

TEMPLE LEGAL CENTRE

England & Wales · Charity number 1171331

Details

Other names	TLC
Status	Registered
Legal form	CIO
Registered	2017-01-26
Register	View on the Charity Commission register

Contact

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Activities

Objects: (A) TO PROMOTE, FOR THE PUBLIC BENEFIT, THE SOUND ADMINISTRATION OF THE LAW PARTICULARLY, THOUGH NOT EXCLUSIVELY, BY PROVIDING LEGAL ADVICE AND ASSISTANCE IN FAMILY MATTERS TO INDIVIDUALS WHO ARE UNABLE TO SECURE SUCH SERVICES FROM THEIR OWN RESOURCES.(B) TO PROVIDE, FOR THE BENEFIT OF THE PUBLIC, ASSISTANCE THROUGH CONCILIATION AND MEDIATION FOR FAMILIES WHOSE RELATIONSHIPS APPEAR TO BE BREAKING DOWN, AND WHERE SUCH RELATIONSHIPS HAVE ALREADY BROKEN DOWN, TO ADVISE AND HELP IN THE SETTLEMENT OF DIFFERENCES OR POTENTIAL DIFFERENCES OVER ASSOCIATED MATTERS SUCH AS CUSTODY AND ACCESS TO CHILDREN, AND OTHER FAMILY MATTERS.

Activities: Temple Legal Centre (TLC) provides free and independent legal advice to people involved in family law matters living in London and neighbouring counties.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-19	£0	£1,389	-	-
2024-06-19	£2,000	£2,893	-	-
2023-06-19	£2,000	£1,859	-	-
2022-06-19	£0	£676	-	-
2021-06-19	£7,200	£5,339	-	-

Trustees

Name	Role	Appointed
LEANNE TARGETT-PARKER	Chair	2016-11-11
Celestine Greenwood		2023-06-18
Karina Kelly Fleet		2019-08-05
Michael Alexander Edwards		2023-05-01

TEMPLE LEGAL CENTRE

England & Wales - Charity number 1171331

Accounts



ANNUAL REPORT

For the period of 20.06.2024 to 19.06.2025

Introduction

1. TLC was founded in July 2013, by Leanne Targett-Parker, a family barrister, in response to the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO), which ended much of the legal aid provided to persons within, among other areas, the family law arena. In January 2017, TLC was granted charitable status.
2. Temple Legal Centre (TLC) is a charitable incorporated organisation (CIO) (charity registration number 1171331 registered on 26.01.2017) with the following objectives:
 - a. To promote, for the public benefit, the sound administration of the law particularly, though not exclusively, by providing legal advice and assistance in family matters to individuals who are unable to secure such services from their own resources; and

- b. To provide, for the benefit of the public, assistance through conciliation and mediation for families whose relationships appear to be breaking down, and where such relationships have already broken down, to advise and help in the settlement of differences or potential differences over associated matters such as custody and access to children, and other family matters.

Head Office/Venues

- 3. From 2013-2017, TLC was based at 10KBW Chambers in Inner Temple, London. In 2017, TLC moved to The Honourable Society of Inner Temple (Inner Temple), London. In early 2018, the Benchers of Inner Temple voted to provide TLC with a home in perpetuity. From 2019, due to Inner Temple's building work, TLC held clinics at Lincoln's Inn and Middle Temple both in London. From November 2019, TLC also held clinics at 7HS in Liverpool. In late March 2020, when the pandemic struck, TLC become an online service to ensure that services remained available. From September 2021, TLC joined forces with Spire Chambers based in Leeds, which not only provides a base for TLC in the North East but members of Spire provide legal advice at the weekly clinics. Therefore, TLC is now based in London, Liverpool and Leeds.
- 4. At the end of the pandemic restrictions, the trustees agreed to maintain TLC as an online service (appointments via Zoom or telephone), which enables TLC to provide a national service – having a base in Leeds has extended TLC's geographical reach with clients having a base in the North East if any face-to-face appointments are considered more appropriate. Therefore, TLC has a face-to-face reach in the North West, North East and London as well as having a national reach remotely.

5. TLC had aimed to extend its reach in 2022-2023, however this was not realised due to the focus on appointing new trustees, which has been achieved. TLC has made attempts to have bases in each of the 6 legal circuits in England & Wales. In the period of 2022-2023 report, the aim was to achieve this within 2 years.
6. Unfortunately, despite attempts to extend TLC's reach nationally, this has proved difficult on the grounds that TLC has approached, but not yet been able to secure the support of, prominent Chambers within the 3 remaining circuits (South West, Wales and the Midlands). The difficult appears to be securing the commitment from barristers to engage with TLC and provide legal advice to TLC. If this cannot be achieved, the Chambers' clerks have difficulty in supporting TLC. The aim in 2024-2025, was to continue to engage with Chambers in those 3 remaining regions to establish TLC more nationally. TLC has yet to secure bases in the 3 remaining circuits but will continue to do so throughout 2025-2026. It is anticipated that if a different approach of securing support from barristers within those circuits and then engaging the chambers as a whole.
7. However, by TLC remaining as an online service, either telephone or video platform, as well as providing a face-to-face service when required, TLC is able to offer services from more advisors, to accommodate the needs of the clients individually and to a wider geographical area. By being online, TLC is able to provide services to clients with childcare and/or caring responsibilities, those who are particularly vulnerable and unable to travel either due to mental or physical disabilities or those who find it difficult to travel to clinics due to work commitments. It is clear that an online service is providing a more convenient and beneficial service for TLC's clients. However, the online service and any need to hold in person sessions is regularly reviewed and often on a case-by-case basis by the Director.

8. As it has each year, TLC has reviewed whether reverting to a face-to-face service would be more accessible to clients especially those whose first language is not English, who are particularly vulnerable, or who would just prefer face-to-face appointments. As previously, there have been no enquiries from clients in this period indicating that they are unable to attend an appointment unless it is face-to-face. However, if any enquiry were made for a face-to-face appointment, it would be facilitated in London, Liverpool or Leeds – the most convenient for the client. Further extension of the geographical reach of TLC (as set out above) will also assist clients requiring a face-to-face meeting.

Personnel

9. The patrons, trustees, advisors and volunteers are dedicated individuals who give up their own time to support and assist TLC. The Chair, on behalf of TLC, wishes to thank them all for their dedication, time and support.

Patrons

10. TLC has 2 patrons; Baroness Elizabeth Butler-Sloss GBC, PC as its legal patron and Gillian Anderson as its non-legal patron.

Trustees

11. The trustees of TLC for 2024-2025 have remained committed and constant, are unremunerated and in the relevant period are:
- Leanne Targett-Parker (Chair and Treasurer);
 - Karina Fleet;

- Michael Edwards; and
- Celestine Greenwood.

12. Trustees are recruited through websites and personal recruitment by the existing trustees.

13. TLC is concerned – as are many charities – with the recruitment process and is aware that the current board remains small. An objective within 2024-2025, as it is every year, is to recruit at least 3 more trustees with appropriate skills particularly financial so that the Chair is not both the Chair and the Treasurer. Unfortunately, further trustees have not been able to be recruited and therefore there remains a constant campaign to recruit new trustees with a wide bank of skills. This will be an objective for 2025-2026.

14. Full trustee meetings are quarterly (March, June, September and December) with an AGM annually (January). Due to the size of the Board of Trustees, all issues and discussions are covered by all trustees including the representation panel. Leanne Targett-Parker oversees the running of TLC and liaises with the director on a regular basis particularly with regard to triaging clients. Karina Fleet oversees administration, Celestine Greenwood (and Vice-Chair) oversees IT and Michael Edwards oversees advisor and volunteer recruitment. All other roles are shared between the trustees. This will be further reviewed once new trustees have been appointed. All meetings are convened remotely due to the geographic spread of the trustees.

Director

15. TLC has a director, Andrew Brown¹, who is also a volunteer (up to July 2020 was a paid on a contract of services basis). Andrew donates approximately 5 hours per week to TLC. This includes the day-to-day administration of TLC and running the clinics on Monday evenings.
16. TLC is immensely grateful for his dedication and hard work.
17. A programme of further recruitment and for funding for TLC was in place however has not been particularly successful within the relevant period and the trustees are planning to reinvigorate this programme of funding and recruitment in the period of 2025-2026. It would assist Andrew if there was a volunteer admin assistant, who could assist especially with the clinics if Andrew was not available.

Advisors

18. All advisors are unremunerated.
19. All advisors are qualified solicitors or barristers experienced in family law.
20. Advisors provide the legal advice to clients on a weekly basis, supported by volunteers and the Director.
21. In the relevant period, TLC had 16 advisors providing weekly advice sessions (a reduction of 1 (6.25%) from the period of 2023-2024.

¹ Andrew Brown was appointed interim director in July 2018. As set out in the annual return for 2018-2019, Andrew Brown is Leanne Targett-Parker's husband. This was disclosed at the meeting when Andrew was appointed interim director.

22. TLC is immensely grateful to all advisors who give their precious time freely to support TLC. Without them, TLC would only be able to function with a very limited service.
23. Further recruitment of advisors is ongoing. The premise being the more advisors available the less onerous the commitment, which should be an incentive to new advisors when everyone's free time is so precious.
24. There is a distinct shortage of advisors who are able to advise on financial matters or on both children and financial matters causing a burden to the ones who are able to offer this advice or alternatively, clients have to wait a longer period for a session to obtain the most relevant advice.

Volunteers

14. All volunteers are unremunerated.
15. All volunteers are persons interested in the law and in particular family law. They are students, paralegals, trainees or pupils.
16. The volunteers attend each clinic supporting an advisor by taking notes of the instructions provided and advice given, researching relevant forms, information or legal issues and other assistance required by either the advisor or the Director. Save for attending the clinics, the volunteers do not interface with the

clients. Permission is always sought from the client that they are consent for the volunteer to attend the session guaranteeing the same client confidentiality as the advisor gives.

17. TLC provides hands on training and mentoring to its volunteers including reviews of the clinics where unusual or complex issues are raised. TLC is proud of the number of volunteers who wish to assist the clinics and hopes that this mentoring programme can develop and expand attracting and assisting lawyers in training.
18. In the relevant period, there were 29 volunteers assisting TLC. This is again an increase from 2023-2024 when there were 26 (increase of 3 or 11.5%). Predominantly, the source of volunteers is through universities as part of their pro bono programmes including the University of Law and Liverpool University (School of Law). Some volunteers attend for one session as part of their course (the pro bono element) and others volunteer on a long-term basis.

