

Institution: Keele University		
Unit of Assessment: UoA18 Law		
Title of case study: CLOCK, a transformative methodology for access to justice		
Period when the underpinning research was undertaken: 2007-2018		
Details of staff conducting the underpinning research from the submitting unit:		
Name(s):	Role(s) (e.g. job title):	Period(s) employed by submitting HEI:
Dr Jane Krishnadas	Senior Lecturer	2002 - present
Period when the claimed impact occurred: 2014-2020		
Is this case study continued from a case study submitted in 2014? N		
1. Summary of the impact (indicative maximum 100 words) <p>The Community Legal Outreach Collaboration Keele (CLOCK) embodies Krishnadas' 'Transformative Methodology', as an interactive mechanism for enhancing access to justice. CLOCK responded to the significant withdrawal of legal aid through co-designing the Community Legal Companion. Since 2015, CLOCK has been cascaded nationally to have a direct impact on 3712 litigants-in-person, pedagogical impact on 12 law schools, professional impact on 9 courts and 70 partners, policy impact on the Legal Aid, Sentencing and Punishment of Offenders (LASPO) review, social impact on the COVID-19 pandemic and racial equality, and international impact assisting 1,200 families through the All India Access to Justice Strategy.</p>		
2. Underpinning research (indicative maximum 500 words) <p>CLOCK is an active application of Dr Krishnadas's 'Transformative Methodology' for access to justice (3.4), developed through feminist and post-colonial research, which centres the lived experience of persons in times of crisis, to inform pathways of how to claim their rights to family life, livelihood and housing through interaction with different legal actors in familial, charitable, government and court contexts across public and private law.</p> <p>The chapter "Rights as the Intersections: Rebuilding Cultural, Material and Spatial Spheres of Justice – A Transformative Methodology" (3.4) summarises the underpinning research which has been explored in a series of peer reviewed articles setting out a three dimensional analysis to propose that rights may be transformative by (i) enhancing agency, (ii) revaluing capacity and (iii) mobilising public and private spheres through a collaborative, intersectional and relational methodology for access to justice.</p> <p>The first strand of the methodology (3.1) centres the lived experience of the person seeking access to justice as they navigate the complexities of the legal system. This article critiqued the legal recognition of a legal subject as autonomous and found that the lived experience of litigants in person is diverse, relational and dependent, demanding a community outreach response to reflect their agency, which has been applied through the role of the Community Legal Companion. (3.1).</p> <p>The second strand of the methodology (3.2) revalued the capacity of the person seeking justice. The article critiques the measurement of legal capacity in individual, financial terms rather than responding to intersectional, complex needs with community resources, such as caregiving and time to revalue resources and enhance capacity. This has been applied with CLOCK sharing community resources through collaborative practice. (3.2, 3.6).</p> <p>The third strand (3.3) analyses the public and private divide and found that in times of crises, private vulnerability can be exposed in the public sphere. This stresses the need to mobilise reform of the public and private sites of law. CLOCK has applied this through the response to private family law as a public crisis. (3.3).</p>		

The above publications underpinned the British Council UK / India Education and Research Initiative's funded 'Research Innovations in Social and Legal Methodologies' project. This created an innovative, action-oriented exchange for scholars and practitioners to develop the collaborative partnership on access to justice in times of crisis. The academic and practitioner UK-India exchange was published (3.5) to inform the CLOCK/ All India Access Justice Strategy.

Drawing upon this body of research, Krishnadas was granted small scale funding from HEFCE to develop strategies led by women survivors of domestic violence ('Voices of Experience') about the significant withdrawal of legal aid (LASPO), to actively apply the Transformative Methodology within the UK. This became a blueprint for the construction of the <https://clock.uk.net/> web-portal, a unique data generation and collation site mapping the interaction of Litigants in Person with the legal system. LiPs' agency, capacity and mobility are traced through the intersectional, collaborative CLOCK mechanism to inform a multi-agency response by the University Law Schools, the courts, and the legal and charitable sectors. (3.6).

