

LSA

Legal Services Agency

Doing the Right Thing,  
the Right Way

Annual P/Review  
2011—2013

A Human Rights NGO, tackling the unmet  
legal needs of those in disadvantage.  
[www.lsa.org.uk](http://www.lsa.org.uk)

# Legal Services Agency Annual P/Review

## *Introduction*

LSA aims, in tackling the unmet legal needs of people in disadvantage, to fight for our clients' human rights.

This ethic is based on a number of strands. Scots common law was much influenced by biblical studies: for instance the injunction to "justice, justice shall thou pursue". International agreements have developed strongly since the war: the foundation of these, of course, is the Universal Declaration of Human Rights agreed by the United Nations in 1948. Its core is the inviolable right to human dignity for all.

LSA pursues these principles in our sector by supplying expert legal services: particularly to those with mental ill health or dementia, people who are facing homelessness or actually homeless, those victimised by a crime of violence or people who have a significant social welfare law problem. We also advise and represent women and children with an unsettled immigration/asylum position who have suffered gender or child based persecution whether in the UK or their country of origin. This includes trafficking victims.

A recent development to the scope of our work is the Young Persons' Project: funded by the Paul Hamlyn Foundation, it supplies advice and representation to young people, up to the age of 25, anywhere in Scotland who are from abroad. We see a human rights ethic as requiring social justice in general and in particular that children should not suffer because of mistakes or the disadvantage of their parents. We take seriously the international obligation to ensure that the best interests

of children should be the primary consideration in all matters relating to them. In order to achieve all these objectives, we provide advice and representation through all the relevant Courts and Tribunals.

After over sixty years since the European Convention on Human Rights, over twelve years since the Human Rights Act and thirteen years since the signing of the Charter of Fundamental Rights of the European Union, it is worthwhile reasserting our founding ideals. The Human Rights ethic means that no one should be left out of civil society, that everyone should have a voice, and that where key fundamental rights are in dispute, skilled legal advice and representation, funded if need be through the state, may be necessary. LSA thinks those legal services should be on a par with those obtained by clients who have the good fortune to be able to afford to pay for them.

Democratic ideals and the rule of law mean that not only should those at risk of exclusion have the ability to assert their fundamental rights, but also that they and their advisors should have access to knowledge of the law. There is no point in having rights if you don't know about them. Information is key: this we provide by seminars, books and publications which are available in a variety of media.

In a recent initiative we are completely overhauling our website with a new section linked to regular news bulletins going out through our own email network as well as that of GAIN organisations.

# Legal advice and representation in all

LSA is committed to assisting all in participating in life in the community and having a decent existence. This includes older people, clients with dementia, those with disabilities, children or those with mental health difficulties for example. We are committed to helping all, particularly the most vulnerable, for instance children and young people, in obtaining safety and international protection here in Scotland should this be necessary. All these rights are enshrined, particularly, in the Charter of Fundamental Rights of the EU, other international agreements and also Scots law.

Defended evictions, mental health procedures or disputed rights to international protection, such as asylum, can be highly adversarial and require detailed written or verbal advocacy. We aim to provide services entailing a very high level of complexity if necessary. In order to do so a high level of research and legal skills are required.

We have been carrying out our work for 23 years and we aim to continue to do so. Accordingly, whilst this is a review of financial year 2011-2012 it is also a preview of our work for 2013. We will continue our work with the support of our community, funders, members and partner organisations and the input of doctors, psychiatrists, architects and counsel, for instance in casework, the participation of speakers and delegates at our seminars and conferences, as well as the vision and hard work of our staff, advisory committees and monitoring officers. The Board of Directors of Legal Services Agency thanks them all.

## ***About LSA's Mental Health Legal Representation Projects:***

LSA has two Mental Health Legal Representation Projects: one based in Fleming House, Glasgow serving the former Strathclyde area (MHLRP (S)). The other Project serves Edinburgh and the Lothians and is located at Princes House at the West End of Princes Street, Edinburgh (MHLRP (E & L)).

The Projects employ eight solicitors and one paralegal with extensive experience of all aspects of mental health, dementia and incapacity law plus support staff. A key theme of the Project is to provide an holistic service to its clients and, accordingly, whilst specialising in mental health, dementia and incapacity law other areas of general practice are undertaken.

