

# London Legal Support Trust Annual Report

## 2022



**Registered charity  
number: 1101906**

**[info@llst.org.uk](mailto:info@llst.org.uk)**

## **Message from the Chair**

### **Richard Dyton**



**In 2022, I'm proud to say the trust delivered £1,071,909 in grants to over 100 agencies in London and the South East, as well as providing other forms of support. The need for emergency funding from frontline advice agencies has grown significantly and our support has been transformative in keeping the doors open.**

**On behalf of the thousands of people helped by funds raised for LLST during 2022, I would like to express our very sincere thanks to everyone who has taken part in an event, donated or supported LLST. We continue to spend every penny of those funds that we can on supporting front line advice agencies and ensuring that every penny we donate is spent efficiently and effectively.**

**My special thanks go to our funder and sector representatives who have worked with us, invested in our work and had the confidence in us to work on some of the crucial issues that impact advice services.**

**My heartfelt thanks also go to LLST trustees and our wonderful staff team.**

***"I'm very very pleased and so grateful for the help I received. If it was down to me alone I never would have known about the grants and other help on offer."***

*Advice agency service user*

## **Message from the CEO**

### **Nezahat Cihan**



**I am delighted to share this impact review presenting the work of the LLST team in 2022. Collaboration with our partners continued to be at the core of everything we did in 2022. Partnership with our Centres of Excellence, a group of free legal advice agencies, provided us with the information and knowledge that shaped our sector support and training. Additionally, fellow funders and sector representatives enabled us to commission research on the potential solutions to the workforce crisis in the advice sector. Furthermore, our partnership with legal professionals brought unrestricted core funding that is crucial in sustaining free legal advice services to thousands of people every year.**

**The need for free legal advice is greater now than ever before. The cost of living crisis is impacting millions of people, particularly those with low income, therefore more and more people are turning to the advice agencies we support for help. Maintaining these services is more crucial than ever in our aim to better lives.**

**I would like to thank each one of these agencies for their hard work in helping people in desperate situations. My heartfelt thanks also go to our funder partners, donors and sector representatives who also share our ethos and values. None of the above would have been possible without the dedication of our fantastic staff team and trustees. Thank you all.**

# Ensuring access to justice for all



**At LLST, we strongly believe that everyone who can't afford to pay should have access to advice and, where necessary, representation in the core areas of specialist welfare law - housing, debt, benefits, immigration and asylum, employment, and community care.**

## **What we do**

- **Provide financial and other types of support to free legal advice agencies to continue providing life changing free legal advice to their local communities**
- **Promote the need for advice to increase funding for free legal advice provision**
- **Facilitate the advice sector to fundraise for itself**
- **Bring organisations together to share information, good practice and find solutions for emerging needs.**

**Priority One: Build excellence through advocacy, knowledge sharing and peer support.**

**Priority Two: Enhance grant-making, practical support and policy work with advice sector.**

**Priority Three: Diversify and increase income streams through collaboration.**



# Advocating for justice



## How we do it

- Organise fundraising events, most notably, the London Legal Walk, to raise unrestricted funding for free legal advice agencies
- Develop individual and corporate fundraising programmes to increase unrestricted funding, including providing funding to our existing grantee organisations to provide outreach and services in boroughs without current provision
- Create partnerships with other trusts and foundations to increase advice funding and/or work on issues that impact free legal advice agencies
- Organise forums/network opportunities for free legal agencies to meet and work together
- Provide funding for upskilling and staff to provide advice in more specialist areas.

***"I know how much work goes into your fundraising on our behalf and we are truly grateful. I'd also like to say how much we appreciate the strategic work of LLST and how you are creating opportunities for sharing, learning and creating strategic responses as we all strive to provide access to justice."***

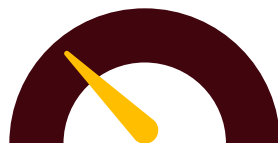
# The need for free legal advice



In 2022, the cost of living hit a forty year high, resulting in more people than ever needing free legal advice to resolve their problems. Some of these problems included: rent arrears, spiralling debts, unlawful evictions, benefit entitlement, employment issues and more.

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**27% of Londoners  
are living in poverty  
after housing costs**



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**53% of single-parents are living  
in poverty after housing costs**

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In 2022, many people were faced with having to choose between heating and eating, as food and fuel poverty more than tripled in a year.



