

FLAC Data Collection Programme July – December 2004 Statistical Report

Funding Scheme to support the role of Federations, Networks and Umbrella Bodies in the Community and Voluntary sector

Introduction

FLAC is an independent human rights organisation dedicated to the realisation of equal access to justice for all. It campaigns through advocacy, strategic litigation and authoritative analysis for the eradication of social and economic exclusion.

Campaigning for access to justice for all, especially for people on low incomes is central to FLAC's work. To be able to do so, FLAC sees the necessity of having a uniform data collection system that enables it to have an accurate picture of its services provided and of the legal needs of its callers. The information collated from FLAC network centres greatly assists FLAC in its own development and in its ongoing research and campaigning efforts to improve the provision of State civil legal aid in Ireland.

FLAC introduced the Data Collection Programme in January 2004. This programme is funded by the Scheme to support Federations, Networks and Umbrella Bodies in the Community and Voluntary Sector. The programme is co-ordinated by Marcela Rodriguez-Farrelly, Research and Development Officer with the assistance of an intern. The programme has been gradually launched at the FLAC centres located in Dublin and the greater Dublin area, as well as at the Legal Advice Centres located outside the greater Dublin area.

Second bi-annual report

The following is the second major mid-year report generated from statistics collected from the programme.

According to the data available to Head Office, we have collected 1723 data collection forms (DCFs) from participating centres applicable to the period 1 July to 31 December 2004.

The FLAC and Legal Advice Centres that are participating in the data collection programme are as follows:

Adelaide Road
Ballyfermot
Castlebar
Clonmel
Crumlin
Finglas
Letterkenny
Meath Street
Navan
Pearse Street
Prussia Street
Tallaght
Tralee
Whitehall

Ballina *
Blanchardstown
Clondalkin
Cork
Dundrum
Killester
Listowel *
Naas
North King Street
Portlaoise
Sligo
Thurles
Ballymun
Newbridge

Those centres sent to Head Office the DCFs used in all or some of their clinics during the period of reference.

Reading the forms¹ - Results of the data collated

The forms are administered by the advisors during the consultation with the clients. It is requested to advisors to utilise one DCF per client. Each form is comprised of two pages. Page one provides information about the legal query of the client and the advice and/or referral given. Page two provides relevant information about the client in relation to the provision of State legal aid. Only the completion of page two requires the cooperation and consent of the client.

For the purpose of the present report, we have analysed the information provided only from page one² of the DCFs with regard the “Areas of law discussed” with clients. The following analysis is based upon data available up to the cut-off day of February 25th, 2005.

From the reading of the 1723 DCFs that were returned to Head Office, 1723 clients visited the centres; 1697 DCFs were completed with regard to the areas of law discussed. According to the compiled data in the completed forms, 1843 responses were recorded, which were divided into eleven categories. The following are the areas of law discussed during their consultation with FLAC Advisors in descending numbers.

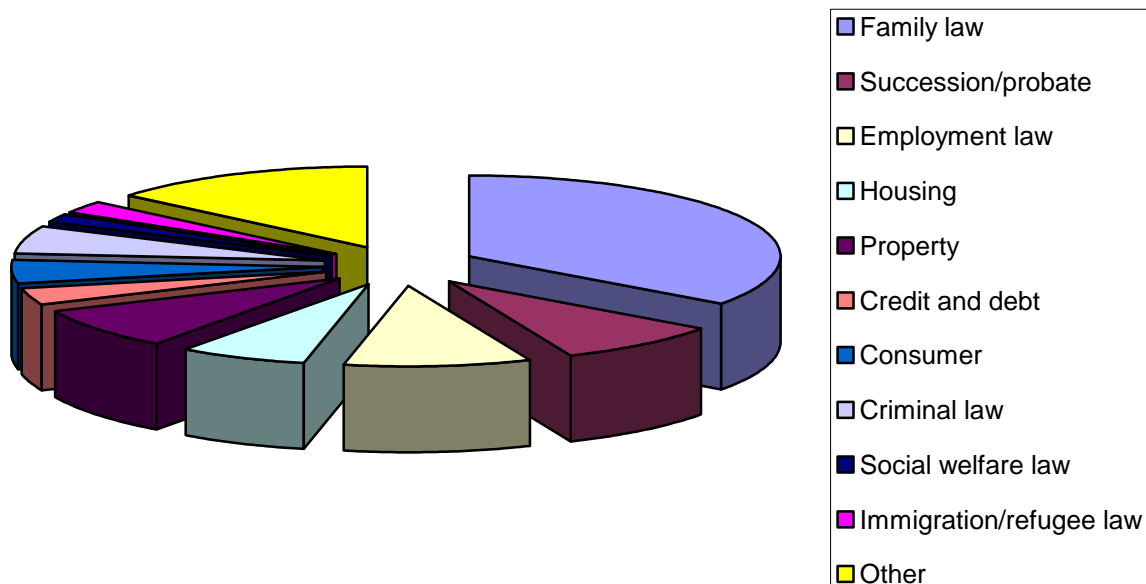
* New centres on board since the last report

¹ See attached Data Collection Form

² The information collated from the second page of the data collection form is currently being utilised for a major research project on the State civil legal aid provision in Ireland to be launched in the second half of the present year.

Areas of law discussed	Count	Valid Percent
Family law	645	35
Other	254	13.8
Employment law	176	9.5
Succession/Probate	159	9.4
Property	150	8.1
Housing	128	6.9
Criminal law	104	5.6
Consumer	87	4.7
Credit and Debt	65	3.5
Immigration/Refugee law	47	2.6
Social Welfare law	28	1.5
Total	1843	100

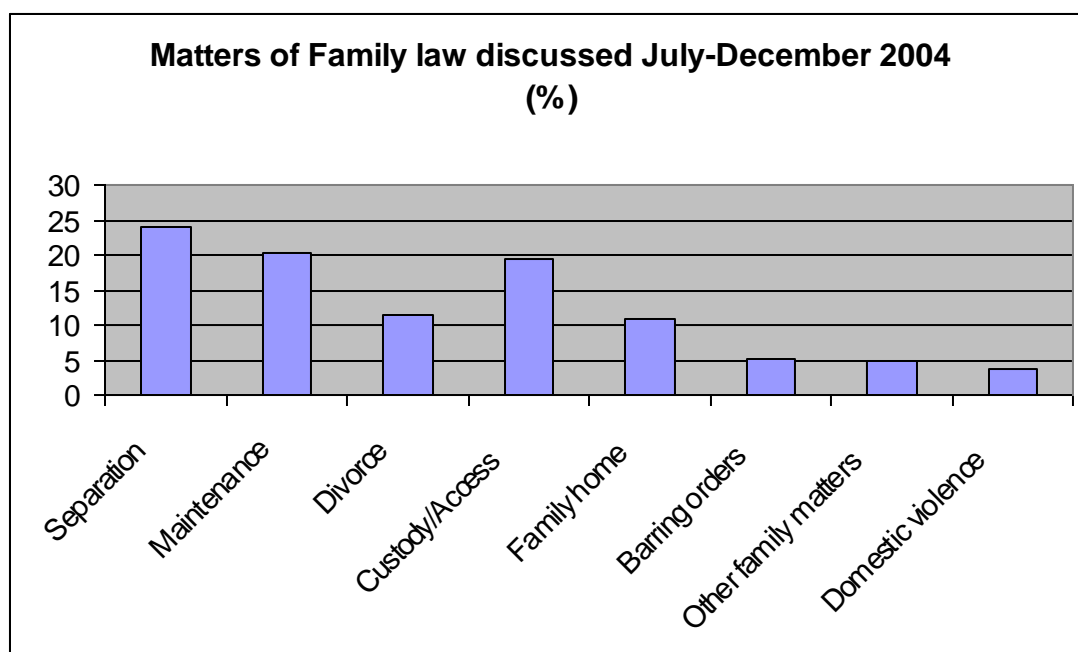
Areas of law discussed July - December Y04



