



Queen Mary  
University of London

**Queen Mary  
Legal Advice Centre**  
Annual Report  
2021-2022

[lac.qmul.ac.uk](http://lac.qmul.ac.uk)

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# Welcome

As this academic year draws to an end, we want to take a moment to note how incredible it has been to be back operating in person both here at the Queen Mary Legal Advice Centre (QMLAC) and while undertaking our community work.



It has been wonderful to watch students develop and learn from interacting with each other, our volunteer lawyers and our community groups. It has been a year of transition where we have held onto the positive lessons learnt from the pandemic and appreciated all the aspects of our service that we can now get back to.

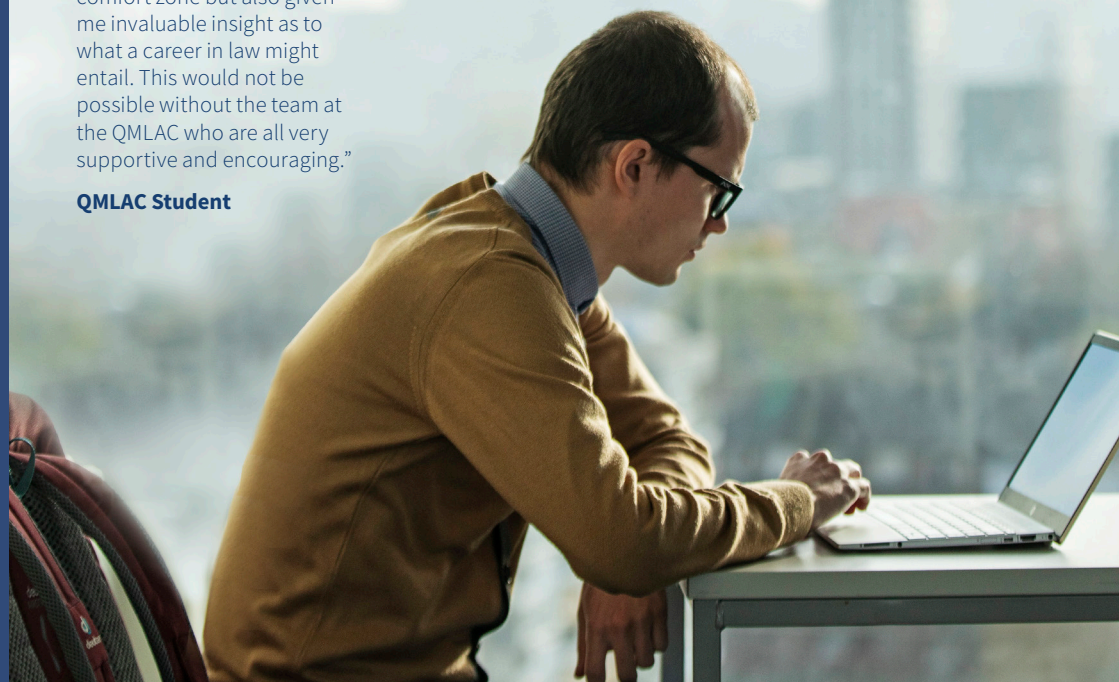
On our staff team we sadly said goodbye to Mary Abidakun and wish her all the best in her new role in private practice. We warmly welcome Herabans Kaur who joins us as the Client and Community Coordinator. Thank you to the Claire King Charitable Trust for their generous grant which part funds this post. We are also delighted to welcome Gbemisola Obolo who joins us as a Client and Student Administrator.

The QMLAC is an integral part of our Law School and wider University. In the past year our civic engagement work contributed to QMUL being the first University to be awarded the Platinum watermark for Public Engagement from the National Coordinating Centre for Public Engagement. The QMLAC was also incredibly honoured to be awarded first place in the prestigious 2022 MacJannet



Working with the Queen Mary Legal Advice Centre has been a truly rewarding experience. Undertaking client work has pushed me out of my comfort zone but also given me invaluable insight as to what a career in law might entail. This would not be possible without the team at the QMLAC who are all very supportive and encouraging.”