The Projects primarily concentrate on litigation but also undertake a wide range of "chamber work", including looking after the finances of clients who are unable to do so themselves.

The bulk of the work includes detention cases, Welfare and Financial Guardianship, children's matters and a wide range of litigation. Continuing Powers of Attorney are undertaken. Visits to home, hospital, prison or residential establishments are undertaken where appropriate.

Access is by telephoning for an appointment.

Talks, seminars and publications are undertaken.



### ***About LSA's Housing and General Court Department***

The Department's vision is "no more homelessness". It undertakes a wide range of work (including employment rights and general social welfare law) but particularly undertaking defended landlord and tenant evictions, defended mortgage repossession and homelessness cases. The Department's services are delivered through appointments or drop-ins at Fleming House, Glasgow, Inverclyde Housing Rights Project, Greenock and in LSA's shared office (with Glasgow Central CAB) at North Glasgow Advice Centre in Royston, Glasgow. The Department also undertakes in-court advice and representation at Glasgow Sheriff Court, eviction and mortgage repossession courts

# **courts and tribunals for clients with**

### ***Changes and Development***

After 23 years LSA is used to change and development. We have always managed this within our core values and skills..

Over the last few years a major change for us has been the switch from grant funding from Glasgow City Council to a contractual arrangement which was originally through umbrella bodies associated with the then five Social Work areas. With the reduction in the number of Social Work areas to three, so too the umbrella arrangements for the provision of services have changed.

LSA now supplies advice, information and preventing homelessness services for Glasgow Advice Services (North West Glasgow and Citywide) and Glasgow Advice Agency (North East Glasgow).

Whilst in many ways these changes have been challenging, LSA is very relieved that not only were the contracts successfully awarded but we have secure funding for three years. Glasgow City Council's commitment in that regard is most appreciated. The funding supports our work through North Glasgow Advice Centre (Royston), in part the in-court advice and representation service we provide for tenants and home owners at Glasgow Sheriff Court, as well as a large number of drop-ins and appointments provided at Fleming House, Glasgow.

Along with these new arrangements have gone a new set of performance indicators. All these show that we put our values into practice by undertaking a high volume of work: no-one should be left out. For instance, in the first quarter of financial year 2012-2013, LSA exceeded its targets for these contracts by 70%. We exceeded our targets for more complex cases by 10%. The number of cases we are "picking up" at Court in order to prevent homelessness would suggest that we may exceed our targets for the current financial year by a significant margin (350 clients rather than 250).

We don't just do volume however. A highlight of the beginning of 2012 was receipt of our Scottish Legal Aid Board/The Law Society of Scotland quality review which was based on an exhaustive independent study of a very large number of our files. LSA passed this with flying colours. We are doing the right thing the right way!

All this checking and monitoring is important. But we aim to "target our values more than we value our targets". Our values and our effectiveness, are the beginning and end of our work.

### ***What are LSA's Values?***

LSA brings together a number of traditions. We are a voluntary organisation (a member of SCVO). Not part of the state: not a slave to the market. We aim to be an example, along with thousands of other organisations, of the social solidarity which typifies our sector. As a voluntary organisation we are conscious that our clients, not the organisation and not the bottom line, come first. We are a social economy organisation and aim to trade in a variety of "markets" without departing from our other values.

For example, we now operate in terms of a number of major contracts for Glasgow and Inverclyde Councils. Keeping your vision in a marketised environment can be a challenge! We have brought our ethos to those new arrangements. For instance, we continue to share our skills and knowledge. We gain from that: recently, for instance, Senior and Junior Counsel gave highly detailed and expert opinions on a range of complex Criminal Injuries Compensation issues of relevance to our campaign against cuts. They made no charge. Our Seminars and education events (around 3-4 per week) are self-supporting (with a lot of much appreciated input from our speakers). We are one of the highest "earners" of Civil Legal Aid in Scotland. Our Seminar and Legal Aid income goes straight to supporting our work and without it our services would be impoverished.

We follow to the best traditions of the Scottish legal profession: the advocacy of the best interests of our clients, independently, without fear or favour. As professionals we respect the knowledge and skills of colleagues in all sectors and aim to maximise the sharing that can come from this. As lawyers we know what we have to offer: detailed research skills, the marshalling of large volumes of information, assertive written and verbal advocacy in all relevant Courts and Tribunals and, of course, years of experience.

