



LawCare

Supporting the Legal Community

LAWCARE IMPACT REPORT 2021

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Another year we weren't expecting - but we rose to the challenges and opportunities presented by Covid. This report will give you an insight into the work led by our staff and volunteers to support the mental wellbeing of the legal community, our outreach to challenge the stigma that surrounds mental health and the foundation we are building with key stakeholders to improve the culture and practice of law to better support the mental wellbeing of everyone in our profession.

It has been a year of reflection too as we enter our 25th year. Since we were set up on February 6, 1997, we have provided emotional support to over 10,000 legal professionals. No one else has listened to as many stories about the realities of Life in the Law as we have. We get it. But now as we move out of the pandemic, into an evolving world of work, where the challenges of Covid have begun to create a better understanding of the importance of mental wellbeing in the law, we have an opportunity like no other to ensure that everyone gets it.

We published our groundbreaking Life in the Law research, which provides robust evidence of the mental strain our profession is under and the reasons for this, alongside setting out

the practical steps we can as a community take, to address these. Individuals, legal practices, professional bodies, regulators and legal educators all have a role to play. We consulted with our key stakeholders about how to take the next steps forward and these have been incorporated into our new strategy for extending our reach and deepening our impact. We want to strengthen our collaboration with partners across the legal community to encourage more people to seek support when they need it and to take our message about what needs to change and how it can change, to those who can influence this.

The work we do would not be possible without the generous and increasing support of the profession. We never cease to be bowled over by the commitment of our volunteers from providing reassurance and empathy to those who reach out for help, to sharing their stories and speaking up for mental health to actively raising funds for us. We have seen a significant increase in voluntary donations, testament we believe to the value of what we do and we have ambitious plans to grow our income, to enable us to deliver our new strategy.

The mental wellbeing of the legal community is the bedrock of a healthy and thriving profession. If you believe this, please stand with LawCare in the coming year in building a movement for change, to put mental wellbeing into the heart of legal practice.

Elizabeth Rimmer,
Chief Executive, LawCare

Charlie's story

“Around spring/summer time this year I was a very newly qualified solicitor who was suffering from major anxiety and going into a deep depression from a job that was toxic.

I decided to ring LawCare and spoke to the most supportive gentleman who had similar experiences and really felt and understood where I was coming from. I almost felt instantly more reassured and it wasn't a lot long after that that I found my new job now that I absolutely love. My stress levels have significantly gone down.

I just wanted to express my gratitude to your service, and how it helped me find the right path. You guys are great!”

Support

We have provided emotional support to

667
people

Our support service received:

662
telephone calls

119
emails

50
online chats

Our peer supporters have provided ongoing support to

64
people

We've spent

336
hours providing support on the phone, answering a call every

90
minutes

Calls lasted an average of

24
minutes

We provided **14** people with additional counselling amounting to **84** hours

The longest was **99** minutes

Who contacted us

69%
women

30%
men

1%
not disclosed



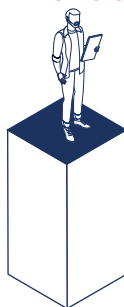
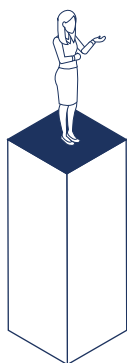
Of those who gave their age:

37%
21-30

28%
31-45

28%
46-60

6%
61+



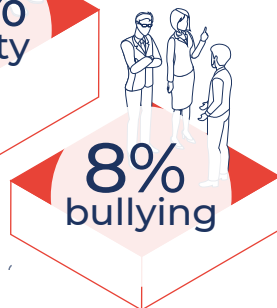
People contacted us about a variety of issues including:

33%
stress

13%
anxiety

10%
depression

8%
bullying



We asked people who contacted us three questions

How did you feel before you contacted LawCare?



How did you feel immediately after?



How did you feel three months later?



98.5%
would recommend
LawCare to others

S's Story

“LawCare was my life-saver. When I contacted them, in the aftermath of physical and verbal harassment and discrimination at my firm, I felt immediately welcome and was spoken to with professionalism and compassion. My concerns weren't snubbed or dismissed as they had been with so many other people and they helped me work out what options I had. I felt deeply valued as a member of the UK-wide legal family.”

Prevention and education

We spoke at

77
events

We gave

87
training
presentations
online

reaching over

7,000
people

10,905

people engaged
with our Fit for Law
online learning
resource

with

249
enrolling on
the course

Prevention and education

Our website
traffic has
increased by

18%

with over

73,000

people
visiting our
site last year

We
featured in

102

items of media
coverage

Our podcast
The Legal Mind
was listened to by

2,533
people

“The work that LawCare is doing is so necessary and transformational. Thank you – your talk was informative, insightful, and inspiring.”