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**Six in ten (60%) of UK adults reported  
having their finances worsen over the  
course of 2022, as a result of the cost of  
living crisis.**

# Our success in numbers



**£1,071,909**

distributed in grants to support access to justice\*

**£449,217**

of income was generated for six advice agencies via our Billing Project

**187,101**

individuals helped by our 38 Centres of Excellence

**156,527**

cases dealt with by our Centres of Excellence, covering debt, welfare, family, housing, employment, immigration and more

**38**

Centres of Excellence

**21**

delivery partners funded under The Cost of Living Advice project to respond to the growing need

\*Some funds arrived late in 2022 and will be distributed in early 2023



## Centres of Excellence

With generous support from the City Bridge Trust, and the National Lottery Community Foundation, we have maintained and developed the Centres of Excellence (COEx) scheme. This programme is focused on assisting not-for-profit agencies providing specialist legal advice to identify ways in which they need support and how this can be addressed.

The majority of LLST's grant funding (approx 80%) is directed through this programme. It provides not only core funding, but in-kind help and support. There are opportunities for training, peer support, consultancy assistance, and partnership working. There is also a funded Employee Assistance Programme.

## London Specialist Advice Forum

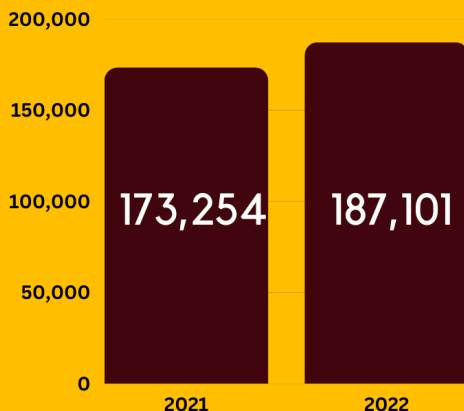
The forum is a network of frontline specialist free legal advice agencies across the capital. LSAF was founded by LLST in partnership with the City Bridge Trust, to share best practices, discuss projects, and identify emerging needs. In 2022, there were four main forum meetings, with further sub-group meetings for more focused topics.

***"The LLST grant, being unrestricted, is therefore more valuable than other, restricted grants, of the same amount."***

# Clients in numbers



## Comparison of clients helped by our Centres of Excellence in 2021 and 2022



From Centres of Excellence (COEx) Annual Review 2022  
on 38 Centres of Excellence

Our Centres of Excellence provide advice on a range of areas.

Client numbers by subject in 2022 include:

**Welfare Rights**

**31841**

**Immigration**

**16096**

**Housing**

**24699**

**Family**

**38085**

**Debt / Money Management**

**12843**



# The London Legal Walk



***"For the past two years, our fundraising efforts have been hampered. Now we finally have the chance to walk again in pre-pandemic proportions."***

*The Rt. Hon the Lord Burnett of Maldon-  
The Lord Chief Justice of England & Wales*



The London Legal Walk unites the legal community, with walkers including the Lord Chief Justice, MPs, judiciary, barristers, solicitors, paralegals, clerks, law students, advice agency staff and other legal professionals. The Walk brings everyone together to raise essential funds for free specialist legal advice. We wish to thank our Headline Gold sponsors, The Law Society and LexisNexis, as well as our other sponsors.

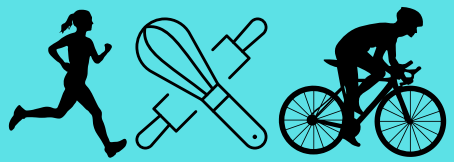


In 2022, our Walk returned to the summer months and together, we raised £720,000, which was our biggest year post-lockdowns.

***"It's a real high point in the year, and a great opportunity to get together with colleagues from across the firm – and increasingly, their dogs – to walk and chat, while raising funds for a massively important cause."***

*Bryan Cave Leighton Paisner, law firm*

# Fundraising events



## Regional Walks and Walkies

Areas we have walks in are Guildford, Eastbourne, Tunbridge Wells, Hastings, Brighton, Chichester, Reading, Southampton, Oxford, Crawley and Hackney. These raise funds for the advice centres in their local areas. We also ran the ever-popular London Legal Walkies, where four legged friends were invited to fundraise!



## Challenge events

We ran our challenge events, including Spartan, The Big Half, The London - Brighton cycle, Kew the Run, Walk the Thames, and the Abseil.



## Quiz and Bake

Lastly, the Great Legal Bake and the Great Legal Quiz were cherries on top for a great year!