**QMLAC Student**



Prize for Global Citizenship. There is always more that we can do as a Centre, and the release of our QMLAC Strategy 2022-2027 recognises the vision that we and our collaborators have for the next 5 years.

As ever, we are enormously indebted to the partnerships and collaborations which enable the QMLAC to work. We hope this

report pays tribute to, and thanks all our clients, volunteer lawyers, community partners and students. Without the generosity of your time and trust, the QMLAC simply would not operate.

**Frances Ridout**

**Director of the QMLAC  
(Clinical Legal Education)**

# Statistics



You listened carefully to my needs. The dedication and support you offered within a week of asking for help is invaluable. You also informed me of how long things will take and met the deadlines, you set. Your service is a godsend.”

**QMLAC Client**



Queen Mary Legal Advice Centre shined a light in what had become a very dark situation dealing with an online transphobic stalker.”

**QMLAC Client**

**2047**

Client enquiries

**435**

Client appointments in our clinics

**240**

Supervisors came to the QMLAC to supervise students

Every Student Adviser attended a reflection session called Breakfast Club after their client appointment

The QMLAC has advised **4,047** client's since it started in 2006

**11**

Clients were represented in the First Tier Tribunal (Social Security and Child Support)

**£233,782**

Of disability related benefits were won (plus one blue badge)

**900**

School students participated in one of our SPITE for Schools workshops

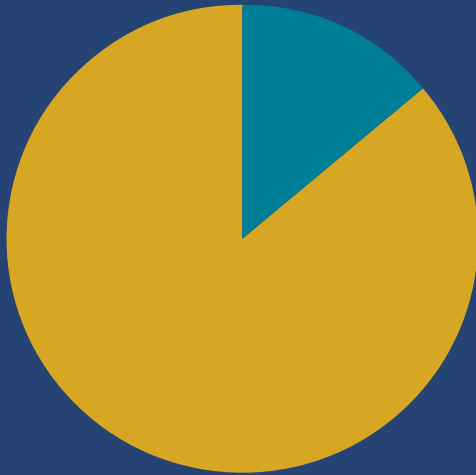
**112**

Year 5 students who participated in an I Am You workshop

**446**

Students engaged in a clinical legal education activity through the QMLAC

## Where do our clients live?



● London    ● Outside London



Your service has exceeded my expectations, you have taken the time to prioritise my deadline, seek to understand personal and practical issues affecting my day-to-day life and completed the Mandatory Consideration form accurately and in great detail. You even took on board my amendments and did this within hours. Team members also covered for another to make this happen. You have simply lifted my spirits and helped me see a way through this very difficult period of my life"

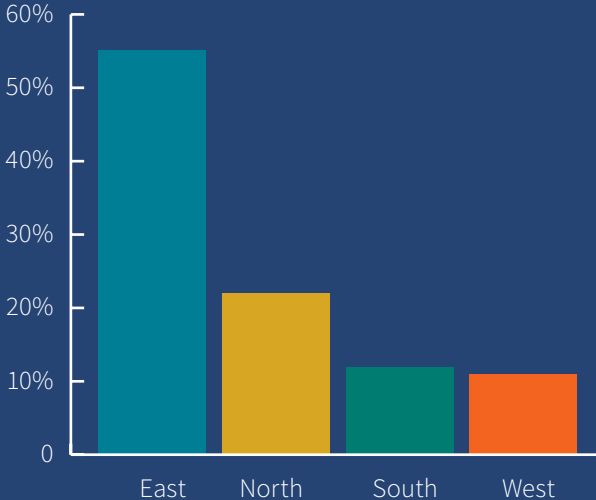
**QMLAC Client**



While studying during covid was not the easiest at times, the sense of community I felt working in the QMLAC was a definite highlight of my degree."

**Aldyen Taylor Krieger,  
QMLAC Student Adviser**

## Where in London do our clients live?



# Prizes



The QMLAC won first place in the prestigious 2022 MacJannet Prize for Global Citizenship.

