

# LawCare

Supporting the Legal Community



# IMPACT REPORT 2022

We have a great opportunity now, like no other, as we navigate the emerging post-pandemic world to start taking real steps to change the way we work in law, to create a culture that is sustainable, that both welcomes and retains a diverse range of people, is more human and puts its greatest asset - its people - first. This year we have embarked on our new strategy to help us address the findings of our Life in the Law study. A key focus of the strategy is our goal to build a collective responsibility across the legal community that encourages individuals, legal practices, professional bodies, regulators and legal educators to step up and take action to address the systemic working practices in law that undermine mental wellbeing. At the heart of our strategy is our continued work to ensure that those struggling with their mental health and the pressures of life in the law are able to seek accessible, relevant support.

This report will give you an insight into the work led by our board, staff, volunteers and champions to provide emotional support to the legal community, to challenge the stigma that still makes it hard for legal professionals to speak up when they are struggling and to share our insights and experiences with stakeholders across the profession about why mental health matters to the effective delivery of legal services.

We held our inaugural conference this year, 'Building a Better Life in the Law'. We used our experience from 25 years of supporting the mental wellbeing of the legal community and the findings of our Life in the Law

research to showcase innovation in ways of working such as the four-day week, explored leadership, purpose, values and ethics and were inspired by the journey of the (then) President of the Law Society of England and Wales, I. Stephanie Boyce, the first person of colour to hold that office. Our aim was to spur those attending to take steps to make their organisations a great place to work.

We gathered together our friends and supporters across the jurisdictions to celebrate our 25th anniversary this year at events in Belfast, Edinburgh and London. It has been a year to reflect on how far we have come from our humble beginnings around a kitchen table in North Wales, and how far we still have to go to. We know we are only scratching the surface; we need to build our capacity to provide more support, raise awareness of the services we provide and expand our influence. We look forward in the coming year to working more closely with our stakeholders to achieve this.

We are truly thankful for the support of the legal community. Our board, champions and volunteers are dedicated, passionate and deeply committed. We rely on an army of legal professionals across the country who selflessly share their experiences, time and insights to provide support to others and speak up for mental health and the need for a healthier working culture. Without them we would not be able to do what we do.

We are excited about our work in 2023 and the opportunity to galvanise change in legal regulation and practice to better support the mental wellbeing of those working in law. We want to influence leaders to recognise the value of investing in good management and supervision and creating workplaces where people thrive and feel able to speak up when they are struggling, or something has gone wrong. These are the workplaces that a profession fit for purpose needs.

Elizabeth Rimmer,  
Chief Executive, LawCare

*Thank you to all the volunteers, trustees, donors, champions, and friends of LawCare for your continued support and encouragement. The important work of LawCare undoubtedly improves the culture and practice of law. Healthy justice relies on healthy lawyers, and we must all work together to make the law a healthier, happier place to work.*

**LawCare's Patron, the Lord Chief Justice of England and Wales,  
The Right Honourable The Lord Burnett of Maldon**

## How peer support can help

June worked as an in-house solicitor for a large company. Over the last few years she had seen her workload increase. At first she viewed it as a challenge but it had become unbearable. She talked about the constant drain of mundane complaints and unhappy people and the impact on her positive persona. She regularly found herself working late at night and her husband and children were concerned about her.

She had been speaking to her GP for two years about stress and currently had a sick note for four weeks. She had had three weeks off to process how she felt and recognised that her options were to change things dramatically in her current role or get a new job entirely. She was experiencing a crisis of confidence about her skills and felt she was too niche to apply for anything else.

Our helpline volunteer made the following suggestions:

- Journal everything she has accomplished during the 15 years with this employer to improve her confidence about what she can achieve.
- Self-care – she loves choral singing and yoga.
- Think about reasonable adjustments to her current working life. Ideas discussed included workload overview, a business case for a new staff member, and condensed hours.
- Counselling, if necessary
- Peer support during the reasonable adjustment negotiations or when applying for a new role.

June agreed that peer support would be helpful, and we set this up for her.

Following three calls and a return to work June expressed gratitude for the support received saying that all the other sources of help had not been as rapid nor as effective. She confirmed she felt more positive than she had in a long time.