Generally our objectives for clients mean winning. We have excellent case outcomes: for instance our Women and Young Persons' Department's success rate with initial asylum applications considerably exceeds national averages. In most of our preventing homelessness cases we keep a family in their home. However, sometimes, our objectives mean simply making sure that our client's side of the story is heard. Telling the story from a clients' point of view. Sometimes uncomfortable, always necessary. LSA is also a campaigning and education organisation. We aim to reflect back our knowledge and experience and to make things generally better even if this means the need for this aspect of our work changes. We are happy, through publications and education, to act as "guide from the side" and not necessarily as a "sage on the stage". For instance, with support from The Scottish Government, we have recently distributed very large numbers of our unique new leaflet on mortgage arrears. We are drafting new leaflets on homelessness and rent arrears.

LSA started out mindful of the founding principles of the European Convention on Human Rights to the effect that it is a precondition of peace that fundamental rights are protected. We aim to work with everybody who shares these aims even if they come from a wide range of traditions. As Ian Paisley (possibly apocryphally) is quoted to have said, in discussing the need for everyone to put old baggage aside: "If I can do it anyone can".

# mental health issues, or dementia, or threatened

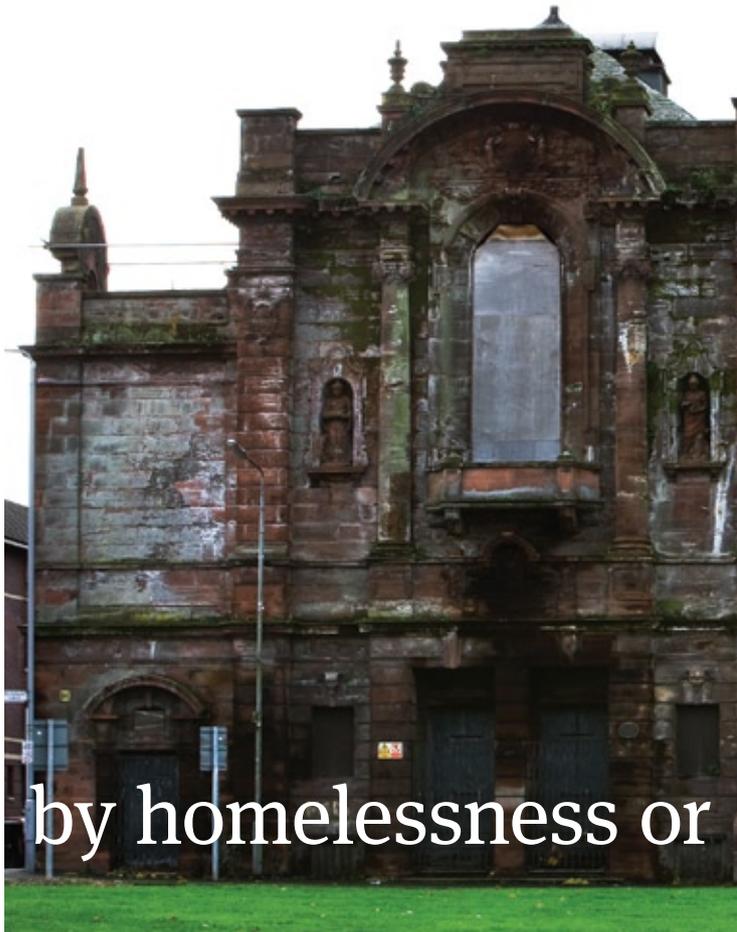
## *Campaigning and Innovation*

LSA started as an innovator and aims to continue to do so. We have campaigned for, developed or propagated new remedies in the past (reasonableness defence in eviction cases, the Mortgage Rights Act, domestic abuse claims in Criminal Injuries Compensation Applications and provision of specialised legal advice for victims of trafficking and children asylum seekers). More recently we have worked with a range of partners in taking up a number of issues, including the need for Pre-Action Requirements in mortgage cases and, now, defended rent arrears case.

With volunteers (including two European interns) LSA worked with a number of Unions and voluntary organisations to make very detailed submissions to the Government concerning their proposed major changes to the Criminal Injuries Compensation Scheme. Some of those points were taken on board. As the Scheme went through its parliamentary process we worked with members of the House of Lords and thereafter the House of Commons to indicate our deep concern about the seriously adverse effect some of the other proposed changes would have.

