



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