



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