# Support

We have provided emotional support to **583** people

Our support service received:

**383** telephone calls

**73** webchats

**127** emails

Our peer supporters have provided ongoing support to **60** people

We provided **20** people with additional counselling amounting to **115** hours

Single Session Therapy was provided to four people, three of which were funded by LawCare

We've spent **250** hours providing support on the phone

Calls lasted an average of **26** minutes

The longest was **93** minutes



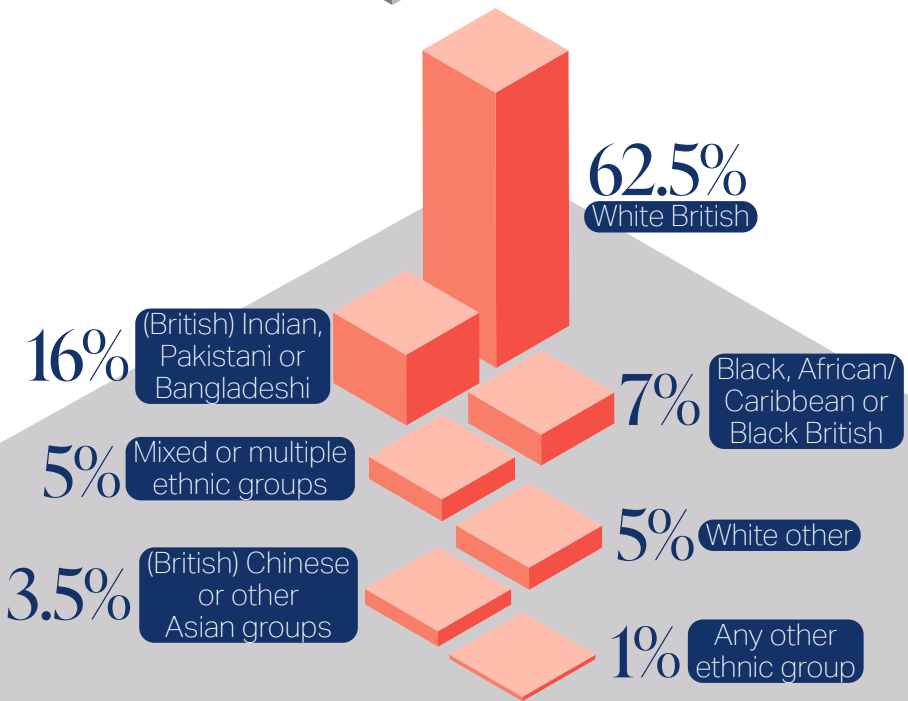
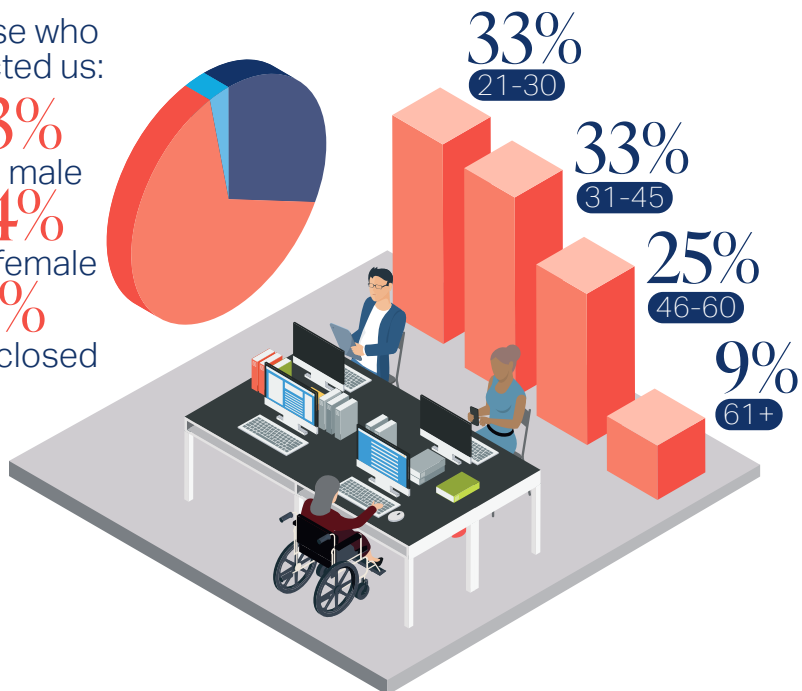
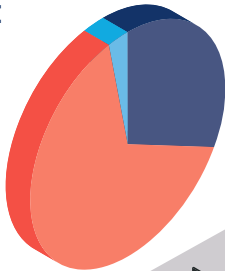
*I am really really impressed by the high-quality advice you have given me. It was very helpful to me.*

*Email received from helpline caller, April 2022*

# Support

Of those who contacted us:

**33%** were male  
**64%** were female  
**3%** undisclosed



People contacted us about a variety of issues including:



Career concerns  
22%

Depression  
8%

Stress  
22%

7.5% of callers mentioned that they were experiencing **lack of supervision** as well as the primary problem about which they called.

Anxiety  
12%

We trained **15** new volunteers in 2022 with an average age of 42.

The average age of volunteers trained in 2018 was 53.



