

FLAC Data Collection Programme

January – June 2004 Statistical Report

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

Introduction

The Free Legal Advice Centres (FLAC) is a non-governmental organisation which has been providing legal advice and referral to the public through its involvement in a network of legal advice centres as well as campaigning for access to justice for all since 1969.

One of the core principles of FLAC is to ensure that disadvantaged people can effectively access legal services. FLAC is also dedicated to the realisation of access to justice for all.

To achieve those aims, FLAC sees the necessity of keeping uniform records and statistics of the overall work of its centres. FLAC operates 20 part-time legal advice centres directly and a further 35 are operated by Citizens information centres with the support of FLAC. All of these centres are serviced by volunteer legal advisors.

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.

First bi-annual report

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

During the period of January-June 2004, data was collected from 17 FLAC Centres and from 11 Legal Advice Centres. A total of 1516 data collection forms were sent from the following FLAC centres to the head office: Adelaide Road, Ballyboden, Ballyfermot, Blanchardstown, Clondalkin, Crumlin, Dundrum, Finglas, Killester, Meath St, the National Association for Deaf People (NADP), North King Street, Pearse St., Prussia Street, Tallaght, Whitehall/Beaumont and Cork. In addition, data was also collected from the Legal Advice Centres located in Clonmel, Thurles, Tralee, Navan, Naas, Newbridge, Sligo, Castlebar, Limerick, Portlaoise and Letterkenny. Those centres sent to head office the data collection forms used in all or some of their clinics during the period of reference.

The present report was made based upon the information provided in those forms.

Reading the forms¹ - Entering data.

The forms are administered by the advisors during the consultation with the clients. 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.

Page one contains the following information:

The heading, where advisors are requested to fill in the name of the centre, his/her name, date, case brief and outline of advice given.

Following the heading are two sections: referrals and areas of law discussed. “Referrals” includes six categories, which are Legal Aid Board, private solicitor, another agency, MABS, Family Mediation Service and FLAC. This section runs from question one to six. “Areas of law discussed” includes 11 categories that are family law, succession/probate, employment law, housing, property, credit and debt, consumer, criminal law, social welfare, immigration/refugee law and other. Some categories also have subcategories and/or related questions. This section runs from question seven to seventeen.

In the following statistical reporting, the name of the advisor, the case brief and the outline of advice given in the heading have not been included in the data entry. The outline of the advice given was taken into consideration when no referrals were recorded, in which case referrals are entered as “not applicable.” The same procedure was applied in order to identify the areas of law discussed when this information was not recorded in the category available, in which case the “case brief” and/or the “outline of advice given” were taken into account.

At the bottom of the page, there is a question- number eighteen- that asks whether the client has a solicitor, and if so, if the solicitor is a private one or from the Legal Aid Board.

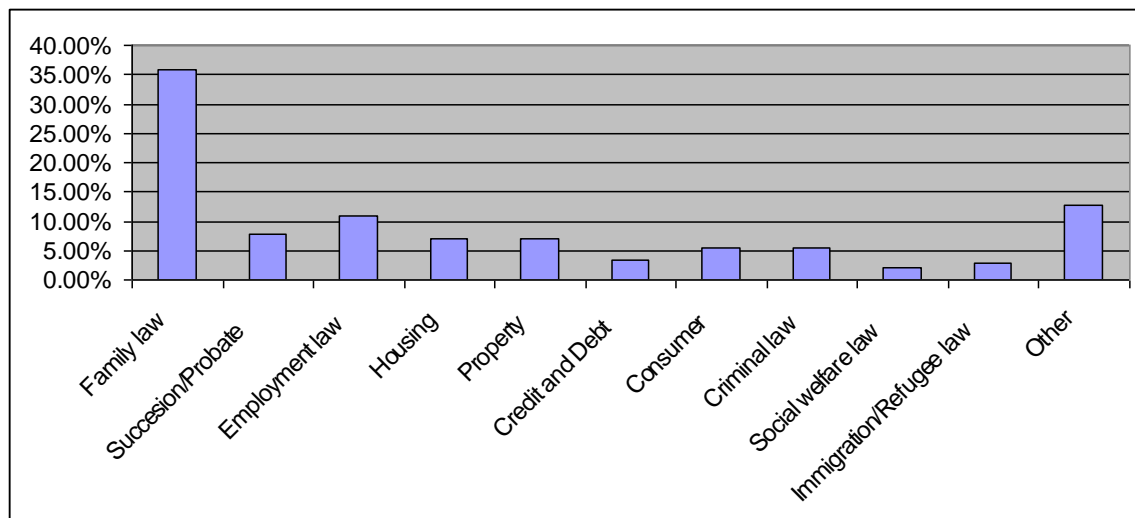
Finally, page one contains two footnotes. The first footnote explains that information is collected by FLAC for statistical purposes in order to monitor its own service provision and to assist in its campaigning role through identifying areas of unmet need. In addition, it includes the data protection clause of which the client must be informed. The second one highlights FLAC’s interest in potential test cases and its specific areas of concern such as Legal Aid representation, health service and social welfare, employment, consumer and debt, all of which should be considered for potential referrals or consultation to head office.

