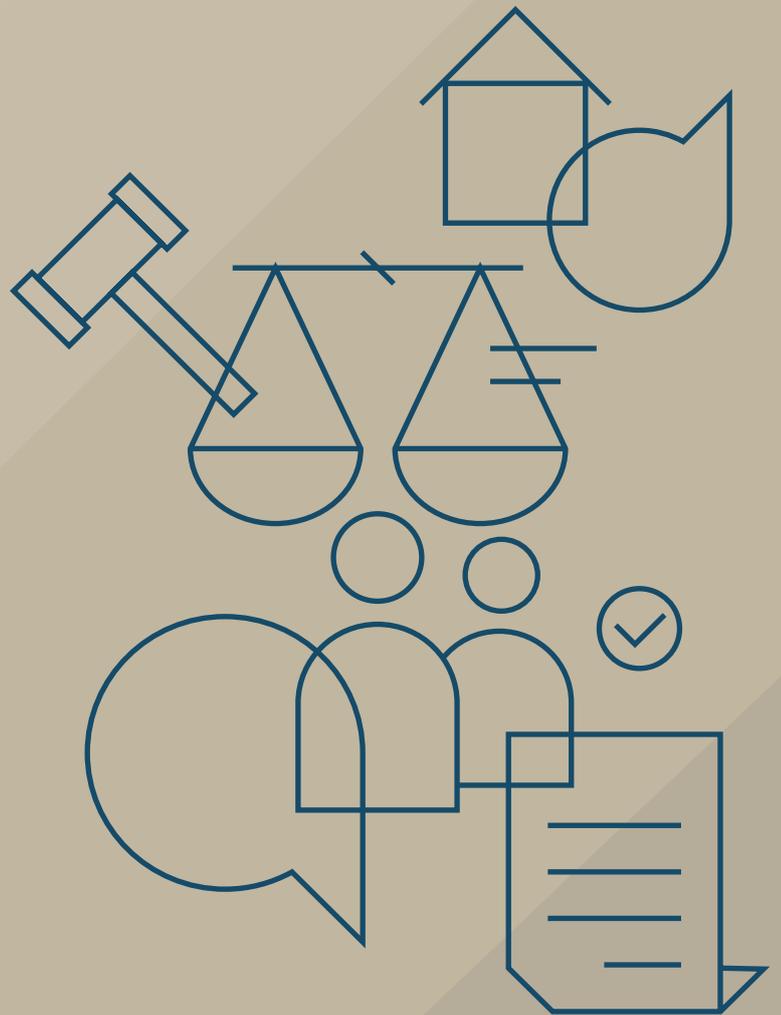




**Community  
Law & Mediation**

# Annual Report 2018





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# FOREWORD

In 2018, Community Law and Mediation (CLM) assisted 3,044 people and/or legal issues through our range of services: legal; mediation; and education.

Some of the stories behind this figure are described in the Case Studies section of this Report and involve individuals and families who had nowhere to turn to for assistance. This is due to the limitations of the Civil Legal Aid Scheme which, for example, is excluded from providing legal representation in employment and equality claims before the Workplace Relations Commission and in social welfare appeals before the Social Welfare Appeals Office.

The Case Studies also provide examples of one person or family facing a legal issue which, we know in CLM, affects a wider community. These issues include: the denial of the right to education to children, through the use of reduced timetables; discrimination faced by older women as a result of the State (Contributory) Pension Scheme; gender discrimination in the workplace; discrimination faced by recipients of the Housing Assistance Payment in accessing accommodation; and the significant difficulties faced by members of the Traveller Community in accessing culturally appropriate accommodation. The stories also highlight how individuals and families would have suffered devastating consequences if CLM had not intervened to challenge unlawful practices such as a local authority's refusal to provide emergency accommodation on grounds of a previous refusal of unsuitable and inadequate emergency accommodation by a homeless family.

One of CLM's objectives is to continually identify areas of unmet legal need and determine how best to meet that need. This is sometimes through working in collaboration with other organisations in the area. In that regard, in September 2018, we were delighted to commence providing weekly legal advice clinics around the country

on issues affecting children and young people as part of the Children's Rights Alliance, Access to Justice Initiative.

In 2018, our legal advice and representation service in Coolock saw the continued demand for advice in the area of family law and an increased demand, compared to 2017, for legal assistance in the area of employment law. Our legal advice and representation work in CLM Limerick saw continued demand in the areas of family and housing law with an increase in the number of cases in the field of education law.

CLM's mediation service continued to assist families and neighbours in crisis and grow in strength and numbers, with a 51% increase in the number of queries and 30% increase in the number of cases.

CLM's legal services highlight areas of unmet legal need which we look to address through a combination of legal advice, representation, community education and legal resources.

In 2018, CLM's community education programme continued to deliver Know your Rights, accredited, and in-house training courses as well as the Legal Eagles project for local schools in Coolock. CLM also produced two information guides in the areas of homelessness and housing law. These were distributed to almost 200 advocacy and information agencies around the country.

Part of CLM's model is to tackle issues emerging in our legal service through our law reform work. Connecting our service and law reform work ensures we are addressing the issues of greatest relevance to the community, in a way which has maximum positive impact. In 2018, CLM's law reform work focussed on: reduced timetables in schools; Traveller housing; and social welfare. We were delighted to see the ratification of the United Nations

Convention on the Rights of Persons with Disabilities on 20th March 2018 which heralds a positive obligation to tackle the barriers that prevent people with intellectual disabilities from accessing justice in a meaningful way. In 2018, CLM engaged with the Department of Justice and Equality and the Courts Service in relation to the implementation of the Convention.

We could not have carried out all of the work detailed in this Annual Report without the financial support of our funders, for which we are enormously grateful.

CLM would like to thank all of our legal and mediation volunteers and interns as well as the many barristers who represent our clients on a pro bono basis. Without the generous commitment of these volunteers, we would not be able to provide the service that we provide to our clients.

CLM would like to pay gratitude to Ciara Murray, Public Information Consultant and Michael Kinsley BL for their assistance with the Casebase reports. We would also

like to acknowledge the many guest speakers on our roundtables, Know your Rights talks and mediator CPD and Learning & Sharing sessions.

CLM would like to thank Dublin City Council North Central office, Professor Thomas Mohr and all at UCD Sutherland School of Law for supporting our Legal Eagles project in 2018. CLM would also like to thank the members of the Advisory Committees of CLM Limerick and the Wicklow Mediation Service for their generous time and commitment.

Finally, we must compliment and thank the staff of CLM and the members of the Board of Directors for their tireless dedication to and passion for the important work that we do.



**Rose Wall**  
CEO,  
Community Law & Mediation



**Gerry Donnelly**  
Chairperson,  
Community Law & Mediation

# VISION, MISSION, VALUES

## VISION

To make our communities more just and inclusive by facilitating access to legal services for all.

## MISSION

To provide people in our communities with expert legal, mediation, and education services they would not otherwise have access to and in doing so, to address underlying issues of injustice and exclusion while working for real change.

## VALUES



**Empowerment.** We empower people to actively participate in society.



**Impact.** We ensure our work has positive impact on the communities and clients we serve.



**Accessibility.** Our services are accessible by all those who need them.



**Community Engagement.** Our services are driven by, and reflect, the needs of the community.



**Partnership.** We work in partnership and collaboration with others to achieve our strategic objectives.



**Innovation.** We believe that having the attitude and environment to adapt and innovate is core to our success.



**Good Governance.** We practice good governance and guarantee transparency and accountability in our systems and practices.