*When I was most struggling in September 2020 I contacted the LawCare helpline, which was extremely helpful and actually prompted me to contact my GP and take some action to address what was going on. I am very grateful for that assistance and I would really like to contribute some of my time to LawCare as a result*

*Email received from helpline caller, September 2022*

# Prevention and education



We spoke at  
**152**  
events

Of these **45**  
were training  
presentations

The estimated number of  
attendees at training  
sessions and speaking  
events was  
**3,415** people



We launched a new  
website and had nearly  
**40,000**  
visitors to the site

Our podcast  
The Legal Mind  
was listened to by  
**3,463**  
people



We launched a new service – our General Presentation  
for firms, chambers, groups, and organisations.

This 20-minute presentation outlines what  
LawCare is and how we support good  
mental health in the legal professions.

Since we launched this in  
July we have delivered 25  
presentations.





# Building a Better Life in the Law

Our inaugural online conference took place in September. It was an inspiring day focusing on culture change in the law.



129 people attended, with an 87% attendance from registrations.



People from across the globe attended the 13 sessions.

In evaluation, 94% of delegates felt that our speakers had a good knowledge

88% said they would recommend the conference to a colleague.



We were delighted that Law Society President I. Stephanie Boyce gave a special interview in which she urged leaders in the law to **'lift as they climb'**.

## Mental Health and Men in the Law Focus Group, Report and Webinar

Arising out of Life in the Law, our 2021 ground-breaking research into the mental wellbeing of the legal community.

Responding to the fact that around 65% of those who contact us are female, and 35% male, whilst 75% of our LITL survey respondents were female and 25% male

We hosted a focus group on 19 July where we explored the barriers to men speaking up about their mental health or seeking help. This was chaired by Nick Bloy who then authored a detailed report launched with a webinar on 22 November which had approximately 50 attendees. More events are planned for 2023.



## Reverse Mentoring Project

In conjunction with Rachael O'Connor, an academic from Leeds University, we are launching a reverse mentoring pilot in 2023. Reverse mentoring involves senior leaders being mentored by more junior colleagues with the aim of gaining additional knowledge and creating better experiences in the workplace.

We held seven roundtable meetings (a combination of online and in-person) with students, young lawyers and senior lawyers to inform how the pilot will look.

# Engagement

We responded to three consultations:

Mar  
2022

The Legal Services Board's consultation on ongoing competence.

May  
2022

The Solicitors Regulation Authority's consultation on rule changes on health and wellbeing

Aug  
2022

The Solicitors Regulation Authority's consultation on publication of regulatory decisions.

We engaged with various relevant stakeholders before submitting these responses.



# Fundraising

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

# £482,176.21

Travelers kindly gave **£5,000**  
in sponsorship of our workplace  
hub on our website



We were delighted  
to once more be  
the charity at the  
Law Society Rugby  
Sevens event  
raising over  
**£1,200**



Our London Legal  
Walk team raised  
**£2,985**

The R Costings  
Golf Day raised  
**£6,113.80**



Our Big Give  
Christmas Challenge  
2022 raised a grand  
total of  
**£12,662**



Thank you to everyone who made personal donations or  
took on a challenge to raise money for LawCare – we  
had many people walking and running all over the UK!



The Solicitors' Charity donated an amazing **£20,000** in sponsorship of our online conference

The Conveyancing Foundation donated **£2,500**

The Addleshaw Goddard Foundation donated **£10,000**



We received a fantastic **£6,440.45** as the nominated charity of the British Legal Awards



We were the beneficiary charity at the Institute of Paralegals Awards, which raised nearly **£3,000**



## What did we spend the money on?



We spent **91p** in every pound on providing support, prevention, and education.

We received a tremendous **£23,000** from The Law Society Presidential Gala Dinner, as one of three charities nominated by outgoing President I. Stephanie Boyce

It costs **£575** per day to run our support service

It costs **£790** to train a LawCare volunteer

It costs **£50** to fund one counselling session

# Thank yous

Thank you to our amazing team of 105 volunteers for enabling us to offer our support service.

Thank you to our brilliant team of champions for spreading the word about LawCare within the legal community.

Thank you to our patron, the Lord Chief Justice of England and Wales, The Right Honourable The Lord Burnett of Maldon.

Thank you to our Board of Trustees.

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

*I thoroughly enjoy spreading the word about LawCare in my role as a Champion. A personal highlight this year has been speaking at the British Legal Awards where LawCare was the charity partner for the evening. LawCare does vital work and in these difficult times its work has never been more important.*

*Lloyd Rees, Knowledge Lawyer and LawCare Champion*

# 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 Guernsey Bar  
Institute of Paralegals  
The Isle of Man Law Society  
The Judicial Office of England and Wales  
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