¹ See attached Data Collection Form

From the reading of the 1516 forms that were sent, 1516 clients visited the centres and 1589 legal queries were discussed regarding the following areas of law:

Family law	568	35.75%
Succession/probate	124	7.80%
Employment law	174	10.96%
Housing	110	6.93%
Property	112	7.04%
Credit and debt	52	3.27%
Consumer	85	5.35%
Criminal law	87	5.47%
Social welfare law	32	2.02%
Immigration/refugee law	44	2.77%
Other	201	12.64%

“Other” includes litter offence, education, defamation, civil litigation, ward of court, contract, insurance, road traffic accident, health, tax, client/solicitor relationship, refusal to enter to premises/no grounds for Equality Authority, problems with Gardai, setting up business, commercial, Freedom of Information Act, Redress Board, legal proceedings and miscellaneous.



Page two of the form contains a questionnaire entitled “About the client,” and is optional for the client to answer. It aims to explore the client’s profile and his/her experience, if any, with regard to previous need for legal advice and aid, and his/her knowledge of the Legal Aid Board.

Client’s details for future follow ups are also requested; but once again, this is optional for the client to answer.

Finally, advisors are requested to tick the reasons for not filling in the questionnaire in a part or whole. Reasons include “client did not consent,” “insufficient time available to advisor,” and “advisor deemed it inappropriate for client.”

Of the total of 1516 data collection forms received at the head office, 519 forms were filled on page two which makes up a 34.23% of that total. Reasons for not filling in page two were:

- “Client did not consent” in 2 forms (which makes up a 0.1% of the total number of forms)
- “Insufficient time available to advisors” in 125 forms (8.2% of the total)
- “Advisor deemed it inappropriate for client” in 17 forms (1.1% of the total)
- No reasons recorded in 730 forms (48.15% of the total)
- Advisor used the old forms available in year 2003 with no second page printed on it in 123 forms (making up the 8.1% of the total)

Of the total of 519 forms whose page two were filled in, 346 forms were completed (making up a 66.66% of those 519 forms); 127 forms were partially completed and no reasons were recorded (24.47%); 6 forms were partially completed because the client did not consent (1.15%); 20 forms were partially completed because there was insufficient time available to the advisor (3.85%); 20 forms were partially completed because the advisor deemed it inappropriate for the client (3.85%).

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

At the time of writing this report on August 2, head office received 1262 data collection forms from FLAC centres, which amounts to 83.2% of the total forms received. The FLAC centres that sent the forms used in all or some of their clinics during the period of January – June 2004 are Adelaide Road (80), Ballyfermot (5), Blanchardstown (185), Clondalkin (167), Crumlin (51), Dundrum (114), Finglas (114), National Association of Deaf -NAD- (5), North King Street (143), Prussia Street (52), Tallaght (126), Whitehall/Beaumont (17), Cork (167), Killester (21), Ballyboden (7), Meath St (3) and Pearse Street (5).

The following is the number of data collection forms received from FLAC centres broken up by months:

January:	186 DCFs
February:	200 DCFs
March:	209 DCFs
April:	214 DCFs
May:	242 DCFs
June:	211 DCFs

Head office also received 254 data collection forms from Legal Advice Centres located outside the Dublin area, which makes up 16.80% 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 (38), Thurles (27), Tralee (60), Navan (11), Naas and Newbridge (4) and Sligo (21).