**Expertise.** We are proud of our professionalism and commitment to quality in everything we do.

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# WHAT WE DO

Set up in 1975 as a prototype Law Centre and campaign tool in the movement for civil legal aid, Community Law and Mediation (CLM) has been a pioneering organisation in the provision of community based legal and mediation services.

CLM works to empower individuals experiencing disadvantage through:

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LEGAL ADVICE AND REPRESENTATION;

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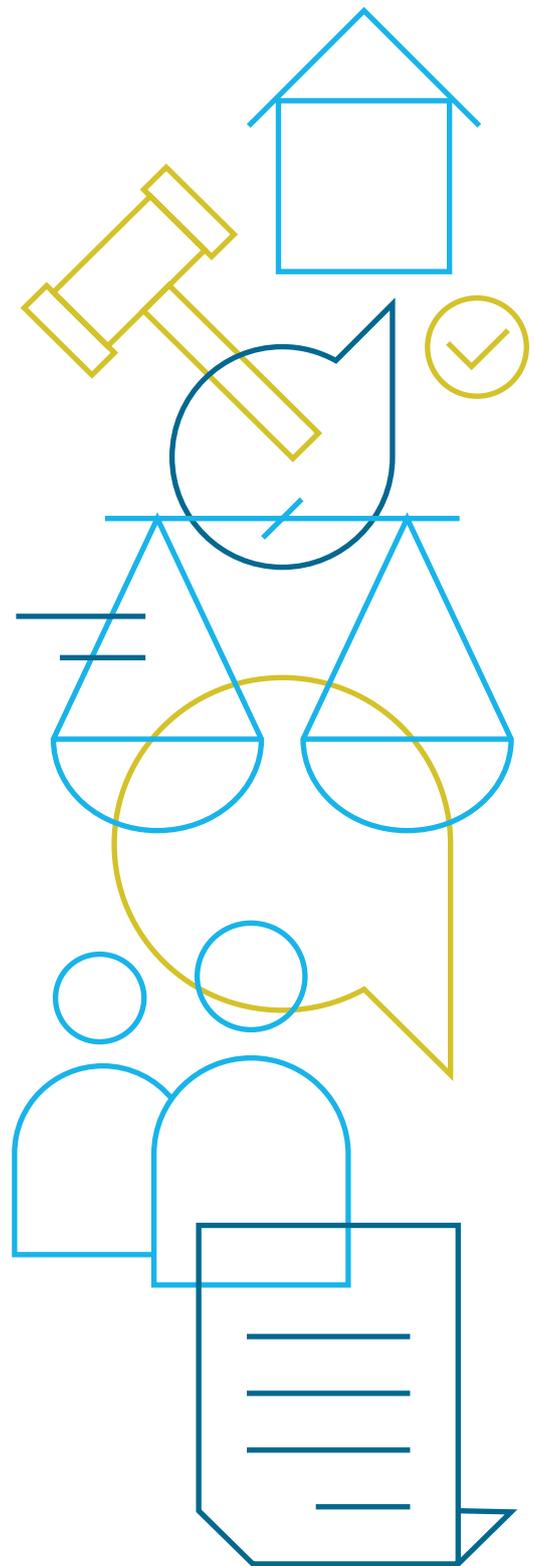
MEDIATION AND CONFLICT COACHING;

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INFORMATION AND EDUCATION; AND

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LAW REFORM.



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# THE YEAR IN NUMBERS

3,044

number of people assisted and/or issues advised on through our range of services: legal; mediation; and education

187

number of legal advice clinics held by CLM

1,377

number of people assisted and/or legal issues advised on by CLM Northside

3

number of law reform submissions

670

number of participants on community education courses

635

number of people assisted and/or legal issues advised on by CLM Limerick

362

number of disputes in which information was provided by CLM's Mediation Service

154

number of disputes that proceeded to full mediation or conflict coaching

3

number of roundtables held in the areas of social welfare, education and housing law

71

number of new legal advocacy and representation cases opened

6

number of reports uploaded to *Casebase*

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# HIGHLIGHTS

## 1. Legal representation and advocacy

We achieved a number of successful results for our clients, some of which are set out in the Case Studies section of this Report.

## 2. Collaboration with Children's Rights Alliance

We commenced providing weekly legal advice clinics, in Dublin and other locations around the country, on issues affecting children and young people, as part of the Children's Rights Alliance, Access to Justice Initiative.

## 3. Submission on the Make Work Pay for People with Disabilities Report

We attended a consultation event and made a written submission in relation to the recommendations of the Department of Employment Affairs and Social Protection in the *Make Work Pay for People with Disabilities Report 2017*. CLM advocated for the simplification of the sometimes labyrinthine system which is difficult for people to navigate.

## 4. Seminar on law relating to Traveller accommodation

We presented on the law relating to Traveller accommodation at a seminar organised by National Traveller MABS following the launch of their report, *A Small Scale Study into the Cost of Mobile Homes/Trailers for the Purpose of Social Housing for Travellers*.

## 5. Roundtable examining exclusionary practices in schools

We held a Roundtable, attended by advocates from family support organisations, examining the issue of exclusionary practices in schools such as informal suspensions and reduced timetables. The feedback from participants was included in our recent submission and presentation to the Joint Oireachtas Committee on Education & Skills.

## 6. Information guides

We launched two information guides: a user friendly, information leaflet on homelessness and a comprehensive guide to social housing. These were distributed to almost 200 advocacy and information agencies.

## 7. Submission on the implementation of the UNCRPD

We made a submission to the Department of Justice and to the Courts Service in relation to the implementation of the UN Convention on the Rights of Persons with Disabilities and the specific provision that barriers to justice be removed for people with disabilities.



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# LEGAL ADVICE & REPRESENTATION

CLM operates two community law centres: CLM Northside and CLM Limerick. Each law centre provides legal advice on all areas of law through free legal advice clinics. The law centres also offer legal representation and advocacy, including court and tribunal representation, in areas of law not catered for by the Civil Legal Aid Scheme.

Each law centre makes referrals as appropriate to CLM's Mediation Service and feed the issues they come across in their casework into the law reform, education and legal resource work of CLM.



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# CLM NORTHSIDE

CLM Northside, based in Coolock, Dublin provides free legal advice on all areas of law through our Thursday evening free legal advice clinic. We also operate a number of issue specific clinics in the areas of family, debt and employment law. In recent years, we have partnered with a number of advocacy organisations to provide legal advice on specific areas of law, on an outreach basis. This includes two housing law clinics with Blanchardstown Citizen's Information and Clondalkin Traveller Development Group and an employment law clinic with Dublin City Centre Citizen's Information. In 2018, we expanded this further with the provision of a weekly legal advice clinic on issues affecting children and young people as part of the Children's Rights Alliance, Access to Justice Initiative.

CLM Northside provides an advocacy service for individuals who need assistance in accessing their legal rights and entitlements. We also provide legal representation, including court and tribunal representation, with a particular emphasis on public interest cases in the areas of debt, employment, equality, housing, social welfare and accessing services such as health and education.