3. References to the research (indicative maximum of six references)

- 3.1 Krishnadas, 'Identities in Reconstruction: From **Rights of Recognition to Reflection** in the Post-Disaster Reconstruction Process' (2007 a) Feminist Legal Studies 15: 137-165
- 3.2 Krishnadas 'Global devaluing of Local Capacities to Care: **From Rights of Redistribution to Revaluation** in the Post Earthquake Reconstruction Process' (2007 b), in Conaghan J. 'Legal Constructions of Unpaid Caregiving', Northern Ireland Legal Quarterly Vol 58 No 3 pp 376-394
- 3.3 Krishnadas '**Relocating the Master's Domain**: Social and Legal Locations of Gender from Post-Disaster to Everyday Life' (2007 c), Social and Legal Studies, Vol 16 March 2007 pp 131-147
- 3.4 Krishnadas '**Rights as the Intersections: Rebuilding Cultural, Material and Spatial Spheres of Justice— A Transformative Methodology**', (2008), in Cultural Practices, Political Possibilities. Dasgupta R (Ed.). Cambridge Scholars pp- 38-63
- 3.5 Time for justice, time for change! **The place of academic and community partnerships in promoting local and global rights and challenging injustice**', Boylan, Brammer, Krishnadas, Patel and Lingam, Journal of Ethics and Social Welfare, Vol 10, 2016, Issue 4.
- 3.6 CLOCK, '**The Community Legal Companion**' as an Agent of Change: **A Transformative Methodology**' in the Edited Collection 'Reimagining Legal Education', (2018) Edited by Linden Thomas, Steven Vaughan, Bharat Malkani and Theresa Lynch, Hart

The quality of this research is indicated by its publication in peer reviewed outputs, by the substantial uptake of this research via CLOCK (see below) and by funding underpinning it including support from the British Council:

2013	£15,000	'CLOCK Build It', Hefce UnLtd Social Enterprise Award
2013	£5,000	'CLOCK Do It' Hefce UnLtd Social Enterprise Award
2013	£5,000	'CLOCK Try It' Hefce UnLtd Social Enterprise Award
2011	£5,000	Keele Key Fund, Postgraduate Exchange
2010	£4,800	British Council PMI 2; with Prof Asha Bajpai, TISS
2009	£5,600	British Council PMI 2; with Prof Asha Bajpai, TISS
2008	£6,400	British Council PMI 2; with Prof Asha Bajpai, TISS

4. Details of the impact (indicative maximum 750 words)

i) A Transformative Pedagogical Impact

Since 2015 CLOCK has been cascaded to 12 Law Schools in England ([Community Legal Education](#)), operating in 9 court centres, with 70 partners (5.5).

Fig 1: Location of the 9 court centres in England operating CLOCK

Based on Krishnadas' 'transformative methodology', the Law Schools deliver litigant-centred, community-based training for over 300 community legal companions, to assist, signpost and monitor access to justice, summarised by Moore and Newbury, with a student reflection "(LiPs)

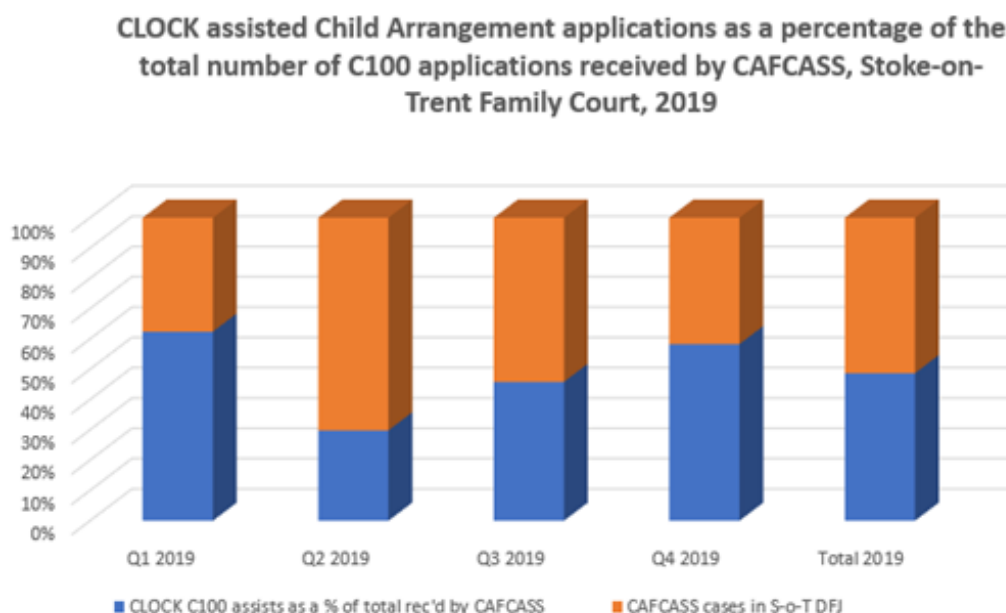


are lost in the system, we are a bridge” (5.2, p52). In ‘Reimagining Legal Education’, Linden *et al* notes ‘CLOCK as an effective means of responding to the impact of the cuts to legal aid and... consequent public duty upon universities to act in collaboration with legal practitioners and the third sector in the face of such overwhelming unmet legal need’. (5.3, p15). Moscati affirms ‘CLOCK does have a transformative impact on students, lecturers and litigants in person... The transformation it brings is adding a new important element to access to justice’ (5.4), for which CLOCK has received national awards for the ‘Outstanding Contribution to Access to Justice’, and “Benefitting Communities (5.7).

