



SERVICE PROVIDER TERMS OF PARTICIPATION

1. INFORMATION ABOUT US AND THE CLOCK PROJECT

The **CLOCK Project** is a collaborative project between the University of Keele, other universities, their students, courts, law firms and third sector organisations working together under a common framework to provide access to justice for the community in accordance with the [CLOCK Objectives](#).

These terms set out the framework by which a CLOCK Project Lead collaborates with law firms and third sector organisations in order to promote the CLOCK Project and the expectations of working with a Community Legal Companion.

The CLOCK Project is a voluntary collaboration. These terms do not create any legal obligation between the parties. You may need to agree further terms with your local CLOCK Project Lead regarding the day-to-day management of the Local Community Legal Companion Service.

2. PARTICIPATING IN THE CLOCK PROJECT

These terms govern the participation of your organisation in the CLOCK Project as a CLOCK Service Provider.

A **CLOCK Project Lead** is a University that will deliver a Local Community Legal Companion Service.

A **Local Community Legal Companion Service** means a local collaboration between the CLOCK Project Lead and CLOCK Service Providers to meet the [CLOCK Objectives](#).

A **CLOCK Service Provider** includes law firms and third sector organisations who agree to participate within a Local Community Legal Companion Service.

A **CLOCK Service User** refers to a person who wishes to use a service of the CLOCK Project.

A **Community Legal Companion** refers to a student trained by a CLOCK Project Lead to assist a CLOCK Service User in supporting access to justice within the strict remit of the [McKenzie Friend Practice Guidance](#).

3. APPROVAL

3.1 In order to be accepted by your local CLOCK Project Lead, you **must** (i) confirm that you are currently registered to practise in accordance with the rules of your regulatory or governing body, where applicable, and must remain registered during your involvement with the CLOCK Project.

3.2 Your CLOCK Project Lead may terminate your membership of the CLOCK Project if you do not comply with these terms.

- 3.3 On approval you have a non-exclusive licence to use the CLOCK logo, below, in relation to your involvement in the Local Community Legal Companion Service.



Your licence to use the CLOCK logo will terminate if you stop being a member of the CLOCK Project.

4. **COMMUNITY LEGAL COMPANION**

- 4.1 A Community Legal Companion's role is set out in the [CLOCK Code of Conduct](#).
- 4.2 You accept that a Community Legal Companion must always follow the [CLOCK Code of Conduct](#) within the strict remit of the [McKenzie Friend Practice Guidance](#) and you will not require them to perform any activity which would require them to act outside the CLOCK Code of Conduct.
- 4.3 You accept that a Community Legal Companion may only assist your organisation in accordance with the Community Legal Companion [Code of Conduct](#) and within the strict remit of the [McKenzie Friend Practice Guidance](#).
- 4.4 If a Community Legal Companion is allocated to assist your organisation, you will ensure that any work undertaken by the Community Legal Companion is in accordance with the Solicitors Regulatory Authority Code of Conduct (where applicable) and, in all cases, covered by your professional indemnity insurance policy.

5. **YOUR OBLIGATIONS**

- 5.1 You will participate in the CLOCK Project in accordance with (i) these terms; (ii) the CLOCK policies, procedures and regulations listed on <http://clock.uk.net> including, but not restricted to, the [Confidentiality Policy](#), the [Signposting Policy](#), the [CLOCK Code of Conduct](#) and the [CLOCK Objectives](#).
- 5.2 By participating in the CLOCK Project, you agree to contribute to at least one hour of the local CLOCK training programme, to be co-ordinated by CLOCK Project Lead and hosted at least once an academic year.

6. **SIGNPOSTING**

- 6.1 The CLOCK Project manages requests for assistance from Service Users through the IT system described in the [Signposting Policy](#). You will use the IT system and respond to requests for assistance as described in this Policy.
- 6.2 Neither the University of Keele nor the CLOCK Project Lead, CLOCK Service Providers or CLOCK Community Legal Companions are responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications

networks and facilities, including the internet when using the IT system, and you acknowledge that the services may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

7. CONTACTS AND REPORTING

7.1 The CLOCK Project Lead managing your Local Community Legal Companion Service will notify you of named contact details at the CLOCK Project Lead, including a contact in respect of any safeguarding concerns (which must be reported on an urgent basis).