## THE YEAR IN NUMBERS

- ▶ **1,377** - number of people assisted and/or legal issues advised on by CLM Northside
- ▶ **98** - number of legal advice clinics held
- ▶ **14** - number of new legal advocacy and representation cases opened

## THE MAIN AREAS IN WHICH LEGAL ADVICE WAS PROVIDED:

- ▶ **25%** - Family
- ▶ **19%** - Employment
- ▶ **11%** - Debt
- ▶ **10%** - Housing

## THE MAIN AREAS IN WHICH LEGAL ADVOCACY AND REPRESENTATION WERE PROVIDED:

- ▶ **57%** - Employment
- ▶ **36%** - Housing

## ► CASE STUDY

### Employment Equality Law – Discrimination and Constructive Dismissal

#### **Background**

The client came to CLM's Thursday evening free legal advice clinic. She was working in the catering industry and had been working in the same restaurant for over 20 years. The client reported that throughout her employment, male employees were given longer breaks than their female counterparts. Female employees were also given cleaning jobs which male employees were not required to do. The client described a culture of favouritism, in which male members of staff were given more responsibility and female members of staff were treated less favourably than their male counterparts. She never challenged this, putting it down to the culture within the industry.

One incident, however, compelled her to come to CLM's clinic. She and the only other female member of staff were told not to come to work for a month, as the business was to close while renovations were completed. Both women received notice of temporary unavailability of employment for the period of temporary closure. It then emerged that the male members of staff had been asked to attend work as normal to assist with the work and the clean up afterward. This option was not given to the female employees. The client lodged a grievance but ultimately, was forced to resign due to the manner in which her grievance was dealt with.

#### **CLM's Input**

The client decided to make a complaint to the Workplace Relations Commission (WRC), alleging discrimination and constructive dismissal. She represented herself in the case before the WRC but was unsuccessful. CLM lodged an appeal to the Labour Court on her behalf, challenging the decision of the WRC, and made submissions on the circumstances of her resignation.

#### **Impact of CLM's Input**

Ultimately, a satisfactory settlement was reached on behalf of the client. The client was very happy with the outcome, as it vindicated her decision to enforce her rights and consequently, to end her employment. She quickly secured another job and is much happier with it. She found the process intimidating and confusing and was extremely grateful for the support CLM was able to provide.

## ► CASE STUDY

### Discrimination under the Housing Assistance Ground

#### **Background**

The client attended CLM's Thursday night clinic in relation to her housing situation. The client had been living in private rented accommodation for more than six months. A number of tenants lived in this property. She found this property online and dealt with another tenant in the household at all times. She never met the landlord. During her time in this property, she became ill and was unable to work. She applied for the Housing Assistance Payment (HAP) and asked for assistance from her landlord to apply. She was provided with the details of a letting agent by the other tenant. She attended the letting agent's offices and tried to contact the office on a number of occasions. She was told by the letting agents that they were awaiting proof of ownership from the landlord. However, this documentation was never provided and the delays continued. The client was being put under increased financial pressure and was unable pay her rent. When she stopped paying her rent, she received an eviction notice and ultimately left the property to live with family.

#### **CLM's input**

CLM issued an ES1 notification form on behalf of the client notifying the letting agent, the landlord and all other parties involved, that the client was considering submitting a complaint under the Equal Status Acts on the grounds that her eviction from the property was a result of her attempts to access the Housing Assistance Payment Scheme, amounting to discrimination in breach of the Equal Status Acts. When no response was received, CLM submitted complaint forms on her behalf. CLM represented the client at the Workplace Relations Commission mediation and adjudication hearing.

#### **Impact of CLM's input**

The case was ultimately settled. When the client first attended the clinic, she was going through a very stressful period in her life. With the assistance of CLM, the client was able to make a complaint under the Equal Status Acts and to have the discrimination that she suffered addressed.

## ► CASE STUDY

### Social Welfare Appeal regarding decision to award an amount under the State Pension (Contributory) Scheme in accordance with rules set under the Homemakers Scheme.

#### Background

CLM represented a client in her appeal of a Department of Employment Affairs and Social Protection (DEASP) decision regarding the amount of weekly payment she was entitled to under the State Pension (Contributory) Scheme.

In April 2017, the client was referred to CLM by Age Action Ireland. She had been employed up until 1971, at which time she became pregnant and left the workforce to become a homemaker. She had four children and returned to the workforce in 2002 and continued working until she reached the age of 65 and retired. She had made social insurance contributions during her periods of employment.

Initially, the Department decided that our client was entitled to a weekly pension payment of €155. The Department stated that this was calculated on the basis of her social insurance contributions over the 50-year period from 1967 to 2017. This gave the Appellant a yearly average of 19 contributions for pension purposes.

#### CLM's Input

CLM sought our client's file under the Freedom of Information Act and asked for a review of the decision, querying the total contribution calculation and arguing that the woman should benefit from the Homemakers' Scheme (the **Scheme**) as provided for by Sections 108 and 109 of the Social Welfare Consolidation Act 2005 (the 2005 Act). The Scheme provides that time spent out of the workforce rearing children under 12

years of age may be disregarded when calculating the yearly average number of contributions for pension purposes.

The Department admitted an error in the calculation of the total number of contributions and determined that the Appellant should be entitled to the benefit of the Homemakers Scheme. However, this benefit was limited to four years, as the Scheme did not have statutory effect prior to 6 April 1994. The revised decision had the effect of increasing the Appellant's total contributions to 1003, and yearly average to 22, thereby increasing her rate of payment from €155 to €202 weekly.

Notwithstanding the above, CLM pursued the appeal, asserting that the Homemakers Scheme is not compatible with Articles 6, 14 and Article 1 Protocol 1 of the European Convention of Human Rights (ECHR), and doesn't fulfil the Minister for Employment Affairs and Social Protection's obligations under Section 3 of the ECHR Act 2003. CLM requested that the Chief Appeals Officer refer the matter to the High Court. We argued on behalf of our client that the Homemaker's Scheme discriminates indirectly against women and directly against older people without any legitimate legislative purpose.

#### Impact of CLM's Input

The Chief Appeals Officer refused to refer the question of the Scheme's compatibility with the ECHR and the ECHR Act 2003 to the High Court.

## ► CASE STUDY

### Employment Law - Employment rights of part-time workers

She argued that questions of the Scheme's compliance with the Constitution and/or the ECHR could not be referred to an appeals officer in the first instance and therefore, that the Chief Appeals Officer does not have jurisdiction in the matter. In a further decision, the client's appeal was disallowed. The Appeals Officer held that the rate of payment was correct, based on the level of contributions made by the client and on the relevant statutory provisions as set out in the 2005 Act.

This case highlights the discriminatory aspects of the Homemakers Scheme and the difficulties faced by a client in trying to challenge systemic issues of discrimination. CLM is now attempting to resolve this issue through a different avenue.

#### **Background**

CLM represented a client who had been a long-term, part-time employee for 27 years. She had never received a contract of employment. Her employment situation was never regularised and she was not receiving annual leave and increments etc. that her full-time counterparts had. Despite numerous attempts on her part to regularise her situation and establish terms and conditions, she was ignored by her employer.

#### **CLM's input**

CLM engaged in correspondence with the client's employer and negotiated on her behalf. We pointed out the employee's rights and the employer's obligations. We advised the client of the legal avenues open to her in the event that her employer refuse to engage and compensate her for the unequal treatment. The client was still an employee and wished to continue with her job, which she enjoyed. For this reason, she was eager to reach an amicable settlement with her employer rather than engage in protracted legal proceedings.

#### **Impact of CLM' input**

When the client first attended the clinic, she was going through a very stressful period in her life. She had done a lot of research herself into her rights but had hit a brick wall in her attempts to compel her employer to acknowledge the unfair and unlawful treatment and regularise her employment. The employee received a payment compensating her for the unequal treatment and now enjoys improved terms and conditions, as well as stability in her employment situation.