Banking

19. TLC banks with Lloyds Bank (Account number 27364568 sort code 30-99-15) and has done so since 15.01.2018. The signatory is Leanne Targett-Parker as the Chair and Treasurer. Once a trustee is appointed as Treasurer the banking mandate will be varied to include the Treasurer as the primary signatory with Leanne Targett-Parker remaining a secondary signatory.
20. Online banking is used. In February 2020, a debit card for Leanne Targett-Parker was applied for. There is no overdraft facility and TLC has no debts.

21. Lloyds bank now provides the facility of an accounting app as part of their provision for a business account, which is used to prepare the accounts (see Annex A). This is a true asset as other apps would have to be paid for (between £18 and £36 per month) and therefore outside TLC's budgetary constraints.

Funding

22. Funding is from individual donations and grants.
23. The balance of TLC's bank account as at 19.06.2024, was £1,619.50. The accounts reflect the expenses to be paid to Leanne Targett-Parker (for the payment to EcoHosting and Advice UK membership) but which have not been claimed/paid in the relevant period and so are not reflected in the bank account (see P&L Account).
24. The funding issue has now become quite critical and must be addressed as a priority in 2025/2026.
25. TLC does not have a savings account or investments due to the low balances in the bank account and the need to make payments on a monthly basis for disbursements.
26. TLC is insured for professional indemnity insurance with AdviceUK. TLC is a member of AdviceUK².
27. TLC is registered and fully paid up with the ICO³.

² <https://portal.adviceuk.org.uk/s/searchdirectory?id=a2n4J0000002KtY>

³ <https://ico.org.uk/ESDWebPages/Entry/ZA459307>

28. TLC is exceptionally proud that it managed financially throughout the period of the pandemic and beyond without a loss of service to its clients – new and existing – and continues to do so without a stable income stream. The trustees considered that this was a major achievement for TLC in the circumstances and all involved with TLC should be proud of their contributions.

29. Funding is the joint most important issue, along with trustee recruitment, for 2025-2026.

Website

30. The website designed (by Citrus Suite) and activated in 2021, continues to work. Some improvements were made to the website however this is not sufficient for TLC to develop its IT. Due to the funding issues, the trustees are seeking alternative avenues for assistance on this. Some offers of assistance have been made and some progress has been made however further inroads are required. One of the main issues is obtaining information including some passwords from Citrus Suite. Further attempts are being made with this.

31. TLC considers that there should be a further and ongoing review of its IT provision.

32. Part of the website upgrade, clients are able to complete the online application form for an appointment. However, clients without access to or the ability to access the internet or have other vulnerabilities preventing them accessing the online application form are supported by the Director. Assistance is provided by phone or in person (though rare) to assist with the application process. TLC does

everything it can to enable all clients, whatever their skills, resources and position to access advice through TLC.

Clinics

33. Before, throughout and post-pandemic, TLC has provided weekly clinics to ensure that the service has been uninterrupted. Due to staffing, TLC does not hold clinics during the school holidays. However, this is something TLC is considering when securing further administrative services.
34. All clinics are held on Monday evenings from 6pm to 9pm with each client being given an appointment for 30 minutes. No 'turn-up' clinic is run as this is technically impossible (unlike pre-pandemic when clinics were face-to-face) and ensures that all clients are appropriately advised especially as TLC has some advisors who advise on financial issues and others who advise on children matters (only a few advisors are prepared to advise on both areas of law). Without triaging the clients and booking them onto the correct session, clients could attend and not be provided with adequate advice, which is too stressful for the clients to contemplate and a waste of time for the advisors.
35. Each client spends up to 30 minutes with an advisor to give instructions and be provided with advice. This advice can take the form of supporting and advising on upcoming hearings, advising on and assisting with applications, assisting with responding to documents either from the other party/ies and/or court orders and general advice for potential situations such as relationships ending, how issues such as finances and the

children are resolved without resulting to court proceedings and seeking 'contact' (spending time with) with their children. Further appointments are offered on a necessary and proportionate basis. There is a 3 sessions limit however TLC seeks to advise clients in their best interests and this is often overruled to ensure that the clients' needs are met throughout their issue/proceedings.

36. It is always considered by TLC that a client should be taken through the procedure, particularly if within proceedings, stage by stage and this works better if appointments are given at each stage of the proceedings to go over what has happened at the last hearing and to prepare the client for the next hearing. Depending on the number of hearings listed this cannot be completed within 3 sessions and would leave the client without advice towards the end, and often the more complicated part, of proceedings.
37. The 3 sessions moratorium is often implemented if clients are returning to TLC when they have not applied the advice given at the previous appointment (and therefore the same advice is being provided again and again) or where an appointment has been given when at triage is it considered that this client may not meet TLC's eligibility criteria but the benefit of the doubt is given and they do not apply either regarding the means testing or the advice being sought.
38. Although there is a policy of providing up to 3 sessions to a client, this is always undertaken on a pragmatic basis. TLC has the policy that it would rather provide advice when a client does not always meet the criteria rather than not give advice to a client who needs it and may have otherwise 'slipped through the net'.

39. Clients are referred to TLC from other agencies such as Support Through Court, Citizens' Advice, other legal advice/law centres, court publicity and through the website/internet. TLC aims to increase its visibility in 2024/2025 especially with a presence in the other 3 legal circuits.
40. In the relevant period, TLC held 35⁴ sessions, a reduction on the previous year of 10.2%. However, the period of 2021/2022 was an exceptional year with an increase of 66% on the year 2020/2021, with a further increase in 2023-2024 mainly down to the expansion of TLC to Spire Chambers. It appears that TLC has had a period of settling. However, despite having a reduction in sessions namely approximately one per quarter, TLC continues to provide an excellent service. It is clear that to continue its progress, development and wider scope, the expansion of TLC is important through the other 3 circuits.
41. In previous report, TLC has segregated clients for the 3 regions. However, as TLC works more holistically and nationally, this is no longer recorded. TLC provides a service on a national basis with its 3 current bases; London, Liverpool and Leeds. This continues to work well and despite being reviewed there are no plans to change this.
42. During those 35 sessions 127 clients were provided with advice (in 2023/2024 it was 39 sessions seeing 128 clients). Despite the reduction by 10% of sessions, each session has been more productive pro rata evidenced by the increase of clients per session in 2023/2024 of 3.28 to 3.63 in the relevant period.

⁴ In 2020/2021 TLC held 21 sessions; 2021/2022 TLC held 35 sessions; 2022/2023 TLC held 33 sessions and 2023/2024 TLC held 39 sessions.

43. All of the clients seen are considered to be vulnerable in light of having, at the least, disputes with partners/ex-partners. Clients also present with other vulnerabilities including but not exhaustively disabilities, mental health and homelessness. Further, a considerable number of TLC's clients do not have English as their first language. Consideration is to be given to working or setting up an interpretation service to assist clients with language barriers to access advice.
44. TLC monitors its clients' diversity factors, which are as set out at Annex 1. There are no significant changes in the diversity monitoring, which would give TLC concerns save for the following commentary:
- a. Ethnic origin – there has been a significant rise in White UK clients in the relevant period (in % over the last 4 years 78, 59, 63, 63) and a decrease in Black clients in the relevant period (in % over the last 4 years 4, 9, 11, 7). There is little change in other groups.
 - b. Age – little change in that most age groups seeking advice are 25-34; 35-44 and 45-54 – the times when couples have children and when relationships break down.
 - c. Gender – a decrease in those not disclosing gender (in % over the last 4 years 8, 14, 11 and 7);
 - d. Income – as expected in that most clients are on benefits/low incomes and are generally the most vulnerable. However, there has been a significant increase in those earning between £26k and £30k, which could be explained by the possibility that these clients are particularly struggling with the cost-of-living crisis, which can be the cause of relationship breakdowns (in % over the last 4 years 24, 4, 5, 6). However, in 2023/2024, there was a significant increase in those earning above £30k, which appears to have levelled out in the relevant period (in % over the last 4 years 8, 18, 8, 2);

- e. Disability – an increase in those who consider they are disabled (from 20% to 29%) (in % over the last 4 years 29, 20, 13, 23), which is the highest % over the last 4 years. This is now significantly above the national average of 17.7% in 2021⁵. This is not of concern considering TLC services clients who are vulnerable and on low incomes and as this is a means tested resource and it is not surprising that the disability rate/vulnerable persons is higher than the national average. However, further analysis could be undertaken on this data (see aims and objectives).

Aims and Objectives

- 45. TLC's objectives and aims for the relevant period were as follows:
 - a. Increase funding – not achieved;
 - b. Set up a dedicated mediation programme – work-in-progress;
 - c. Increase advisors – additional advisors secured but others have left;
 - d. Increase volunteers – additional volunteers secured;
 - e. Increase clients seen – 92⁶ new clients seen with 35 existing client a total of 127 clients. This is a slight increase in new clients but a steady increase over the last couple of years from 88 in 2022/2023.
 - f. Increase sessions – this is currently under review as this would mean increasing the nights sessions are undertaken as sessions are already every Monday. A recruitment campaign of advisors and volunteers is required before the increase in sessions can be successful.

⁵ [https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20England%2C%20in%202021%2C%20a,\(23.4%25%2C%20696%2C000\).](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20England%2C%20in%202021%2C%20a,(23.4%25%2C%20696%2C000).)

⁶ In 2023/2024 90 new clients were seen and in 2022/2023 88 new clients were seen.

g. Increase clinics geographically – not achieved.

h. Appointment of a Vice-Chair – achieved.

46. The aims and objectives for 2025-2026 are as follows:

a. Increase the number of trustees with wide ranging skill sets;

b. Appointment of a Treasurer;

c. Secure funding in grants and donations;

d. Expand TLC into the 3 remaining legal circuits namely Wales, Midland and Western;

e. Increase advisors and volunteers especially those from diverse backgrounds, age etc;

f. Consideration of whether the data of clients can be effectively analysed to assist with reaching out to clients;

g. Increase TLC's national visibility;

h. Increase number of new clients;

i. Mediation programme – in collaboration or set up within TLC; and

j. Research and consider an interpretation/translation service.

Conclusion

47. TLC is a small, poorly funded charity providing an essential but 'unsexy' service, which grabs little attention through the media on the grounds that it is filling the gap the Government should fill by reinstating adequate legal aid provision. However, despite this, the Trustees and Director have kept TLC afloat providing a service so essential and important to all of its clients, which without would be facing court

without advice or worse giving up attempting to gain access to their children, ensuring a fair outcome for injunctions and securing equitable division of assets in ancillary relief. TLC has a national and important role to play within the pro bono service and legal system.