The global association Talloires has over 400 universities, in 82 countries on 6 continents who all celebrate and commit to developing student leaders who are actively engaged with society. The MacJannet Prize for Global Citizenship, launched in 2009, recognises exemplary university student civic engagement programs around the world. It is a key element in the MacJannet Foundation's work to build a community of global citizens.



The Selection Committee admired the dedication of your staff and students for the program. They were particularly impressed with the program's focus on mutual benefits for both students and clients, natural progression in student leadership opportunities, vast reach and impact, strong community partnerships, and very well-documented quantitative evaluations to measure the impact of the program."



We were delighted that 3rd year Law Student Weronika Mazurowska won the 2021-2022 student prize for: Outstanding Contribution to the Queen Mary Legal Advice Centre. This Law Department award recognises her outstanding work on the Social Welfare Benefits Clinic as a Student Adviser this year. Congratulations to Weronika!

The Claire King and Helen Tarsh prize for improving legal education among young people this year was awarded by the Law Department to 2nd year Law student Yasmin Khalid Al-Hajdary who has consistently excelled on our SPITE for Schools project. Congratulations to Yasmin!

Although the QMLAC won the Collaborative Award for Teaching Excellence in 2020, we were not able to collect our award until March 2022! QMLAC staff and Deputy Dean for Education, Elizabeth Gillow, proudly collected the award in the Aerospace Museum in Bristol.





# News

## Domestic Abuse Form Filling Clinic Launches

### COURT NAV

This was the first year we ran the Domestic Abuse Form Filling Clinic which supports victims of domestic abuse to take the first steps in obtaining non-molestation and occupation orders. We work in conjunction with the Royal Courts of Justice Advice (RCJ Advice), and their award winning CourtNav system. Clients are offered a free one-hour appointment where they are supported by trained Student Advisers to input the relevant information into the CourtNav form. The answers provided then generate and fill out the relevant form and the supporting statement for applications. After the appointment the forms are checked by a qualified legal adviser. If a client either does not qualify for legal aid or cannot pay to have

the assistance of a local law firm; RCJ Advice will explain next steps and support them with documentation to allow them to be a litigant in person.

In February 2022 our QMLAC Projects Coordinator Meghan Mizen spoke at the LawWorks Info Exchange on Domestic Abuse. She shared information and best practice on our new collaborative clinic with Royal Courts of Justice Advice and use of the legal tech software Court Nav.

“ A very thorough service, has cleared up a lot of difficult questions and given me vital legal knowledge and confidence to take the next steps in my case.”

**QMLAC Client**

## SPITE for Schools and I Am You projects back in-person



“ Please could you pass on thanks to all the workshop facilitators for taking the time to put together such excellent presentations. Although all 3 of them were different in style, they were all perfect for our students and very engaging. I'm sure they put in a lot of time and effort to make them so professional and I wanted to let them know that we really appreciated all of that.”

**School who received a SPITE for Schools Workshop**



Our Street Law projects; SPITE for Schools and I Am You were back into schools for face to face workshops. It was fantastic to be back out in our local community facilitating interesting discussions and meeting our wonderful local school students.

“ Excellent workshop with appropriate and engaging activities. The case studies were very good and just right to help our students think through the law surrounding image based sexual abuse”

**School feedback from SPITE for Schools Project**

# Prisoner Property Project

Our Prisoner Property Project also resumed at HMP Huntercombe with students providing valuable advice on property which is lost in the prison system or unlawfully retained by the police.

“ The team have a lovely human approach where they are prepared to come all the way out to HMP Huntercombe to meet with clients in person. They are very friendly, supportive and reassuring professionals. It makes me feel valued that this team is prepared to come and see me in person to help me solve my problem.”