ii) Enhancing the agency of Litigants-in-Person (5.5)

HHJ Perry, Designated Family Judge affirms ‘*The Community Legal Companion role carried out by CLOCK at Stoke on Trent Combined Court has proved invaluable in assisting litigants-in-person, whose voice might otherwise have not been heard in obtaining access to justice*’.

Fig 2: CLOCK assisted C100 applications, Stoke-on-Trent Family Court, 2019



Since 2015 clock.uk.net has recorded assisting 3712 litigants-in-person <https://clock.uk.net/Admin/Applications/>. To put this in context, in the last quarter of 2019, CLOCK assisted 150 of the 163 Child Arrangement applications to Stoke Court, to enhance the agency of Litigants-in-Person;

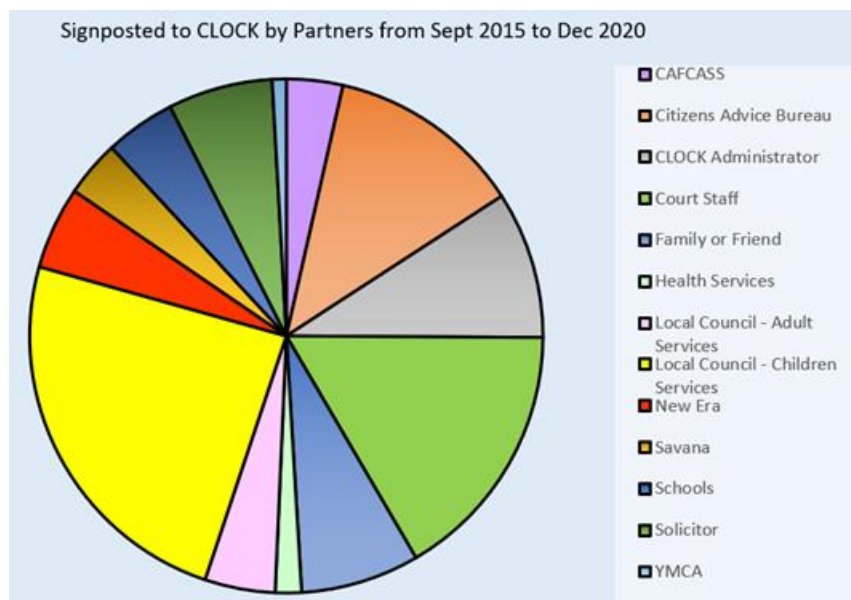
i) ‘Clock have helped me to understand court papers and what has been required of me during the court process. Having the court companion in the hearings, taking notes has helped me when it is difficult to understand what is happening. Clock have signposted me to specialised counselling and supported my legal aid and pro bono applications, and affordable fixed fee legal advice, that I did not know were available’ (9.10.19)

ii) “CLOCK got me help from other organisations because I have to find somewhere to live, sort out new schools, benefits and I have debts to pay’ (5.5) **see also ‘Walking in a Litigant in Person’s Shoes’ (<https://clock.uk.net/>)**

iii) Professional Impact: Building Capacity through Collaborative Practice, [CLOCK Community Legal Companion](#)

CLOCK has impacted collaborative practice 5.5, described by Maclean and Eekelaar as ‘a virtuous circle of activity which benefits clients, students, and the university, lawyers and the courts’ (5.1, p166).

Fig 3: Organisations signposting for CLOCK assistance:



Corryn Schofield, Lewis Rodgers notes; “We support CLOCK as it is an invaluable service within the area which has greatly assisted a significant number of people. In working with CLOCK we have been able to identify people who were unaware that they were eligible for legal aid and in some cases even identify and successfully apply for Exceptional Case Funding” (3.10.19). (5.5).

Zabina Azim, Walters and Plaskitt affirms “Services users have been directed to legal advice through clock, we have been able to reach users who may not have ordinarily sought legal advice. (This has) enabled them to get the advice they required, benefitted their particular circumstances, (and) achieved an outcome that they have thought impossible” (6.10.2019) (5.5).