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

January:	35 DCFs
February:	21 DCFs
March:	75 DCFs
April:	31 DCFs
May:	42 DCFs
June:	50 DCFs

The following is relevant information and the details of the data collected from the 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 16 clinics held on the following dates:

January 6, 13 and 27:	22 Data collection forms (hereinafter “DCFs”)
February 24:	7 DCFs
March 2, 8, 23 and 30:	20 DCFs
April 6, 13, 20 and 27:	16 DCFs
May 4, 18, and 25:	12 DCFs
June 3:	3 DCFs

80 data collection forms were returned to head office. According to the figures from that centre, areas of law discussed were:

Family law: 18 queries including divorce (6), separation (11), maintenance (3), custody/access (5), family home (6), domestic violence (1), barring orders (2) and other family (2)

Succession/probate: 6 queries

Employment law: 17 queries including discrimination (6), contract (6), dismissal (5) and other legislation (6)

Housing: 12 queries involving issues related to landlord/tenant (6) and other housing (3)

Property: 4 queries

Credit and debt: 1 query

Consumer: 3 queries regarding goods (2) and small claim (2)

Criminal law: 7 queries involving issues of road traffic offence (1), larceny (1), TV license/summons (2), public order offence (1) and other criminal matters (2)

Social welfare law: 3 queries

Immigration/Refugee Law: 2 queries regarding general immigration law

Other: 12 queries related to civil litigation (5), road traffic accident (1), client/solicitor relationship (1) and miscellaneous (5)

Ballyboden. This centre operates on a weekly basis every Monday evening. The programme was launched at this centre in May. The data collected from Ballyboden is from the clinic held on May 7 only. According to the information received from the 7 data collection forms, the areas of law discussed were the following:

Family law: 2 queries regarding matters of separation (2), maintenance (2) and family home (1)

Succession/probate: 1 query

Employment law: 1 query about discrimination and other legislation

Housing: 1 query

Consumer: 1 query about goods and small claim

Other: 1 query regarding civil litigation

Ballyfermot. This centre is open to the public on Tuesdays evenings and operates on a weekly basis. The data collected from this centre is from the clinic held on January 13th only. According to the information on the 5 DCFs received, the areas of law discussed were as follows.

Family law: 1 query regarding a matter of custody and access

Employment law: 1 query related to dismissal

Succession/probate: 1 query

Property: 2 queries

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:

January 5, 12, 19 and 26:	43 DCFs
February 2, 9, 16 and 23:	39 DCFs
March 1, 8, 15, 22 and 29:	38 DCFs
April 4, 19 and 26:	21 DCFs

On April 12 there was no clinic due to the Eastern Monday.

May 10, 17, 24 and 31:	25 DCFs
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On May 3 there was no clinic due to the Bank Holiday.

June 21 and 28:	19 DCFs
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On June 7 there was no clinic due to the Bank Holiday. Data collection forms for the clinic held on June 14 were not returned to head office and therefore, no data for that day was entered; the centre, however, provided a list with the number of clients who called on that day, 8 in totals.

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: 91 queries regarding matters of divorce (8), separation (40), maintenance (31), custody/access (29), family home (13), domestic violence (4), barring orders (5) and other family issues (14)

Succession/probate: 9 queries

Employment law: 13 queries; matters included discrimination (1), contract (4), dismissal (5) and other legislation (2)

Housing: 14 queries regarding issues of public housing (3), landlord/tenant (1), neighbor dispute (3) and other housing (3)

Property: 14 queries

Credit and debt: 2 queries; matters related to credit card and mortgage

Consumer: 10 queries regarding issues of goods (5), service (5) and small claim (1)

Criminal law: 9 queries; matters include road traffic offence (5) and TV license/summons (4)

Social welfare law: 6 queries

Immigration/Refugee law: 8 queries regarding general issues of immigration law

Other: 15 queries, matters included are education (1), defamation (2), civil litigation (4), insurance (1), road traffic accident (4), problems with Gardai (1) and miscellaneous (2)

Clondalkin. This centre is open to the public every Tuesday evening. The data collected from this centre is from the 23 clinics held on the following dates:

January 6, 13, 20 and 27	23 DCFs
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February 17 and 24	26 DCFs
March 2, 9, 16, 23 and 30	31 DCFs
April 5, 13, 20 and 27	25 DCFs
May 4, 11, 18 and 25	33 DCFs
June 1, 8, 15 and 22	29 DCFs

Head office was informed that there was no clinic on June 29

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

Family law: 87 queries regarding matters of divorce (13), separation (33), maintenance (21), custody/access (22), family home (17), domestic violence (4), barring others (7) and other family (8)

Succession/probate: 6

Employment law: 13 queries involving issues of discrimination (2), contract (3), dismissal (5) and other legislation (2)

Housing: 7 queries regarding matters of public housing (3), landlord/tenant (1), notice to quit/eviction (2) and neighbor dispute (2)

Property: 12 cases

Credit and Debt: 5 queries related to car finance (3) and other (2)

Consumer: 7 queries regarding goods (5), services (1) and small claim (1)

Criminal law: 9 queries regarding matters of road traffic offence (5), offence against property (3), rape/assault (1)