Family Law: As can be seen above, the most common area of law brought to consultation during the period of reference was family law. There were 645 cases of family law recorded which makes up 35% of the total number of recorded queries. A total of 970 family law matters were specified. The most common issues related to separation (233 responses; 24%), maintenance (197; 20.3%), divorce (112; 11.5%),

custody/access 118; 19.4%), family home (106; 10.9%), barring orders (49; 5.1%), other family matters (48; 4.9%) and domestic violence (37; 3.8%)

Family law	Count	Valid Percent
Separation	233	24
Maintenance	197	20.3
Divorce	112	11.5
Custody/Access	188	19.4
Family home	106	10.9
Barring orders	49	5.1
Other family matters	48	4.9
Domestic violence	37	3.8
Total responses	970	100



Other: The second largest area of law discussed at the centres was “Other” with 254 cases amounting to 13.8% of the total valid recorded answers. Included in this category are matters related to other civil litigation (90 responses; 35.5% valid percent), client/solicitor relationship (25; 9.8%), legal proceedings (22; 8.7%), insurance (20; 7.8%), miscellaneous (19; 7.5%), road traffic accident (14; 5.5%), contract (10; 3.9%), commercial (10; 3.9%), defamation (9; 3.5%), problems with Gardai (8; 3.1%), education (4; 1.6%), equality (5; 2%), health (5; 2%), tax (4; 1.6%), litter offence (3; 1.2%), Freedom of Information Act (3; 1.2%), Council/Corporation matters (2; 0.8%) and refusal entry to premises/no grounds for Equality Authority (1; 0.4%)

Other civil matters	Count	Valid Percent
Civil litigation	90	35.5
Client/Solicitor relationship	25	9.8
Legal proceedings	22	8.7
Insurance	20	7.8
Miscellaneous	19	7.5
Road traffic accident	14	5.5
Contract	10	3.9
Commercial	10	3.9
Defamation	9	3.5
Problems with Gardai	8	3.1
Equality	5	2
Health	5	2
Education	4	1.6
Tax	4	1.6
Litter Offence	3	1.2
Freedom of Information Act	3	1.2
Council/Corporation matters	2	0.8
Refusal entry to premises/	1	0.4
Total responses	254	100

Employment law: The third largest category of areas of law discussed at the centres was employment. There were 176 recorded cases which make up 10.4% of the total number of recorded queries. A total of 200 employment law matters were specified, which were divided into four categories: dismissal (68 responses; 34% valid percent), other legislation (57; 28.5%), contract (55; 27.5%) and discrimination (20; 10%)

Employment law	Count	Valid percent
Dismissal	68	34
Other legislation	57	28
Contract	55	27.5
Discrimination	20	10
Total responses	200	100



Succession/Probate: There were 159 queries regarding this category of areas of law, which amount to the 9.4% of the total number of recorded cases.

Property: 150 queries were recorded under this category which makes up 8.1% of the total number of recorded cases.

Housing law: The next most common area of law discussed at the centres was housing law. There were 128 recorded cases which make up 6.9% of the total number of recorded queries. A total number of 142 matters were specified under this category, which were divided into 6 sub-categories: landlord and tenant (48 responses; 33.8%), neighbour dispute (30; 21.1%), public housing (22; 15.5%), other housing matters (22; 15.5%) and rent increase/arrears (5; 3.5%)

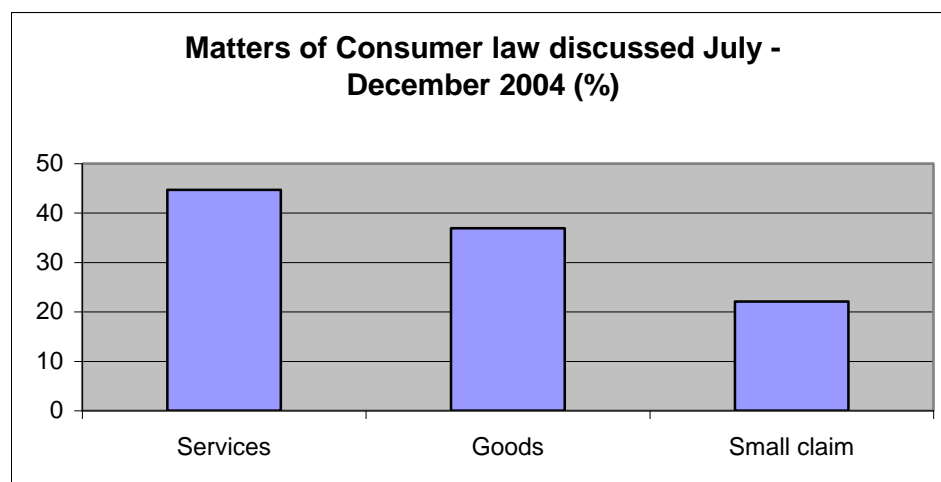
Criminal law: There were 104 recorded cases under criminal law which is 5.6% of the total number of recorded queries. Matters discussed under this category include non-fatal offences against the person (26 responses; 1.5% valid percent), road traffic offence (23; 1.3%), public order offence (17; 1%), property offences (larceny/robbery/burglary) (12; 0.7%), other criminal (12; 0.7%), TV license/summons (3; 0.2%) and supply/ possession of drugs (3; 0.2%). There were 8 cases (0.5%) with no break down of information recorded.

Criminal law	Count	Valid percent
Non-fatal offence against person	26	1.5
Road traffic offence	23	1.3
Public order offence	17	1
Property offences	12	0.7
Supply/Poss of drugs	3	0.2
TV license/summons	3	0.2
No-specified matters	8	0.5
Total	104	6

Consumer: This category of area of law follows with 87 recorded cases, amounting 4.7% of the total number of recorded queries. There were 103 recorded responses

under this category which were divided into three sub-categories. Matters include services (46 responses; 44.7% valid percent), goods (38; 36.9%) and small claim (19; 18.4%)

Consumer	Count	Valid percent
Services	46	44.7
Goods	38	36.9
Small claim	19	22.1
Total	103	100



Immigration and Refugee law: There were 47 recorded cases under this category, making up 2.6% of the total number recorded queries. A total number of 42 responses were specified concerning immigration law (36 responses; 85.7% valid percent) and refugee law (6; 14.3%)