Co-founder of Voices of Experience shared ‘It is because of CLOCK, I and my daughter and many women and their children have been able to get the legal assistance so desperately needed to escape violent and abusive relationships... We now live rather than exist.’ (5.5).

iv) Policy Impact across the Public and Private Sphere; Legal Aid Reform [Community Legal Research](#)

CLOCK submitted data to inform the Ministry of Justice (MoJ) post-LASPO Implementation Review. Writing for The Justice Gap, Eleanor Livingston states; “The areas of private family law and public care cases have both been detrimentally affected, with CLOCK going as far as to suggest that the lack of legal aid in some cases constitutes ‘a significant breach of public duty in relation to failing to safeguard the child against the risk of harm’

<https://www.thejusticegap.com/devastating-legal-aid-sector-responds-to-laspo-review/>

Lucy Frazer QC, MP Parliamentary Under Secretary of State for Justice affirms “The CLOCK evidence submission has raised particular issues to inform

i) “a comprehensive review of the legal aid means testing thresholds”

ii) “to expand the scope of legal aid to cover special guardianship orders”, extending public funding for private family law.

lil) "Beyond legal aid we have announced a number of policies that build on the evidence received by CLOCK.. for instance the excellent work that CLOCK do in signposting people to resolve their legal problems underlying the value of effective signposting, coordination and advertising of the support already available." (5.6).

v) Social Impact

CLOCK assisted 160 Litigants in Person in the Covid pandemic, exposing domestic violence in lockdown as a social crisis, and submitted a formal complaint against the former Mayor in breach of the Localism Act for racist posts, which was upheld, 'We take this opportunity to thank you for the materials which you and your students kindly provided, they were of considerable assistance' (Monitoring Officer, 2.12.20) (5.9).

vi) International impact

CLOCK has delivered the Community Legal Companion Training to visiting students from the Tata Institute of Social Sciences, Mumbai and collaborated with the All-India Access to Justice Strategy, assisting 1,200 disaster affected families in Cochin, Kerala <https://clock.uk.net/Pages/International> (5.10).

5. Sources to corroborate the impact (indicative maximum of 10 references)

5.1 After the Act, Mavis Maclean and John Eekalaar (2018), CLOCK cited p. 103-4, 118, 120, 166, 169

5.2 Legal Aid in Crisis, Assessing the Impact of Reform, Sarah Moore and Alex Newbury (2017) CLOCK cited p.48, 52,73

5.3 Reimagining Legal Education, Ed by Thomas, Vaughan, Malkani and Lynch, Hart (2018) Krishnadas cit p.15 and ch 47-77 Krishnadas; 'CLOCK the Community Legal Companion as an Agent of Change: A Transformative Methodology'

5.4 CLOCK: A TRANSFORMATIVE EXPERIENCE MARIA FEDERICA MOSCATI (2019) Amicus Curiae, Series 2, Vol 1, No 1, 103-07

5.5 CLOCK Clock.uk.net <https://legalvoice.org.uk/author/jane-kishnadas/> Live Data; Video Evidence; Testimonies from Litigant in Persons, Solicitors, Charities and Judiciary, students; CLOCK Steering Committee minutes and Agendas from the Private Law Sub-Committee, Local Family Justice Board, Domestic Abuse Working Group. <https://clock.uk.net/Pages/Testimonials>, <https://clock.uk.net/Pages/About>

5.6 Direct Letter from the Parliamentary Under Secretary Ministry of Justice LASPO Review <https://clock.uk.net/Content/Articles/Downloads/188.pdf>

5.7 Awards; Attorney-General Access to Justice National Award for Outstanding Contribution for Access to Justice, 2016,

https://clock.uk.net/Content/Downloads/CLOCK_Access_to_Justice_Award.pdf, Green Gown Award Benefitting the Community

https://www.sustainabilityexchange.ac.uk/green_gown_awards_2019_keelee_university_finalis

5.8 Impact on Covid Crisis; The Guardian 'Covid is a Social Crisis'

<https://www.theguardian.com/education/2020/sep/09/covid-is-a-social-crisis-the-university-staff-and-students-filling-welfare-gaps> ,

<https://www.keelee.ac.uk/study/postgraduateresearch/kda/researchnews/2020/october/impact-pandemic/domestic-violence-survivors.php>

5.9 Black Lives Matter <https://www.stokesentinel.co.uk/news/stoke-on-trent-news/black-lives-matter-hanley-stoke-4408443>, <https://www.bbc.co.uk/news/uk-england-stoke-staffordshire-55143895>, email from Stoke-on-Trent Council Monitoring Officer, 2.12.20

5.10 International Impact; Project on Access to Justice for Marginalised People and Socially Relevant Legal Education, An Overview, National Law School Odisha, Cuttack, 2017, Student Reports, <https://clock.uk.net/Pages/International>