Social welfare law: 1

Immigration/Refugee law: 3 queries on general immigration law

Other: 28 queries. Issues included are education (1), defamation (3), civil litigation (9), insurance (3), client/solicitor relationship (3), problems with Gardai (2), Freedom of Information Act (1) and miscellaneous (6)

Cork. The FLAC Centre in Cork is available to the public on a bimonthly basis: the first and the third Wednesday of the month. The data collected is from the 11 clinics that were held on the following dates:

January 21:	19 DCFs
February 4 and 18:	34 DCFs
March 3 and 24:	19 DCFs
April 7 and 21:	27 DCFs
May 5 and 19:	36 DCFs

June 2 and 16: 32 DCFs

167 data collection forms were received from this centre. According to the information recorded on those forms, the areas of law discussed were as follows.

Family law: 26 queries involving matters of divorce (3), separation (6), maintenance (6), custody/access (3), family home (3), domestic violence (3), barring orders (1) and other (5)

Succession/probate: 8 queries

Employment law: 27 cases related to discrimination (2), contract (9), dismissal (10), and other legislation (6)

Housing: 12 queries regarding public housing (4), landlord/tenant (2), neighbor dispute (3) and other housing (4)

Property: 16 queries

Credit and debt: 5 queries involving personal loan (3) and money-lending (1). The matters of the other 2 queries were not specified

Consumer: 12 queries regarding goods (2) and services (12)

Criminal law: 11 queries. Matters include supply and possession of drugs (1), road traffic offence (4), rape/assault (1), offence against persons (1), public order offence (1), theft (1), and other criminal matters (1). There was 1 query whose matter was not specified.

Immigration/Refugee law: 3 queries

Other: 37 queries regarding defamation (2), civil litigation (14), contract (2), insurance (4), road traffic accident (2), health (2), tax (1), client/solicitor relationship (1), problems with Gardai (1) and miscellaneous (7)

Crumlin. This centre is available to the public on a twice monthly basis, the second and the fourth Wednesday of the month. Crumlin has been participating in the data collection programme since March 24. The data collected is from the following 7 clinics:

March 24	6 DCFs
April 14 and 28	17 DCFs
May 12 and 26	14 DCFs
June 9 and 23	14 DCFs

According to the 51 data collection forms returned to the office, areas of law discussed were as follows:

Family law: 18 queries. Matters include divorce (5), separation (7), maintenance (8), custody/access (4), family home (5), domestic violence (3), barring orders (2) and other family (1)

Succession/Probate: 9 queries

Employment law: 7 queries related to discrimination (1), contract (5), dismissal (3), and other legislation (3)

Housing: 2 queries regarding public housing (1) and neighbor dispute (1)

Property: 5 queries

Credit and Debt: 1 query about mortgage

Consumer: 3 queries regarding goods (2), services (2) and small claim (1)

Criminal law: 2 queries regarding matters of offence against persons (1) and TV license/summons

Immigration/Refugee law: 1 query on immigration law

Other: 7 queries. Issues include litter offence (1), defamation (2), civil litigation (1), client/solicitor relationship (1), legal proceedings (1) and miscellaneous (1)

Dundrum. This centre operates on weekly basis every Thursday evening. The data received is from the 20 clinics held on the following dates:

January 22 and 29	7 DCFs
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February 5, 12, 19 and 26	18 DCFs
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March 4, 11 and 25	12 DCFs
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April 1, 15, and 29	30 DCFs
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Head office was informed that on April 8 the Citizen's Information Centre was closed and that there was no clinic on April 22.

May 6, 13, 20 and 27	26 DCFs
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June 3, 10, 17 and 24	21 DCFs
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114 data collection forms were sent to head office. According to the information received, the areas of law discussed were:

Family law: 47 queries regarding matters of divorce (15), separation (18), maintenance (8), custody/access (7), family home (9), domestic violence (3), barring orders (3) and other family (2)

Succession/probate: 11 queries

Employment law: 24 queries regarding matters of discrimination (5), contract (6), dismissal (6) and other legislation (10)

Housing: 12 queries related to issues of public housing (1), landlord/tenant (9), notice to quit/eviction (1), neighbor dispute (1) and other housing (1)

Property: 2 queries

Credit and debt: 4 queries regarding matters of personal loan (1), mortgage (1) and other (2)

Consumer: 2 queries about goods (1) and services (1)

Criminal law: 4 queries regarding matters of supply/possession of drugs (3) and rape/assault (1)

Social welfare law: 1 query

Other: 10 queries. Issues include civil litigation (4), contract (1), insurance (1), road traffic accident (1), commercial (2) and miscellaneous (1).