## ► CASE STUDY

### Judicial Review Proceedings relating to the Caravan Loan Scheme.

#### **Background**

In early 2018, CLM was contacted by an advocacy group in relation to clients who had been liaising with a local authority to access a loan to purchase a caravan. The clients were members of the Traveller Community and lived with their young family in a Day Unit. The family applied to the local authority's new caravan loan scheme in 2017 and were approved in principle for a loan a couple of months later. They identified a suitable caravan, underwent a credit check, a household budget authorisation and signed an agreement with the local authority. However, by late January 2018, very little progress had been made and in February 2018, the local authority in question wrote to the advocacy group noting that the Caravan Loan Scheme had been suspended.

#### **CLM's input**

CLM wrote to the Local Authority in question noting that the clients were entitled to access this scheme and that the Local Authority were not permitted to suspend the scheme without cause. When the local authority did not reply, CLM initiated judicial review proceedings in the

High Court on the client's behalf on the grounds that by suspending the scheme, the Local Authority acted in breach of its obligations under the Housing Acts, the Constitution, the European Convention on Human Rights Act, that the local authority had acted in breach of the doctrine of legitimate expectation, that they had unlawfully fettered their own discretion and that their decision was an error of law. The ex parte leave application was successful.

#### **Impact of CLM's input**

A couple of days after papers were served, the local authority wrote to notify CLM that the caravan would be provided to the family. In the summer of 2018, the caravan was delivered to the family. Prior to delivery of the caravan, this family had been forced to live in a small Day Unit and porta- cabin with three very young children. As a result of CLM's intervention, the clients were able to source more suitable accommodation for their young family.



*“Community Law and Mediation really helped me with all my issues. I was represented better than I could have ever imagined....My nerves were calmed and the process was always explained to me. Excellent compassionate support. Siobhàn, the solicitor, fought hard for me. She was so understanding and kind. She did not only build a good case, but also she followed up and supported the case and myself all throughout...I would highly recommend this service. I could not have asked for a better law firm. I felt very comfortable with them. Thank you for all your support!”*

*“I would have been lost without the help of you and your amazing team, once again thank you for everything that was done to sort out this matter.”*

*“Many thanks for all of your assistance with my employment matter. I was very impressed with everyone in Community Law & Mediation... and of course your determination to obtain such a positive outcome for me. I would not have been able to pursue this matter without you.”*



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# CLM LIMERICK

CLM Limerick is a unique service, the first independent law centre to be established outside of Dublin, which responds directly to the needs of the communities it serves. CLM Limerick operates free legal advice clinics in each of the areas identified for regeneration in partnership with local community organisations. It also operates a monthly advice clinic in the area of housing and homelessness in partnership with Novas.

CLM Limerick provides an advocacy service for individuals who need assistance in accessing their legal rights and entitlements. We also provide legal representation, including court and tribunal representation, in areas of law, which have been identified as areas where there is an unmet legal need e.g. housing, social welfare, education. CLM Limerick's service is free and open to all individuals living in communities identified for regeneration, and to residents of other disadvantaged areas of Limerick city.

## THE YEAR IN NUMBERS

- ▶ **635** - number of people assisted and/or legal issues advised on by CLM Limerick
- ▶ **89** - number of legal advice clinics held
- ▶ **57** - number of new legal advocacy and representation cases opened

## THE MAIN AREAS IN WHICH LEGAL ADVICE WAS PROVIDED:

- ▶ **38%** - Housing
- ▶ **32%** - Family
- ▶ **6%** - Wills/Probate
- ▶ **5%** - Employment

## THE MAIN AREAS IN WHICH LEGAL ADVOCACY AND REPRESENTATION WERE PROVIDED:

- ▶ **72%** - Housing
- ▶ **12%** - Social Welfare
- ▶ **9%** - Employment

## ► CASE STUDY

### Housing / homelessness

#### **Background**

CLM Limerick provided advice and legal representation for a client regarding her housing situation. The client had been on the social housing list since 2005 and was living with her partner and her then 18-month old child until October 2015 when their relationship broke down and she was left without a place to stay. She presented to the Homeless Action Team who assessed her as homeless and she was provided with emergency accommodation.

A short time after receiving emergency accommodation she was offered sheltered communal accommodation. This accommodation was unsuitable for a young child given the levels of anti-social and threatening behaviour of residents. The client refused this allocation on the grounds that it was unsuitable for her and her child. The local authority determined that this refusal meant that she would no longer be considered homeless and that therefore she would no longer qualify for support. This left our client with no alternative but to move into her parents' house where she and her child would sleep on the couch. The house was extremely overcrowded and was entirely unsuitable.

The client attempted to find suitable private accommodation that she could rent under the Housing Assistance Payment but was informed after enquiring that she had been removed from the housing list several years previously for failing to respond to a Housing Needs Assessment. The client had never received any communication and

was not informed of her removal from the list until she applied for the HAP in 2016.

#### **CLM's input**

CLM made representations to the local authority on her behalf regarding both the decision to remove her from the housing list and the decision to no longer consider her as homeless. We wrote to the local authority, stating that the basis for the removal from the housing list was unfounded and had no basis in law and we called on the local authority to overturn its decision. We sought for the client (i) to be immediately re-assessed in accordance with the provisions of the Housing Act 1988 and (ii) that she, and her minor son, be immediately reinstated with priority on the Council's register of qualified households. In the absence of a positive response, we instructed Counsel to draft proceedings with a view to challenging both decisions.

#### **Impact of CLM's input**

Following a final warning letter in advance of issuing proceedings, the local authority agreed to reinstate the client on the housing list with a backdated position on the list. The local authority also agreed to reinstate the client in alternative emergency accommodation. Following a significant period, the client and her child have now been housed under a long-term RAS tenancy. This case highlights the need for support for those in need of emergency accommodation, as without the intervention of CLM the client would have been left without any housing assistance and would have likely continued in very unsuitable accommodation or couch surfing.

## ► CASE STUDY

### Housing/ assessment of homelessness status and refusal of emergency accommodation

#### **Background**

CLM represented a couple who had an emergency housing need. The couple were living apart and were expecting their first child. Both parents were living in unsuitable accommodation. The father was sleeping on the floor of the washroom facility in the bay of a family member's caravan and the mother was sleeping on the couch in a two bedroom family home which was occupied by 10 others.

#### **CLM's input**

The couple initially presented to CLM prior to the birth of their child. They had attended with the Homeless Action Team at the Local Authority and had been offered emergency accommodation in the form of separate hostel placements. They rejected this as being entirely unsuitable, as the female client was heavily pregnant with multiple pregnancy related illnesses and needed the support of her partner. They were advised that as they had refused emergency accommodation they no longer met the definition of homelessness in accordance with Section 2 of the Housing Act 1988 and that therefore they were not entitled to emergency accommodation.

CLM made representation to the local authority seeking to overturn this decision. We also sought priority status for allocation on health grounds including the mental health concerns experienced by the father and the significant complications experienced by the mother during the advanced stages of her pregnancy and on the basis of the continued effective homelessness of the couple. The local authority's decision was reversed only after we had instructed Counsel to draft proceedings to review the decision and following the issue of a final warning letter in advance of commencing judicial review proceedings.