Leanne Targett-Parker
Chair of the Board of Trustees
20.03.2026

Annex 1 - Diversity Monitoring Records for the period of **20.06.2024 to 19.06.2025**

(Comparison 2024/2025; 2023/2024; 2022/2023; 2021/2022)

In %

Description	Ethnic Origin	Age	Gender	Income	Disability
Mixed Race	3, 1, 0, 4				
Asian	2, 3, 1, 0				
White Other	3, 9, 4, 8				
Arab	0, 2, 0, 1				
Bangladeshi	0, 0, 2, 0				
Black	4, 9, 11, 7				
White UK	78, 59, 63, 63				
Indian	2, 1, 4, 2				
Latin American	0, 1, 0, 0				
Pakistani	0, 1, 0, 2				
Other	1, 1, 0, 1				
Did Not Declare	7, 13, 13, 12	11, 15, 18, 13	8, 14, 11, 7	9, 12, 12, 13	8, 11, 11, 15
18-24		1, 2, 5, 2			
25-34		22, 19, 29, 27			

35-44		29, 28, 20, 24			
45-54		25, 28, 16, 24			
55-64		10, 7, 11, 7			
Over 65		2, 1, 1, 3			
Female			52, 40, 55, 55		
Male			40,46, 33, 38		
Below £17k				52, 53, 57, 62	
£17k-£20k				8, 7, 4, 8	
£21k-25k				8, 6, 9, 9	
£26k-£30k				24, 4, 5, 6	
£30k +				8, 18, 8, 2	
Disabled					29, 20, 13, 23
Not Disabled					63, 69, 76, 62
Total %	100, 100, 100, 100	100, 100, 100, 100	100, 100, 100, 100	100, 100, 100, 100	100, 100, 100, 100

Annex 2 – Financial Accounts for the period of 20.06.2024 to 19.06.2025
(Comparisons with 2020/2021, 2021/2022, 2022/2023 and 2023/2024)

	Description	20.06.2020- 19.06.2021	20.06.2021- 19.06.2022	20.06.2022- 19.06.2023	20.06.2023- 20.06.2024	20.06.2024- 19.06.2025
INCOME						
	Donations	200.00	0	0	0	0
	Grants	7,000.00	0	2,000.00	2,000.00	0
	Total	7,200.00	0	2,000.00	2,000.00	0
EXPENDITUR E						
	Administrative Services (Director's Salary)	550.00	0	0	0	0
	Bank charges	1.01	1.93	2.03	0	1.91
	Mobile Phone	169.96	185.91	199.70	211.80	257.54
	Insurance	753.00	0	828.00	1,656.00	828.00
	IT & Technical Provisions	63.72	320.87	655.10	843.86	113.39

	Membership (Advice UK & ICO)	129.00	167.00	174.00	181.00	188.00
	Subscriptions	71.88	0	0	0	0
	Website	3,600.00	0	0	0	0
	Total	5,338.57	675.71	1858.83	2,892.66	1,388.84
	PROFIT/LOSS	1,861.43	-675.71	141.17	-892.66	-1,388.84

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 - a. To promote, for the public benefit, the sound administration of the law particularly, though not exclusively, by providing legal advice and assistance in family matters to individuals who are unable to secure such services from their own resources; and

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4. At the end of the pandemic restrictions, the trustees agreed to maintain TLC as an online service (appointments via Zoom or telephone), which enables TLC to provide a national service – having a base in Leeds has extended TLC's geographical reach with clients having a base in the North East if any face-to-face appointments are considered more appropriate. Therefore, TLC has a face-to-face reach in the North West, North East and London as well as having a national reach remotely.

5. TLC had aimed to extend its reach in 2022-2023, however this was not realised due to the focus on appointing new trustees, which has been achieved. TLC has made attempts to have bases in each of the 6 legal circuits in England & Wales. In the period of 2022-2023 report, the aim was to achieve this within 2 years.
6. Unfortunately, despite attempts to extend TLC's reach nationally, this has proved difficult on the grounds that TLC has approached, but not yet been able to secure the support of, prominent Chambers within the 3 remaining circuits (South West, Wales and the Midlands). The difficult appears to be securing the commitment from barristers to engage with TLC and provide legal advice to TLC. If this cannot be achieved, the Chambers' clerks have difficulty in supporting TLC. The aim in 2024-2025, is to continue to engage with Chambers in those 3 remaining regions to establish TLC more nationally.
7. However, by TLC remaining as an online service, either telephone or video platform, as well as providing a face-to-face service when required, TLC is able to offer services from more advisors, to accommodate the needs of the clients individually and to a wider geographical area. By being online, TLC is able to provide services to clients with childcare and/or caring responsibilities, those who are particularly vulnerable and unable to travel either due to mental or physical disabilities or those who find it difficult to travel to clinics due to work commitments. It is clear that an online service is providing a more convenient and beneficial service for TLC's clients. However, the online service and any need to hold in person sessions is regularly reviewed and often on a case-by-case basis by the Director.
8. In the relevant period, TLC reviewed whether reverting to a face-to-face service would be more accessible to clients especially those whose first language is not English, who are particularly vulnerable, or who would

just prefer face-to-face appointments. There have been no enquiries from clients in this period indicating that they are unable to attend an appointment unless it is face-to-face. However, if any enquiry were made for a face-to-face appointment, it would be facilitated in London, Liverpool or Leeds – the most convenient for the client. Further extension of the geographical reach of TLC (as set out above) will also assist clients requiring a face-to-face meeting.

Personnel

9. The patrons, trustees, advisors and volunteers are dedicated individuals who give up their own time to support and assist TLC. The Chair, on behalf of TLC, wishes to thank them all for their dedication, time and support.

Patrons

10. TLC has 2 patrons; Baroness Elizabeth Butler-Sloss GBC, PC as its legal patron and Gillian Anderson as its non-legal patron.

Trustees

11. The trustees of TLC (unremunerated) in the relevant period are:
 - Leanne Targett-Parker (Chair and Treasurer);
 - Karina Fleet;
 - Michael Edwards; and
 - Celestine Greenwood.

12. Trustees are recruited through websites and personal recruitment by the existing trustees.
13. TLC is concerned – as are many charities – with the recruitment process and is aware that the current board remains small. An objective within 2024-2025, as it is every year, is to recruit at least 3 more trustees with appropriate skills particularly financial so that the Chair is not both the Chair and the Treasurer. Unfortunately, further trustees have not been able to be recruited and therefore there remains a constant campaign to recruit new trustees with a wide bank of skills.
14. Full trustee meetings are quarterly (March, June, September and December) with an AGM annually (January). Due to the size of the Board of Trustees, all issues and discussions are covered by all trustees including the representation panel. Leanne Targett-Parker oversees the running of TLC and liaises with the director on a regular basis particularly with regard to triaging clients. Karina Fleet oversees administration, Celestine Greenwood (and Vice-Chair) oversees IT and Michael Edwards oversees advisor and volunteer recruitment. All other roles are shared between the trustees. This will be further reviewed once new trustees have been appointed. All meetings are convened remotely due to the geographic spread of the trustees.

Director

15. TLC has a director, Andrew Brown¹, who is also a volunteer (up to July 2020 was a paid on a contract of services basis). Andrew donates approximately 5 hours per week to TLC. This includes the day-to-day administration of TLC and running the clinics on Monday evenings.
16. TLC is immensely grateful for his dedication and hard work.
17. A programme of further recruitment and for funding for TLC was in place however has not been particularly successful within the relevant period and the trustees are planning to reinvigorate this programme of funding and recruitment in the period of 2024-2025.

Advisors

18. All advisors are unremunerated.
19. All advisors are qualified solicitors or barristers experienced in family law.
20. Advisors provide the legal advice to clients on a weekly basis, supported by volunteers and the Director.
21. In the relevant period, TLC had 17 advisors providing weekly advice sessions (an increase of 1 (6.25%) from the period of 2022-2023).

¹ Andrew Brown was appointed interim director in July 2018. As set out in the annual return for 2018-2019, Andrew Brown is Leanne Targett-Parker's husband. This was disclosed at the meeting when Andrew was appointed interim director.

22. TLC is immensely grateful to all advisors who give their precious time freely to support TLC. Without them, TLC would only be able to function with a very limited service.
23. Further recruitment of advisors is ongoing. The premise being the more advisors available the less onerous the commitment, which should be an incentive to new advisors when everyone's free time is so precious.
24. There is a distinct shortage of advisors who are able to advise on financial matters or on both children and financial matters causing a burden to the ones who are able to offer this advice or alternatively, clients have to wait a longer period for a session to obtain the most relevant advice.

Volunteers

14. All volunteers are unremunerated.
15. All volunteers are persons interested in the law and in particular family law. They are students, paralegals, trainees or pupils.
16. The volunteers attend each clinic supporting an advisor by taking notes of the instructions provided and advice given, researching relevant forms, information or legal issues and other assistance required by either the advisor or the Director. Save for attending the clinics, the volunteers do not interface with the clients. Permission is always sought from the client that they are consent for the volunteer to attend the session guaranteeing the same client confidentiality as the advisor gives.

17. TLC provides hands on training and mentoring to its volunteers including reviews of the clinics where unusual or complex issues are raised. TLC is proud of the number of volunteers who wish to assist the clinics and hopes that this mentoring programme can develop and expand attracting and assisting lawyers in training.
18. In the relevant period, there were 26 volunteers assisting TLC. This is a significant increase from 2022-2023 when there were 19 (increase of 7 or 36.8%). Predominantly, the source of volunteers is through universities as part of their pro bono programmes including the University of Law and Liverpool University (School of Law). Some volunteers attend for one session as part of their course (the pro bono element) and others volunteer on a long-term basis.

Banking

19. TLC banks with Lloyds Bank (Account number 27364568 sort code 30-99-15) and has done so since 15.01.2018. The signatory is Leanne Targett-Parker as the Chair and Treasurer. Once a trustee is appointed as Treasurer the banking mandate will be varied to include the Treasurer as the primary signatory with Leanne Targett-Parker remaining a secondary signatory.
20. Online banking is used. In February 2020, a debit card for Leanne Targett-Parker was applied for. There is no overdraft facility and TLC has no debts.

21. Lloyds bank now provides the facility of an accounting app as part of their provision for a business account, which will be used in future. This is a true asset as other apps would have to be paid for (approximately £36pm) and therefore outside TLC's budgetary constraints.

Funding

22. Funding is from individual donations and grants.
23. Stage 3/3 of the grant from the Eleanor Rathbone Trust of £2,000 was received on 03.11.2023.
24. The accounts set out how this funding has been spent (see Annex 2).
25. The balance of TLC's bank account as at 19.06.2024, was £1,619.50. The accounts reflect the expenses to be paid to Leanne Targett-Parker (for the payment to EcoHosting and Advice UK membership) but which have not been claimed/paid in the relevant period and so are not reflected in the bank account (see P&L Account).
26. TLC does not have a savings account or investments due to the low balances in the bank account and the need to make payments on a monthly basis for disbursements.
27. TLC is insured for professional indemnity insurance with AdviceUK. TLC is a member of AdviceUK².
28. TLC is registered and fully paid up with the ICO³.