Finglas. This centre has been operating on a weekly basis every Wednesday since February. Prior to that, Finglas used to operate on bi-monthly basis: the second and the forth Wednesday of each month. The data collected is from the 17 clinics held on the following dates:

January 14	7 DCFs
February 2, 11 and 25	17 DCFs
March 3, 10, 24 and 31	17 DCFs
There was no clinic on St. Patrick's Day – March 17	
April 7, 14 and 21	23 DCFs
May 19 and 25	13 DCFs
June 2, 9, 23 and 30	37 DCFs

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

Family law: 43 queries regarding a matter of divorce (6), separation (11), maintenance (5), custody/access (10), family home (6), domestic violence (3), barring orders (3) and other family (4)

Succession/probate: 12 queries

Employment law: 9 queries on matters of contract (4), dismissal (3) and other legislation (2)

Housing: 5 queries related to landlord/tenant (3), neighbor dispute (2) and other housing (2) issues

Property: 9 queries

Credit and Debt: 7 queries regarding money lending (1), mortgage (3) and other (3)

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

Criminal law: 11 queries. Matters include supply/possession of drugs (1), road traffic offence (5), offence against property (1), rape/assault (1), offence against persons (1) and other criminal matters (2)

Social Welfare: 2 queries

Immigration/Refugee law: 1 query on immigration law

Other: 10 queries. Issues include litter offence (1), civil litigation (1), insurance (2), client/solicitor relationship (2), problems with Gardai (1), Redress Board (1) and miscellaneous (2)

Killester. This centre operates on weekly basis every Monday evening. Killester has participated in the data collection programme since February 23, and the data collected are from the following 7 clinics dated:

February 23:	4 DCFs
March 1, 15 and 22:	10 DCFs
April 19:	3 DCFs
There was no clinic on Easter Monday – April 12	
May 10:	3 DCFs
There was no clinic on May 3 due to the Bank Holiday	
June 14:	1 DCF
There was no clinic on June 7 due to the Bank Holiday	

The centre provided a list containing the number of callers for the missing dates, as follows:

April 5: 5 callers; April 26: 3 callers; May 17: 3 callers; May 31: 4 callers; June 21: 8 callers and June 28: 3 callers. However, as there are no data collection forms for those dates, these last figures have not been entered on our data.

According to the 21 data collection forms that were returned to head office, the areas of law discussed were:

Family law: 5 queries regarding separation (1), maintenance (3), custody/access (2), family home (3), domestic violence (1) and barring orders (1)

Succession/probate: 3 queries

Employment law: 3 queries regarding contract (2), dismissal (1) and other legislation (2)

Housing: 3 queries related to issues of neighbor dispute (2) and other housing (1)

Property: 3 queries

Consumer and Debt: 1 query about small claim

Social welfare law: 1 query

Other: 4 queries. Matters include civil litigation (1), contract (1), road traffic accident (1) and problems with Gardai (1)

Meath Street. This centre operates on a weekly basis every Monday evening. The programme was launched at this centre in May. The data collected from Meath Street is from the clinic held on May 17 only. According to the information received from the 3 data collection forms, the areas of law discussed were the following:

Hosing: 1 query about neighbor dispute

Property: 1 query

Other: 1 query related to problems with Gardai

National Association for Deaf People (City Centre). This centre is available to the public operates on bi- monthly basis, the first and the third Tuesday of each month. The data collected from this centre is from the clinic held on February 3 only. According to the information received, the areas of law discussed were:

Family law: 1 query regarding custody/access

Housing: 1 query about landlord/tenant

Social welfare law: 1 query

Immigration/Refugee law: 2 queries regarding immigration

Other: 1 query about contract

North King Street. This centre is available to the public on weekly basis every Thursday evening. The data collected is from the 25 clinics held on the following dates:

January 8, 15, 22 and 29:	18 DCFs
February 5, 12, 19 and 26	21 DCFs
March 4, 11, 18 and 25	20 DCFs
April 1, 8, 15, 22 and 29	28 DCFs
May 6, 13, 20 and 27	28 DCFs
June 3, 10, 17 and 25	28 DCFs

According to the 143 data collection forms that the centre sent to head office, the areas of law discussed with the clients were as follows.