**Client from HMP Huntercombe**



“ It is very rewarding to see the Peer Adviser prisoners engage in our workshops, asking questions, and wanting to learn so that they can help others. The project has been the most rewarding and hands-on pro-bono experience I have had so far as an Undergraduate. I have truly felt like my work has been meaningful and has made a difference in people’s lives”

**Student Volunteer on the Prisoner Property Project**

The toolkits that students on the Prisoner Property Project made last year have now been translated into French. Demand has been such that copies in both English and French have had additional print runs and been posted to prisons around the country.

“ At HMP Manchester we were really impressed when we received copies of **“How to reclaim lost property from a prison or police station”**, a toolkit designed and produced by the Queen Mary School of Law, University of London. HMP Manchester has been trying to tackle issues surrounding local prisoner property management, and this toolkit not only offers an easy to understand guide for prisoners, but also a really useful reminder to staff on how we should be managing prisoner property and what we should do when we make errors. The whole document is well designed and really simple to understand, pulling together all information relevant to prisoners experiencing property issues with police and prisons.”

**HMP Manchester**



Scan to download digital copies in both languages from our website

# The Online Safety Bill Policy Clinic



## Parliamentary Bills

This academic year students from QMLAC and lawyers from Mishcon de Reya have worked on a Policy Clinic around the hotly debated Online Safety Bill. The aim of this policy clinic was to use our knowledge and expertise from our SPITE project (focused on image based sexual abuse)

to feed into the discussion and debate centering around this pivotal piece of legislation and as it goes through Parliament. Students initially worked to dissect the intricacies of the bill, which then allowed Mishcon de Reya and the QMLAC to publish articles reviewing the bill from the perspective of the victims of image based sexual abuse.

Data from the SPITE project was then used to feed into written submissions by QMLAC and Mishcon de Reya to the Parliamentary Public Bill



Our initial report from February 2022



A further report produced in April 2022, following a re-draft of the bill

# Refurbished QMLAC Space



We started the new academic year with a re-working and refurbishment of our space for staff and students. This doubled our student workspace, adding two additional client appointment rooms and improving our client waiting area. Our student cohort had the chance to vote on inspirational quotes which now embellish the walls.



We want to thank the Queen Mary Legal Advice Centre from the bottom of our hearts for your support and hard work during the case. The outcome has been really important for us and we are endlessly grateful.”

**QMLAC Client**

# Environmental Law Foundation

Our QMLAC Environmental Law Foundation Clinic kicked off this academic year advising clients on a range of legal issues in this complex and hugely important area of law. An individual or group seeking legal advice are welcome to contact the Centre to see if we can help. The environmental law matters that we covered this year included noise issues, pollution, land use, air quality, chemicals, transport, waste.



Supervising at the centre is varied and interesting; the students who take the lead, are hard-working, and enthusiastic. The advice evenings have an authentic, community vibe and sessions often feel much more closely connected to the client and their issues than professional practice can. The centre is tightly run and well-supported.”

**Volunteer Supervising Lawyer on the Family Law Clinic**

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## QMLAC Strategy 2022-2027



We launched our 5 year QMLAC Strategy in June. The strategy sets out a series of ambitious goals designed to keep QMLAC at the forefront of clinical legal education and the provision of pro bono services. Hard copies are available at the QMLAC and digital copies are available here:



I have already been recommending this service to others as the standard of the service was really high. The level of professionalism displayed was exemplary and the letter we received was written to a high standard as well.”

**QMLAC Client**



QMLAC Strategy  
2022-2027

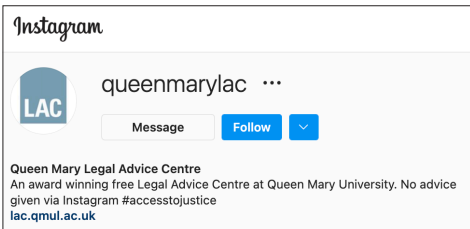


In summer 2021, following England's Black players being subjected to horrific racial abuse after defeat in the final of Euro 2020, the QMLAC Staff Team and lawyers from Mishcon de Reya published an article considering ending anonymity on social media. You can read a full version of the article here:



Scan to read 'Has the Time Come to End Anonymity on Social Media?'

