

# IMPACT REPORT 2024



# Stronger together – transforming mental health in the legal sector



**Elizabeth Rimmer**  
CEO LawCare

**“ Alone, we can do so little; together, we can do so much. ”**  
Helen Keller

This underscores everything we do at LawCare. Our mission to support and promote mental health across the legal community is rooted in the belief that meaningful positive change is only achievable when we come together as a community.

With over 25 years of listening to and supporting the profession, we understand the daily challenges faced by people

working and training in our sector: the intense workloads, the long hours, the high-pressure environments and the stigma surrounding seeking support. But they are not insurmountable. This year's report reflects how, by working collectively, we are making a tangible difference in the lives of individuals and the culture and practice of the legal profession.

2024 has been a pivotal year for LawCare, our busiest year to date on our support service with over 1000 contacts. Through our helpline, peer support programme and educational initiatives, we've continued to expand our reach and deepen our impact. As you read this report, remember that behind every statistic is a story; a junior struggling with imposter syndrome, a lawyer navigating burnout or a business support professional managing anxiety. These stories remind us why our work matters.

We recognise the urgent need to increase our capacity. We want more people to know we are here and that they can turn to us for support. We want to strengthen our evidence-based advocacy for the practical steps that both individuals and organisations can take to remove barriers to change. Our vision is bold but crucial: to transform legal practice into a

sustainable environment, where every individual can flourish. This means tackling stigma, challenging cultural norms and embedding structural changes that will prioritise mental health and wellbeing in every workplace.

Central to our work is a focus on prevention. Tackling stress, burnout and anxiety before they take hold through measures such as early intervention, effective line management and fostering workplaces where people are trusted and valued is fundamental. But this is only one part of the equation. We know that systemic change requires collaboration, which is why we share our knowledge and insights with legal practices, professional bodies, regulators, insurers and academic institutions.

This report celebrates both the achievements of the past year and the collective effort that makes them possible. It is a testament to what can be achieved when individuals and organisations unite to create a community with a shared purpose.

## Life in the Law 2025

In 2025, we're prioritising our "Life in the Law" research, which will provide a detailed and up-to-date understanding of mental health and wellbeing in the legal sector.

From 15 January to 21 March, we will run two surveys - one for individuals working in the legal sector and another for organisations, such as law firms, chambers, and in-house legal departments.

This research will do more than just identify problems - it will shape the future of the legal sector by offering practical, evidence-based recommendations to help individuals and organisations to drive meaningful change.

The findings will be released in October 2025 and will provide a platform to address systemic issues in the sector that impact mental health and wellbeing.



# Why LawCare exists

LawCare is the mental health charity for the legal sector

We've been supporting legal professionals for over 25 years

## Our vision

A legal sector that supports and promotes good mental health and enables people to thrive



## Our mission

LawCare provides free, confidential emotional support, peer support, and mental health information for anyone in the legal sector across the UK, Channel Islands, and Isle of Man.

We offer training, educational resources, and carry out research to provide evidence-based guidance on the steps workplaces can take to support mental health at work.

We work with legal educators, regulators, professional bodies, special interest groups, and legal practices, sharing our insights to promote healthy legal workplaces that support mental health and challenge the stigma that can make it difficult for some to speak up and seek support.

## A safe space to talk

For over 25 years, LawCare has offered a safe, confidential place to talk without being judged. Whether it's work stress or personal challenges, we're here to help.

We support every branch of the legal sector, including barristers, solicitors, and business and support staff.

People can get in touch Monday to Friday, 9am to 5pm via phone, email or live webchat. LawCare's website also has articles, stories, videos, blogs, and podcasts about mental health and wellbeing.

# 2024 highlights

1

In November, our incredible LawCare community of Volunteers, Champions, and Trustees came together for a day of connection, inspiration, and positive energy. Read more on pages 5 and 6.



2

Our support channels were busier than ever, with people reaching out to us over **1,000 times**. Read more on pages 7 and 8.