Family law: 41 queries regarding matters of divorce (12), separation (6), maintenance (8), custody/access (15), family home (5), barring orders (5), and other family issues (5)

Succession/probate: 11 queries

Employment law: 25 queries regarding discrimination (7), contract (6), dismissal (10) and other legislation (6)

Housing: 8 queries related to public housing (5), landlord/tenant (1), notice to quit/eviction (1) neighbor dispute (1) and other housing (1)

Property: 4 queries

Credit and debt: 12 queries about issues related to personal loan (1), money lending (2) and other (7)

Consumer: 14 queries regarding goods (9), services (5) and small claim (1)

Criminal law: 7 queries. Matters include road traffic offence (2), offence against property (1) rape/assault (1), offence against persons (1) and other criminal matters (2)

Social welfare law: 4 queries

Immigration/Refugee law: 13 cases involving matters of immigration (12) and refugee law (4)

Other: 17 cases related to civil litigation (7), ward of court (1), road traffic accident (1), health (1), tax (2), client/solicitor relationship (1), refusal to enter to premises/no grounds for Equality Authority (1) and miscellaneous (3)

Prussia St. This centre is available to the public on weekly basis, every Monday evening. Prussia St has been participating in the data collection programme since February 9th. The data collected is from the following 7 clinics:

February 9, 16 and 23: 10 DCFs

March 1, 15, 22 and 29: 19 DCFs

Head office was informed by this centre that there was no clinic on March 8

April 19 and 26: 7 DCFs

There was no clinic on Eastern Monday – April 12-; head office was also informed that there was no clinic on April 5

May 10, 17, 24 and 31: 15 DCFs

There was no clinic on May 3 due to Bank Holiday

June 28: 1 DCF

There was no clinic on June 7 due to Bank Holiday

According to the 52 data collection forms returned to head office, the areas of law discussed at that centre were as follows.

Family law: 11 queries, regarding matters of divorce (1), separation (4), maintenance (2), custody/access (4), family home (1), and other family law (4)

Succession/probate: 8 queries

Employment law: 5 queries. Matters include discrimination (1), contract (2), dismissal (2) and other legislation (1)

Housing: 6 queries related to public housing (1), landlord/tenant (2), notice to quit/eviction (1) and neighbor dispute (1)

Property: 4 queries

Credit and debt: 2 queries

Consumer: 2 queries involving issues of goods (1) and services (1)

Criminal law: 6 queries. Matters include supply/possession of drugs (1), offence against persons (2) and other criminal matters (3)

Social welfare law: 2 queries

Immigration/refugee: 1 query about refugee law

Other: 8 queries. Matters include litter offence (1), defamation (1), civil litigation (4), ward of court (1) and client/solicitor relationship (1)

Pearse Street. This centre operates on a weekly basis every Thursday evening. The programme was launched at this centre in May. The data collected from Pearse Street is from the clinic held on May 27 only. According to the information received from the 5 data collection forms, the areas of law discussed were the following:

Family law: 1 query involving matters of separation, family home and barring orders

Consumer: 2 queries regarding goods (1) and services (2)

Criminal law: 1 query about theft

Other: 1 query related to contract

Tallaght. The centre had been operating on weekly basis every Tuesday evening until the end of March. Since April, this centre has been operating on bi-monthly basis: the first and third Tuesday of each month. The data collected is from the 14 clinics held on the following dates:

January 6, 13, 20 and 27:	41 DCFs
February 9 and 10:	19 DCFs
March 2 and 9	15 DCFs

During the second half of March the post service was interrupted in some areas of the country due to industrial action. During that period, the centre informed to head office that the DCFs for the clinics held on March 16, 23 and 30 were posted; however such postage has been apparently lost)

April 6 and 20:	14 DCFs
May 6 and 18:	18 DCFs
June 1 and 15:	19 DCFs

According to the 126 data collection forms received at head office, the areas of law discussed were as follows.

Family law: 82 queries regarding matters of divorce (16), separation (35), maintenance (30), custody/access (27), family home (21), domestic violence (8), barring orders (10), and other family law (9)

Succession/probate: 6 queries

Employment law: 9 queries. Matters include discrimination (1), contract (1), dismissal (6) and other legislation (2)

Housing: 9 queries related to landlord/tenant (5), notice to quit/eviction (1), neighbor dispute (2) and other housing issues

Property: 6 queries

Credit and debt: 2 queries about car finance

Consumer: 5 queries involving issues of goods (2), services (4) and small claim (1)

Criminal law: 9 queries. Matters include road traffic offence (2), offence against property (2), rape/assault (1), offence against persons (2), and other criminal law (1)

Social welfare law: 1 query

Immigration/Refugee law: 4 queries regarding issues of immigration (2) and refugee law (1). (The forth query was not specified whether it was a matter of immigration, refugee law or both)

Other: 6 queries. Matters include litter offence (1), defamation (1), civil litigation (2), insurance (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:

January 21:	1 DCF
March 3:	2 DCFs

There was no clinic St. Patrick's Day – March 17
April 7 and 21: 3 DCFs
May 4: 4 DCFs
June 2 and 16: 7 DCFs