## New QMLAC Instagram Account



The QMLAC has launched an Instagram account (@queenmarylac)! News from the Centre is now available on Twitter (@qmlac), Facebook and LinkedIn.



Despite being nervous about my appointment, the Student Adviser handled my matter sensitively, professionally and made me feel immediately at ease. I found the advice invaluable, and it was set out clearly in layman's terms."

**QMLAC Client**



Scan to read 'Has the Time Come to End Anonymity on Social Media?'

# Events

## Plea in Mitigation Competition



“ The competition has been the greatest experience of my first year and I only hope that many other students choose to participate in the future.”

**James Donkin, Winner of the Plea in Mitigation Competition**

Over 30 students participated in this years Queen Mary Plea in Mitigation Competition run by the Queen Mary Legal Advice Centre. Students learnt about this unique form of advocacy and participated in multiple knock-out rounds. The final was held at the Central London County Courts in front of HHJ Simon Freeland QC and HHJ Heather Baucher where first year Law student James Donkin won. Well done to all who took part and thank you to our wonderful judges in all rounds of the competition.



## Panel Discussion on The Promise and Perils of Algorithms in Public Administration

The event, held on 3rd February 2022, considered the way in which Artificial Intelligence is increasingly shaping the way we are governed. In particular, how these systems rely on the analysis of large amounts of personal data (and the potential (un)conscious preferences, prejudices, and priorities of the people that build them) to infer correlations and impact decision making, particularly in the context of immigration and access to social welfare.



“ The quality of advice I received exceeded my expectations. It was formulated throughout with utmost clarity and addressed all issues comprehensively. In expanding on my questions, it presented me with important insights, and equipped me to better understand my case. Many thanks!”

**QMLAC Client**

# Student Law Clinics Global Day of Action for Climate Change



On Wednesday 17th November 2021 the QMLAC marked this important global day and which is recognised by student Law clinics around the globe. The theme for 2021 was plastic and the problem of plastic pollution. QMLAC students undertook a litter pick in Mile End park and held conversations with members of the community about what are the laws on plastic pollution and what steps they can take to reduce single use plastics. QMLAC staff and students undertook a litter pick in Mile End park and held conversations with members of the community

about the laws on plastic pollution and what steps they can take to reduce single use plastics. In two hours, Queen Mary students and staff collected six bags of litter with a significant amount of plastic waste. For the second part of the day, the student group worked together using the litter collected, along with other creative tools to create a banner with the word 'CHANGE'. Each letter incorporated facts, figures, tips to encourage individuals, organisations and officials to take action now to tackle plastic pollution.



Superb service and professional team who dealt with my matter sensitively and respectfully. I would highly recommend QMLAC to anyone needing legal advice”.

**QMLAC Client**



[in my graduate role] I've been tasked with drafting advice for clients. In this regard, I can't stress how well the whole LAC experience has prepared me for this. The partner running the team seems to trust me when it comes to drafting advice - I'm sure my experience at the LAC must've contributed to this! All thanks to the LAC team.”

**Dominic Wan-Ee Lee, QMLAC Alumni**

# Future Leaders Programme



In Partnership With:

MAYOR OF LONDON



This year the QMLAC continued its collaboration with the Future Leaders Programme hosting two evening workshops for our Future Leaders. The collaboration was expanded this year to include QMUL students, mentoring sixth form students and also attending joint work experience placements together. Thank you to Faheem Kham, Halima Shakoor, Judge Bruce and Prof. Alan Dignam.



Today I had my barrister shadowing. It was very insightful and enjoyable. I really appreciate the opportunity!”

**QMUL Student Mentor on the Future Leaders Programme**



# QMLAC Celebration

On the 14th June 2022 we held a QMLAC Celebration event with a key note speech from Patron Sir Robin Knowles QC. The event marked the fantastic collaboration of all involved in the Centre and welcomed our community partners, volunteers, students and alumni. We were able to recognise three individuals who have given an outstanding contribution to the Centre for a significant period of time. A QMLAC Fellowship was awarded to two of our longest serving Supervisors Maria Patsalos (Mishcon de Reya) and Simon Lim (Bross Bennett), and to Nerys Evans, the Department of Law’s previous Manager who has championed the work of the QMLAC for over 16 years. Many congratulations and thank you to our Fellows.



