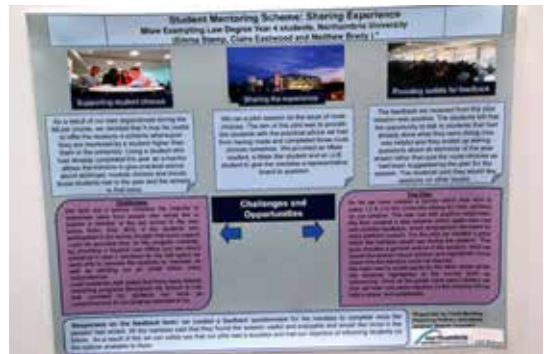
District Tribunal Judge Nick Moss and the Diversity and Community Relations Judge for Newcastle visited the SLO in January 2016 to give a talk to the students in the welfare benefit firms. The Judges provided the students with valuable information about the preparation of cases for tribunal from a Judges perspective. They also advised the students about opportunities for joining the judiciary.

Student Law Office students Emma Stamp, Claire Eastwood and Matthew Brady created a poster, focussing on their Student Mentoring Scheme. The poster was displayed during the conference. Congratulations to Emma, Claire and Matthew, and also to Director Carol Boothby and Senior Lecturer Adam Jackson who provided support.

Tribunal Visits

The Students from our welfare benefits firms visited the local office to sit in on Tribunals during December 2015. We extend our thanks to Martyn Harbetson at the Tribunal Service for arranging this.

Two student representatives also attended the Tribunal Users Group meetings. Thank you to Lynn Grievson for facilitating this.



Clinical Research

Association of Law Teachers' Annual Conference 2016: Promoting Collaboration

Northumbria Law School was proud to host the 51st Annual Conference of the Association of Law Teachers (ALT). Entitled Promoting Collaboration, this year's event ran from 20th to 22nd March 2016, and was a major highlight in the conference calendar for academics with an interest in legal education.

The conference included a series of high profile lectures, some of which were open to the public, discussions on submitted papers, and conference dinners held at The Baltic Centre for Contemporary Art and the Sage Gateshead. The conference was co-ordinated by members of the Legal Education and Professional Skills (LEAPS) Research Group (see below).

International Journal of Clinical Legal Education Conference/ Global Alliance for Justice Education Conference, 2015

The International Journal of Clinical Legal Education is an international peer-reviewed, open-access journal devoted to the innovative field of clinical legal education. The journal is edited and staffed at Northumbria University. During 22-28th July 2015, we held the 13th International Journal of Clinical Legal Education Conference, in conjunction with the 8th Worldwide Global Alliance for Justice Education Conference in Eskisehir, Turkey. The conference was attended by Dr Elaine Hall, Jonny Hall, Carol Boothby, Cath Sylvester, Rebecca Grimes, Paul McKeown, Elaine Campbell, and PhD students Rachel Dunn and Tribe Mkwebu who all gave papers, delivered workshops & seminars, and chaired streams.

This year's conference, held in conjunction with the Association of Canadian Clinical Legal Education (ACCLE), takes place 10-12 July 2016. We will report back on the conference in next year's report. In the meantime, you can follow conference events and news about the journal at the IJCLE twitter account @ijcle.

LEAPS: Legal Education and Professional Skills Research Group

The group is an inclusive collegiate group intended to provide support, promote and enhance legal education at Northumbria. The group acts as a focus point for research activity surrounding legal education and professional skills. For more information about LEAPS please visit www.northumbria.ac.uk/LEAPS.

Ed O'Brien Street Law & Legal Literacy International Best Practices Conference, South Africa April 2016

Solicitor tutor, Rebecca Grimes attended and presented at the above conference which took place at the School of Law, University of KwaZulu-Natal (UKZN), Durban in April 2016 with the support of Street Law South Africa. Prior to the conference was a three-day Ed O'Brien memorial safari at the Hluhluwe-Imfolozi game reserve where the white rhinoceros was saved from extinction.

The conference brought the ever-expanding international legal literacy scene to Durban in order to identify and share best practice from programmes and initiatives that promote and support a better understanding of rights and responsibilities under the law.

The untimely death of the Street Law co-founder, Ed O'Brien, in July 2015 gave the event even greater poignancy. The conference was not only a global sharing of experience but also an important reminder of how this movement began and of Ed's (and others') role in that process.

Delegates from over 25 countries were represented and interactive papers were presented looking at the design, delivery and evaluation of Street Law programmes worldwide.

Apart from the informative value of the 3-day conference the event is likely to have longer term impact. A book is to be published setting out models for Street Law/public legal education and practical guidance on the development of such programmes. A Street Law global network group has been set up for individuals involved in supporting public/community legal education programmes worldwide to link up. An international journal will also now follow to enable the sharing of ideas to continue into the future.

The legacy left by Ed O'Brien is profound and likely to have a lasting and positive effect.

Thanks are due to David McQuoid-Mason and his team at the University of KwaZulu Natal and Street Law South Africa for organising such an important event.



Human rights wall on a former prison in Durban

Events

Visit from Maxim Tomoszek, Palacky University, Olomouc, Czech Republic:

We were delighted to welcome Max back to Northumbria Law School during 8 -12th February 2016. As President of ENCLE and a leader in developing clinical education in the Czech Republic and across Europe, Max is a key partner in our work and there were a number of events and opportunities to collaborate with him during his week with us.

Rachel Dunn explores the development of legal skills in clinical learning across Europe:

LEAPS PhD student Rachel Dunn has just completed the European leg of her fieldwork in Poland and the Czech Republic, with successful trips to Lazarski University in Warsaw and Palacky University in Olomouc. Enormous thanks to our partners Ewelina Milan at Lazarski and Maxim Tomoszek and Veronika Tomoszkova at Palacky who, with their colleagues and students, have given their generous support to Rachel's research as well as acting as gracious hosts!

Conference papers and publications

LEAPS members have delivered a substantial number of conference papers, and published widely during the 2015-2016 academic year.

For a full list of papers and publications please visit www.northumbria.ac.uk/LEAPS

What our clients say about us

“ Thorough, professional, diligent, very approachable and considerate ”

“ Very competent and knowledgeable professionals who give impartial yet sympathetic guidance ”

“ Excellent service and very friendly. I had no worries about coming to my appointments as everyone was very nice ”

“ Very relaxed atmosphere, clear guidance and good communication ”

“ I could not be happier with the outcome nor can I fault the service ”

“ Well run – it’s great to have a free service available for start-up companies ”

“ I recommend the SLO to anyone requiring legal support. This is genuine support service that I regard as a ‘win-win’ situation both to the individual and the students ”



What our students say about us

“ I never imagined I would learn as much as I did, nor did I think I'd be given that much responsibility and trust to work so closely with clients. I would definitely say that the SLO has given me confidence and set me up perfectly to commence my training contract **”**

“ I thoroughly enjoyed my time in the SLO. I got to experience what it was like to handle my own case load and got to participate in outreach schemes. I gained many transferable skills and friends along the way and am thankful for the SLO providing me with these **”**

“ I've started a new job as a Customer Service Legal Claims Executive and my role includes writing witness statements. My supervisor has been really impressed with my legal writing which I can completely attribute to my time in the SLO **”**



Copies of this publication are available in alternative formats such as braille, large print, tape or disk. In the first instance please contact Karen Newton (Disabilities Adviser) for details.

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Northumbria University is the trading name of the University of Northumbria at Newcastle. 386430LB_08/16

northumbrialawschool.co.uk



Law School