#### **Impact of CLM's input**

Following the reassessment of their housing needs the family were offered emergency accommodation together, initially in hotels and subsequently, in a Family Hub placement. This reassessment followed extensive representation from CLM, and as in the previous case, only after the issue of a final warning letter pre issue of judicial review proceedings. Given the ongoing health concerns of the couple and their young child, it was vital that they obtain stable family accommodation. This highlights the necessity of the interventions carried out by CLM in challenging the decisions of the local authority to refuse emergency accommodation on the grounds of previous refusal of unsuitable and inadequate emergency accommodation.



*“There was no way we could have got a house on our own. The Council were ignoring me until CLM Limerick got involved.”*

*“The free service provided by CLM has had a positive impact on several families whom Novas works with. Because the clinics are held in-house, our families feel more comfortable in speaking to the solicitor. The families have reported that they feel very supported by Caroline and reassured after meeting her. Several people have commented on how Caroline makes them feel understood. All around it’s very positive feedback. From an organisation’s point of view, CLM have been very helpful in situations where we need legal advice re families that we work with. Caroline always gets back to us, which in turn makes our work easier as it gives us direction when required. We look forward to working with you in the future.”*

*Novas, Limerick*



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# MEDIATION & CONFLICT COACHING

CLM provides a mediation service in the areas of parental mediation, wider family mediation, community/ neighbour mediation and workplace mediation. This is complemented by CLM's Conflict Coaching Service which helps people, on a one to one basis, to develop skills to manage interpersonal conflict.

CLM's Mediation Service is delivered in Dublin, Wicklow and Limerick through a co-mediation model, by a panel of over 40 committed volunteer mediators, all of whom are fully accredited and hold practicing certificates with the Mediators' Institute of Ireland (MII). Our mediation volunteers are supported through a CPD, Learning & Sharing and Reflective Practice Programme.

CLM mediators also volunteer in a number of courts – including the Dublin District Court and the family court in Bray where they provide mediation information and take referrals.

In 2018, there was a significant increase in demand for CLM's mediation service which was contacted in relation to 362 disputes, a 51% increase compared to 2017. Of those 362 queries, 154 proceeded to mediation, a 30% increase compared to 2017. The remainder were either referred to other services or could not take place, as the other party did not wish to participate. The majority of mediation cases involved two parties but some involved larger groups.



## THE YEAR IN NUMBERS

- ▶ **362** - number of queries in which information was provided in relation to the mediation service and process
- ▶ **154** - number of queries that proceeded to full mediation

## WHERE

- ▶ **96** - in Dublin
- ▶ **16** - in Limerick
- ▶ **42** - in Wicklow

## TYPE

- ▶ **103** - Parental/Wider Family Mediation cases
- ▶ **16** - Community/Neighbour Mediation cases
- ▶ **14** - Workplace Mediation cases
- ▶ **21** - Conflict Coaching cases

## ▶ CASE STUDY

### Conflict Coaching

#### Background

Sometimes parties to mediation choose to take a break and participate in conflict coaching. This can help them to constructively express their views, or help gain some perspective or insight. Conflict coaching can also be useful before mediation and independently of mediation.

In this case, one of the parties in a parental mediation case was referred to conflict coaching to help her voice her concerns about her son throughout the mediation process.

#### CLM input

A CLM conflict management coach met this client over three sessions. The coach helped the client explore her own approach to conflict

and communication - particularly with the other party in mediation. The coach and client explored assumptions made about the situation, and the 'hot buttons' each party might push. The CLM coach helped the client identify her goals - and to examine any barriers that might stop her reaching these goals. The coach also helped the client to explore and practice positive ways to achieve her objectives.

#### Impact of CLM's input

The client found the coaching sessions enormously beneficial and empowering. She commented that her CLM coach had helped her improve the ways she managed and engaged in dispute situations.

## ► CASE STUDY

### Community Case

#### **Background**

This was a court-referred case in relation to a dispute between two neighbours, one of whom found the barking of his neighbour's dog to be excessive during evening time. This was affecting his sleep and causing him difficulty as he was a bus driver who worked shifts. The relationship between the neighbours had become extremely strained and court proceedings had been initiated.

#### **CLM's input**

Two CLM volunteer mediators met with the neighbours individually before bringing them together in a joint session. At the joint session, CLM's mediators assisted each party in explaining their own situation and version of events and each party heard the concerns of the other party.

#### **Impact of CLM's input**

Each neighbour heard and understood the impact key behaviours were having on everyone involved. One party offered an apology, which the other party very much appreciated. The neighbours agreed to withdraw court proceedings and communicate with each other should any issues arise in the future.



*“The service provided by CLM was so welcoming at a difficult time between two parties. I so appreciate the time, patience and advice given by both mediators.”*

*“Both mediators have been very helpful and understanding.”*

*“A very good service with very courteous people, and thank you.”*

*“As a District Court Judge... it has been of great reassurance to me over the last number of years to have been able to rely on the expertise of groups such as Community Law & Mediation. These mediation volunteers undertake and assist in the resolving of intractable disputes such as neighbour or noise nuisance complaints that for good reason are better dealt with outside the Courtroom. I continue to place a high value on the service provided by Community Law & Mediation...this is a time saving and cost effective support system for the Court when dealing with such civil disputes.”*

*District Court Judge Michael Coghlan*



# INFORMATION & EDUCATION



## THE YEAR IN NUMBERS

- ▶ **670** - number of course participants
- ▶ **15** - number of *Know Your Rights* courses

## INFORMATION

- ▶ **2** - number of information guides produced
- ▶ **6** - number of reports added to the Casebase database

## EDUCATION

- ▶ **1** - online housing law course in collaboration with University of Limerick
- ▶ **3** - number of modules delivered on the MABS Advanced Diploma in Money Advice Practice Course accredited by the University of Ulster
- ▶ **2** - number of Level 6 QQI accredited courses: Accommodation & Housing Advocacy; and Family Law Advocacy, in partnership with the Ballymun Community Law Centre
- ▶ **1** - *Managing Difficult Situations* course
- ▶ **16** - number of in-house training courses provided to advocacy organisations

## Information

One way that CLM meets the unmet legal need identified in our legal service is through the provision of legal resources such as: Information Guides; and **Casebase**, our database of reports on decisions of the Social Welfare Appeals Office.

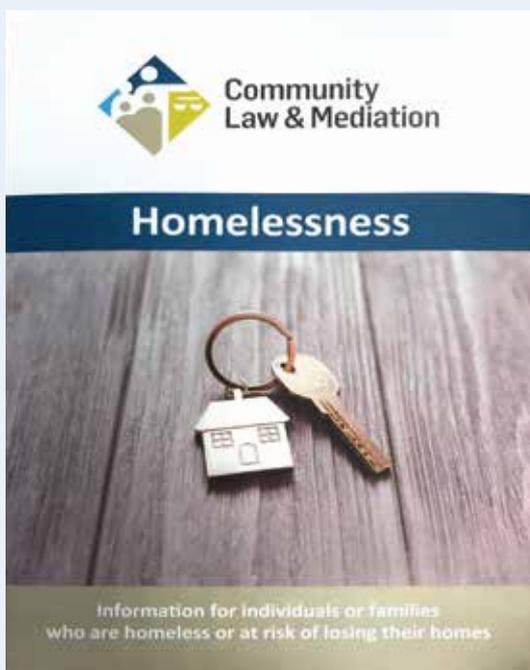
### Information Guides

Through our advice clinics, casework and education work we identified a need for information in the area of housing law. In 2018, we published the following information guides, which were distributed to almost 200 advocacy and information agencies around the country:

A comprehensive guide to social housing for advocates and individuals/families who are on the social housing list or seeking to apply for social housing. It covers housing rights and the law and directs the reader to further supports and options available to them.

