

LSA

Legal Services Agency

Doing the Right Thing,
the Right Way

Tackling unmet legal needs

Preventing Eviction and Mortgage Repossession.

Tackling Homelessness.

A comprehensive legal service for clients and members of their family with mental health problems or dementia.

Criminal Injuries Compensation.

Rights for Refugee, Asylum Seeking and Migrant Women, Young People and Children.

Preventing gender based violence.

Offices in Glasgow, Edinburgh and Greenock.

Tel: 0141 353 3354

Freephone: 0800 316 8450

www.lsa.org.uk

Edinburgh 0131 228 9993 (Mental Health Legal Service only)

Greenock 01475 725665 (LSA's Inverclyde Housing Rights Project only)

Legal Services Agency

is a Law Centre and a Human Rights charity. We provide case work services to individuals – including advice and litigation in all relevant Courts and Tribunals – run seminars, publish and comment on policy.

LSA is committed to using the law to achieve peace and social harmony through justice as defined in the Universal Declaration on Human Rights and set out in the preamble to the European Convention on Human Rights.

We particularly provide advice, assistance and representation to those affected by mental health problems or incapacity and their carers, people threatened by any sort of homelessness or people in an insecure immigration or humanitarian situation. We also undertake general social welfare and housing law.

Our services

Our services are explained in this booklet.

In summary, we provide advice, assistance and representation to clients in unmet legal need from four offices:

- **Glasgow City Centre** (Fleming House, 134 Renfrew Street, Glasgow, G3 6ST)
- **Outreach from Molendinar Community Centre** (1210 Royston Road, Glasgow, G33 1HE)
- **Greenock** (Inverclyde Housing Rights Project, 9 Sir Michael Street, Greenock, PA15 1PQ)
- **Edinburgh** (Mental Health Legal Service, 15 Alva Street, Edinburgh, EH2 4PH)

The services provided from each of these four offices is explained in the section on the following pages (3 to 5) under “Area based services”.

For details as to which services are undertaken from which office, please see “Themed specialist services” on pages 5 and 6. In summary, our Glasgow city centre (Fleming House) main office provides access to all our departments, whilst our 9 Sir Michael Street, Greenock office, provides access to Inverclyde Housing Rights Project and our Edinburgh, 15 Alva Street office is the base for LSA’s Mental Health Legal Service (Edinburgh and the East).

Area based services

• **Glasgow: free** drop-in surgeries (all at Fleming House, 134 Renfrew Street, Glasgow, G3 6ST unless stated otherwise). Access to all LSA's departments.

Monday 10.00am – 1.00pm

Tuesday 10.00am – 1.00pm

Wednesday 9.30am and 1.30pm – advice desk and representation at Glasgow Sheriff Court Eviction court.

10.00am – 12.30pm (refugee, asylum and migrant drop-in: women (any age) and young people 25 or under)

Thursday 10.00am – 1.00pm

4.30pm – 6.45pm (Jointly with Glasgow Central CAB)

Friday 9.30am – advice desk and representation at Glasgow Sheriff Court "Repossessions" or "Ordinary" court for defended mortgage cases.

11.00am – 2.00pm.

Appointments: Tel: 0141 353 3354 or freephone 0800 316 8450

(Monday to Friday, 9.00am – 5.00pm (no break for lunch)). Please note that all potential clients may access services by an appointment if they wish. Appointments are particularly suitable for people with mental health problems or dementia, or for refugee, migrant children and young people seeking asylum and immigration advice.

We also run a wide range of outreaches at, for instance, Maryhill & Possilpark CABx, Drumchapel Money Advice Centre, Drumchapel CAB, Molendinar Community Centre and Yoker Resource Centre – telephone for details.

Fairer Together: a European Social Fund project, of which LSA is the lead partner, provides intensive support to individuals with high needs. It is accessed through referral organisations.