We also launched our QMLAC Strategy 2022-2027 at the celebration. Hard copies available at the Centre or digital copies [here](#):



Excellent advice and very knowledgeable guidance.”

**QMLAC Client**



# Festival of Communities

On 11th June 2022 the QMLAC ran an I Am You Craft Stall at the QM Festival of Communities in Stepney Green Park. Inspired by the I Am You Project, children and families were encouraged to consider the principles and protected characteristics of the Equality Act 2010 and

to use crafts to make posters about their own identity and what made them special. The QMLAC team of students and staff spoke to our young visitors about what communities they belonged to and how diversity and inclusion can be promoted.



# Pathways to Law students



It was wonderful to hold a workshop for our QMUL Pathways to Law students. We played 'should it be a crime' and looked at criminal sentencing. They came up with some wonderful definitions for what a crime is.



The LAC has really been an incredible opportunity that only further motivated me to pursue work in social justice/ human rights initiatives and gave me the tools needed for such a career. It is initiatives like the QMLAC that make us law students excited to learn law and that help us grow as people and professionals.”

**Alumni Student Adviser at the QMLAC**

# Thank you

Adam Mackinnon	Andrew Jones	Charlotte Sanberg	Dirghayu Patel
Adam Merrick	Andrew Turnbull	Chloe Chatton	Dr Joe Tomlinson
addi Cheng	Anish Patel	Chloe Szczerbiak	Ed Adase
Afua Kudom	Anna Metdjar	Chris Parrot	Edward Imrie
Alex Lowry	Anne Kearns	Christian Ayerst	Edward Machin
Alex Addington	Annie Leonard	Christopher Parsons	Eilidh Brown
Alex Barker	Antonio Suarez	Christopher Poole	Eleanor Howse
Alex Dehn	Ariel Wiebe	Cian Murphy	Elena Jarmoskaite
Alex Pierce	Audrey Morgan	Cian O'Connor	Elissa Dacosta
Alex Shattock	Aura Rancovaite	Ciar McAndrew	Waldman
Alexander Laing	Barry O'Leary	Claire Butler	Eliza Jones
Alexander Roy	Becca Jones	Claire Hall	Ella Raeburn
Alexandra Agnew	Benedict Beltrami	Connor Johnston	Ellen Allde
Alexandra Whiston	Benjamin Burrows	Conor Shevlin	Ellie Sutherland
Dew	Caitlin Ferris	Dami Ewedemi	Ellie Richie
Alfie Crammer	Cameron Storah	Dan Bryan	Elsa Glauert
Alfred Perkins	Caroline Bullen	Dan Fielding	Emily Clarke
Ali Queisi	Carolyn Ward-	Dan Pront	Emily Wright
Alice McCarthy	Sinclair	Daniel Shapland	Emma Sydenham
Alice Trotter	Caspian Heeler	Daniele Pinto	Emma Varty
Alicia Chantrey	Catherine Casazza	Danile Foley	Emma Montlake
Amanda Bewley	Catherine Maguire	David Wylde	Emma Clark
Andrea De Biase	Celia Marr	David Cummings	Emmanuel Nibo
Andrea Jenaro	Celia Hill	David Greenhalgh	Erin Smart
Andrew Barton	Celine Collis	David Kanter	Erin Vandzura