We were astonished when, after debate in the relevant Committee, the Government withdrew the new Scheme in its entirety leaving the 2008 Scheme intact. Whilst the Government may well reintroduce the





proposed cuts in the near future (and we are campaigning against that) this must be regarded as a major victory and one which was due, we believe, to a very effective marrying of a range of expertise (legal and lobbying) as well as a great partnership particularly with a number of Unions including U.S.D.A.W.

As the demand for legal services have changed so has the format of our work. From Fleming House, Glasgow, for instance, we now have either generalist or specialist drop-ins every day of the week. This includes drop ins for refugee, migrant and asylum seeking women, children and young people. We also provide a drop-in for rough sleepers as well as an holistic drop-in on Thursdays evenings supplied along with Glasgow (Central) CAB. We also now have a number of specialist advice lines: including human rights and asylum and mental health. All staff provide initial advice including signposting and our telephones are open 9:00 am to 5:00 pm with no break for lunch. All these arrangements of course accompany the continuation of our in-court advice desks with linked representation for tenants and home owners as well as standard appointments by phone.

All of this went along with a change on the part of Glasgow Sheriff Court switching the eviction court from Tuesdays to Wednesdays which meant that all drop-ins required to be changed. The opportunity has been taken to revamp all of our publicity material and a major relaunch of our services takes place in Autumn 2012.

We are already very busy but we think that everyone, particularly people in isolation or new to Glasgow or who have encountered new problems need to know about our services.

LSA Legal Services Agency  
Doing the Right Thing,  
the Right Way.

## Preventing Homelessness

Defended Eviction and Defended Mortgage Repossession: free advice and representation for tenants and homeowners in Glasgow

At Glasgow Sheriff Court or LSA's offices  
Tel: 0141 353 3354  
Freephone: 0800 316 8450  
www.lsa.org.uk



LSA Legal Services Agency  
Doing the Right Thing,  
the Right Way.



## NORTH GLASGOW ADVICE CENTRE (NGAC)

A Joint Legal Services Agency  
and Glasgow Central CAB Project

North Glasgow Advice Centre  
1288 Sauchiehall Road  
Glasgow G2 3JY

Tel: 0141 776 7600  
Fax: 0141 776 7676  
Email: north@lsa.org.uk  
www.northngac.org.uk

Legal Services Agency (LSA) - Charities No. SC017122  
Glasgow Central Citizens Advice Bureau (CAB) - Charities No. SC000130

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## Inverclyde Housing Rights Project

Help to prevent homelessness for  
everyone in Inverclyde

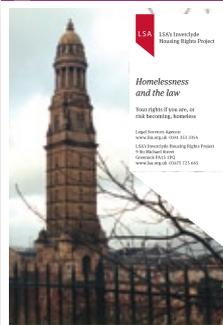
Tel: 01475 725665  
www.lsa.org.uk  
Our vision: no more homelessness

LSA LSA's Inverclyde  
Housing Rights Project

### Homelessness and the Law

Your rights if you are, or  
are becoming, homeless

Legal Services Agency  
www.lsa.org.uk  
LSA's Inverclyde Housing Rights Project  
The Inverclyde  
Councils PA1 1 2R  
www.inverclyde.gov.uk/121468



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## Tackling unmet legal needs

Preventing Eviction and  
Mortgage Repossession.  
Tackling Homelessness.  
Mental Health and Incapacity Rights.  
Employment Law.  
Criminal Injuries Compensation.  
Rights for Refugee and Asylum Seeking Women,  
Young People and Children  
Representation for Migrant Women, Young  
People and Children in Scotland

Tel: 0141 353 3354  
Freephone: 0800 316 8450  
www.lsa.org.uk



LSA Legal Services Agency  
Glasgow's National  
Law Centre

### Mortgage Repossession: The New Law

A guide to homeowners and their  
advice on mortgage repossession  
through the Sheriff Court for Adults  
Disability Advice.

Published by  
Legal Services Agency  
www.lsa.org.uk  
May 2015



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the Right Way.

## Your rights: legal advice to protect refugee, asylum- seeking and migrant women who have experienced violence and abuse

The LSA Women's Project provides legal services to protect women and children in Scotland who have experienced partner's immigration position and have experienced violence and abuse.