***"It was a great experience - thank you so much for organising - it was brilliant to take part together whilst raising important funds."***

*Reading Legal Walk participant*

# Our fundraising success



**£2,031,610**

total income raised through events, funded projects, grants and donations

**£720,000**

raised by the annual London Legal Walk

**£77,465**

raised by 1,300 people, who took part in 10 regional walks

**£60,654**

raised by other fundraising events, including:

*The Big Half, London – Brighton Cycle, London Legal Walkies, Abseil, Spartan, Kew the Run, The Great Legal Quiz, The Great Legal Bake*

**10,000+**

walkers joined the 2022 London Legal Walk

***"It is incredibly important that the legal profession should get together to raise money to provide legal help and advice services for people who cannot afford to pay for it but don't qualify for legal aid."***

*Baroness Hale, Lady Hale Baroness Hale of Richmond*



LLST have recruited many Champions for Justice to support our work on a longer-term and strategic level, and in 2022, we recruited new Champions at each level. These champions represent all areas of the legal community, including high ranking judiciary and lawyers.

For a minimum annual donation, Champions for Justice receive invitations to special events and networking opportunities with like-minded philanthropists. Funds generated form a lasting foundation to create sustainable funding for free legal advice centres in London and the surrounding areas.

***"I've chosen this charity because I feel passionately that a person's socio-economic status should not be an obstacle to accessing justice, legal advice, or adequate representation."***

*A donor*

# Working together



## Corporate partnerships

One important way in which law firms and others support LLST is through in-kind donations and they really are invaluable. In 2022, a number of law firms supported our work in different ways, such as IT, design and printing, volunteering, media support and more.

Other income has come from general donations, including substantial donations from Allen & Overy, Hogan Lovells, Freshfields Bruckhaus Deringer, CMS and the Allen & Overy Client Account Interest Scheme.

We also secured grants from several foundations and trusts to support our work.

***"I already find LLST to be far more than just a funder but a regular form of support. I do feel we can turn to you and be honest if we are having difficulties and that is always appreciated."***

***-One of our grantee advice centres***

**We want to extend a special thank you to:**

- **the Law Society Gazette**
- **Mace**
- **College Chambers**
- **The Access to Justice Foundation**
- **and Norton Rose Fulbright**





## Advice Workforce Development Partnership

Together with funder partners, we commissioned the **Addressing the Skills Gap** research (2022). This resulted in a number of recommendations for the funders and advice organisations to work together in order to start responding to the skills shortages within the advice sector.



A group of funders, including Trust for London, the City Bridge Trust, the Paul Hamlyn Foundation and the National Lottery Community Foundation, have contributed to a pooled funding programme to start working on some of these recommendations. The Greater London Authority and The Legal Education Foundation also support projects that align with this work.



LLST are working under the Robust Safety Net strand and all the workforce development partnership work is aligned under this initiative.





## Cost of Living Advice Project

The Cost of Living Advice project is a partnership between the Greater London Authority (GLA), London Legal Support Trust, and London Citizens Advice (LCA) network.

Across London, demand for advice outstrips supply. This project allows organisations to increase capacity and work in local partnerships to better support clients. The project aims to bolster support and advice available to those experiencing problems caused or exacerbated by the growing cost of living crisis, particularly in boroughs with limited specialist advice services.

LLST are funding 21 delivery partners, and working with the LCA and the GLA to discuss wider sector issues in order to work in collaboration to respond to the changing needs of both clients and advice agency staff.

***"The cost-of-living crisis has had a significant impact on our clients. Many of our clients have no recourse to public funds or are on a very low income, and the costs of living crisis is adding significantly to the challenges they face."***

*Advice agency staff member*

# Our thanks

Thank  
you!

We know 2022 continued to be a challenging year, particularly with the cost of living. We thank our agencies for their hard work, passion and dedication to helping people access justice. We could not have supported the agencies without the support and collaboration of our funder partners—a huge thank you for believing in and trusting us.

Our staff worked very hard to raise funding and support the agencies. We are grateful for all their dedication and work. Our special thanks also go to our trustees, who have supported and guided us through this year.



SUPPORTED BY  
**MAYOR OF LONDON**

The  
Legal  
Education  
Foundation



# Going forward



We hope to continue building on the successes of this year and make 2023 a year of providing even more support, funds and growing the partnerships we have been working on this year.

At LLST, the people who are most in need are our focus and we want to ensure we are helping advice agencies to respond to their changing needs . Moreover, we aim to influence policy and share knowledge among the sector.

Thank you for your support this year and we hope we can count on it going forward. There are lots of ways you can support what we do - share it, donate, fundraise for us, become a Champion for Justice, advocate for access to justice for all, volunteer at an event, and more.

Keep in touch with what we do via our social media, newsletter and website.

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## Find us on social media



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