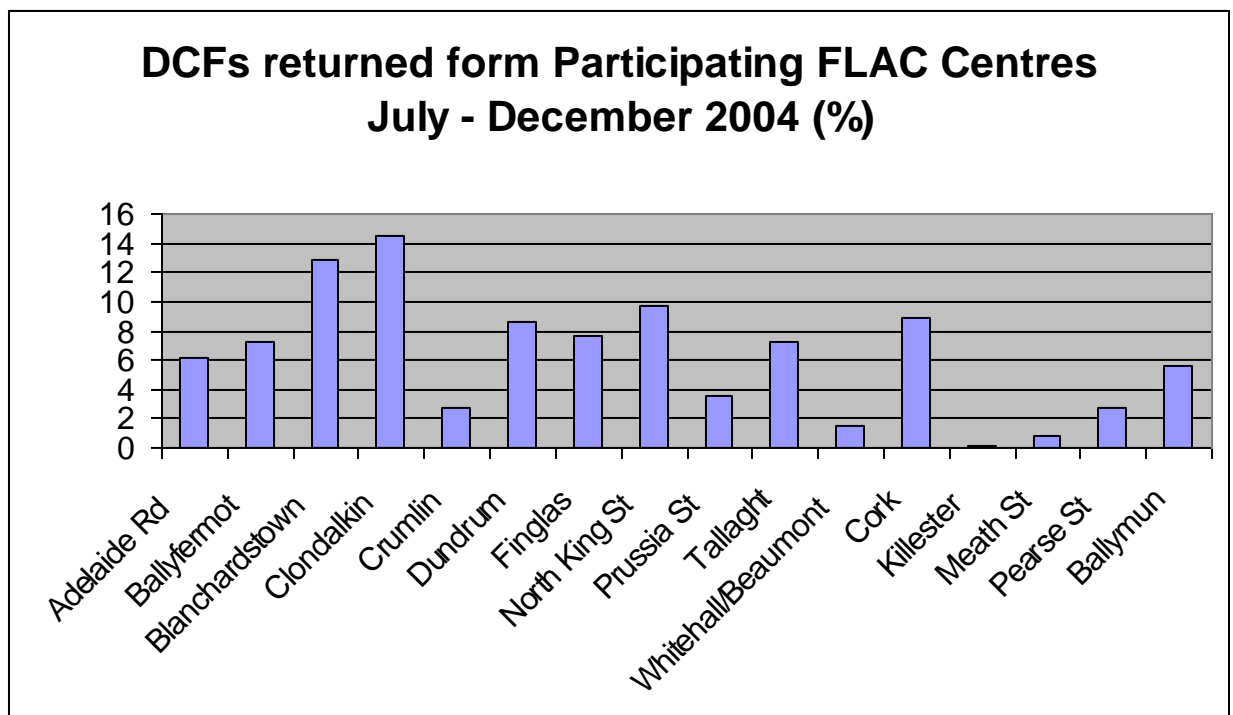
Social Welfare: This category had 28 cases recorded amounting the 1.5% of the total number of areas of law queried.

Participating centres - The data collected and the Areas of law discussed

At the cut-off day of February 25th, 2005, Head Office received 1446 data collection forms from the participating FLAC centres, which amounts to 83.9% of the total forms received. The FLAC centres that sent the forms used in all or some of their clinics during the period of July - December 2004 are:

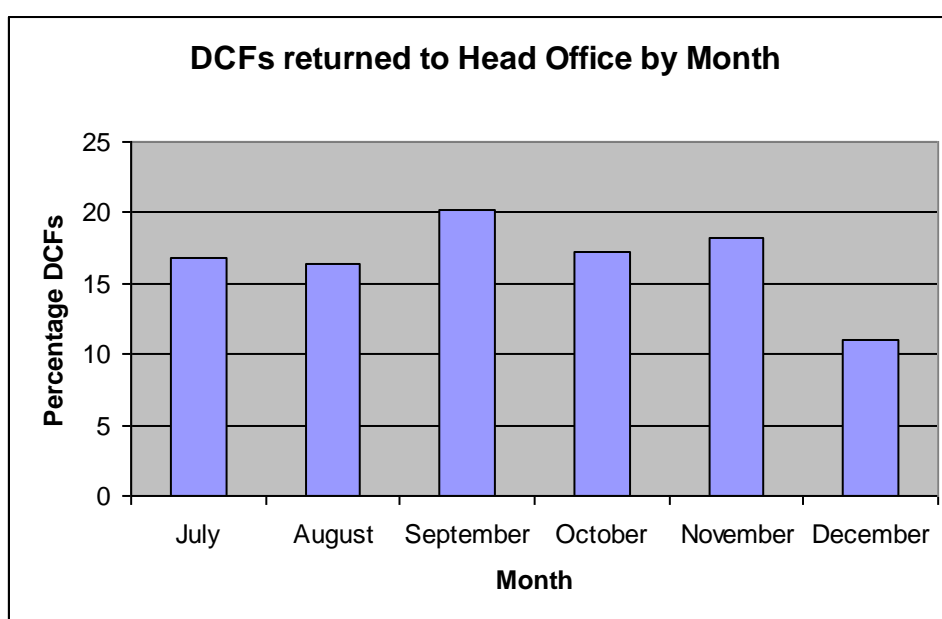
Adelaide Road (90 DCFs; 6.2% valid percent), Ballyfermot (105; 7.3%), Blanchardstown (185; 12.8%), Clondalkin (210; 14.5%), Crumlin (39; 2.7%), Dundrum (124; 8.6%), Finglas (112; 7.7%), North King Street (140; 9.7%), Prussia Street (50; 3.5%), Tallaght (106; 7.3%), Whitehall/Beaumont (21; 1.5%), Cork (1298.9%), Killester (3;), Meath St (12), Pearse Street (39) and Ballymun (81)

Participating FLAC Centres	DCFs	Valid Percent
Adelaide Rd	90	6.2
Ballyfermot	105	7.3
Blanchardstown	185	12.8
Clondalkin	210	14.5
Crumlin	39	2.7
Dundrum	124	8.6
Finglas	112	7.7
North King St	140	9.7
Prussia St	50	3.5
Tallaght	106	7.3
Whitehall/Beaumont	21	1.5
Cork	129	8.9
Killester	3	0.2
Meath St	12	0.8
Pearse St	30	2.7
Ballymun	81	5.6
Total	1446	100



Following is a breakdown of the data collection forms returned by the participating FLAC network by month:

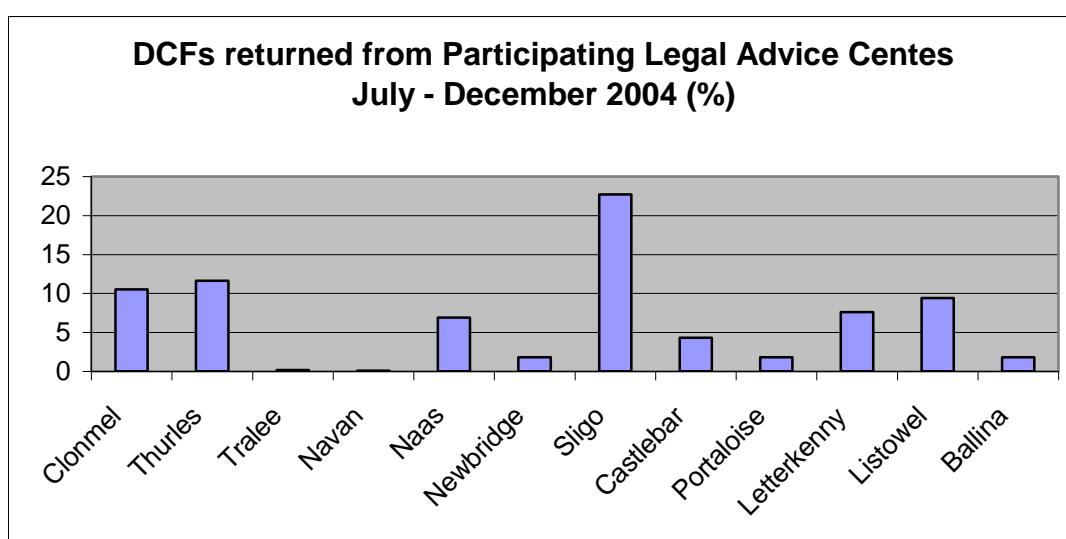
Month	DCFs/Count	Valid percent
July	244	16.87
August	236	16.32
September	293	20.26
October	250	17.29
November	263	18.19
December	160	11.07
Total	1,446	100