Tel: 0141 353 3354 Freephone: 0800 316 8450 www.lsa.org.uk

LSA Legal Services Agency  
Doing the Right Thing,  
the Right Way.

## Your rights: if you are a young person from abroad, we can help you with your legal problems

The LSA Young Persons' Project provides legal services to protect refugees, asylum-seeking and migrant children and young people (under 25) living in Scotland.

Tel: 0141 353 3354 Freephone: 0800 316 8450 www.lsa.org.uk

LSA's Women & Young Persons' Department is, of course, innovative in its model of service provision being the only provider of tailored legal advice and representation to women, young people and children with unsettled asylum/immigration status in Scotland including victims of trafficking. The Department has been involved in policy work in a number of areas being, for instance, the only legal member on key advisory and working groups on the issues of Human Trafficking, violence against women, separated children and age assessment. The Department is also a member of the Operational Steering Committee of the SGP (Scottish Guardianship Project).

with social welfare law problems or

In early 2012 LSA launched a new project: LSA's Young Persons' Project: supported by the Paul Hamlyn Foundation. This provides advice and representation for young people throughout Scotland who are from abroad. Thus the Project works with young people claiming asylum, for example, but also has a wider remit to work with young people from abroad who might have come to Scotland for work, or study, and require advice on their legal rights. The Project has taken up a range of complex asylum and trafficking cases, as well as having recently taken strategic litigation in relation to the issue of age assessment of unaccompanied asylum seeking children in Scotland which has resulted in an important judgement of the Court of Session.

Aiming to innovate does not mean that everything has to be done using new techniques. Whilst our Seminars are largely publicised electronically (an email network of around 20,000), our services are publicised the old way as well as on our website. We produce large volumes of leaflets on substantive rights (last year alone, for instance, on Problems Paying your Mortgage?, Homelessness & The Law and Powers of Attorney), as well as how to access services. We will be producing new leaflets on rent arrears, as well as updating on homelessness rights. Other publications on mental health issues will be coming out too. Why? Many of our potential clients (probably 50% of them) do not have access to the internet. As a matter of principle "the digitally excluded" should not be excluded in other ways too. Generally, we believe that our potential clients need to know that we are keen to give them a service.

### *LSA's Women's Project*

The Women's Project is part of LSA's Women and Young Persons' Department. The Project provides legal advice for refugee and migrant women and children who have experienced gender based violence.

Gender based violence includes domestic abuse, forced and child marriages, sexual abuse, honour related violence and human trafficking.

The Women's Project provides legal advice and representation through all relevant Courts and Tribunals on claiming asylum and international protection in the UK and immigration status. It also deals with other related issues including access to safe accommodation, community care and the National Referral Mechanism.

Access is by way of telephoning for an appointment, calling in at its drop-in surgery or telephoning its free advice line.

# women, young people and children with



### *Young Persons' Project*

The Young Persons' Project is part of LSA's Women and Young Persons' Department.

The Young Persons' Project provides legal advice and representation for all young people up to the age of 25 in Scotland from abroad.

Legal areas covered include asylum, human rights and immigration law, rights and entitlements under Social Work and related law, trafficking and the National Referral Mechanism as well as the Children's Hearings System. The Project also advises young people from abroad who may have come to Scotland for work or study and require advice.

Access can be telephoning for an appointment, calling in at the Project's drop-in surgery or telephoning its free advice line.

### *Money*

LSA's income comes from a variety of sources. Broadly speaking, "trading income", from Seminars and Legal Aid fees, comes to slightly more than the total obtained from a variety of grants, contracts and Service Level Agreements.

The total for all non-grant sources on a cash basis in the financial year 2009/2010 came to slightly over £870,000. By financial year 2011/2012 it has risen to slightly over £900,000. In addition LSA received grants amounting to slightly over £600,000. LSA's turnover financial year 2010/2011 amounted to slightly over £1.4m. By financial year 2011/2012 it had increased to £1.5m and there was a very modest surplus.