A short, user friendly information leaflet on homelessness.

Both guides are available in hard copy form and online at [www.communitylawandmediation.ie](http://www.communitylawandmediation.ie)



### Casebase

CLM launched the **Casebase** project in 2006. **Casebase** is the only publicly accessible database of reports of decisions of the Social Welfare Appeals Office. These include reports on cases taken by CLM and other advocacy organisations such as FLAC, MABS and Citizens Information. By providing the **Casebase** database, CLM aims to provide greater clarity on the reasons for an Appeals Officer's decision and assist members of the public and advocacy organisations in deciding to appeal decisions and in the preparation of appeal submissions.

The decisions published on **Casebase** relate to a range of social welfare benefits, and are classified under payment type and year and are searchable by keyword. Individual reports set out: the detail of the case; the evidence relied upon; and the rationale for a particular decision; and therefore can assist individuals or advocacy organisations who may have a similar case.

All reports published on **Casebase** are anonymised and are subject to client consent and an external checking procedure before publication.

In 2018, CLM added 6 new case reports to the **Casebase** database.

**All case reports published to date can be viewed on our website [www.communitylawandmediation.ie](http://www.communitylawandmediation.ie)**

## Education

CLM also seeks to meet unmet legal need identified in our legal service work through our Community Education Programme. This is an essential component of CLM's service to the community and involves delivering in-house/accredited legal training courses and *Know Your Rights* talks to the community.

In 2018, CLM ran the second online Housing Law and Policy course, in partnership with the University of Limerick Law Department. Students received accreditation from UL and as the course was delivered on a blended learning basis, generally online, but with one face-to-face workshop, it was accessible to people all over the country. CLM also delivered a number of in house, tailor made training to organisations such as MABS, Citizen's Information and Family Resource Centres.

CLM seeks to address, when appropriate, areas of unmet legal need, emerging in our legal advice clinics through our *Know Your Rights* talks. These are delivered free to the community in libraries and other accessible locations, in partnership with organisations such as MABS and Doras Bui. In 2018, these talks addressed areas such as: Enduring Power of Attorney; Wills; the *Fair Deal* Scheme; Family Law; and How to Apply for Social Housing





*“Very good course, good balance & variety of tutors, topics all very comprehensive.”*

*Accommodation & Housing Advocacy Course, QQI level 6*

*“I found the course very informative, especially in relation to termination of tenancy.”*

*CLM's Housing Law & Homelessness course*

*“Excellent delivery, very informative.”*

*CLM's Mortgage to Rent course*



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# LAW REFORM

Through its legal advice and casework, Community Law & Mediation is kept informed of the law reform issues faced by the community. This in turn informs its policy work, which includes legislative submissions, law reform campaigns and roundtable discussions.

This knitting together of our legal service work with our policy work ensures CLM is tackling the issues of greatest relevance to the community in a way which has the most impact.

## SUBMISSIONS

### 1. **Implementation of the UNCRPD**

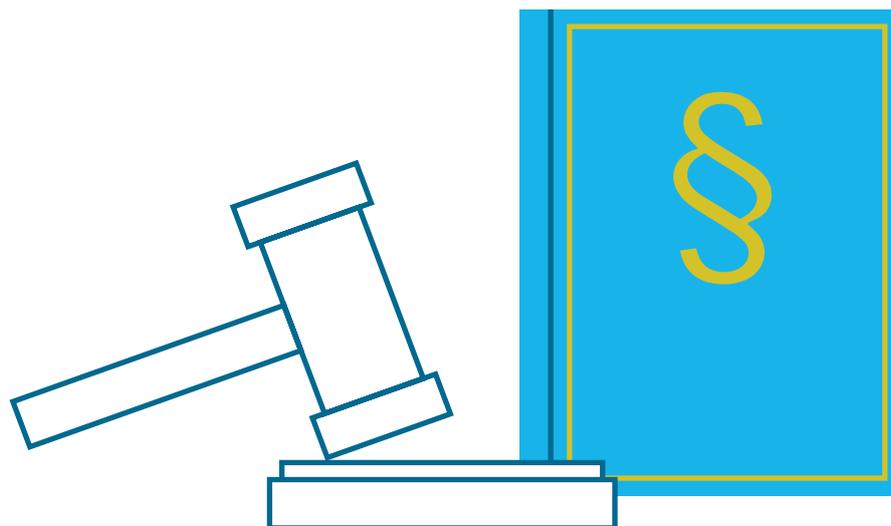
Ireland ratified the United Nations Convention on the Rights of Persons with Disabilities on 20 March 2018. CLM has recognised through our casework that persons with intellectual disabilities encounter many barriers in accessing justice. We made a submission to the Department of Justice and to the Courts Service in relation to the implementation of the UN Convention on the Rights of Persons with Disabilities and the specific provision that barriers to justice be removed for people with disabilities.

### 2. **Courts Service Digitally-Enabled Long-Term Strategy**

In addition, CLM made a submission to the Courts Service as part of their consultation process on its Digitally-Enabled Long-Term Strategy. We recommended that the service be fully accessible to persons with intellectual disabilities in vindication of their rights. We also recommended that such users be consulted fully in the design and implementation of the Long-Term Strategy.

### 3. **Make Work Pay for People with Disabilities Report**

CLM made a submission to the Department of Employment Affairs and Social Protection in relation to Recommendations 9A, 9B and 10 of the Make Work Pay for People with Disabilities Report 2017.



## ROUNDTABLES

### 1. Caravan Loan Scheme

A roundtable was convened between CLM, the Irish Traveller Movement and National Traveller MABS to discuss the practical application of the Caravan Loan Scheme and to consider other supplemental options including a grant and rental scheme.

### 2. Mental health and the social welfare system

A social welfare roundtable was held in December on the theme of mental health and the social welfare system. CLM made a presentation on this topic, which provided an overview of disability related payments schemes and the medical assessment process used in other jurisdictions such as the UK and Australia to provide a comparative approach. Twelve participants attended from various backgrounds, including advocates from mental health and social welfare NGOs.

### 3. Exclusionary practices in schools

In April 2018, CLM Limerick held a roundtable on the topic of Education. The theme of the roundtable was to explore issues around early school leaving and exclusionary school practices such as informal suspensions and shortened school days, matters that are frequently reported at our advice clinics. The roundtable was attended by 15 advocates and family support workers in Limerick City. Their feedback was included in our recent submission to the Joint Oireachtas Committee on Education & Skills.

**To read more about our law reform work,  
please visit CLM's website**

**[www.communitylawandmediation.ie](http://www.communitylawandmediation.ie)**

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# COMMUNITY ENGAGEMENT

Community engagement is one of CLM's core values as it guarantees the continued relationship between the needs of the community and the services we offer.

This is in line with CLM's other core values such as ensuring our services are accessible to those who need them and working in partnership and collaboration with others to achieve our strategic objectives.

## 1. Collaboration with organisations

In 2018, CLM continued to collaborate with other organisations in the delivery of certain projects e.g. advice clinics and community education.

We delivered a number of monthly, outreach legal advice clinics in organisations such as: Novas Limerick; Blanchardstown Citizen's Information; Clondalkin Traveller Development Group; Dublin City Centre Citizen's Information; and in various community centres in the four areas identified for regeneration in Limerick. In 2018, we also commenced providing weekly outreach advice clinics as part of the Children's Rights Alliance, Access to Justice Initiative.