² <https://portal.adviceuk.org.uk/s/searchdirectory?id=a2n4J0000002KtY>

³ <https://ico.org.uk/ESDWebPages/Entry/ZA459307>

29. TLC is exceptionally proud that it managed financially throughout the period of the pandemic and beyond without a loss of service to its clients – new and existing – and continues to do so without a stable income stream. The trustees considered that this was a major achievement for TLC in the circumstances and all involved with TLC should be proud of their contributions.
30. Funding is the joint most important issue, along with trustee recruitment, for 2024/2025.

Website

31. The website designed (by Citrus Suite) and activated in 2021, continues to work. It does requires some updating. However, in November 2023, Citrus Suite was commissioned to include a database on the grounds that the previous database used namely Intralinks, provided as part of the membership of LawWorks, was no longer being supported by LawWorks and no longer available to TLC. Citrus Suite proceeded with this database however there have been difficulties in this database. The database held TLC's data however the director did not consider that it was user friendly for the advisors and volunteers and therefore was not fit for purpose. This is working progress to rectify this.
32. TLC considers that there should be a further review of its IT provision.
33. Part of the website upgrade, clients are able to complete the online application form for an appointment. However, clients without access to or the ability to access the internet or have other vulnerabilities preventing them accessing the online application form are supported by the Director. Assistance is provided by phone or in person (though rare) to assist with the application process. TLC does

everything it can to enable all clients, whatever their skills, resources and position to access advice through TLC.

Clinics

34. Before, throughout and post-pandemic, TLC has provided weekly clinics to ensure that the service has been uninterrupted. Due to staffing, TLC does not hold clinics during the school holidays. However, this is something TLC is considering when securing further administrative services.
35. All clinics are held on Monday evenings from 6pm to 9pm with each client being given an appointment for 30 minutes. No 'turn-up' clinic is run as this is technically impossible (unlike pre-pandemic when clinics were face-to-face) and ensures that all clients are appropriately advised especially as TLC has some advisors who advise on financial issues and others who advise on children matters (only a few advisors are prepared to advise on both areas of law). Without triaging the clients and booking them onto the correct session, clients could attend and not be provided with adequate advice, which is too stressful for the clients to contemplate and a waste of time for the advisors.
36. Each client spends up to 30 minutes with an advisor to give instructions and be provided with advice. This advice can take the form of supporting and advising on upcoming hearings, advising on and assisting with applications, assisting with responding to documents either from the other party/ies and/or court orders and general advice for potential situations such as relationships ending, how issues such as finances and the children are resolved without resulting to court proceedings and seeking 'contact' (spending time with) with their children. Further appointments are offered on a necessary and proportionate basis. There is a 3

sessions limit however TLC seeks to advise clients in their best interests and this is often overruled to ensure that the clients' needs are met throughout their issue/proceedings.

37. It is always considered by TLC that a client should be taken through the procedure, particularly if within proceedings, stage by stage and this works better if appointments are given at each stage of the proceedings to go over what has happened at the last hearing and to prepare the client for the next hearing. Depending on the number of hearings listed this cannot be completed within 3 sessions and would leave the client without advice towards the end, and often the more complicated part, of proceedings.
38. The 3 sessions moratorium is often implemented if clients are returning to TLC when they have not applied the advice given at the previous appointment (and therefore the same advice is being provided again and again) or where an appointment has been given when at triage is it considered that this client may not meet TLC's eligibility criteria but the benefit of the doubt is given and they do not apply either regarding the means testing or the advice being sought.
39. Although there is a policy of providing up to 3 sessions to a client, this is always undertaken on a pragmatic basis. TLC has the policy that it would rather provide advice when a client does not always meet the criteria rather than not give advice to a client who needs it and may have otherwise 'slipped through the net'.

40. Clients are referred to TLC from other agencies such as Support Through Court, Citizens' Advice, other legal advice/law centres, court publicity and through the website/internet. TLC aims to increase its visibility in 2024/2025 especially with a presence in the other 3 legal circuits.
41. In the relevant period, TLC held 39⁴ sessions, a significant increase on the previous year of 18.2%. However, the period of 2021/2022 was an exceptional year with an increase of 66% on the year 2020/2021. Therefore, the period of 2023-2024 is an increase on the fabulous year of 2021/2022 (which included the expansion to Spire Chambers in Leeds) of 11.4%. Despite the difficulties TLC has had with expanding across the regions, securing additional trustees and advisors and securing additional funding, TLC continues to service more and more clients. In a ratio of funding to client, TLC is hugely efficient. In securing funding in the future will only show how many clients TLC can service and the positive impact TLC can make.
42. In previous report, TLC has segregated clients for the 3 regions. However, as TLC works more holistically and nationally, this is no longer recorded. TLC provides a service on a national basis with its 3 current bases; London, Liverpool and Leeds.
43. During those 39 sessions 128 clients were provided with advice. This is again an increase on 2022/2023 of 12.3%. There was a decrease in 2022/2023 of 29 clients/20% in clients from the period of 2021/2022⁵. TLC has not returned to the height of the number of clients seen in 2020/2021 (during the pandemic/exceptional circumstances) but it is slowly increasing again.

⁴ In 2020/2021 TLC held 21 sessions; 2021/2022 held 35 sessions and in 2022/2023 held 33 sessions.

⁵ In 2022/2023 TLC saw 114 clients, in 2021/2022 TLC saw 143 clients and in 2020/2021 TLC saw 154 clients.

44. All of the clients seen are considered to be vulnerable in light of having, at the least, disputes with partners/ex-partners. Clients also present with other vulnerabilities including but not exhaustively disabilities, mental health and homelessness. Further, a considerable number of TLC's clients do not have English as their first language. Consideration is to be given to working or setting up an interpretation service to assist clients with language barriers to access advice.
45. TLC monitors its clients' diversity factors, which are as set out at Annex 1. There are no significant changes in the diversity monitoring, which would give TLC concerns save for the following commentary:
- a. Gender – an increase in not disclosing gender (in % over the last 3 years 14, 11 and 7);
 - b. Age – little change in that most age groups seeking advice are 25-34; 35-44 and 45-54 – the times when couples have children and when relationships break down. In 2023/2024 there has been an increase in the age groups 35-44 and 45-54 seeking advice and a decrease in the 25-34 and 55-64 age groups;
 - c. Income – as expected in that clients on benefits/low incomes are most vulnerable but there is a year-on-year increase in those earning above £30k, which could be explained by the possibility that those of (relatively) higher salaries are struggling with the cost-of-living crisis (in % over the last 3 years 18, 8 and 2);
 - d. Disability – an increase in those who consider they are disabled (from 13% to 20%) but still a decrease since 2021/2022 of 23%. However, this is only slightly above the national average of 17.7% in 2021⁶. This is not of concern considering TLC services clients who are vulnerable and on

⁶ [https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20England%2C%20in%202021%2C%20a,\(23.4%25%2C%20696%2C000\).](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20England%2C%20in%202021%2C%20a,(23.4%25%2C%20696%2C000).)

low incomes and as this is a means tested resource and it is not surprising that the disability rate/vulnerable persons is higher than the national average.

Aims and Objectives

46. TLC's objectives and aims for the relevant period were as follows:
- a. Increase funding – not achieved;
 - b. Set up a dedicated mediation programme – work-in-progress;
 - c. Increase advisors – additional advisors secured;
 - d. Increase volunteers – additional volunteers secured;
 - e. Increase clients seen – 90⁷ new clients seen with 38 existing client a total of 128 clients. This is an increase in new clients of 2.3%.
 - f. decrease of new clients on 2021/2022 by 27% (see paragraph 38 above) but an increase of 13% on existing clients. This may be reflective of the increase in the length of time to reach a final order in private law family matters⁸.
 - g. Increase sessions – this is currently under review as this would mean increasing the nights sessions are undertaken as sessions are already every Monday. A recruitment campaign of advisors and volunteers is required before the increase in sessions can be successful.
 - h. Increase clinics geographically – not achieved.
 - i. Appointment of a Vice-Chair – achieved.

⁷ In 2022/2023 88 new clients were seen.

⁸ <https://www.gov.uk/government/statistics/family-court-statistics-quarterly-july-to-september-2022/family-court-statistics-quarterly-july-to-september-2022#children-act---private-law>

47. The aims and objectives for 2023/2024 are as follows:
- a. Increase the number of trustees with wide ranging skill sets;
 - b. Appointment of a Treasurer;
 - c. Secure funding in grants and donations;
 - d. Expand TLC into the 3 remaining legal circuits namely Wales, Midland and Western;
 - e. Increase advisors and volunteers;
 - f. Increase TLC's national visibility;
 - g. Increase number of new clients;
 - h. Mediation programme – in collaboration or set up within TLC;
 - i. Research and consider an interpretation/translation service; and

Leanne Targett-Parker
Chair of the Board of Trustees
13.04.2025

Annex 1 - Diversity Monitoring Records for the period of **20.06.2023 to 19.06.2024**

(Comparison 2023/2024; 2022/2023; 2021/2022)

In %

Description	Ethnic Origin	Age	Gender	Income	Disability
Mixed Race	1, 0, 4				
Asian	3, 1, 0				
White Other	9, 4, 8				
Arab	2, 0, 1				
Bangladeshi	0, 2, 0				
Black	9, 11, 7				
White UK	59, 63, 63				
Indian	1, 4, 2				
Latin American	1, 0, 0				
Pakistani	1, 0, 2				
Other	1, 0, 1				
Did Not Declare	13, 13, 12	15, 18, 13	14, 11, 7	12, 12, 13	11, 11, 15
18-24		2, 5, 2			
25-34		19, 29, 27			

35-44		28, 20, 24			
45-54		28, 16, 24			
55-64		7, 11, 7			
Over 65		1, 1, 3			
Female			40, 55, 55		
Male			46, 33, 38		
Below £17k				53, 57, 62	
£17k-£20k				7, 4, 8	
£21k-25k				6, 9, 9	
£26k-£30k				4, 5, 6	
£30k +				18, 8, 2	
Disabled					20, 13, 23
Not Disabled					69, 76, 62
Total %	100, 100, 100	100, 100, 100	100, 100, 100	100, 100, 100	100, 100, 100

Annex 2 – Financial Accounts for the period of 20.06.2023 to 19.06.2024
(Comparisons with 2020/2021, 2021/2022 and 2022/2023)