LSA has a policy of building cash reserves which at 31st March 2010 were slightly over £150,000. By 31st March 2012 reserves had increased to slightly over £176,000. This is an adequate reserve in the short term only. It is the Board's policy to increase the level to around one quarter's expenditure. Reserves are needed to bridge any funding gaps that may appear and provide emergency cover for late payments of grants as well as to provide a float for casework "outlays". Outlays are required for architect's report, medical reports and interpreters: LSA requires to make the expenditure before it is recouped through Legal Aid. Reserves are also committed as a provision for the Professional Indemnity Insurance Excess which, in common with the rest of the Legal Profession, is very substantial indeed. Reserves and a slight surplus are also necessary in order to provide for contingences such as long-term sick leave and maternity leave replacement.

# an unsettled asylum position who have

# suffered persecution.

It should be noted that our audited accounts include, as reserves, “work in progress”. This is the theoretical value of our current open files which, whilst substantial, is not realisable until the files have been closed and our work for the client concluded. This figure should be seen as no more than an indication of future income and is not a currently available asset. LSA’s funders during the last financial year included Mental Health Specific Grants through Glasgow, Edinburgh and Mid-Lothian, West and East Lothian Councils. Support also came from Scottish Government for defended repossession work and for LSA’s Women & Young Persons’ Department through its Violence Against Women fund, Comic Relief and The Paul Hamlyn Foundation supported the same department. Inverclyde Council supported LSA’s Inverclyde Housing Rights Project. Glasgow City Council, through North Glasgow Advice Services (NGAS) and the Citywide Consortium, supported LSA’s Housing & General Court Department.

We thank all of our Funders, as well as our original Consortia Partners (Glasgow Central & Maryhill CAB, Move On, Shelter, Sunnyslaw & North Glasgow Advice Centre). For the future, we look forward to continuing to work with our existing Funders as well as our new Consortia partners which include all CABx in Glasgow and Castlemilk Law Centre. Of course the Scottish Legal Aid Board continues support LSA’s Legal Aid funded work. Without the help of our funders LSA’s work would not be possible.

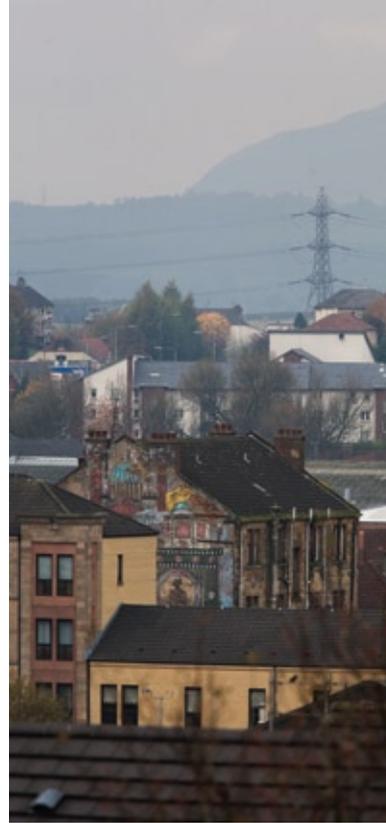
**LSA’s Inverclyde Housing Rights Project** is unique in Scotland: a specialist high street Law Centre outreach staffed five days a week undertaking all forms of preventing homelessness work. It works closely with local advice agencies, the Council and Registered Social Landlords to provide an holistic housing service.

Access is by drop in surgeries two days a week, by phoning for an appointment or by phoning for advice.

The Project also provides publications (the most recent being on homelessness) and runs a range of seminars and conferences.



Looking after our clients –  
Doing the right thing:  
tackling exclusion. The  
right way: aiming for  
quality. In volume: trying to  
avoid anyone being left out.



### *Numbers & Targets*

Generally LSA aims to deliver: and keep getting better at it. We are proud to have attained that objective. For instance in the year 2008-2009 we worked on 3,397 files. By 2009-2010 this has increased to 3,778 files. In 2011-2012 the number of files worked on during the financial year had increased to 5,007. 1,751 of these files were taken on during the financial year. Of course many of these files contain a large number of Scottish National Standards Types 2 and 3 cases.

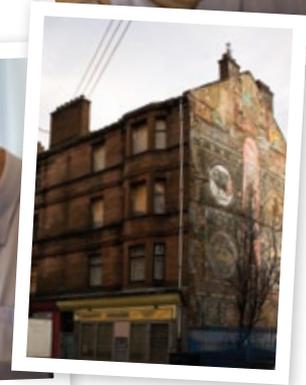
In 2008-2009 we dealt with 996 defended landlord and tenant eviction cases. By 2011-2012 this has increased to 1,045 landlord and tenant defended eviction cases: 456 of which were taken on during the year. In 2008-2009 LSA had 99 repossession by lender (mortgage arrears) cases: by 2009-2010 this had increased to 210 cases.