3

We hosted **11** webinars and **1,284 people** came along. These sessions cover important topics about mental health in the legal sector, sharing practical tips, expert advice, and real-life stories. Read more on page 10.



4

We make a real difference. People who have used our helpline, peer support, and training tell us they feel better, more confident, and able to cope. Their positive feedback shows how much our support helps in their daily lives. Hear from Andy Darnton, LawCare's Support and Volunteer Coordinator, about his work on page 11.



5

More people are choosing to fundraise for LawCare and this is having a positive impact. Highlights included Taylor Wessing's Yorkshire Three Peaks hike, Ron and Dafydd's Kilimanjaro climb, and Manu's beard challenge. We're incredibly grateful for this amazing support. Read more about our fundraising on pages 13 and 14.

4

# Celebrating the LawCare community

A massive thank you to everyone who joined us for our LawCare community event on Monday 18 November 2024 at the RPC's offices overlooking St Katharine Docks. It was such a joy to see our amazing Volunteers, Champions, and Trustees come together for a day filled with connection, inspiration, and energy. For those who couldn't make it – we missed you and hope to see you next time.

The atmosphere was incredible, and it truly felt like we achieved our goal of getting everyone talking, connecting, and sharing ideas.



We reflected on some of the things we love about being part of LawCare, including:

- Being surrounded by people with shared values.
- Offering a non-judgemental ear to those who need it.
- Knowing we're part of a bigger picture, making a difference to mental health in the legal sector.
- Feeling valued, useful, and proud of the collective impact we're making.

We shared ideas for strengthening our community, including expanding our reach, building awareness, hosting more in-person meet-ups, and finding new ways to connect. There's a lot to build on, and it's clear we all share a passion for growing this amazing community.

Special thanks to RPC for hosting us so brilliantly and to everyone who contributed to the success of the day.



The best thing about being part of the LawCare community:

**“ Being involved with an organisation that really cares and wants to make a difference alongside a tremendous staff team and dedicated volunteers. ”**



**“ It was so great to have the opportunity to meet and connect with others in person and to celebrate LawCare. I'm a relatively new volunteer and was made to feel so welcome - it gave me a real sense of belonging. ”**



**“ It was a truly wonderful event and made me feel both grateful and proud to be part of the LawCare community. I left feeling energised and inspired. ”**



# Support

We provide free and confidential mental health support for anyone struggling with their mental health and wellbeing. People can call our helpline, email or use our live online chat.

People reached out **1,037** times for support

This was the most ever in a single year, and a **13%** increase on 2023

People contacted us about a variety of issues including:

Stress and anxiety **39%**

Career concerns **15%**

Workplace bullying & harassment **10%**

## Who we supported

### Gender



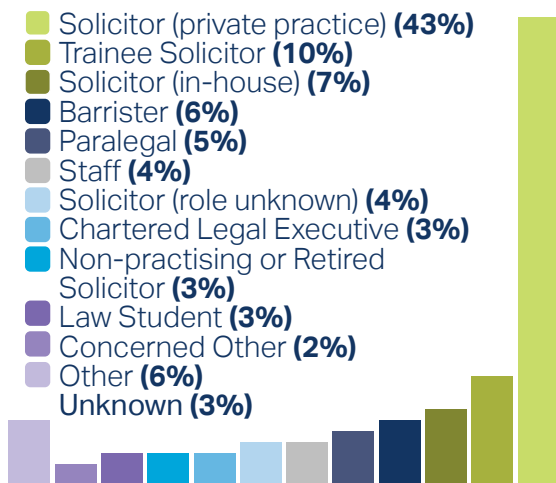
Female **(67%)**  
Male **(24%)**  
Not known **(8%)**

### Ethnicity



White **(70%)**  
Asian or Asian British **(20%)**  
Mixed or multiple ethnic groups **(4%)**  
(Black, Black British, Caribbean or African) **(4%)**  
Other **(2%)**

### Job role



### Disability

**21%** of those who responded to our diversity monitoring identified as having a disability.





We provided **82** people with ongoing support from one of LawCare's peer supporters