	Description	20.06.2020- 19.06.2021	20.06.2021- 19.06.2022	20.06.2022- 19.06.2023	20.06.2023- 20.06.2024
INCOME					
	Donations	200.00	0	0	0
	Grants	7,000.00	0	2,000.00	2,000.00
	Total	7,200.00	0	2,000.00	2,000.00
EXPENDITUR E					
	Administrative Services (Director's Salary)	550.00	0	0	0
	Bank charges	1.01	1.93	2.03	0
	Mobile Phone	169.96	185.91	199.70	211.80
	Insurance	753.00	0	828.00	1,656.00
	IT & Technical Provisions	63.72	320.87	655.10	843.86

	Membership (Advice UK & ICO)	129.00	167.00	174.00	181.00
	Subscriptions	71.88	0	0	0
	Website	3,600.00	0	0	0
	Total	5,338.57	675.71	1858.83	2,892.66
	PROFIT/LOSS	1,861.43	-675.71	141.17	-892.66

TEMPLE LEGAL CENTRE

England & Wales - Charity number 1171331

Accounts



ANNUAL REPORT

For the period of 20.06.2022 to 19.06.2023

Introduction

1. TLC was founded in July 2013, by Leanne Targett-Parker, a family barrister, in response to the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO), which ended much of the legal aid provided to persons within, among other areas, the family law arena. In January 2017, TLC was granted charitable status.
2. Temple Legal Centre (TLC) is a charitable incorporated organisation (CIO) (charity registration number 1171331 registered on 26.01.2017) with the following objectives:
 - a. To promote, for the public benefit, the sound administration of the law particularly, though not exclusively, by providing legal advice and assistance in family matters to individuals who are unable to secure such services from their own resources; and
 - b. To provide, for the benefit of the public, assistance through conciliation and mediation for families whose relationships appear to be breaking down, and where such relationships have already broken down, to advise and help in the settlement of differences or potential differences over associated matters such as custody and access to children, and other family matters.

Head Office/Venues

3. From 2013-2017, TLC was based at 10KBW Chambers in Inner Temple, London. In 2017, TLC moved to The Honourable Society of Inner Temple (Inner Temple), London. In early 2018, the Benchers of Inner Temple voted to provide TLC with a home in perpetuity. From 2019, due to Inner Temple's building work, TLC held clinics at Lincoln's Inn and Middle Temple both in London. From November 2019, TLC also held clinics at 7HS in Liverpool. In late March 2020, when the pandemic struck, TLC became an online service to ensure that services remained available. From September 2021, TLC joined forces with Spire Chambers based in Leeds, which not only provides a base for TLC in the Northeast but members of Spire provide legal advice at the weekly clinics. Therefore, TLC is now based in London, Liverpool and Leeds.
4. At the end of the pandemic restrictions, the trustees agreed to maintain TLC as an online service (appointments via Zoom or telephone), which enables TLC to provide a national service – having a base in Leeds has extended TLC's geographical reach with clients having a base in the North East if any face-to-face appointments are considered more appropriate. Therefore, TLC has a face-to-face reach in the North West, North East and London as well as having a national reach remotely.
5. TLC had aimed to extend its reach in 2022-2023, however this was not realised due to the focus on appointing new trustees, which has been achieved. TLC will actively seek to extend its reach further around England & Wales. The plan being to have in the next 2 years a base in each of the 6 legal circuits in England & Wales.
6. By TLC remaining as an online service, either telephone or video platform, as well as providing a face-to-face service when required, has enabled TLC to offer services from more advisors, to accommodate the needs of the clients individually and to a wider

geographical area. By being online, TLC is able to provide services to clients with childcare and/or caring responsibilities, those who are particularly vulnerable and unable to travel either due to mental or physical disabilities or those who find it difficult to travel to clinics due to work commitments. It is clear that an online service is providing a more convenient and beneficial service for TLC's clients. However, the online service and any need to hold in person sessions is regularly reviewed and often on a case-by-case basis by the Director.

7. In the relevant period, TLC has reviewed whether reverting to a face-to-face service would be more accessible to clients especially those whose first language is not English, who are particularly vulnerable, or who would just prefer face-to-face appointments. There have been no enquiries from clients indicating that they are unable to attend an appointment unless it is face-to-face. However, if any enquiry were made for a face-to-face appointment, it would be facilitated in London, Liverpool or Leeds – the most convenient for the client. By further extending the geographical reach of TLC will also assist clients requiring a face-to-face meeting.

Personnel

8. The patrons, trustees, advisors and volunteers are dedicated individuals who give up their own time to support and assist TLC. The Chair, on behalf of TLC, wishes to thank them all for their dedication, time and support.

Patrons

9. TLC has 2 patrons; Baroness Elizabeth Butler-Sloss GBC, PC as its legal patron and Gillian Anderson as its non-legal patron.

Trustees

10. The trustees of TLC (unremunerated) in the relevant period are:

- Leanne Targett-Parker (Chair and Treasurer);

- Karina Fleet;
- Michael Edwards; and
- Celestine Greenwood.

11. Trustees are recruited through websites and personal recruitment by the existing trustees.

12. TLC is concerned - as are many charities - with the recruitment process and is aware that the current board, despite the 2 new trustees, remains small. An objective within 2023-2024, is to recruit at least 3 more trustees with appropriate skills particularly financial so that the Chair is not both the Chair and the Treasurer. At the first trustees meeting of the new year (15.07.2023), the main objective was recruitment. Therefore, there remains a constant campaign to recruit new trustees with a wide bank of skills.

13. Full trustee meetings are quarterly (March, June, September and December) with an AGM annually (January). Due to the size of the Board of Trustees, all issues and discussions are covered by all trustees including the representation panel, which was previously considered by Leanne Targett-Parker and James Holmes. This will be further reviewed once new trustees have been appointed. All meetings are convened remotely due to the geographic spread of the trustees.

Director

14. TLC has a director, Andrew Brown¹, who was paid on hourly contract of services basis (the only paid person within TLC). In July 2020, due to funding issues, Andrew Brown agreed to continue as TLC's director but on a voluntary basis. Since July 2020, Andrew runs the clinics and TLC - donating the same hours as he was previously paid for.

¹ Andrew Brown was appointed interim director in July 2018. As set out in the annual return for 2018-2019, Andrew Brown is Leanne Targett-Parker's husband. This was disclosed at the meeting when Andrew was appointed interim director.

15. TLC is immensely grateful for his dedication and hard work.
16. A programme of further recruitment and for funding for TLC to be able to pay for a director and/or an assistant is now in place. This is particularly pertinent for alternative 'staff' to continue with TLC's service when Andrew is on annual leave as currently this is not available therefore limiting the sessions convened.

Advisors

17. All advisors are unremunerated.
18. All advisors are qualified solicitors or barristers experienced in family law.
19. Advisors provide the legal advice to clients on a weekly basis, supported by volunteers and the Director.
20. In the relevant period, TLC had 16 advisors providing weekly advice sessions².
21. TLC is immensely grateful to all advisors who give their precious time freely to support TLC. Without them, TLC would only be able to function with a very limited service.
22. Further recruitment of advisors is ongoing. The premise being the more advisors available the less onerous the commitment, which should be an incentive to new advisors when everyone's free time is so precious.
23. There is a distinct shortage of advisors who are able to advise on financial matters or on both children and financial matters causing a burden to the ones who are able to offer this advice or

² This has not been recorded previously but will on an ongoing basis.

alternatively, clients have to wait a longer period for a session to obtain the most relevant advice.

Volunteers

14. All volunteers are unremunerated.
15. All volunteers are persons interested in the law and in particular family law. They are students, paralegals, trainees or pupils.
16. The volunteers attend each clinic supporting an advisor by taking notes of the instructions provided and advice given, researching relevant forms, information or legal issues and other assistance required by either the advisor or the Director. Save for attending the clinics, the volunteers do not interface with the clients. Permission is always sought from the client that they are consent for the volunteer to attend the session guaranteeing the same client confidentiality as the advisor gives.
17. TLC provides hands on training and mentoring to its volunteers including reviews of the clinics where unusual or complex issues are raised. TLC is proud of the number of volunteers who wish to assist the clinics and hopes that this mentoring programme can develop and expand attracting and assisting lawyers in training.
18. In the relevant period, there were 19 volunteers assisting TLC³.

Banking

19. TLC banks with Lloyds Bank (Account number 27364568 sort code 30-99-15) and has done so since 15.01.2018. The signatory is Leanne Targett-Parker as the Chair and Treasurer. As James Holmes has resigned as a trustee there is a vacancy for Vice-Chair. Once

³ This has not been recorded previously but will on an ongoing basis.

this appointment has been made in Autumn 2023, the Vice-Chair will be an additional signatory and the banking mandate varied. Once a trustee has been appointed and elected as the Treasurer, Leanne Targett-Parker will be replaced by the Treasurer as a signatory to the bank account.

20. Online banking is used. In February 2020, a debit card for Leanne Targett-Parker was applied for. James Holmes also had a card, which has now been cancelled. There is no overdraft facility and TLC has no debts.

Funding

21. Funding is from individual donations and grants.
22. Stage 2/3 of the grant from the Eleanor Rathbone Trust of £2,000 was received on 16.08.2022.
23. The accounts set out how this funding has been spent (see Annex 2).
24. The balance of TLC's bank account as at 19.06.2023, was £2,281.74. TLC does not have a savings account or investments due to the low balances in the bank account and the need to make payments on a monthly basis for disbursements.
25. TLC is insured for professional indemnity insurance with AdviceUK. TLC is a member of AdviceUK⁴.
26. TLC is registered and fully paid up with the ICO⁵.
27. TLC is exceptionally proud that it managed financially throughout the period of the pandemic and beyond without a loss of service to its clients – new and existing. The trustees considered

⁴ <https://portal.adviceuk.org.uk/s/searchdirectory?id=a2n4j0000002KtY>

⁵ <https://ico.org.uk/ESDWebPages/Entry/ZA459307>

that this was a major achievement for TLC in the circumstances and all involved with TLC should be proud of their contributions.

28. Funding is the joint most important issue, along with trustee recruitment, for 2023/2024.

Website

29. The website designed and activated in 2021, continues to work highly effectively however requires some updating including the new trustees and photos. A review was undertaken this year to ensure that the website is meeting new and existing clients' needs. It is considered currently that it is.

30. However, clients without access to or the ability to access the internet or have other vulnerabilities preventing them accessing the online application form are supported by the Director. Assistance is provided by phone or in person (though rare) to assist with the application process. TLC does everything it can to enable all clients, whatever their skills, resources and position to access advice through TLC.

Clinics

31. Before, throughout and post-pandemic, TLC has provided weekly clinics to ensure that the service has been uninterrupted.