A right without a remedy is no right at all.

In 2011-2012, as a result of a further increase, LSA acted in 256 of these types of cases, 125 of which were taken on during the year. In financial year 2011-2012 LSA also acted for 100 homeless clients and 304 general housing clients. The case volume by department remains high with Mental Health Legal Representation Project (Strathclyde) having 903 on-going files 2009-2010: by 2011-2012 this has soared to 1,532 files, Mental Health Legal Representation Project (Edinburgh & the Lothians) in 2009-2010 had 289 files whilst by 2011-2012 this had increased remarkably to 922 files. Our Inverclyde Housing Rights Project in 2009-2010 had 357 files whilst by 2011-2012 this had increased to 580.

Of course it is crucial to remember that these “cases” generally involve scores (sometimes hundreds) of telephone calls, letters, attendances and appearances in Court. For instance, in our defending eviction work in Glasgow appearances were made on over 1,000 occasions with around 225 Proofs being set down. There is no doubt that landlord and tenant, and mortgage arrears work is becoming remarkably more adversarial. We are not complacent, but we did do what we said we would! LSA’s Board would like to record its appreciation to all staff and volunteers for making all this possible.

3,778 cases dealt with in 2009/2010  
5,007 cases dealt with in 2011/2012



We are proud to concentrate on the rights of those in disadvantage whether it be through mental ill dementia, vulnerability due to youth or old age, poverty, debt, threatened homelessness or exclusion for any other reason. We do this by telling people about otherwise unknown but important rights, helping clients have a voice when things aren't going well for them and getting remedies for them in all relevant courts and tribunals. When we can't help a client we work with partner organisations to make sure they get help elsewhere.

Women and Children (Asylum/Human Rights): 299

Children's Hearings and Family: 148

Preventing Mortgage Repossession by Lenders: 256

Criminal Injuries Compensation: 115

General Housing and Homelessness: 404



Clients are asked to comment on the service they have received from LSA. The comments are overwhelmingly favourable. These are some randomly selected examples:

- My lawyer is very, very, very nice. I trust her. She always has time for me. She explains everything step by step.
- I now feel I am able to make choices and understand more about my rights and responsibilities. My lawyer gave me good support in making decisions. A very good service for me and other people in similar situations.
- I suffer really bad panic attacks. Don't usually leave the house but my lawyer made me feel calm and relaxed.

Case studies will appear in LSA's new website.



**Adults with Incapacity: 1,161**  
**Mental Health Act: 521**  
**Defended Eviction**  
**(Rent and Mortgage): 1,299**

### ***Legal Services Agency***

Seven Projects

- Mental Health Legal Representation Project (Strathclyde)
- Mental Health Legal Representation Project (Edinburgh & the Lothians)
- Women's Project (female asylum seekers and their dependent children)
- Young Persons' Project (young people up to 25 from abroad)
- Inverclyde Housing Rights Project
- North Glasgow Advice Centre
- Defended Eviction Project/Housing & General Court Department

Four Offices in Three Cities

#### ***City Centre, Glasgow***

3rd Floor, Fleming House

134 Renfrew Street, Glasgow G3 6ST

Tel: 0141 353 3354

#### ***Royston, Glasgow (North Glasgow Advice Centre)***

1169 Royston Road

Glasgow G33 1EY

Tel: 0141 770 7869

#### ***Edinburgh (Mental Health Legal Representation Project (E&L))***

3rd Floor, Princes House, 5 Shandwick Place

Edinburgh EH2 4RG

Tel: 0131 228 9993

#### ***Greenock (Inverclyde Housing Rights Project)***

9 Sir Michael Street, Greenock PA15 1PQ

Tel: 01475 752 665

Seminars & Education

- Over 100 Seminars & Conferences Year 2011-2012
- 3 new publications in 2011-2012 including a contribution to a major textbook
- Major marketing initiative throughout LSA's entire area of benefit

**THIS BOOKLET IS AVAILABLE IN LARGE FORMAT**

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134 Renfrew Street  
Cowcaddens  
Glasgow G3 6ST

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