Faheem Khan	Harry Eccles-	James Piotrowski	Kate Clark
Faye Woollard	Williams	Jamie Forbes	Kate Salter
Felicity Yule	Harun Matin	Jamie Fryer	Katelyn Gottschling
Filton Pavier	Heidi Paget Brown	Jenna Oppong	Katherine Casserly
Frances Trevena	Helen Foot	Jennifer Walters	Katherine Goatly
Francois Feuillat	Helena De Sousa	Jenny Hindley	Katherine Pymont
Gaenor Bruce	HHJ Heather	Jeremy Tobias Tarsh	Katherine Raw-Rees
Gareth Rhys	Baucher	Jessica Francois-	Katherine Varney
Gemma Adams	HHJ Sarah	Davis	Katia
George Pissarro	Cove	Jessica Good	Vandenbroucke
George Symonds	HHJ Simon	Jessica Trelvellick	Katie Hughes
George Viopoulos	Freeland QC	Jessie Bridgett	Katja Hirschrodt
Georgia Dalton-	Ifeoma Nwabude	Jo Henley	Kavita Mehta
Stone	Isabella Higgins	Jo Grist	Kayleigh Long
Georgina Jenkins	Jack Fox	Joanna Lawson	Khaled Hussain-
Geriant Biggs	Jack Harrison	Johanna Hess	Dupre
Giles Bain	Jai Patel	Jonathan Andrews	Kiran Channa
Grace Walton	Jamal Moursy	Jonathan Clan	Kirstie Imber
Gregg Burrough	James Watson	Jonathan Kohler	Krishma Sangani
Habibah Aloe	James Stammers	Joseph Hilditch	Kyri Lefteri
Halima Shakhoor	James Garside	Joshua Edwards	Laura Phillips
Hannah Gomersall	James Stockman	Julia	Laura Harrington
Hannah Kong	James Watson	Iarmukhametova	Lauren Stone
Hannah Ring	James Alao	K Salter	Lelde Libeka
Harkiran Hothi	James Taylor	Kabir Hosein	Leya Beidas

Liah Roberts	Maria Patsalos	Natasha Grande	Rebeka Mrzlikar
Liam Petch	Marina Sergides	Nath Gbipki	Richard Claughton
Liana Wood	Martha Averley	Nerissa Hatcher	Richard Grimes
Liberty Bridge	Mary Osofisan	Nerys Evans	Roaxana Burghel
Lily Davies	Mary Abidakun	Noah Benjamin	Rob Lewis
Linzi McDonald	Mary Westcott	Stewart-Ornstein	Robert D’Souza
Lisa Williams	Masuma Khalique	Nora Ling	Robert Wilkinson
Lisa Meller	Matt Harnett	Oli Tilbrook	Rod Edmunds
Lisa Robertson	Matthew Shaw	Olivia Kirkbride	Rosa Alexander
Liza Barrett	Matthew Siddaway	Olivia Berry	Rosemary Rollason
Lorena Gomez	Matthew Burman	Pasha Ramphal	Ross Grant
Sutherland	Max Nicolaidis	Philip Salvesen	Saba Tavakoli
Louis Muncey	Maya Grantham	Phillipa Jenkins	Sacha Sokhi
Louise Fisk	Mia Harrison	Phoebe Alexander	Sally Powell
Louise Thawley	Michael Skrein	Priyanka Mrjaria	Salma Butt
Lowri Rutter	Michaela Smyth	Prof. Alan Dignam	Sam O’Flaherty
Lucie Betts	Mike Thorne	QC	Sameera
Lucy Isaac	Mikhail Popov	Prof. David Whyte	Abdulrehman
Lucy Humphreys	Miryam Boston	Prof. Nigel Spencer	Samuel Prout
Luisa Braig	Molly Jawange	Prof. Seán	Samuel Welsh
Luke Gittos	Molly Kiely	McConville	Samuel Wilson
Luke Norton	Morgan Reardon	QMLAC Centre	Sarah Branson
Luncinda Hawthorne	Nadia Macci	for Public	Sarah Heath
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Mali Rickards	Natalie Ahmed	Raisa Saley	Scott Wallace
Margaret Dunning	Natalie Flynn	Ramanjit Kang	Sean Jamieson
Maria Dixon	Natalie Matranga	Reanne Anthony	Sean O’Beirne
Maria Newsome	Natasha Brown	Rebecca Sears	Shafagh Daneshfar

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