According to the 17 data collection forms received, the following areas of law discussed were discussed:

Family law: 3 queries involving issues of divorce (1), separation (1), maintenance (2), custody/access (1), family home (1) and other family (1)

Succession/probate: 1 query

Employment law: 2 queries related to dismissal and other legislation

Housing: 1 query

Property: 3 queries

Consumer: 1 query about services

Criminal law: 1 query regarding road traffic offence

Social welfare law: 2 queries

Other: 3 queries. Matters include road traffic accident (1) and client/solicitor relationship (2)

Legal Advice Centres

Castlebar. This centre is available to the public the last Thursday of the month. Castlebar has been participated in the data collection programme since March. The data collected is from the following 5 clinics:

March 3 and 25: 16 DCFs
April 29: 3 DCFs
May 27: 6 DCFs
June 24: 7 DCFs

32 data collection forms were returned to head office. According to the information read in those forms, the areas of law discussed were:

Family law: 12 queries involving matters of divorce (3), separation (6), maintenance (2), custody/access (3), family home (4), barring orders (1) and other (1)

Succession/probate: 4 queries

Employment law: 2 queries related to discrimination (1), dismissal (1) and other legislation (2)

Housing: 3 queries regarding public housing (1), landlord/tenant (1) and neighbor dispute (1)

Property: 4 queries

Credit and Debt: 3 queries about car finance (2) and personal loan (1)

Criminal law: 1 query

Other: 4 queries. Matters include civil litigation (2), client/solicitor relationship (1) and miscellaneous (1)

Clonnel. This centre operates on a monthly basis, the third Thursday of the month. The data collected is from the 5 clinics held on the following dates:

January 15:	6 DCFs
March 18:	10 DCFs
April 15:	3 DCFs
May 20:	10 DCFs
June 17:	9 DCFs

According to the 38 data collection forms returned to head office, the areas of law discussed were at the centre were:

Family law: 14 queries involving matters of divorce (6), separation (4), maintenance (4), custody/access (4), family home (2), domestic violence (2) and barring orders (1)

Succession/probate: 3 queries

Employment law: 3 queries related to dismissal (3)

Property: 3 queries

Credit and Debt: 1 query

Consumer: 2 queries regarding services (2)

Criminal law: 2 queries. Matters include road traffic offence (1) and offence against persons (1)

Social welfare law: 1 query

Other: 6 queries. Issues include civil litigation (1), contract (1), council matters (1), client/solicitor relationship (1) and miscellaneous (2)

Letterkenny. This centre is available to the public on a bi monthly basis: the first and the third Thursday of each month. The Letterkenny centre has been participating on the data collection programme since May 20. The data collected is from the 2 clinics held on the following dates:

May 20: 5 DCFs
June 3: 4 DCFs

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

Family law: 7 queries involving matters of divorce (4), separation (1), custody/access (2), family home (2) and other (3)

Succession/probate: 5 queries

Housing: 2 queries regarding rent increase/arrears (1) and other housing (1)

Property: 6 queries

Credit and Debt: 1 query about personal loan

Immigration/Refugee law: 1 query about immigration law

Other: 1 query about insurance

Limerick. This centre operates every Wednesday evening. 18 data collection forms from the clinic held on March 3 were sent from this centre only. According to the figures received, the areas of law discussed were as follows.

Family law: 6 queries involving matters of divorce (1), maintenance (1), custody/access (2), family home (3), domestic violence (1), barring orders (1) and other (2)

Succession/probate: 1 query

Employment law: 1 query regarding dismissal

Housing: 1 query regarding public housing

Credit and Debt: 2 queries about car finance (1) and personal loan (1)

Consumer: 2 queries regarding goods (1) and service (1)

Immigration/Refugee law: 1 query about immigration law

Other: 5 queries. Matters include civil litigation (1), road traffic accident (1), tax (2) and miscellaneous (1)

Navan. This centre operates on a bi monthly basis: the first and the third Wednesday of the month. The data collected is from the 4 clinics held on the following dates:

January 7:	3 DCFs
April 7:	2 DCFs
May 19:	3 DCFs
June 2:	3 DCFs

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

Family law: 6 queries involving matters of divorce (3), separation (4), maintenance (2), custody/access (2), family home (3) and other (1)

Succession/probate: 1 query

Housing: 1 query regarding neighbor dispute

Property: 1 query

Credit and Debt: 1 query about mortgage

Social welfare law: 1 query

Other: 2 queries regarding civil litigation (2)

Naas. This centre is open to the public on a monthly basis, the third Tuesday of the month. The data collected is from the 5 clinics held on the following dates:

January 20:	6 DCFs
February 17:	5 DCFs
March 16:	6 DCFs
April 20:	7 DCFs
June 15:	7 DCFs

Head office was informed that there was no clinic on May 18.