Working in this manner ensures that our services are accessible to those who need them and CLM is working closely with those at the coalface.

## 2. Legal support to organisations

In 2018, CLM provided legal support to a number of organisations across the country on issues affecting their service users. This was done through: CLM's membership scheme; and our legal support contracts with MABS ND (in the areas of debt, social housing and assisted decision making) and CIB (in the area of employment law).

This is an important way of extending the reach of our work.

## 3. Advisory Committees

CLM Limerick and CLM's Mediation Service in Wicklow are governed by CLM's Board of Directors, but also have their own Advisory Committees. Membership of the Advisory Committees include representatives from community groups and other key stakeholders, and their role is to provide guidance on the development of the services.

### CLM 2018 Limerick Advisory Committee

1. Catherine Hickey, FLAC
2. Yvonne Bogdanovich, MABS Limerick
3. Brian Ryan, Limerick Social Services Centre
4. Fr Pat Hogan, Southhill representative
5. Lindsey Liston, Limerick Southside representative
6. Shane Kilcommins, University of Limerick
7. Anne Cronin, Novas

### 2018 Wicklow Advisory Committee

1. Keave O'Donnell, CLM
2. Donal Waddell, (CLM Volunteer Mediator)
3. Thelma Jones, (CLM Volunteer Mediator)
4. Eugene Finnegan
5. Hayley Murphy, Bray Women's Refuge, Outreach Co-ordinator
6. John Byrne
7. Martina Cronin, (Wicklow CIC, Development Manager,)
8. Joe Maguire, (Solicitor)
9. Garda Inspector Eoin Phibbs

#### 4. Networks and Boards

We value the important relationships we have with other organisations, and are a member of a number of Boards and Committees of organisations whose work complements CLM's such as the:

- ▶ Law Society of Ireland Employment & Equality Committee
- ▶ Law Society of Ireland Human Rights & Equality Committee
- ▶ Immigrant Council of Ireland
- ▶ Northside Partnership
- ▶ Economic Social and Cultural Rights Initiative
- ▶ Independent Law Centres Network
- ▶ Northside Community Forum
- ▶ North Dublin Regional Drugs & Alcohol Taskforce, Swords

#### 5. Creating Awareness

Through meetings and training with other advocacy organisations, and our *Know Your Rights* and Mediation Awareness Talks, we aim to create an awareness of how the law or CLM's service can be of benefit to the community. For example, in 2018, we held a number of mediation awareness talks and workshops in Family Hubs and libraries in Dublin, Wicklow and Limerick.



#### 6. Legal Eagles

In 2018, our *Legal Eagles* Schools' project, funded by Dublin City Council, involved transition year students at two local secondary schools in Coolock, Chanel College for boys and Mercy College for girls. The project involved the delivery of a series of classroom-based talks on the Irish legal system tailored to meet the needs and interests of the students.

The project concluded with 27 students participating in a 'Mock Court' competition in UCD. The 'Mock Court' enabled the students to learn about the legal system in a fun way and how to apply the law to real life situations.





*“My experience was so much fun. From doing all the preparation to the actual case, I had a great time. Thank you Ros.”*

*Defence Barrister 1*

*“Our experience was eye opening and challenging. We had a lot of fun and would like to thank CLM for this opportunity.”*

*Defence Barrister 2*

*“This was an amazing experience and we would love to do it again. We definitely would recommend this to the transition year students. We would like to thank Community Law and Mediation for giving us this opportunity and UCD for allowing us to use their Law School.”*

*Prosecution Barrister 1*

*“The Law Course was a great experience. It gave me the opportunity to see what a law career would be like, and how a court room operates. The Moot Court was great and there was a great sense of teamwork between myself and the barristers. Thank you to Ros & Santana, UCD and Community Law and Mediation for giving me this opportunity.”*

*Prosecution Solicitor 2*



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# VOLUNTEERS

There is a community of legal and mediation volunteers involved in CLM who believe in the importance of our work and of using their skills and time for people who need it. Volunteers are the very backbone of CLM. We would not be able to provide the level of service we provide without their generous commitment, which we both acknowledge and appreciate.

There are a number of different types of volunteers in CLM.



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## Legal Volunteers

### Legal Clinic Volunteers

CLM have a panel of 26 solicitors and barristers, fully qualified to practice in Ireland, who volunteer at CLM's free legal advice clinics.

### Trainee Solicitor Placement

As part of A&L Goodbody's Responsible Business Programme, Conor Burke and Adam Assahli, both Trainee Solicitors, were seconded from A&L Goodbody to work with CLM one day a week for three months. Conor and Adam assisted the CLM legal team with the *Casebase*.

In 2018, CLM welcomed trainee solicitors, Glen Rogers and Emma Libreri, from McCann FitzGerald, who each worked one day a week for two months. They were involved with casework and general research across a range of areas including employment, housing, data protection and company law.

### Legal Interns

Law graduate Gulsah Aydin interned with CLM for the Summer of 2018 and Julia Jidemo interned part time for three months. Both interns supported the legal team with casework, policy and research projects.

In 2018, Angela Brennan (UCD), Natalie O'Shea (NIU Galway), and Kate Muldowney (NUI Galway, Irish Centre for Human Rights) completed their placements with CLM as part of their clinical legal education programme.

CLM welcomed Santana Hernandez Power, as a part-time intern, who volunteered two days a week from July. Santana assisted the legal team and worked on the *Legal Eagles* project.

Tracey Tobin continued to intern with CLM Limerick, volunteering one-day per week. Tracey assisted the legal team in Limerick on casework and research. Sophie Fitzpatrick a law graduate from NUI Galway also continued to intern with CLM Limerick in 2018.



*“Throughout my time in CLM, I was able to put the theory we study in college to practice, for a real purpose...The staff were encouraging and supportive and I would recommend anybody interested in public interest law or human rights law to volunteer at this centre...Working with CLM really made me feel the importance and the power the legal system can have when enforcing the rights of vulnerable persons...”*

*Kate Muldowney, Legal Intern*

*“My experience with CLM has reminded me that the law can be confusing and intimidating for many people and that solicitors and legal professionals from all backgrounds can play an important part in making it less so, and in ensuring that vulnerable individuals can invoke the law in a manner that protects and empowers them. The work done by CLM in this regard is incredibly diverse and important and it was a real privilege to be a part of it, even for a short time.”*

*McCann Fitzgerald, Trainee Solicitor, Emma Libreri*

*“Whilst working with CLM I was struck by the dedication and expertise of the staff working there and the diversity of issues in which they work with their clients. CLM provides the client with what is often the first step in seeking any type of legal guidance in relation to scenarios where they may see nowhere else to turn...”*

*Jennifer Good BL, Legal Clinic Volunteer*



## Mediation Volunteers

### **Mediation and Conflict Coaching Volunteers**

The mediation and conflict coaching services are delivered by a panel of 40 volunteers, all of whom are fully accredited and hold Practising Certificates with the Mediators Institute of Ireland (MII). Our mediation volunteers are supported through a CPD, Learning & Sharing and Reflective Practice Programme.

### **Mediation Interns**

CLM continued its partnership with the Edward Kennedy Institute for Conflict Intervention in NUI Maynooth. We supported two postgraduate students this year, who gained practical experience in mediation as part of their MA programme.





