



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