A **17%** increase on 2023



**“ I found peer support incredibly helpful. [My peer supporter] was absolutely brilliant. She was a great support at a time when I really needed to know somebody was there to listen. I felt she was on my side in a situation where sometimes I really felt embattled.**

**I've recommended LawCare to colleagues and I certainly wish I'd contacted you before. Just making that initial call and being able to talk to someone right away was really helpful. ”**

LawCare volunteers spent almost **300** hours on the phone and **65** hours on online chat with people

The average helpline call lasted

**28** minutes

and the average online chat lasted

**34** minutes

It costs **£830** to train a LawCare volunteer

It costs **£605** per day to run our support service



# Raising awareness

We are reaching more people than ever before. More people know about the support we offer, about the importance of learning more about mental health, and about how to be a mental health ally in their workplace.



Over  
**30 new  
resources**  
were added to the  
LawCare website.

We gained over  
**6,000 new  
followers** on  
**LinkedIn** taking us to  
**13,000** in total.



**Our monthly  
LinkedIn newsletter**  
has over  
**8,000  
subscribers**,  
that's over 4,000  
more than the end of  
2023.

We delivered our  
**20-minute  
introductory  
presentation**  
about the support  
LawCare offers  
**24 times**



**“It’s been a big year for media coverage, with over 200 pieces featuring our work, including 62 articles we authored ourselves. We’ve appeared in The Guardian, The Telegraph, The Times, and the Financial Times.”**

In 2024, we hosted 11 free webinars, open to anyone working or training in the legal sector, to explore issues related to mental health in the workplace.

## Key highlights:

A remarkable 1,284 people attended these webinars.

**Expert panels:** Our invited speakers shared powerful experiences and perspectives, sparking vital conversations and providing valuable insights and support for those working in the legal sector.

These sessions tackled key topics such as **bullying and harassment**, the challenges of **the billable hour**, and the effects of **vicarious trauma**.

We explored the role of **neuroscience in wellbeing** and the **science behind relationships** with Lawsight and highlighted the value of **reverse mentoring** in partnership with Jonathan's Voice.

Other sessions focused on significant challenges like **grief and loss**, **menopause**, and **mental health** insights from business and support staff with Pembury Legal.

We spoke at  
**66 events**  
raising awareness  
about LawCare  
with almost  
**6,000  
people**



# A conversation can change everything



**Insights from Andy Darnton, LawCare's Support and Volunteer Coordinator, on how our helpline, online chat and email support make a difference.**

When you call our helpline, email our support team, or use our online chat you're reaching out to someone who has first-hand experience of working in law. Someone who understands the pressures. How hard you've worked to get to there. Someone who knows what it's like.

Every day, we hear from people across the UK legal sector about their experiences and challenges. Whether your issue is personal or professional, we're here to listen and support you. 2024 was our busiest year ever, with over 1,000 conversations taking place.

As LawCare's Support and Volunteer Coordinator, it's such a privilege to know we are making a real difference. People tell us about the relief they felt when they found LawCare because we understand the pressures of the legal sector. They share how nice it was to be able to talk about how they were feeling for the first time - and that there's nothing else like it out there.

**“ I am more confident seeking support to meet my work needs and I am grateful that I was able to receive the support from LawCare as it has really helped change my life for the better and I can continue working in the career that I love. ”**

Anonymous

Use of our live online chat channel has increased by 35% this year. This discreet service is a lifeline for people who tell us they would not have contacted us without it. Many people find it much easier to use than they were expecting, and we can support you in the same way we would if you'd called our helpline.

We couldn't do any of this without our amazing volunteers, whose lived experience enriches the support we provide. I am in awe of every

single one of them, not only for what they have achieved in their careers, but also their kindness, empathy and dedication. I hope they all know how much they are appreciated.

I am so proud to work at LawCare and be part of our growing community, which includes every person who has the courage to pick up the phone and share what they are going through. The more we normalise these conversations, the sooner we'll move towards a psychologically safe and supportive legal sector, where everyone can thrive.