Head office also received 277 data collection forms from Legal Advice Centres located outside the Dublin area, which makes up 16.1% of the total number of forms returned to the Head Office. The Legal Advice Centres that sent the forms used in all or some of their clinics during the period of reference are Clonmel (29 DCFs; 10.5% valid percent), Thurles (32; 11.2%), Tralee (40; 14.4%), Navan (20; 7.2%), Naas (19; 6.9%), Newbridge (5; 1.8%), Sligo (63; 22.7%), Castlebar (12; 4.3%), Portlaoise (5; 1.8%), Letterkenny (21; 7.6%), Listowel (26; 9.4%) and Ballina (5; 1.8%)

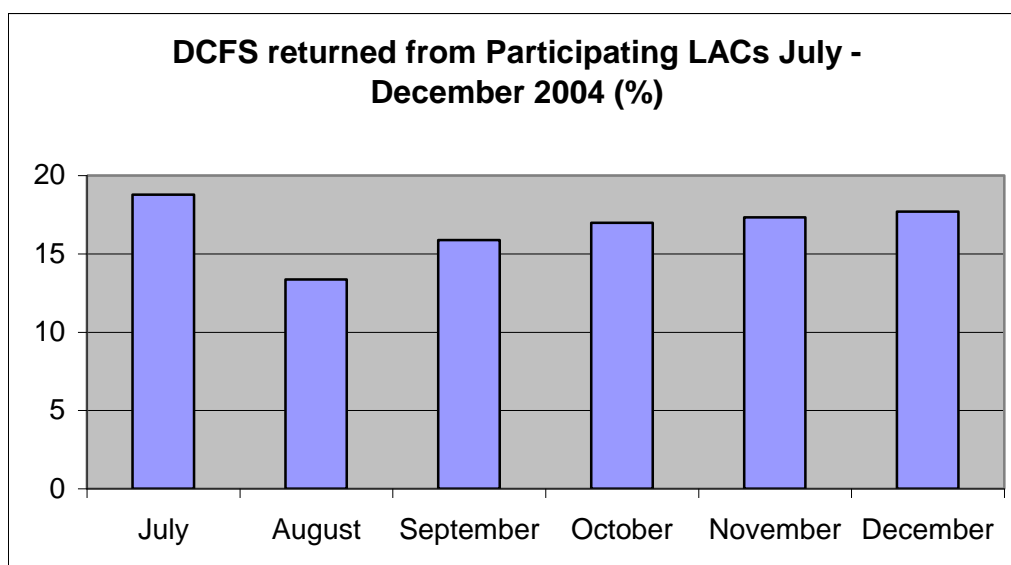
Participating Legal Advice Centres	DCFs	Valid percent
Clonmel	29	10.5

Thurles	32	11.6
Tralee	40	14.4
Navan	20	7.20%
Naas	19	6.9
Newbridge	5	1.8
Sligo	63	22.7
Castlebar	12	4.3
Portaloise	5	1.8
Letterkenny	21	7.6
Listowel	26	9.4
Ballina	5	1.8
Total	277	100



The total number of data collection forms received from the Legal Advice Centres broken up by month are as follows.

Month	DCFs/Count	Valid percent
July	52	18.77
August	37	13.36
September	44	15.88
October	47	16.97
November	48	17.33
December	49	17.69
Total	277	100



The following is relevant information and the details of the data collected from the participating centres with regard to the areas of law discussed during the period of reference.

FLAC Centres

Adelaide Road: This centre is open to the public every Tuesday evening. The data collected from this centre is from the 18 clinics held on the following dates:

July 6 th and 20 th :	9 Data Collection Forms (DCFs)
August 10 th , 17 th , 24 th and 31 st :	19 DCFs
September 7 th , 21 st and 28 th :	15 DCFs
October 5 th , 12 th , 19 th and 26 th :	18 DCFs
November 2 nd , 9 th , 16 th and 30 th :	24 DCFs
December 7 th	5 DCFs

90 data collection forms were returned to Head Office. According to the figures from Adelaide Road the areas of law discussed were:

Family Law: 18 queries (20%) including divorce (3), separation (6), maintenance (4), custody/access (5), family home (3), domestic violence (1), barring orders (2) and other family (2)

Succession/ Probate: 13 queries (14.4%)

Employment Law: 17 queries (18.9%) including discrimination (3), contract (5), dismissal (4) and other legislation (7)

Housing: 13 queries (14.4%) involving issues related to public housing (2), landlord/tenant (7), notice to quit/eviction (1) and other housing issues (1)

Property: 6 queries (6.7%)

Credit and Debt: 3 queries (3.3%) regarding mortgage (1) and other credit and debt issues (2)

Consumer

4 queries (4.4%) regarding services

Criminal Law

4 queries (4.4%) involving issues of road traffic offence (2), public order offence (1) and other criminal matters (1)

Social Welfare Law

2 queries (2.2%)

Immigration/ Refugee Law

7 queries (7.8%) regarding general immigration law (4) and refugee law (3)

Other

14 queries (15.6%) related to civil litigation (3), contract (1), road traffic accident (3), client/ solicitor relationship (1), refusal to entry to premises/no ground for Equality Authority (1), equality (1) and legal proceedings (4)

Ballyfermot. This weekly centre operates every Tuesday. The data collected from Ballyfermot is from the 19 clinics held on the following dates:

July 6 th and 27 th :	12 Data Collection Forms (DCFs)
August 3 rd , 10 th , 17 th , 24 th and 31 st :	21 DCFs
September 7 th , 14 th , 21 st , and 28 th :	30 DCFs
October 12 th , 19 th , and 26 th :	16 DCFs
November 2 nd , 9 th and 16 th :	22 DCFs
December 7 th and 23 rd :	9 DCFs

According to the information received, 105 clients visited the centre. The areas of law discussed were as follows:

Family Law: 46 queries (43.8%) regarding matters of divorce (8), separation (12), maintenance (19), custody and access (15), family home (12), domestic violence (4) and barring orders (2)

Succession/ Probate: 14 queries (13.3%)

Employment Law: 9 queries (8.6%) related to discrimination (2), contract (2), dismissal (5) and other legislation (4)

Housing: 5 queries (4.8%) regarding issues related to public housing (2), landlord/tenant (1), notice to quit/eviction (1), rent increase/arrears (1), neighbour dispute (1) and other housing issues (1)

Property: 4 queries (3.8%)

Credit and Debt: 3 queries (2.9%) regarding car finance (1) and other credit and debt issues (2)

Consumer: 5 queries (4.8%) regarding matters of goods (3) and services (2)

Criminal Law: 8 queries (7.6%) involving a matter of road traffic offence (3), non-fatal offences against the person (2), public offence (2) and other criminal matters (1)

Social Welfare Law: 1 query (1.05%)