32. All clinics are held on Monday evenings from 6pm to 9pm with each client being given an appointment for 30 minutes. No 'turn-up' clinic is run as this is technically impossible (unlike pre-pandemic when clinics were face-to-face) and ensures that all clients are appropriately advised especially as TLC has some advisors who advise on financial issues and others who advise on children matters. There are only a small number of advisers who advise on both practice areas. Without triaging the clients and booking them

onto the correct session, clients could attend and not be provided with adequate advice, which is too stressful for the clients to contemplate.

33. Each client spends up to 30 minutes with an advisor to give instructions and be provided with advice. This advice can take the form of supporting and advising on upcoming hearings, advising on and assisting with applications, assisting with responding to documents either from the other party/ies and/or court orders and general advice for potential situations such as relationships ending, how issues such as finances and the children are resolved without resulting to court proceedings. Further appointments are offered on a necessary and proportionate basis.
34. If it is the case that the client is failing to action advice given and the sessions are repeating previous advice, then a review will be undertaken by the advisor and the Director on that client's request for a further appointment. Although there is a policy of providing up to 3 sessions to a client, this is undertaken on a pragmatic basis and often more sessions are provided due to the need and/or vulnerability of the client. This is especially important when there are protracted court proceedings and the client needs to be taken through each stage step-by-step rather than being advised on the whole process in one go. It would not be possible to do this in 30 minutes and it is unlikely to assist the client as the advice/guidance would be out of context and without the direction of the next stage and therefore not necessarily applicable and could be confusing for the client.
35. Clients are referred to TLC from other agencies such as Support Through Court, Citizens' Advice, other legal advice/law centres, court publicity and through the website/internet. TLC aims to increase its visibility in 2023/2024.

36. In the relevant period, TLC held 33⁶ sessions, a slight decrease on the previous year of 5.7%. However the period of 2021/2022 was an exceptional year with an increase of 66% on the year 2020/2021. The period 2021/2022 also included the addition of TLC's expansion to Leeds with Spire Chambers in September 2021. Further, May 2023 had 3 Bank Holidays all falling on a Monday when TLC holds its clinics impacting the number of clinics that could be held. TLC closes in the major holiday periods including Christmas, Easter and 5 weeks over the summer holiday due to the availability of advisors and the Director.
37. TLC is not concerned with this slight decrease in the number of clinics and anticipates that with the plan of expansion into the remaining 3 legal circuits and the recruitment of an administrator will increase sessions in 2023/2024.
38. The division of clinics between the regions is as follows:
- a. London 39 sessions;
 - b. Liverpool 34 sessions; and
 - c. Leeds 41 sessions.
39. During those 33 sessions 114 clients were provided with advice. This is a decrease of 29 clients/20% in clients from the period of 2021/2022⁷. Further monitoring will be undertaken on this decrease however in light of more clients seeking advice on divorce and financial matters and the reduction of advisors who have the experience to advice on divorce and financial matters has decreased. For 2023/2024, TLC is aiming to increase the available advisors who have skills to advise on divorce and financial matters to meet the needs of potential clients and to ensure that a relevant advisor is available on a more regular basis to meet the needs of potential clients who have sought support from TLC at late notice.

⁶ In 2020/2021 TLC held 21 sessions and in 2021/2022 held 35 sessions.

⁷ In 2021/2022 TLC saw 143 clients and in 2020/2021 TLC saw 154 clients

TLC is hoping with all the other improvements of its service ie geographically, skill set of advisors and increased advisors that 2023/2024 will see an increase in the number of clients provided with advice.

40. All of the clients seen are considered to be vulnerable in light of having, at the least, disputes with partners/ex-partners. Clients also present with other vulnerabilities including but not exhaustively disabilities, mental health and homelessness. Further, a considerable number of TLC's clients do not have English as their first language. Consideration is to be given to working or setting up an interpretation service to assist clients with language barriers to access advice.
41. TLC monitors its clients' diversity factors, which are as set out at Annex 1. There are no significant changes in the diversity monitoring, which would give TLC concerns save for the following commentary:
- a. Gender – slight decrease in not disclosing gender;
 - b. Age – little change in that most age groups seeking advice are 25-34; 35-44 and 45-54 – the times when couples have children and when relationships break down;
 - c. Income – as expected in that clients on benefits/low incomes are most vulnerable but there is an increase in those earning above £30k, which could be explained that those of (relatively) higher salaries are struggling with the cost-of-living crisis;
 - d. Disability – slight decrease in those who consider they are disabled however commensurate with the national average of 17.7% in 2021⁸

Aims and Objectives

⁸ [https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20England%2C%20in%202021%2C%20a,\(23.4%25%2C%20696%2C000\).](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20England%2C%20in%202021%2C%20a,(23.4%25%2C%20696%2C000).)

42. TLC's objectives and aims for the relevant period were as follows:

- a. Increase funding – partially achieved;
- b. Set up a dedicated mediation programme – work-in-progress;
- c. Increase advisors – additional advisors secured
- d. Increase volunteers – additional volunteers secured;
- e. Increase clients seen – 88 new clients seen with 26 existing clients, a total of 114 clients. This is a decrease of new clients on 2021/2022 by 27% (see paragraph 38 above) but an increase of 13% on existing clients. This may be reflective of the increase in the length of time to reach a final order in private law family matters⁹.
- f. Increase sessions – slight decrease in clinics from 2.9 in 2021/2022 to 2.75 in 2022/2023. Despite the slight decrease the number of clinics remain high compared to years pre-2021¹⁰.
- g. Increase clinics geographically – not achieved.

43. The aims and objectives for 2023/2024 are as follows:

- a. Increase the number of trustees with wide ranging skill sets;
- b. Appointment of a Vice-Chair and Treasurer;
- c. Secure funding in grants and donations;
- d. Expand TLC into the 3 remaining legal circuits namely Wales, Midland and Western;
- e. Increase advisors and volunteers;
- f. Increase TLC's national visibility;
- g. Increase number of new clients;
- h. Increase number of advice sessions;
- i. Mediation programme – in collaboration or set up within TLC;
- j. Research and consider an interpretation/translation service; and

⁹ <https://www.gov.uk/government/statistics/family-court-statistics-quarterly-july-to-september-2022/family-court-statistics-quarterly-july-to-september-2022#children-act---private-law>

¹⁰ 2019/2020 1.4 clinics per month; 2020/2021 1.75 clinics per month

- k. 10-year anniversary thank you celebration for past and present advisors and trustees.

Leanne Targett-Parker
Chair of the Board of Trustees
30.08.2023

Annex 1 - Diversity Monitoring Records for the period of 20.06.2022 to 19.06.2023 (comparison with 2021/2022)

Description	Ethnic Origin	Age	Gender	Income	Disability
Mixed Race	0 4				
Asian	1 0				
White Other	4 8				
Arab	0 1				
Bangladeshi	2 0				
Black	11 7				
White UK	63 63				
Indian	4 2				
Latin American	0 0				
Pakistani	0 2				
Other	0 1				
Did Not Declare	13 12	18 13	11 7	12 13	11 15
18-24		5 2			
25-34		29 27			
35-44		20 24			
45-54		16 24			
55-64		11 7			
Over 65		1 3			
Female			55 55		
Male			33 38		
Below £17k				57 62	
£17k-£20k				4 8	
£21k-25k				9 9	

£26k-£30k				5 6	
£30k +				8 2	
Disabled					13 23
Not Disabled					76 62
Total %	100 100	100 100	100 100	100 100	100 100

Annex 2 – Financial Accounts for the period of 20.06.2022 to 19.06.2023

	Description	20.06.2020- 19.06.2021	20.06.2021- 19.06.2022	20.06.2022- 19.06.2023
INCOME				
	Donations	200.00	0	0
	Grants	7,000.00	0	2,000.00
	Total	7,200.00	0	2,000.00
EXPENDITURE				
	Administrative Services (Director's Salary)	550.00	0	0
	Bank charges	1.01	1.93	2.03
	Mobile Phone	169.96	185.91	199.70
	Insurance	753.00	0	828.00
	IT & Technical Provisions	63.72	320.87	655.10
	Membership (Advice UK)	129.00	167.00	174.00
	Subscriptions	71.88	0	0

	Website	3,600.00	0	0
	Total	5,338.57	675.71	1858.83
	PROFIT/LOSS	1,861.43	-675.71	141.17

TEMPLE LEGAL CENTRE

England & Wales - Charity number 1171331

Accounts



ANNUAL REPORT

For the period of 20.06.2021 to 19.06.2022

Introduction

1. TLC was originally founded in July 2013, by Leanne Targett-Parker, a family barrister, in response to the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO), which ended much of the legal aid provided to persons within, among other areas, the family law arena. In 2017, TLC was granted charitable status.
2. Temple Legal Centre (TLC) is a charitable incorporated organisation (CIO) (charity registration number 1171331 registered on 26.01.2017) with the following objectives:
 - a. To promote, for the public benefit, the sound administration of the law particularly, though not exclusively, by providing legal advice and assistance in family matters to individuals who are unable to secure such services from their own resources; and
 - b. To provide, for the benefit of the public, assistance through conciliation and mediation for families whose relationships appear to be breaking down, and where such relationships have already broken down, to advise and help in the settlement of differences or potential differences over associated matters such as custody and access to children, and other family matters.

Head Office/Venues

3. From 2013-2017, TLC was based at 10KBW Chambers in Inner Temple. In 2017, TLC moved to The Honourable Society of Inner Temple (Inner Temple). In early 2018, the Benchers of Inner Temple voted to provide TLC with a home in perpetuity. From 2019, due to Inner Temple's building work, TLC held clinics at Lincoln's Inn and Middle Temple. From November 2019, TLC also held clinics at 7HS in Liverpool until March 2020, when the pandemic struck. From March 2020 onwards, TLC has become an online service but with bases and networks in London and Liverpool.
4. From September 2021, TLC joined forces with Spire Chambers based in Leeds.
5. Despite TLC remaining an online resource - to enable it to provide a national service - having a base in Leeds has extended TLC's geographical reach with clients having a base in the North East if any face to face appointments are considered more appropriate.
6. TLC aims in 2022-2023, to extend its reach further around England & Wales.
7. TLC has remained a fully remote, either telephone or video platform service, which has enabled TLC to offer services from more advisors and to a wider geographical area. By being remote, TLC is able to provide services to clients with childcare and/or caring responsibilities, those who are particularly vulnerable and unable to travel either due to mental or physical disabilities or those who find it difficult to travel to clinics due to work commitments. A remote service appears to be providing a more convenient and beneficial service for TLC's clients however the remote service and any need to hold in person sessions is constantly reviewed.
8. In the relevant period, TLC has reviewed whether reverting to a face to face service would be more accessible to client especially

those whose first language is not English, or who are particularly vulnerable, or who would just prefer face to face appointments. There have been no enquiries from clients indicating that they are unable to attend an appointment unless it is face to face. However, if any enquiry were made for a face to face appointment it would be facilitated in London, Liverpool or Leeds – the most convenient for the client.

