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LSBU



Legal Advice Clinic

September 2020

Our drop-in sessions are suspended due to social distancing measures. We are giving advice via online video meetings from 22 September to 11 December 2020.

The Legal Advice Clinic is a **free public advice service** staffed by LSBU law students working under the supervision of practising solicitors.

Can I appeal a decision about my benefit?

Do I have grounds for divorce?

My landlord won't return my deposit.

Does my employer have to give me a reference?

We provide

- Basic information on any topic.
- **Generalist advice in any social welfare law matters** including family, housing, employment, welfare rights and consumer (but not immigration).
- **Specialist legal advice in family and housing** by appointment at Thursday evening sessions (accessible via an initial assessment at our daytime advice sessions).

How to access our service

We provide online advice sessions on a first-come-first-served basis on Tuesdays, Wednesdays and Fridays. Please note that we offer a generalist one-off advice service only. We cannot provide specialist advice in these daytime sessions, represent you in court proceedings, complete forms for you or write letters on your behalf. We can only give advice to clients who have arranged an online advice appointment. We are not able to advise by email or at any other times outside of our advice sessions.

Please telephone 020 7815 5450 at the following times if you wish to access an appointment:

- Tuesday: 10am until 10.30am for an appointment the same morning from 10:30am to 12pm.
- Wednesday: 10am until 10.30am for an appointment the same morning from 10:30am to 12pm and then 3pm to 3.30pm for an appointment the same afternoon from 3:30pm to 5:00pm.
- Friday: 10am until 10.30am for an appointment the same morning from 10:30am to 12pm.

Please note that the phone lines may be busy when you call and your call may be placed in a queue. The phone lines will not be answered outside of these times or once the session is full. After we have taken some details from you over the phone, if your matter is one which falls within the subjects we can offer generalist advice on, we will then arrange your online advice session for the advice session the same day. Appointments cannot be made for the following day.

Online advice session – how it works

If we can offer you an online advice session that day, we will provide you with a weblink to access your advice session online via Microsoft Teams. You will need a smart phone, laptop or computer to do this. You do not need to have installed Microsoft Teams to access the meeting, but you will need internet access and a private, quiet space so we can communicate effectively during the meeting.

You will need to be available throughout the advice session. The interview is in two parts. We normally spend around half an hour taking details from you at the start of the online meeting. We then carry out research before meeting with you again online to give you our advice. Our research usually takes at least half an hour and you do not need to be online during this time. You will be sent a second link to continue your online advice session with us during the same session and during this second part of the interview, we will give you our advice.

During the online meetings, you will see two student volunteers, supervised by a qualified solicitor or experienced lawyer. A trainee supervisor may shadow the session with your permission.

If you need further help, especially if you need specialist help, we will try to signpost you to other organisations who provide specialist advice.

The Clinic is open term time only as set out below:

LSBU Legal Advice Clinic 2020 to 2021

Autumn: Tuesday 22 September 2020 – Friday 11 December 2020

Winter: Tuesday 26 January 2021 – Friday 26 March 2021

Spring: Tuesday 20 April 2021 – Wednesday 7 May 2021

London South Bank University

Legal Advice Clinic

Clarence Centre for Enterprise and Innovation,

1 St George's Circus, London SE1 OAP

020 7815 5450 / legaladvice@lsbu.ac.uk

www.lsbu.ac.uk/legaladviceclinic

For more leaflets please email legaladvice@lsbu.ac.uk