Immigration/Refugee Law: 1 query (1.05%) regarding general immigration law

Other: 18 queries (17.1%) regarding litter offence (1), defamation (1), civil litigation (7), contract (1), insurance (4), Freedom of Information Act (1), and miscellaneous (3)

Blanchardstown. This centre is available to the public every Monday evening. The data collected from this centre is from the 22 clinics held during the following dates:

July 5 th , 12 th , 19 th and 26 th	31 Data Collection Forms (DCFs)
August 9 th , 16 th , 23 rd and 30 th :	43 DCFs
On August 2 nd there was no clinic due to Bank Holiday.	
September 6 th , 13 th , 20 th , and 27 th :	31 DCFs
October 4 th , 11 th and 18 th :	27 DCFs
On October 25 th there was no clinic due to Bank Holiday.	
November 1 st , 8 th , 15 th , 22 nd and 29 th :	39 DCFs
December 13 th and 20 th	14 DCFs

The total number of data collection forms that were sent by this centre is 185, and the following is the areas of law discussed at its clinics:

Family Law: 87 queries (49.2%) regarding matters of divorce (17), separation (30), maintenance (31), custody/access (25), family home (14), domestic violence (5), barring orders (7) and other family issues (7)

Succession/ Probate: 11 queries (6.2%)

Employment Law: 19 queries (10.7%) matters included discrimination (2), contract (8), dismissal (9) and other legislation (10)

Housing: 10 queries (5.6%) regarding issues of public housing (1), landlord/tenant (3), neighbour dispute (1) and other housing (3)

Property: 12 queries (6.8%)

Credit and Debt: 6 queries (3.4%) matters related to credit card and mortgage

Consumer: 9 queries (5.1%) regarding issues of goods (2), service (8) and small claim (4)

Criminal Law: 4 queries (2.3%) matters include road traffic offence (2) and non-fatal offences against the person (1). One form had no further breakdown regarding criminal law.

Social Welfare Law: 5 queries (2.8%)

Immigration/ Refugee Law: 9 queries (5.1%) regarding general issues of immigration law (7) and refugee law (2)

Other: 24 queries (14.1%) matters included are defamation (1), civil litigation (10), ward of court (1), insurance (2), road traffic accident (3), client/solicitor relationship (1), problems with Gardai (1), legal proceedings (1), intellectual property (1) and miscellaneous (3)

There were 8 forms with no information regarding the areas of law discussed during the consultation with the client.

Clondalkin. This centre is open to the public every Tuesday evening. The data collected from this centre is from the 25 clinics held on the following dates:

July 6 th , 13 th , 20 th , and 27 th :	35 Data Collection Forms (DCFs)
August 3 rd , 10 th , 17 th , 24 th and 31 st :	52 DCFs
September 7 th , 14 th , 21 st , and 28 th :	30 DCFs
October 5 th , 12 th , 19 th and 26 th :	32 DCFs
November 2 nd , 9 th , 16 th , 23 rd and 30 th :	43 DCFs
December 7 th , 14 th and 21 st	17 DCFs

210 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Family Law: 100 queries (47.8%) regarding matters of divorce (11), separation (52), maintenance (16), custody/access (37), family home (10), domestic violence (3), barring others (7) and other family (5)

Succession/ Probate: 14 queries (6.7%)

Employment Law: 14 queries (6.7%) involving issues of discrimination (4), contract (5), dismissal (4) and other legislation (6)

Housing: 15 queries (7.2%) regarding matters of public housing (2), landlord/tenant (9), neighbour dispute (4) and other housing (1)

Property: 18cases (8.6%)

Credit and Debt: 12 queries (5.7%) related to car finance (6), personal loan (2) and other (2)

Consumer: 11 queries (5.3%) regarding goods (7), services (5) and small claim (2)

Criminal Law: 14 queries (6.7%) regarding matters of road traffic offence (4), public order offence (3), non-fatal offences against the person (1), property offences (4) and other criminal matters (2)

Social Welfare Law: 5 queries (2.4%)

Immigration/ Refugee Law: 3 queries (1.4%) on general immigration law (2) and refugee law (1)

Other: 17 queries (8.1%) issues included are defamation (1), civil litigation (3), contract (1), road traffic accident (1), client/solicitor relationship (2), insurance (1), problems with Gardai (2), legal proceedings (1), commercial (2), council/corporation matters (1) and miscellaneous (2)

There was 1 form with no information regarding the areas of law discussed during the consultation with the client.

Cork. The FLAC Centre in Cork is available to the public on a bi-monthly basis: the first and the third Wednesday of the month. The data collected is from the 9 clinics that were held on the following dates:

July 7 th and 21 st :	24 Data Collection Forms (DCFs)
September 1 st and 15 th :	30 DCFs
October 6 th and 20 th :	37 DCFs
November 17 th :	9 DCFs
December 1 st and 15 th :	29 DCFs

129 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Family Law: 25 queries (20.8%) involving matters of divorce (6), separation (7), maintenance (9), custody/access (4), family home (2), domestic violence (1), barring orders (1) and other (4)

Succession/ Probate: 14 queries (11.7%)

Employment Law: 17 queries (14.2%) related to contract (5), dismissal (10), and other legislation (3)

Housing: 2 queries (1.7%) regarding notice to quit/eviction (1), neighbour dispute (1)

Property: 14 queries (11.7%)

Credit and Debt: 5 queries (4.2%) involving money-lending (1) and other (2).

Consumer: 5 queries (4.2%) regarding goods (2), services (2) and small claim (2).

Criminal Law: 11 queries (9.2%) matters include road traffic offence (2), offence against persons (4), public order offence (1), property offences (1), and other criminal matters (1).

Immigration/ Refugee Law: 3 queries (2.5%)

Other

31 queries (25.8%) regarding civil litigation (9), contract (3), insurance (4), equality (1), legal proceedings (1), defamation (1), legal proceedings (3), commercial (1), education (3), tax (2), problems with Gardai (1) and miscellaneous (2)

There were 9 forms with no information regarding the areas of law discussed during the consultation with the client.

Crumlin. This centre is available to the public on a twice monthly basis, the second and the fourth Wednesday of the month. The data collected is from the following 7 clinics:

July 14 th :	10 Data Collection Forms (DCFs)
August 11 th and 25 th :	11 DCFs
September 8 th and 22 nd :	12 DCFs
October 13 th :	2 DCFs
December 8 th :	4 DCFs

According to the 39 data collection forms returned to the office, areas of law discussed were as follows:

Family Law: 17 queries (45.0%); matters include divorce (1), separation (8), maintenance (6), custody/access (8), family home (4), domestic violence (2), barring orders (1) and other family (1)

Succession/ Probate: 8 queries (21.6%)

Housing: 4 queries (10.8%) regarding landlord/tenant (2), notice to quit/eviction (2) and other housing (1)

Property: 7 queries (18.9%)

Credit and Debt: 1 query (%) about money-lending

Consumer: 1 queries (2.7%) services

Criminal Law: 1 query (2.7%)

Other: 5 queries (13.5%); issues civil litigation (1), client/solicitor relationship (2), commercial (1) and road traffic accident (1)

There were 2 forms with no information regarding the areas of law discussed during the consultation with the client.