Personnel

Patrons

9. TLC has 2 patrons; Baroness Elizabeth Butler-Sloss GBC, PC as its legal patron and Gillian Anderson as its non-legal patron.

Trustees

10. The trustees of TLC (unremunerated) in the relevant period are:
 - Leanne Targett-Parker (Chair and Treasurer);
 - James Holmes (Vice-Chair); and
 - Karina Fleet.
11. Mr Holmes has sought to resign due to other commitments and this will take place next year.
12. Two further trustees have been recruited to take up their roles in 2023. Their details and involvement will be set out in the next annual report.
13. Trustees are recruited through websites and personal recruitment by the existing trustees.
14. TLC is concerned – as are many charities – with the recruitment process and is aware that the current board of trustees is small. There is a constant campaign to recruit new trustees with a wide bank of skills and this will continue.
15. Full trustee meetings take place quarterly with an AGM annually. Due to the size of the Board of Trustees, all issues and discussions are covered by all trustees including the representation

panel, which was previously considered by Leanne Targett-Parker and James Holmes. All meetings are currently convened remotely due to the pandemic and being a convenient way forward especially as the Chair is now based permanently in Liverpool.

Director

16. TLC has a director, Andrew Brown, who was paid on hourly contract of services basis (the only paid person within TLC). Due to funding issues, Andrew Brown¹ continues to be TLC's director but on a voluntary basis. Since July 2020, Andrew runs the clinics and TLC donating the same hours as he was previously paid for.
17. TLC is immensely grateful for his dedication and hard work.
18. A programme of further recruitment and for funding for TLC to be able to pay for a director and/or an assistant is taking place.

Advisors

19. All advisors are unremunerated.
20. All advisors are qualified solicitors or barristers experienced in family law.
21. Advisors provide the legal advice to clients on a weekly basis, supported by volunteers and the director.

Volunteers

14. All volunteers are unremunerated.
15. All volunteers are persons interested in the law and in particular family law. They are either students, paralegals, trainees or pupils.
16. The volunteers attend each clinic supporting a legal advisor by taking notes of the instructions provided and advice given,

¹ Andrew Brown was appointed interim director in July 2018. As set out in the annual return for 2018-2019, Andrew Brown is Leanne Targett-Parker's husband. This was disclosed at the meeting when Andrew was appointed interim director.

researching relevant forms, information or legal issues and other assist required by either the advisor or the director. Save for attending the clinics, the volunteers do not interface with the clients.

17. TLC provides hands on training and mentoring to its volunteers including reviews of the clinics where unusual or complex issues are raised.

18. The trustees, advisors and volunteers are dedicated individuals who give up their own time to support and assist TLC. The Chair, on behalf of TLC, wishes to thank them all for their dedication, time and support.

Banking

19. TLC banks with Lloyds Bank (Account number 27364568 sort code 30-99-15) and has done so since 15.01.2018. The signatories are Leanne Targett-Parker as the Chair and Treasurer and James Holmes as Vice-Chair.

20. As Mr Holmes is resigning as a trustee/Vice Chair, the mandate will be amended and one of the new trustees will be appointed as Vice Chair. It is considered more appropriate for Andrew Brown to have secondary access to the bank account, with the Chair counter-signing any transactions.

21. Online banking is used. In February 2020, debit cards for both Leanne Targett-Parker and James Holmes were applied for and granted. There is no overdraft facility and TLC has no debts.

Funding

22. Funding is from individual donations and grants.

23. Stage 2/3 of the grant from the Eleanor Rathbone Trust is outstanding on receipt of this report.

24. The accounts set out how this funding has been spent (see Annex 2).
25. The balance of TLC's bank account as at 19.06.2022, was £2,140.57. TLC does not have a savings account or investment due to the low balances in the bank account and the need to make payments on a monthly basis for staff and disbursements.
26. TLC is insured for professional indemnity insurance with AdviceUK. TLC is a member of AdviceUK.
27. TLC is fully paid up with the ICO.
28. TLC is exceptionally proud that it managed financially throughout the period of the pandemic and beyond without a loss of service to its client - new and existing. The Trustees considered that this was a major achievement for TLC in the circumstances and all involved with TLC should be proud of their contributions.

Website

29. The website designed and activated last year continues to work highly effectively. A review was undertaken this year to ensure that the website is meeting new and existing clients' needs. It is considered currently that it is.
30. However, clients without access to the internet or other vulnerabilities to prevent the online application process to assist them are supported by the Director. Assistance is provided by phone or in person (though rare) to assist with the application process. TLC does everything it can to enable all clients, whatever their skills, resources and position to access advice through TLC.

Clinics

31. Before, throughout and post-pandemic, TLC has provided weekly clinics to ensure that the service has been uninterrupted.
32. All clinics remain on Monday evenings from 6pm to 9pm with each client given an appointment. No 'turn-up' clinic is run. This

ensures that all clients are appropriately advised especially as TLC has some advisors who advise on financial issues and others who advise on children matters. There are only a small number of advisers who advise on both.

33. Each client spends up to 30 minutes with an advisor to give instructions and be provided with advice. This advice can take the form of supporting and advising on upcoming hearings, advising on and assisting with applications, assisting with responding to documents either from the other party/ies and/or court orders and general advice for potential situations such as relations ending and how issues such as finances and the children are resolved without resulting to court proceedings. Further appointments are offered on a necessary and proportionate basis.
34. If it is the case that the client is failing to action advice and the sessions are repeating previous advice, then a review will be undertaken on that client for a further request for a further appointment/s. Although there is a policy of providing up to 3 sessions, this is undertaken on a pragmatic basis and often more sessions are provided due to the need and/or vulnerability of the client.
35. Clients are referred to TLC from other agencies such as Support Through Court, Citizens' Advice, other legal advice/law centres, court publicity and through the website/internet.

Aims and Objectives

36. TLC's objectives and aims for the relevant period were as follows:
 - Increase funding – partially achieved;
 - Set up a dedicated mediation programme – work-in-progress;
 - Creation and development of the new website – completed;
 - Increase advisors – additional advisors secured
 - Increase volunteers – additional volunteer secured;

- Increase clients seen – 120 new clients seen up 35% on 2020/2021 with 23 existing clients seen a total of 143 clients in total a slight decline of 7% on 2020/2021;
- Increase sessions – increase in clinics from 1.75 per month in 2020/2021 to 2.9 per month this year, which is a consistent increase over the last few years (2019/2020 was 1.4 clinics per month); and
- Increase clinics geographically – Liverpool is up and running and Leeds is being organised for a September 2021 start.

37. In the relevant period, TLC held 35² sessions this year a spectacular increase of 66% (TLC closes in the major holiday periods including Christmas, Easter and the summer holiday due to the availability of advisors). Again, TLC is increasing its sessions year on year.

38. During those 35 sessions 143 clients were provided with advice.

39. All of the clients seen are considered to be vulnerable in light of having, at the least, disputes with partners/ex-partners. Clients also present with other vulnerabilities including but not exhaustively disabilities, mental health and homelessness. Further, a considerable number of TLC's clients do not have English as their first language.

40. TLC monitors its clients' diversity factors, which are as set out at Annex 1.

Leanne Targett-Parker

Chair of the Board of Trustees, 30.05.2023

² In 2020/2021 TLC held 21 sessions.

Annex 1 - Diversity Monitoring Records for the period of 20.06.2021 to
19.06.2022

Description	Ethnic Origin	Age	Gender	Income	Disability
Mixed Race	4				
Asian	0				
White Other	8				
Arab	1				
Bangladeshi	0				
Black	7				
White UK	63				
Indian	2				
Latin American	0				
Pakistani	2				
Other	1				
Did Not Declare	12	13	7	13	15
18-24		2			
25-34		27			
35-44		24			
45-54		24			
55-64		7			
Over 65		3			
Female			55		
Male			38		
Below £17k				62	
£17k-£20k				8	
£21k-25k				9	
£26k-£30k				6	
£30k +				2	
Disabled					23
Not Disabled					62
Total %	100	100	100	100	100

Annex 2 - Financial Accounts for the period of 20.06.2021 to 19.06.2022

	Description	20.06.2020- 19.06.2021	20.06.2021- 19.06.2022
INCOME			
	Donations	200.00	0

	Grants	7,000.00	0
	Total	7,200.00	0
EXPENDITURE			
	Administrative Services (Director's Salary)	550.00	0
	Bank charges	1.01	1.83
	Mobile Phone	169.96	185.91
	Insurance	753.00	0
	IT & Technical Provisions	63.72	320.87
	Membership (Advice UK)	129.00	167.00
	Subscriptions	71.88	0
	Website	3,600.00	0
	Total	5,338.57	675.61
	PROFIT/LOSS	1,861.43	-675.61

TEMPLE LEGAL CENTRE

England & Wales - Charity number 1171331

Accounts



ANNUAL REPORT

For the period of 20.06.2020 to 19.06.2021

Introduction

1. TLC was originally founded in July 2013, by Leanne Targett-Parker, a family barrister, in response to the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO), which ended much of the legal aid provided to persons within, among other areas, the family law arena. In 2017, TLC was granted charitable status.
2. Temple Legal Centre (TLC) is a charitable incorporated organisation (CIO) (charity registration number 1171331 registered on 26.01.2017) with the following objectives:
 - a. To promote, for the public benefit, the sound administration of the law particularly, though not exclusively, by providing legal advice and assistance in family matters to individuals who are unable to secure such services from their own resources; and
 - b. To provide, for the benefit of the public, assistance through conciliation and mediation for families whose relationships appear to be breaking down, and where such relationships have already broken down, to advise and help in the settlement of differences or potential differences over associated matters such as custody and access to children, and other family matters.

Head Office/Venues

3. From 2013-2017, TLC was based at 10KBW Chambers in Inner Temple. In 2017, TLC moved to The Honourable Society of Inner Temple (Inner Temple). In early 2018, the Benchers of Inner Temple voted to provide TLC with a home in perpetuity. From 2019, due to Inner Temple's building work, TLC held clinics at Lincoln's Inn

and Middle Temple. From November 2019, TLC also held clinics at 7HS in Liverpool until March 2020, when the pandemic struck. From March 2020 onwards, TLC has become an online service but with bases and networks in London and Liverpool.