## Training on supporting mental health at work

We delivered  
**38 training sessions,** reaching  
**1,285 people**

In 2024, demand for our training grew, with a range of sessions focusing on a risk-based approach to mental health at work, offering practical ways to manage psychosocial risks in legal workplaces. The training helped managers build skills to create supportive, healthy environments

that protect mental health and foster positive, productive workplaces.

And all delivered by our staff who have backgrounds in legal practice, a thorough knowledge of the sector and its challenges and the high professional standards expected, plus experience of supporting legal professionals through difficult times in their careers.

**“ Thank you so much from all the team here for an excellent session – all the comments I have received so far, is that it was a very valuable session and one which held everyone’s attention throughout. So much so that the two hours flew by! You are clearly an expert in your field, and we felt we were in very good hands to learn more about this important area of our practice. ”**

Anonymous

# Fundraising

Thank you to our funders, trusts and foundations and supporters who donated a total of

# £396,213

We can't include everyone here, but we're so grateful to everyone who helped raise funds for LawCare. Here is a small selection...

**Newcastle upon Tyne Law Society** chose LawCare as its Charity of the Year and raised over **£4,850**

The **Selborne Chambers** Annual Quiz raised **£800**



**Nilema Bhakta-Jones (Courageous Leaders)** donated **£2,000**

**Professional Training UK** organised a number of roadshow events and raised **£1,900**



Our brilliant **London Legal Walk** team raised **£1,012**

Our ongoing partnership with **Legal Runner** has raised around **£1,000** so far

**Ron Davison and Dafydd Roberts** of Gamlins Law scaled Mount Kilimanjaro and raised **£1,725**



The 2023 cohort of **Taylor Wessing** trainees climbed the Yorkshire Three Peaks and raised **£3,458** (including a £1,000 donation from the **Taylor Wessing match-giving fund**)

Our very own **Andy Darnton** (Support and Volunteer Coordinator) cycled coast to coast across the Scottish Borders (that's 200km in one day) and raised **£1,045**



**Manu Kanwar** shaved off his famous beard and raised **£950**

**James Maxwell-Scott KC** walked the Pilgrim's Way from Winchester to Canterbury and raised **£2,195**

**Travelers** sponsored the information hub on our website with a further **£5,000**

**Ed Boal** wrote a book and asked for donations to LawCare in return for a copy. To date he has raised over **£2,500**





**This year, we were chosen as the charity to benefit from several awards, dinners, and conferences, including:**

British Conveyancing Awards - £1,270  
Women and Diversity in Law Awards - £4,685  
Legal 500 ESG Awards - £1,962  
Lexis Nexis Family Law Awards - £285  
Women in the Law UK - £263  
Crafty Counsel - £1,000  
Legal Geek - £1,000  
MAD World Legal Industry Summit - £258  
Northern Ireland Young Solicitors' Association 40th Anniversary Dinner - £420



## Trusts and Foundations

We have successfully secured several grants, including from the following:

- Gowling WLG (UK) Charitable Trust
- Stone King Foundation
- CMS Social Impact Fund
- The Stewarts Foundation
- VWV Charitable Trust

We are very grateful to every trust and foundation supporting LawCare. Their support helps us continue our vital work.

# Thank you to our fantastic funders...

The Bar Council of England and Wales  
The Bar of Northern Ireland  
The Chartered Institute of Legal Executives  
The Chartered Institute of Patent Attorneys  
The Chartered Institute of Trade Mark Attorneys  
Costs Lawyers Standards Board  
Council for Licensed Conveyancers  
The Faculty of Advocates  
The Isle of Man Law Society  
Law Officers of the Crown (Guernsey)  
The Law Society of England and Wales  
The Law Society of Jersey  
The Law Society of Northern Ireland  
Law Society of Scotland  
The Notaries Society  
Scottish Courts and Tribunals Service  
The Solicitors' Charity

A special thank you to Macfarlanes for providing us with meeting room facilities in London throughout the year.

We would also like to thank our patron, the Lady Chief Justice of England and Wales, The Rt Hon the Baroness Carr of Walton-on-the-Hill DBE for her support and encouragement.