Dundrum. This centre operates on weekly basis every Thursday evening. The data received is from the 22 clinics held on the following dates:

July 1 st , 8 th , 15 th , 22 nd and 29 th :	29 Data Collection Forms (DCFs)
August 5 th , 19 th and 26 th :	15 DCFs
September 2 nd , 9 th , 16 th and 30 th :	25 DCFs
Head office was informed that there was no clinic on September 23 rd .	
October 7 th , 14 th and 21 st :	16 DCFs
Head office was informed that there was no clinic on October 28 th .	

November 4 th , 11 th , 18 th and 25 th :	24 DCFs
December 6 th , 9 th and 16 th :	15 DCFs

124 data collection forms were sent to head office. According to the information received, the areas of law discussed were:

Family Law: 42 queries (34.1%) regarding matters of divorce (13), separation (12), maintenance (18), custody/access (13), family home (10), domestic violence (3), barring orders (3) and other family (5)

Succession/ Probate: 13 queries (10.6%)

Employment Law: 17 queries (13.8%) regarding matters of discrimination (1), contract (6), dismissal (2) and other legislation (7)

Housing: 10 queries (8.1%) related to issues of public housing (1), landlord/tenant (5), notice to quit/eviction (1), rent increase/arrears (1) and neighbour dispute (3)

Property: 12 queries (9.8%)

Credit and Debt: 5 queries (4.1%) regarding matters of personal loan (2), mortgage (1) and other (2)

Consumer: 2 queries (1.6%) about services

Criminal Law: 13 queries (19.6%) regarding matters of road traffic offence (3), public order offence (2) supply/possession of drugs (1) non-fatal offence against the person (3), property offence (1), other criminal matters (1) and not specified matter (2)

Immigration/Refugee Law: 2 queries (1.6%)

Other: 16 queries (12.9%) issues include civil litigation (4), insurance (3), road traffic accident (2), client/solicitor relationship (2), equality (1), legal proceedings (1) commercial (1) and problems with Gardai (1) and miscellaneous (1).

There was 1 form with no information regarding the areas of law discussed during the consultation with the client.

Finglas. This centre operates on a weekly basis every Wednesday. The data collected is from the 16 clinics held on the following dates:

July 7 th , 14 th , 21 st and 28 th :	29 Data Collection Forms (DCFs)
September 1 st , 8 th , 22 nd and 29 th :	29 DCFs
October 6 th and 13 th :	9 DCFs
November 3 rd , 19 th , and 24 th :	28 DCFs
December 1 st , 8 th and 15 th :	17 DCFs

112 data collection forms were received from this centre, and the areas of law discussed were as follows:

Family Law: 38 queries (33.9%) regarding a matter of divorce (7), separation (7), maintenance (10), custody/access (7), family home (6), domestic violence (2), barring orders (1) and other family (1)

Succession/ Probate: 12 queries (10.7%)

Employment Law: 13 queries (11.6%) on matters of contract (3), dismissal (9) and other legislation (1)

Housing: 4 queries (3.6%) related to landlord/tenant (1) and other housing issues (3)

Property: 8 queries (7.1%)

Credit and Debt: 5.4 queries (6%) regarding personal loan (1), mortgage (1) and other (3)

Consumer: 5 queries (4.5%) regarding goods (3), services (1) and small claim (1)

Criminal Law: 2 queries (1.8%) matters include road traffic offence (1) and public order offence (1)

Immigration/ Refugee Law: 2 queries (1.8%) on general immigration law

Other: 24 queries (21.4%) issues include litter offence (2), civil litigation (7), insurance (4), road traffic accident (3), client/solicitor relationship (5), equality (1) and legal proceedings (1)

Killester. This centre operates on weekly basis every Monday evening. The data collected from Killester is from the clinic held on September 27th only:

According to the 3 data collection forms that were returned to head office, the areas of law discussed were:

Succession/ Probate: 1 query (33.3%)

Housing: 1 query (33.3%) regarding matters of neighbour dispute (1)

Consumer: 1 query (33.3%) regarding goods (1), services (1) and small claim (1)

Meath Street. This centre operates on a weekly basis every Monday evening. The data collected from Meath Street is from 2 clinics held on the following dates:

October 11 th :	6 Data Collection Forms (DCFs)
November 1 st :	6 DCFs

12 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Succession/ Probate: 1 query (10%)

Employment Law: 3 queries (30%) involving issues of contract (1), dismissal (2) and other legislation (1)

Housing: 2 queries (20%) regarding matters of landlord/tenant (1) and notice to quit/eviction (1)

Consumer: 1 query (10%) regarding goods (1), services (1) and small claim (1)

Other: 2 queries (20%) supply/Possession of drugs (1), legal proceedings (1) and miscellaneous (1)

There were 3 forms with no information regarding the areas of law discussed during the consultation with the client.

North King Street. This centre is available to the public on weekly basis every Thursday evening. The data collected is from the 23 clinics held on the following dates:

July 1 st 16 th , 22 nd and 29 th :	38 Data Collection Forms (DCFs)
August 7 th , 12 th , 19 th and 26 th :	30 DCFs
September 9 th , 16 th , 23 rd and 30 th :	16 DCFs
October 7 th , 14 th , 21 st and 28 th :	24 DCFs
November 4 th , 11 th , 18 th and 25 th :	21 DCFs
December 2 nd , 9 th and 16 th :	11 DCFs

According to 140 data collection forms that the centre sent to head office, the areas of law discussed with the clients were as follows.

Family Law: 47 queries (33.8%) regarding matters of divorce (11), separation (10), maintenance (10), custody/access (16), family home (6), barring orders (7), and other family issues (3)

Succession/ Probate: 7 queries (5%)

Employment Law: 20 queries (14.4%) regarding discrimination (2), contract (6), dismissal (8) and other legislation (8)

Housing: 17 queries (12.2%) related to public housing (5), landlord/tenant (5), notice to quit/eviction (3) rent increases/arrears (1) neighbour dispute (2) and other housing (4)

Property: 5 queries (4.1%)

Credit and Debt: 4 queries (2.9%) about issues related to personal loan (1) and other (3)

Consumer: 8 queries (5.8%) regarding goods (2), services (4) and small claim (3)

Criminal Law: 13 queries (9.4%) matters include road traffic offence (3), public order offence (2), offence against persons (3), TV license/summons (1) and other criminal matters (4)

Social Welfare Law: 4 queries (2.9%)

Immigration/ Refugee Law: 9 cases (6.5%) involving matters of immigration (8) One case was not specified.

Other: 23 cases (16.5%) related to civil litigation (9), road traffic accident (1), legal proceedings (2), defamation (4), insurance (1), freedom of information (1), education (1), health (1), tax (1), client /solicitor relationship (2).

There was 1 form with no information regarding the areas of law discussed during the consultation with the client.

Prussia St. This centre is available to the public on weekly basis, every Monday evening. The data collected is from the 23 clinics held on the following dates:

July 1 st 16 th , 22 nd and 29 th :	38 Data Collection Forms (DCFs)
August 7 th , 12 th , 19 th and 26 th :	30 DCFs
September 9 th , 16 th , 23 rd and 30 th :	16 DCFs
October 7 th , 14 th , 21 st and 28 th :	24 DCFs
November 4 th , 11 th , 18 th and 25 th	21 DCFs
December 2 nd , 9 th and 16 th :	11 DCFs

According to 140 data collection forms that the centre sent to head office, the areas of law discussed with the clients were as follows.