- **North Glasgow/Royston:** Appointments for advice and representation, particularly on preventing homelessness and housing problems, at Molendinar Community centre, 1210 Royston Road, Glasgow, G33 1HE. Telephone 0141 353 3354 for an appointment or Freephone 0800 316 8450.
- **Glasgow and the West:** LSA's Mental Health Legal Service (Glasgow and the West): advice and representation for those who have mental health problems, dementia or acquired brain injury and their carers. Access by appointment. Tel: 0141 353 3354 or freephone 0800 316 8450. Office base: Legal Services Agency, Fleming House, 134 Renfrew Street, Glasgow, G3 6ST. Advice by phone is available 9.00am – 5.00pm each weekday, subject to staff availability.
- **Edinburgh and the East:** LSA's Mental Health Legal Service (Edinburgh and the East): advice and representation for those who have mental health problems, dementia or acquired brain injury and their carers. Access by appointment. Tel: 0131 228 9993. Office base: Legal Services Agency, 15 Alva Street, Edinburgh, EH2 4PH. Advice by phone is available 9.00am – 1.00pm each weekday, subject to staff availability.
- **Inverclyde:** Inverclyde Housing Rights Project. Free initial advice at a drop-in surgery every Tuesday and Thursday, 10.00am – 1.00pm, with free representation at Greenock Sheriff Court for all defended eviction and defended repossession cases. The Project has a focus on tackling homelessness. Available for all Inverclyde residents. Tel: 01475 725665. Office base: Legal Services Agency, 9 Sir Michael Street, Greenock, PA15 1PQ.
- **Scotland:** advice and representation for migrant children and young people or asylum seeking women and children who have suffered gender based violence.

Rights for those suffering from mental health problems, dementia or acquired brain injury, or their carers.

For an appointment, telephone 0800 316 8450 or 0141 353 3354.

Themed specialist services

- **A comprehensive legal service for clients or their carers who have mental health problems or dementia:** A team of lawyers in LSA's Mental Health Legal Service undertaking a wide range of advice and all relevant civil litigation in, among other areas, mental health detention, compulsory treatment, financial or welfare guardianships, issues relating to Powers of Attorney, family disputes, children's hearings (including referral to the Sheriff Court), personal injury, housing, homelessness, employment law, discrimination, medical negligence and community care (including all relevant Judicial Review). In addition to casework, training and education is provided. LSA's Mental Health Legal Service has two regional offices:

**LSA's Mental Health Legal Service (Glasgow and the West)
at Fleming House, 134 Renfrew Street, Glasgow, G3 6ST,
Telephone: 0141 353 3354 or Free Phone: 0800 316 8450.**

**LSA's Mental Health Legal Service (Edinburgh and the East)
at 15 Alva Street, Edinburgh, EH2 4PH Telephone: 0131 228 9993.**
- **Defended eviction, preventing mortgage repossession, tackling homelessness and Criminal Injuries Compensation:** A team of lawyers providing advice and representation for tenants with rent arrears or homeowners with mortgage arrears, preventing homelessness or employment rights. Other areas of social welfare law are dealt with such as Criminal Injuries Compensation.

Telephone for an appointment on 0141 353 3354 or Freephone 0800 316 8450. See page 3 of this booklet for drop-in surgeries. For North Glasgow/Royston, telephone 0141 353 3354 or Freephone 0800 316 8450 for an appointment at Molendinar Community Centre. For LSA's Inverclyde Housing Rights Centre, telephone 01475 725 665.

- **Refugee, migrant children and young people in Scotland:** Young Persons' Project. Advice and representation on a range of issues, ie asylum/immigration, general rights, Children (Scotland) Act 1995, Children's Hearings, the National Referral Mechanism and Criminal Injuries Compensation. Access is by appointment, telephone 0141 353 3354 or freephone 0800 316 8450. Advice is also given by telephone, Tuesdays, 2.00pm – 4.00pm.
- **Asylum seeking and migrant women and children who have experienced gender based violence:** Women's Project. A comprehensive service for women and children in Scotland who have an unsettled asylum/immigration position and have experienced gender based violence. Work includes claiming asylum: obtaining international protection, immigration, access to safe accommodation, the National Referral Mechanism for trafficking cases and Criminal Injuries Compensation. Access by way of appointment on 0141 353 3354 or freephone 0800 316 8450. Advice also given by phone, Tuesdays, 2.00pm to 4.00pm.
- **Criminal Injuries Compensation:** all departments and offices undertake criminal injuries compensation claims. Our specialist unit, in addition to general claims, carries out specialist investigation regarding historical or factually complex claims, as well as reviews, appeal and Judicial Review. Phone for an appointment on 0141 353 3354.
- **Seminars, Conferences and Publications:** a wide range of unique events and booklets. To keep up to date, register with our email network on seminars@lsa.org.uk.