Research and Engagement

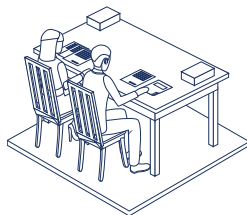
Our ground-breaking Life in the Law research into the mental wellbeing of the legal community was released in September.

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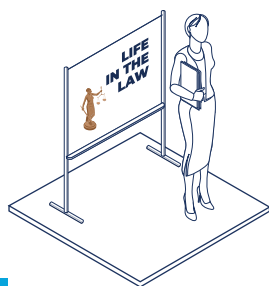
participants answered our survey across a range of jurisdictions/ professions

73%
women

26%
men



60%
of those
who took
part were
solicitors



389

people attended
the launch event
or were sent the
recording

The research
found that

69%

of legal professionals
experienced mental ill-health
in the 12 months preceding the
survey, but only half of them
had talked about it at work.

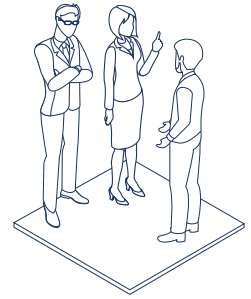
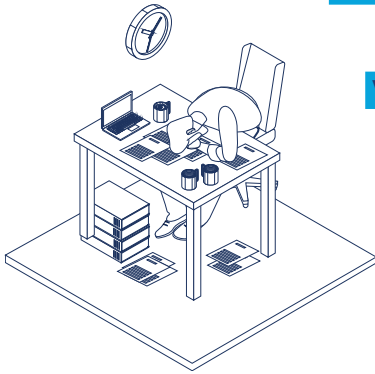


Engagement

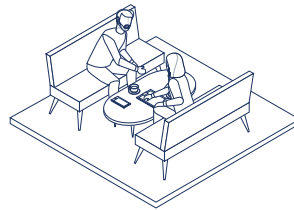
83 key stakeholders attended **8** round table meetings to discuss the research findings including:

- our funders
- legal regulators
- legal vocational educators
- our champions and volunteers
- representatives from special interest groups

Legal professionals surveyed were at high risk of burnout, associated with having a high workload, working long hours, and a psychologically unsafe working environment.



1 in 5 legal professionals surveyed have been bullied, harassed, or discriminated against.



Things that could make a difference:

Provide management training

regular catch-ups

work towards a psychologically safe and supportive workplace.

The culture and practice of law needs to change. Improving mental wellbeing is all of our responsibility, we're committed to work together with the legal community to make this happen.

Engagement

We responded to four formal consultations from a mental wellbeing perspective for:

- The Bar Tribunals and Adjudication Service
- Costs Lawyer Standards Board
- Legal Standards Board
- Solicitors' Regulation Authority.

Fundraising

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

£410,633.59

We were hugely
grateful to QC
Appointments
for donating
£25,000
to us at the start
of the year



The Solicitors'
Charity donated
£20,000
for our Life in the
Law report



The London Legal
Walk raised a
fantastic
£8,525.50
for LawCare and
The London Legal
Support Trust

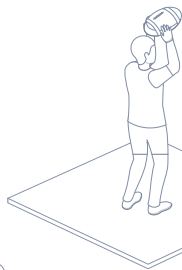


The Conveyancing
Foundation donated
£9,000
through their Be Kind
We Care initiative

Travelers kindly
sponsored our
workplace hub
on our website



We received
a fantastic
£14,263.65
as the charity of the
British Legal Awards



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

Our Big Give Christmas
Challenge 2021 raised a
grand total of
£14,572.75



“ I think everyone needs to be responsible for wellbeing in the legal profession and any positive changes will be most effective if supported from all sides. ”

What did we spend the money on?

We spent

85p in every pound on providing support, prevention and education



It costs **£550** per day to run our support service



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



It costs **£750** to train a LawCare volunteer



Thank you to everyone who took on a walk, a run or another challenge to raise money for LawCare.



Thank yous

Thank you to our amazing team of 108 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

“I'm very proud to volunteer as a peer supporter for LawCare as I get to utilise my experience of tough times in my life for good and to help others. I find it extremely fulfilling to connect with our callers and make them feel heard and validated. Volunteering with LawCare facilitates honest communication, experience-sharing and being open to being vulnerable with others in the profession which is so important for better wellbeing in the law.”

Céline Winham,
LawCare peer
supporter

Thank you to our fantastic funders

The Bar Council of England and Wales
The Bar of Northern Ireland
Chartered Institute of Legal Executives (CILEx)
The Chartered Institute of Patent Attorneys
The Chartered Institute of Trade Mark Attorneys
Costs Lawyers Standards Board
Council of Licensed Conveyancers
Faculty of Advocates
Institute of Paralegals
The Isle of Man Law Society
Judicial Office of England and Wales
Law Offices 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 Court Service (Judiciary)
The Solicitors' Charity