Family Law: 47 queries (33.8%) regarding matters of divorce (11), separation (10), maintenance (10), custody/access (16), family home (6), barring orders (7), and other family issues (3)

Succession/ Probate: 7 queries (5%)

Employment Law: 20 queries (14.4%) regarding discrimination (2), contract (6), dismissal (8) and other legislation (8)

Housing: 17 queries (12.2%) related to public housing (5), landlord/tenant (5), notice to quit/eviction (3) rent increases/arrears (1) neighbour dispute (2) and other housing (4)

Property: 5 queries (4.1%)

Credit and Debt: 4 queries (2.9%) about issues related to personal loan (1) and other (3)

Consumer: 8 queries (5.8%) regarding goods (2), services (4) and small claim (3)

Criminal Law: 13 queries (9.4%) matters include road traffic offence (3), public order offence (2), non-fatal offences against the persons (3), TV license/summons (1) and other criminal matters (4)

Social Welfare Law: 4 queries (2.9%)

Immigration/ Refugee Law: 9 cases (6.5%) involving matters of immigration (8) One case was not specified.

Other: 23 cases (16.5%) related to civil litigation (9), road traffic accident (1), legal proceedings (2), defamation (4), insurance (1), freedom of information (1), education (1), health (1), tax (1), client /solicitor relationship (2).

There was 1 form with no information regarding the areas of law discussed during the consultation with the client.

Pearse Street. This centre operates on a weekly basis every Thursday evening. The data collected from Pearse Street is from the 9 clinics held on the following dates:

July 15 th :	2 Data Collection Forms (DCFs)
August 5 th and 12 th :	8 DCFs
September 2 nd :	6 DCFs
October 14 th 21 st and 28 th :	15 DCFs
November 25 th	5 DCFs
December 18 th	3 DCFs

39 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Family Law: 10 queries (26.3%) regarding matters of divorce (2), separation (3), maintenance (2), custody/access (2), barring others (1) and other family (3)

Succession/ Probate: 4 queries (10.5%)

Employment Law: 4 queries (10.5%) involving issues of discrimination (1), contract (1), dismissal (2) and other legislation (1)

Housing: 7 queries (18.4%) regarding matters of landlord/tenant (3), notice to quit/eviction (1), neighbour dispute (1) and other housing (2)

Property: 1 query (2.6%)

Consumer: 3 queries (7.9%) regarding services (2) and small claim (2)

Criminal Law: 3 queries (7.9%) regarding matters of public order offence (2) and TV license/summons (1).

Social Welfare Law: 1 query (2.6%)

Immigration/ Refugee Law: 5 queries (13.2%) on general immigration law (5)

Other: 2 queries (5.3%) issues included civil litigation (1) and health (1).

There was 1 form with no information regarding the areas of law discussed during the consultation with the client.

Tallaght. This centre operates on a bi-monthly basis: the first and third Tuesday of each month. The data collected is from the 8 clinics held on the following dates:

July 6 th and 20 th :	21 Data Collection Forms (DCFs)
August 3 rd and 17 th :	22 DCFs
September 7 th and 21 st :	26 DCFs
October 5 th and 19 th :	20 DCFs
November 16 th :	6 DCFs
December 7 th :	11 DCFs

According to the 106 data collection forms received at head office, the areas of law discussed were as follows.

Family Law: 60 queries (56.6%) regarding matters of divorce (7), separation (26), maintenance (22), custody/access (14), family home (11), domestic violence (6), barring orders (9), and other family law (4)

Succession/ Probate: 5 queries (4.7%)

Employment Law: 7 queries (6.6%) matters include discrimination (1), contract (3), dismissal (1) and other legislation (2)

Housing: 5 queries (4.7%) related to public housing (3), rent increase/arrears (1), neighbour dispute (1) and other housing issues (1)

Property: 7 queries (6.6%)

Credit and Debt: 4 queries (3.8%) about mortgage (1). There were three forms with no further breakdown information

Consumer: 5 queries (4.7%) involving issues of goods (3), services (2) and small claim (1)

Criminal Law: 5 queries (4.7%) matters include public order offence (1), non-fatal offences against the person (2), other criminal matters (1) and not specified matters (1)

Social Welfare Law: 3 queries (2.8%)

Immigration/ Refugee Law: 3 queries (2.8%) regarding issues of immigration (3)

Other: 10 queries (9.4%) matters include civil litigation (4), client/solicitor relationship (3), legal proceedings (1), health (1) and miscellaneous (1)

Whitehall/Beaumont. This centre opens its doors to the public twice a month: the first and third Wednesday of each month. The data collected received at head office is from the 7 clinics held on the following dates:

August 18 th :	2 Data Collection Forms (DCFs)
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There was no clinic on August 4th due to holidays
September 1st: 2 DCFs
October 6th: 3 DCFs

November 3rd and 17th: 9 DCFs
December 1st and 15th: 5 DCFs

21 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Family Law: 11 queries (52.4%) involving issues of divorce (2), separation (4), maintenance (5) and custody/access (3).

Succession/ Probate: 1 query (4.8%)

Employment Law: 3 queries (14.3%) related to contract (1) and dismissal (2).

Housing: 2 queries (9.5%)

Property: 2 queries (9.5%)

Immigration/Refugee Law: 1 query (4.8%) related to immigration (1)

Other: 3 queries (14.3%) matters include civil litigation (1), legal proceedings (1) and commercial (1).

Legal Advice Centres

Ballina. This centre has been participating in the data collection programme since November. The clinic operates on a monthly basis, the 3rd Tuesday of the month. The data collected from Ballina is from the clinic held on November 16th only. According to the 5 data collection forms returned to head office, the areas of law discussed during that clinic were as follows:

Family Law

3 queries (60%) Matters included separation (3), maintenance (3) and family home (2)

Employment Law

1 query (10.7%) regarding discrimination (1)

Property

1 query (6.8%)

Castlebar. This centre is available to the public the last Thursday of the month. The following data collected is from 2 clinics only held on the following days:

July 29th 6 Data Collection Forms (DCFs)

Sept 30th 6 DCFs

12 data collection forms were returned to head office. According to the information read in those forms, there were 33 enquiries and the areas of law discussed were:

Family Law: 7 queries (58.3) involving matters of separation (4), maintenance (2), custody/access (2), family home (3)

Succession/ Probate: 1 query (8.3%)

Housing: 1 query (8.3%) regarding landlord/tenant

Credit and Debt: 1 query (8.3%) regarding personal loan

Social Welfare Law: 1 query (8.3%)

Other: 2 queries (16.7%) Matters include civil litigation (1) and road traffic accident (1)

Clonmel. This centre operates on a monthly basis, the third Thursday of the month. The data collected is from the clinics held on the following dates:

July 15 th	5 Data Collection Forms (DCFs)
August 19 th	6 DCFs
October 21 st	7 DCFs
November 18 th	6 DCFs
December 16 th	5 DCFs

29 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Family Law: 14 queries (50%) involving matters of divorce (6), separation (4), maintenance (3), custody/access (3) and other (2)

Succession/ Probate: 2 queries (7.1%)

Employment Law: 2 queries (7.1%) related to dismissal (1) and other legislation (1)

Property: 2 queries (7.1%)

Credit and Debt: 4 queries (14.3%) related to car finance (1) and other (3)

Consumer: 2 queries (7.1%) regarding goods (2)

Other: 2 queries (7.1%) Issues include contract (1) and problems with the Gardai (1).

There was 1 form with no information regarding the areas of law discussed during the consultation with the client.