About LSA

LSA's casework services are provided by its 20+ legal staff in the firm of Brown & Co. Legal LLP, which is registered with the Law Society of Scotland and is subject to its quality regime. LSA aims for high quality and high volume.

LSA is a company limited by guarantee, No. SC123919, and a Scottish charity, No. SC017160.

LSA is funded by, among others, Glasgow City Council, Inverclyde, Edinburgh, Midlothian and West Lothian Councils. LSA also receives support from the Scottish Government for housing work, Scottish Government Violence Against Women Fund and the Scottish Legal Aid Board. Other funding is received from, among others, Paul Hamlyn Foundation, Comic Relief, The Legal Education Fellowship and See Me.

LSA's elected Board of Directors is responsible for its strategic management and direction.

How to contact LSA:

Telephone 0141 353 3354 or Freephone 0800 316 8450.

See the appropriate Project leaflet or LSA's website (www.lsa.org.uk).

Legal Services Agency

3rd Floor Fleming House,
134 Renfrew Street
Glasgow, G3 6ST
DX GW12

Tel: 0141 353 3354 or

Freephone: 0800 316 8450

Email: lsa@btconnect.com

www.lsa.org.uk

LSA's Mental Health Legal Service (Edinburgh

and the East),
15 Alva Street,
Edinburgh, EH2 4PH.
DX ED 231/1.

Tel: 0131 228 9993.

Email: lsaedin@lsa.org.uk

LSA's Inverclyde Housing Rights Project,

9 Sir Michael Street,
Greenock, PA15 1PQ.
DX GR3 Greenock.

Tel: 01475 725665

Email: Greenock@lsa.org.uk

LSA's Vision Statement

LSA's vision is to provide access to social justice through the promotion of legal rights provided, for instance, by human rights and equalities law. This it does by undertaking high quality casework, education and campaigning and policy engagement. We aim to do this in an innovative, effective and sustainable fashion. We aim to make our services accessible so that no-one is left out: tackling unmet legal need, revealing injustice, challenging the system.

LSA aims to:

- Develop legal remedies, not only by case work but also by ensuring that the lessons we have learned are spread throughout the community by education, seminars or campaigning.
- Undertake its work in a fashion that enhances the fulfilment of the community as a whole, as well as of the individuals involved. Change for everyone as well as our individual clients.
- Carry out its work fully mindful of human rights and the principles enshrined in the Universal Declaration of Human Rights to the effect that a pre-condition of peace is that all obtain their rights.

We aim to carry out our vision by:

- Being passionate about human rights and pursuing justice, observing quality requirements and providing an enthusiastic service for clients.
- Understanding the circumstances of our clients so that we may pursue their best interests. This may include pursuing strategic litigation or test cases.
- Taking the extra step in order to assist our clients to overcome the barriers to justice that may confront them.
- Using all sources of funding effectively in order to support the continuation of our work and to provide a secure environment in which it can flourish. We apply for grants, contracts and use the Legal Aid scheme.
- Supporting our colleagues and management, recognising that the needs of our clients and the team mean everyone must work together and commit to 100% delivery.
- Promoting LSA, its work and its vision publicly.
- Recognising that achieving our vision will be a developing challenge and that continual improvement is necessary. We will be awarded laurels but cannot rest on them!

LSA is a unique organisation, a charity, a company limited by guarantee, with national reach and embodying a range of traditions. These include the best of the Scottish legal profession, the voluntary sector, community business and campaign organisations. Founded in 1989, our vision remains unchanged because the need remains.