31 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: 10 queries involving matters of divorce (3), separation (4), maintenance (5), custody/access (3), family home (2), domestic violence (2), barring orders (2) and other (1)

Succession/probate: 3 queries

Employment law: 2 queries related to discrimination (1) and contract (1)

Housing: 5 queries regarding public housing (1), notice to quit/eviction (2), neighbor dispute (1) and other housing (1)

Property: 1 query

Credit and Debt: 1 query about mortgage

Consumer: 4 queries regarding goods (1) and services (3)

Criminal law: 1 query regarding supply/possession of drugs

Social welfare law: 2 queries

Immigration/Refugee law: 1 query regarding immigration law (1)

Other: 2 queries. Matters include insurance (1) and miscellaneous (1)

Newbridge. This centre operates on a monthly basis, the second Tuesday of the month. Four data collection forms from the clinic held on January 13th were sent from this centre only. According to the figures received, the areas of law discussed were as follows.

Family law: 1 query involving divorce, maintenance and family home matters

Succession/probate: 3 queries

Employment law: 1 query regarding dismissal

Portlaoise. This centre is available to the public the third Monday of the month. The Portlaoise centre has been participated in the data collection programme since May 17. The data collected is from that clinic only. According to the 3 data collection forms returned to head office, the areas of law discussed are as follows.

Family law: 2 queries regarding divorce (1) and barring orders (1)

Other: 1 query related to road traffic accident

Sligo. This centre is available to the public every Monday. Sligo has been participated in the data collection programme since March. The data collected is from the following 7 clinics:

March 1, 15 and 22: 11 DCFs

April 5: 2 DCFs

There was no clinic on Eastern Monday – April 12

May 24: 3 DCFs

There was no clinic on May 3 due to the Bank Holiday. Head office was informed that on May 10 no callers showed up to the centre

June 14 and 28: 5 DCFs

There was no clinic on June 7 due to the Bank Holiday.

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

Family law: 4 queries involving matters of divorce (2), separation (1), maintenance (1), custody/access (2), family home (1) and other (1)

Succession/probate: 2 queries

Employment law: 1 query about contract

Housing: 1 query regarding public housing

Property: 3 queries

Credit and Debt: 1 query about car finance

Consumer: 3 queries regarding goods (2) and services (2)

Other: 6 queries. Matters include civil litigation (2), contract (1), road traffic accident (1), refusal entry to premises/no grounds for Equality Authority (1) and miscellaneous (1)

Thurles. This centre opens to the public the first Thursday of the month. The data collected is from the 6 clinics held on the following dates:

January 8:	4 DCFs
February 5:	6 DCFs
March 4:	4 DCFs
April 1:	4 DCFs
May 6:	4 DCFs
June 3:	5 DCFs

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

Family law: 10 queries involving matters of divorce (2), separation (4), maintenance (2), custody/access (2), family home (4) and other (1)

Succession/probate: 3 queries

Employment law: 1 query related to other legislation

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

Property: 2 queries

Consumer: 1 query regarding goods

Criminal law: 1 query related to road traffic offence

Social welfare law: 2 queries

Other: 5 queries. Matters include education (1), civil litigation (3) and insurance (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 12 clinics held on the following dates:

January 8 and 15:	12 DCFs
February 5 and 19:	10 DCFs
March 4 and 18:	10 DCFs
April 1 and 15:	10 DCFs
May 6 and 20:	8 DCFs
June 3 and 17:	10 DCFs

According to the 60 data collection form returned to head office, the areas of law discussed were:

Family law: 19 queries involving matters of divorce (7), separation (10), maintenance (5), custody/access (3), family home (6), domestic violence (1), barring orders (4) and other (1)

Succession/probate: 7 queries

Employment law: 7 queries related to discrimination (2), contract (3), and dismissal (1) and other legislation (4)

Housing: 1 query regarding landlord/tenant

Property: 7 queries

Credit and Debt: 1 query about car finance

Consumer: 2 queries regarding goods (1) and services (2)

Criminal law: 5 queries. Matters include larceny (1), offence against property (3) and rape/assault (1)

Social welfare law: 2 queries

Immigration/Refugee law: 3 queries regarding immigration (1) and refugee law (2)

Other: 8 queries. Matters include education (1), defamation (1), civil litigation (5) and client/solicitor relationship (1)