*“I am a full-time mediator and I really love my work...The mediation room...offers the disputants the opportunity to engage in open and frank discussion under the watchful facilitation of the mediator; it encourages them to listen in order to understand, not to judge, to be respectful; it offers them hope to move on from situations that are causing them enormous stress (and maybe risk or cost) in their homes, communities, workplaces and their businesses. It’s all about how we humans manage (or far too often mismanage) how we live together. My favourite mediations are in the community. I have worked as a volunteer for over five years with CLM and I have been involved on more than 100 cases during that time. This has brought me to places I didn’t know existed throughout Dublin and Wicklow. The cases involve everything from barking dogs, noise, boundaries, pigeons, anti-social behaviour, trees, sewerage, car parking, rights of way and much more.”*

*Austin Kenny, Mediation Volunteer*



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# STAFF, GOVERNANCE, FUNDING, FINANCE

## 1. Staff

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CLM is delighted to announce the arrival of some new members of staff in 2018: Ruth Barry, Solicitor; April Bracken, Accounts Technician; and Grainne Stringer, Mediation Administrator on the CE Scheme.

In 2018, we bid a sad farewell to: Dagmar Mulsow, Accountant; Aishling Hickey, Community Education Administrator, CE Scheme; and Samantha Mulligan, Administrator, CE Scheme. We thank them for all their hard work and dedication and wish them the very best in their future endeavours.

### 1. Rose Wall – CEO & Solicitor

### 2. Management Team

- ▶ Caroline Keane - Solicitor and Manager, CLM Limerick
- ▶ Denise Leavy - Office and Finance Manager (part-time)
- ▶ Jane O’Sullivan - Managing Solicitor
- ▶ Ros Palmer - Community Education & Volunteer Manager

### 3. Solicitors

- ▶ Ruth Barry - CLM Northside Solicitor (Child Law) (part-time)
- ▶ Moya de Paor - CLM Northside Solicitor (Social Welfare Law) (part-time)
- ▶ Siobhán O’Donoghue - CLM Northside Solicitor (Housing Law & Community Care)

### 4. Administration Team

- ▶ Mary Bailey - Receptionist (Job Share)
- ▶ April Bracken - Accounts Technician (part-time)(Commenced May 2018)
- ▶ Aishling Hickey - Community Education Administrator CE Scheme (part-time)(Finished April 2018)
- ▶ Elaine Higgins - Legal Secretary (part-time)
- ▶ Samantha Mulligan - Administrator CE Scheme (part-time) (Finished August 2018)
- ▶ Dagmar Mulsow - Accountant (part-time)(Finished June 2018)
- ▶ Sinead O’Farrell - Senior Administrator (part-time)
- ▶ Ann O’Shaughnessy - Receptionist (Job Share)
- ▶ Lourde Quigley - Administrator (Limerick Office) (part-time)

### 5. Mediation Team

- ▶ Aisling Murphy - Mediation Administrator CE Scheme (part-time)
- ▶ Grainne Stringer - Mediation Administrator CE Scheme (part-time) (Commenced August 2018)

## 2. Governance

Community Law & Mediation (CLM) is committed to the principles of transparency and accountability and works hard to ensure that all funding is put to the best possible and most efficient use.

CLM is a company limited by guarantee (Company Reg. No. 69771) and a charity recognised by the Revenue Commissioners (CHY No. CHY6359). CLM is an independent law centre under the terms of the Solicitors Acts 1954-2002 (Independent Law Centres) Regulations 2006, SI 103/2006.

CLM is governed by a board of directors who provide guidance on the direction and development of the Service.

### CLM 2018 BOARD OF DIRECTORS

- ▶ Gerry Donnelly, Chairman
  - ▶ Gerard Durcan S.C., Vice Chairman
  - ▶ John Dunne, Treasurer
  - ▶ Catherine Ghent, Secretary
  - ▶ Declan Cahill
  - ▶ Paul Rogers
  - ▶ Ronan Farren
  - ▶ Diane Duggan
- ▶ **Risk & Audit Sub Committee:**  
Declan Cahill, John Dunne
- ▶ **Finance & Admin Sub Committee:**  
Paul Rogers, Gerry Donnelly

### LEGAL QUALITY STANDARD

CLM was awarded the Legal Quality Standard (Q6000) in 2018 and will seek to renew it again in 2020. This is awarded to firms that abide by exceptional levels of client practice and risk management procedures.

### FINANCIAL REPORTING

CLM submits full financial reports to its Board of Directors every six weeks and has its accounts independently audited on an annual basis. Our financial policies and procedures are reviewed annually.

### THE CHARITIES REGULATOR

CLM is fully registered with the Charities Regulator (Registered Charity Number 20011437) and submits its accounts and annual report annually to the Charities Regulator.

### THE GOVERNANCE CODE

CLM is working on the Charities Regulator Governance Code and expects to be in full compliance by the end of 2019.

### THE STATEMENT OF GUIDING PRINCIPLES FOR FUNDRAISING

CLM adheres to the [ICTR Statement of Guiding Principles for Fundraising](#).

### REGULATION OF LOBBYING ACT 2015

Working in the area of law reform, CLM is registered as a lobbyist in line with Regulation of Lobbying Act 2015 and makes returns to the Lobbying Regulator every four months.

### 3. Funding

CLM would also like to express our thanks to all of those who provided financial support to the organisation, without which, none of the activities in this report would have been possible. In 2018, CLM's funders were:



## 4. Finance

CLM's accounts are prepared in accordance with FRS102, the Financial Reporting Standard applicable in the UK and Republic of Ireland. The 2018 accounts were audited by Crowe Ireland and are made available in full on [www.communitylawandmediation.ie](http://www.communitylawandmediation.ie). CLM's financial year runs from 1 January to 31 December. The following extracts are from CLM's audited accounts for the year ending 31 December 2018:

	<b>2018</b>	<b>2017 (Reclassified)</b>
	<b>€</b>	<b>€</b>
<b>Income</b>		
Government Grants	410,000	410,000
Other Grants	42,439	61,414
Donations	134,075	108,936
Other Income	214,502	134,269
	<b>801,016</b>	<b>714,619</b>
<b>Expenditure</b>		
Administrative Expenses	(730,865)	(673,465)
<b>Surplus/(Deficit) for the year</b>	<b>70,151</b>	<b>41,154</b>
 <b>Balance Sheet as at 31<sup>st</sup> December 2018</b>		
<b>Fixed Assets</b>		
Tangible assets	25,306	13,716
<b>Current Assets</b>		
Debtors	78,265	20,266
Cash at bank and in hand	369,784	337,518
	<b>448,049</b>	<b>357,784</b>
<b>Creditors:</b> Amounts falling due within one year	(120,732)	(89,028)
<b>Net Current Assets</b>	<b>327,317</b>	<b>268,756</b>
 <b>Total Assets less Current Liabilities</b>	<b>352,623</b>	<b>282,472</b>
 <b>Reserves</b>		
Income and expenditure account	352,623	282,472
Members Funds	352,623	282,472



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**Northside Civic Centre, Bunratty Road, Coolock, Dublin 17, Ireland  
Tel: (01) 847 7804, E: [info@communitylawandmediation.ie](mailto:info@communitylawandmediation.ie)**

**Limerick Social Service Centre, Henry Street, Limerick, Ireland  
Tel: (061) 536 100, E: [limerick@communitylawandmediation.ie](mailto:limerick@communitylawandmediation.ie)**