Letterkenny. This centre is available to the public on a bi-monthly basis: the first and the third Thursday of each month. The data collected from this centre is from the 21 clinics held on the following dates:

July 15 th	5 Data Collection Forms (DCFs)
August 5 th and 26 th	8 DCFs
September 16 th	4 DCFs
October 14 th	4 DCFs

21 data collection forms were returned to head office. According to the information indicated on those forms, the areas of law discussed were:

Family Law: 10 queries (47.6%) involving matters of divorce (4), separation (4), maintenance (5), custody/access (6) and family home (2)

Succession/ Probate: 7 queries (33.3%)

Employment Law: 1 query (4.8%)

Housing: 1 query (4.8%) regarding neighbour dispute

Property: 3 queries (14.3%)

Credit and Debt: 1 query (4.8%)

Consumer: 1 query (4.8%) regarding services

Listowel. This centre has been participating in the data collection programme since August. Listowel operates on a monthly basis, the second Thursday of the month. The data collected is from 5 clinics held during the following dates:

August 12:	4 Data Collection Forms (DCFs)
September 9:	6 DCFs
October 14:	5 DCFs
November 11:	4 DCFs
December 9:	7 DCFs

26 data collection forms in total were returned to head office. According to the information indicated on such forms, the following areas of law were discussed.

Family Law: 9 queries (34.6%) regarding matters of divorce (4), separation (4), custody/access (1), family home (2), domestic violence (1) and other family issues (1)

Succession/ Probate: 5 queries (19.2%)

Employment Law: 1 query (3.8%) regarding the matter of dismissal

Property: 6 queries (23.1%)

Credit and Debt: 1 query (3.8%) related to mortgage

Consumer: 2 queries (7.7%) regarding goods (1)

Criminal Law: 1 query (3.8%)

Other: 3 queries (11.5%) issues included are civil litigation (2) and health (1)

Naas. This centre is open to the public on a monthly basis, the third Tuesday of the month. The data collected is from the 4 clinics held on the following dates:

July 20:	7 Data Collection Forms (DCFs)
September 21 and 28:	10 DCFs
November 16:	2 DCFs

19 data collection forms were sent to the head office, and according to the figures indicated, the areas of law discussed were as follows.

Family Law: 13 queries (68.4%) involving matters of divorce (3), separation (3), maintenance (4), custody/access (2), family home (5) and barring orders (2) and other family issues (1)

Succession/ Probate: 1 query (5.3%)

Employment Law: 1 query (5.3%) related to contract (1)

Housing: 1 query (5.3%) regarding neighbour dispute (1)

Property: 1 query (5.3%)

Social Welfare Law: 1 query (5.3%)

Other: 1 query (5.3%) regarding client/solicitor relationship

Navan. This centre operates on a bi-monthly basis: the first and the third Wednesday of the month. The data collected is from the 8 clinics held on the following dates:

July 7 th and 21 st	7 Data Collection Forms (DCFs)
September 1 st	2 DCFs
October 20 th	1 DCF
November 3 rd and 17 th	5 DCFs
December 1 st and 15 th	5 DCFs

20 data collection forms were returned to head office. According to the information indicated on those forms, the areas of law discussed were:

Family Law: 10 queries (50%) involving matters of divorce (3), separation (3), maintenance (4), custody/access (2), family home (5), barring orders (2) and other (1)

Succession/ Probate: 1 query (5%)

Housing: 1 query (5%) regarding landlord/tenant

Property: 2 queries (10%)

Credit and Debt: 1 query (5%)

Newbridge. This centre operates on a monthly basis, the second Tuesday of the month. The data collected from this centre is from the 1 clinic held on the following date only:

5 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Other: 1 query (20%)

5 data collection forms were sent to head office. Figures from that centre show that the areas of law discussed were:

Property: 1 query (20%)

July 5, 12, 19 and 26:	16 Data Collection Forms (DCFs)
September 20 and 27:	8 DCFs
October 4, 11 and 18:	14 DCFs
November 1, 15, 22 and 29:	15 DCFs
December: 6 and 13:	10 DCFs

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Family Law: 16 queries (25.4%) involving matters of divorce (2), separation (3), maintenance (9), custody/access (3), family home (1), barring orders (2) and other (2)

Succession/ Probate: 3 queries (4.85%)

Employment Law: 6 queries (9.5%) about discrimination (3), contract (1), dismissal (1) and other legislation (1)

Housing: 3 queries (4.8%) regarding neighbour disputes (3)

Property: 12 queries (19%)

Credit and Debt: 2 queries (3.2%) about credit card (1) and other credit and debt issues (1)

Consumer: 4 queries (6.3%) regarding goods (2) and services (2)

Criminal Law: 5 queries (7.9%)

Social Welfare Law: 2 queries (3.2%)

Other: 16 queries (25.4%) Matters include civil litigation (6), client/solicitor relationship (1), and of court (1), council/corporation matters (1), tax (1) commercial (1), Freedom of Information Act (1), equality (1), legal proceedings (2) and miscellaneous (1)

Thurles. This centre opens to the public on the first Thursday of the month. The data collected is from the clinics held on the following dates:

July 1:	4 Data Collection Forms (DCFs)
August 5:	6 DCFs
September 2:	1 DCF
October 7:	6 DCFs
November 4:	7 DCFs
December 2:	8 DCFs

32 data collection forms were sent from this centre to the head office indicating that the following areas of law were discussed:

Family Law: 12 queries (37.5%) involving matters of divorce (1), separation (6), maintenance (2), custody/access (3), family home (3) and domestic violence (2)

Succession/ Probate: 6 queries (18.8%)

Employment Law: 3 queries (9.4%) related to dismissal (1) and other legislation (2)

Housing: 3 queries (9.4%) regarding public housing (1), rent increase/arrears (1), neighbour dispute (1) and other housing (1)

Property: 2 queries (6.3%)

Consumer: 5 queries (15.6%) regarding goods (3), services (2) and small claim (2)

Criminal Law: 2 queries (6.3%) regarding non-fatal offences

Other: 1 query (3.1%) matters included contract (1) and problems with Gardai (1)

Tralee. This centre operates on a bi-monthly basis, the second and the third Thursday of the month. The data collected is from the 11 clinics held on the following dates:

July 1: 2 Data Collection Forms (DCFs)

August 5 and 19: 8 DCFs

September 2 and 16: 7 DCFs

October 7 and 21: 10 DCFs

November 4 and 18: 4 DCFs

December 2 and 16: 9 DCFs

According to the 40 data collection forms returned to head office, the areas of law discussed were:

Family Law: 13 queries (33.3%) involving matters of divorce (2), separation (9), maintenance (7), custody/access (3), family home (6), domestic violence (3), barring orders (1) and other (1)

Succession/ Probate: 4 queries (10.3%)

Employment Law: 1 query (2.6%) related to discrimination (1)

Housing: 5 queries (12.8%) regarding public housing (1), landlord/tenant (3) and neighbour dispute (1)

Property: 12 queries (30.8%)

Credit and Debt: 5 queries (12.8%) about money-lending

Consumer: 1 query (2.6%) regarding goods

Other: 3 queries (7.7%) matters include civil litigation (2) and miscellaneous (1)

There was 1 form with no information regarding the areas of law discussed during the consultation with the client.

For further information about this programme, please contact Marcela Rodriguez-Farrelly at marcela.rodriguez@flac.ie