4. During the summer of 2021, research and enquiries were made to expand TLC's reach every further geographically and to Leeds (Spire Chambers). It is hoped that this will be active in September 2021. This will ensure that advisors are locally based to the clients but also with a greater reach of advisors for all clinics. Despite TLC being a remote facility now it is understood that with a base locally the reach is more effective within that community and gives reassurance that the advisors know the area, courts and regional challenges.
5. TLC has remained a fully remote, either telephone or video platform service, which has enabled TLC to offer services from more advisors and to a wider geographical area. By being remote, TLC is able to provide services to clients with childcare and/or caring responsibilities, those who are particularly vulnerable and unable to travel either due to mental or physical disabilities or those who find it difficult to travel to clinics due to work commitments. A remote service appears to be providing a more convenient and beneficial service for TLC's clients however the remote service and any need to hold in person sessions is constantly reviewed.

Personnel

Patrons

6. TLC has 2 patrons; Baroness Elizabeth Butler-Sloss GBC, PC as its legal patron and Gillian Anderson as its non-legal patron.

Trustees

7. The trustees of TLC (unremunerated) in the relevant period are:
 - Leanne Targett-Parker (Chair and Treasurer);
 - James Holmes (Vice-Chair); and
 - Karina Fleet (appointed August 2019)
8. Trustees are recruited through websites and personal recruitment by the existing trustees. TLC is aware that the number of trustees is reducing and that an active recruitment campaign is necessary however through the pandemic this is, again, a

difficult objective to manage with the uncertainty of providing services and the transition into remote clinics.

9. Full trustee meetings take place quarterly with an AGM annually. Due to the size of the Board of Trustees, all issues and discussions are covered by all trustees including the representation panel, which was previously considered by Leanne Targett-Parker and James Holmes. All meetings are currently convened remotely due to the pandemic and being a convenient way forward especially as the Chair is now based permanently in Liverpool.

Director

10. TLC has a director, Andrew Brown, who was paid on hourly contract of services basis (the only paid person within TLC). Due to funding issues, particularly with The Fore (see below), Andrew Brown¹ continues to be TLC's director but on a voluntary basis. Since July 2020, Andrew runs the clinics and TLC donating the same hours as he was previously paid for.
11. TLC is immensely grateful for his dedication and hard work.

Advisors

12. All advisors are unremunerated.
13. All advisors are qualified solicitors or barristers experienced in family law.
14. Advisors provide the legal advice to clients on a weekly basis, supported by volunteers and the director.

Volunteers

14. All volunteers are unremunerated.
15. All volunteers are persons interested in the law and in particular family law. They are either students, paralegals, trainees or pupils.
16. The volunteers attend each clinic supporting a legal advisor by taking notes of the instructions provided and advice given, researching relevant forms, information or

¹ Andrew Brown was appointed interim director in July 2018. As set out in the annual return for 2018-2019, Andrew Brown is Leanne Targett-Parker's husband. This was disclosed at the meeting when Andrew was appointed interim director.

legal issues and other assist required by either the advisor or the director. Save for attending the clinics, the volunteers do not interface with the clients.

17. TLC provides hands on training and mentoring to its volunteers including reviews of the clinics where unusual or complex issues are raised.
18. The trustees, advisors and volunteers are dedicated individuals who give up their own time to support and assist TLC. The Chair, on behalf of TLC, wishes to thank them all for their dedication, time and support.

Banking

19. TLC banks with Lloyds Bank (Account number 27364568 sort code 30-99-15) and has done so since 15.01.2018. The signatories are Leanne Targett-Parker as the Chair and Treasurer and James Holmes as Vice-Chair.
20. Online banking is used. In February 2020, debit cards for both Leanne Targett-Parker and James Holmes were applied for and granted. There is no overdraft facility and TLC has no debts.

Funding

21. Funding is from individual donations and grants.
22. TLC was awarded a grant from The Fore (The Bulldog Trust), on a 3-year basis. The 3rd and final payment was due in June 2020, however The Fore did not make any contact with The Chair nor did it make payment. The Chair contacted The Fore in this regard seeking confirmation of when the final payment was to be made.
23. There had been a wholesale change of personnel at The Fore and the Chair communicated with Ms Anneliese Davidsen, the acting Programme Director. A meeting/review was convened on 03.07.2020 (remotely). The Chair presented the Annual Report and updates as was previously required. None of the subsequent concerns (as set out below) were raised in the meeting.
24. Unfortunately, Ms Davidsen replied on 07.07.2020 indicating that The Fore would not be honouring its grant and would not be making the 3rd and final payment. This was on the following grounds:
 - a. The recent contraction of the Board of Trustees;
 - b. The relationship between the Chair and the sole paid member of staff; and

- c. The loss of the previous director, Willow Oddie, after only 3 months in post.
25. The Chair responded on 09.07.2020, rebutting the deficiencies in TLC in that there was no requirement within the grant for a certain number of trustees, that TLC had declared the relationship between the Chair and the director on appointment and that The Fore was incorrect about Ms Oddie who had been TLC's administrator then director since March 2015. The Chair raised the issue that The Fore has not raised these issues previously or at the meeting and that the rule of law was not applied.
26. In a reply dated 13.07.2020, Ms Davidsen informed the Chair that The Fore was not changing its mind and the grant would not be forthcoming.
27. The Chair, on behalf of TLC was highly disappointed in the way The Fore has failed to deal with this issue fairly by not being proactive in notifying TLC of this change before the date the grant was due and the lack of permitting TLC to rebut the concerns raised and only raised after the review meeting.
28. However, TLC was successful in securing grants from The City of London Trust of £5,000 for the website and from The Rathbone Trust of £2,000 for any purpose. TLC is grateful to both organisations for their generosity.
29. The accounts set out how this funding has been spent (see Annex 2).
30. The balance of TLC's bank account as at 19.06.2021, was £2,816.28. TLC does not have a savings account or investment due to the low balances in the bank account and the need to make payments on a monthly basis for staff and disbursements.
31. TLC is insured for professional indemnity insurance with AdviceUK. TLC is a member of AdviceUK.
32. TLC is fully paid up with the ICO.
33. TLC is exceptionally proud that it has managed throughout the period of the pandemic and beyond without a loss of service to its client – new and existing. The Trustees considered that this was a major achievement for TLC in the circumstances and all involved with TLC should be proud of their contributions.

34. As set out in the previous Annual Report, work needed to be undertaken on the website. Funding has been secured from The City of London Trust specifically for this purpose (see above). Quotes were obtained nationally and the work was awarded to Citrus Suite, a small independent website design company based in Liverpool.
35. The new website is now up and running including a bespoke application process, which makes the process of seeking advice from TLC that much easier for clients. However, it is recognised within TLC that not all clients have access, the ability to access the internet or the language and written skills to complete a form and therefore the Director will always take clients on via the telephone or any other means (with assistance in completing the form) that the client can access.

Clinics

36. From the end of March 2020 (at the onset of the pandemic) the clinics remained weekly – without a missed clinic at all – but remote either via telephone or Zoom meetings, whichever was most convenient or technically possible for the client. This has been maintained throughout the pandemic and lockdowns. All clinics remain on Monday evenings from 6pm to 9pm with each client given an appointment rather than a ‘turn-up’ clinic. Given the change from face to face to remote appointments and the impact of the pandemic on society TLC managed to maintain client numbers as well as clinics.
37. Each client spends up to 30 minutes with an advisor to give instructions and be provided with advice. This advice can take the form of supporting and advising on upcoming hearings, advising on and assisting with applications, assisting with responding to documents either from the other party/ies and/or court orders and general advice for potential situations such as relations ending and how issues such as finances and the children are resolved without resulting to court proceedings. Further appointments are offered on a necessary and proportionate basis.
38. If it is the case that the client is failing to action advice and the sessions are repeating previous advice, then a review will be undertaken on that client for a further request for a further appointment/s. Although there is a policy of providing up to 3 sessions, this is undertaken on a pragmatic basis and often more sessions are provided due to the need and/or vulnerability of the client.

39. Clients are referred to TLC from other agencies such as the Personal Support Unit, other legal advice/law centres, court publicity and the website/internet.

Aims and Objectives

40. TLC's objectives and aims for the relevant period were as follows:

- Increase funding – partially achieved;
- Set up a dedicated mediation programme – work-in-progress;
- Creation and development of the new website – completed;
- Increase advisors – additional advisors secured
- Increase volunteers – additional volunteer secured;
- Increase clients seen – slight reduction to 83 from 86 new clients seen, total of 130 clients in total; versus 154 in the previous period
- Increase sessions – increase in sessions from 2.67 per month to 2.8 per month; an increase of 6%
- Increase clinics geographically – Liverpool is up and running and Leeds is being organised for a September 2021 start.

41. In the relevant period, TLC held 34 sessions (TLC closes in the major holiday periods including Christmas, Easter and the summer holiday due to the availability of advisors). On a pro-rata basis this is an increase in sessions from 2.67 per month in the period of 20.06.2018-19.06.2019 to 2.8 per month in the period of 20.06.2020-19.06.2021 an increase of 6%

42. During those 34 sessions 130 clients were provided with advice. This is a reduction from 154 clients in the previous period. In addition to this, clients were triaged and either redirected or provided with basis advice via email and/or telephone by one of the advisors. This reduced the clients supported from 216 to 200.

43. All of the clients seen are considered to be vulnerable in light of having, at the least, disputes with partners/ex-partners. Clients also present with other vulnerabilities including but not exhaustively disabilities, mental health and homelessness. Further, a considerable number of TLC's clients do not have English as their first language.

44. TLC monitors its clients' diversity factors, which are as set out at Annex 1.

Leanne Targett-Parker
Chair of the Board of Trustees
06.06.2022

ANNEX 1

Temple Legal Centre
Diversity Monitoring Records
For the period of 20.06.2020 to 19.06.2021

Description	Ethnic Origin	Age	Gender	Income	Disability
Mixed Race	6				
Asian	1				
White Other	10				
Arab	1				
Bangladeshi	2				
Black	19				
White UK	36				
Indian	2.5				
Latin American	0				
Pakistani	2.5				
Other	4				
Did Not Declare	16	19	13	13.5	23%
18-24		0			
25-34		12			
35-44		34			
45-54		28			
55-64		7			
Over 65		0			
Female			46		
Male			41		
Below £17k				61	
£17k-£20k				2.5	
£21k-25k				8.5	
£26k-£30k				6	
£30k +				8.5	
Disabled					16
Not Disabled					61
Total %	100	100	100	100	100

Annex 2 – Financial Accounts for the period of 20.06.2020 to 19.06.2021

	Description	Amount	Sub Total	Net Profit/Losses
INCOME				
	Donations	200.00		
	Grants	7,000.00	7,200.00	

EXPENDITUR E				
	Administrative Services (Director's Salary)	550.00		
	Bank charges	1.01		
	Mobile Phone	169.96		
	Insurance	753.00		
	IT & Technical Provisions	63.72		
	Membership (Advice UK)	129.00		
	Subscriptions	71.88		
	Website	3,600.00	5,338.57	1,861.43