



Supported by
The Law Society

LAWWORKS ACTIVITIES AND IMPACT REPORT 2018-2019

LAWWORKS
JANUARY 2020

FOREWORD

Thank you for reading our Activities and Impact Report.

Whether you work with us, want to find out more about pro bono and the work that we facilitate, or are looking for evidence about the impact of pro bono, this is where we tell the story of how LawWorks has made a difference. For the first time, we have tried to clearly evidence the benefit of our programmes in one place and give a picture of our impact.

Although LawWorks is a small team, the breadth of what we do as a charity never ceases to amaze me. We do not, however, work alone – our members, partners and other stakeholders all deserve recognition and contribute to delivering significant benefit for individuals, charities and communities. For example, the number of independent clinics on the LawWorks clinics network has reached 280. This number in itself is a good indicator of the huge voluntary efforts that lawyers and law students go to in order to address unmet legal needs. LawWorks is also a partner in the Litigant in Person Support Strategy (LIPSS), with Law for Life, RCJ Advice, Support Through Court, Advocate, and the Access to Justice Foundation. Co-located with other charities at the National Pro Bono Centre, we are well placed to work with other pro bono and advice organisations to help maximise collective impact.

Whilst pro bono is not a substitute for legal aid, its contribution is necessary, significant and growing. It is crucial that we work to understand the role and impact of pro bono, to ensure that it has the highest possible impact, is targeted in its approach, and able to reach those in need at the earliest opportunity.

Evaluation of impact is never an exact science, there are inevitably questions of attribution (i.e., “did the legal advice make a difference?”) and no ‘theory of change’ can ever capture the full impact of an organisation’s work. Too often reporting from free legal advice services has been about outputs, whilst what matters are the outcomes for the beneficiaries of our programmes. In this report we have drawn from multiple data collection methods in order to determine the impact of our programmes, support, training and policy work.

Numbers alone though do not tell us the whole story. Behind every enquiry there is a human problem, and each client is different with individual stories, experiences and issues. A legal problem does not have to be complex to be potentially life-changing or to be daunting, and often legal problems point to a bigger policy issue. Not every legal problem can be resolved, but the work that pro bono volunteers undertake can improve lives for the better.

Martin Barnes

Chief Executive, LawWorks

MEETING NEED AND MEASURING IMPACT

About us

LawWorks (the Solicitors Pro Bono Group) is a charity that promotes, supports and facilitates pro bono legal services that extend access to the law for individuals and communities in need and the organisations that support them. We champion pro bono because of the positive contribution and difference it makes for individuals, communities and society.ⁱ

LawWorks operates as a membership organisation, supporting volunteers from around 150 law firms and legal teams across England and Wales.ⁱⁱ The pro bono work of each organisation makes a difference to their local community; collectively our members play an invaluable role in extending access to justice to those in need of advice. Partnership is at the heart of what we do, and our range of programmes and support are delivered in collaboration with legal professionals, law schools, charities and community groups, the Law Society and professional bodies.



**LAWWORKS
CLINICS
NETWORK**



**NOT-FOR-
PROFITS
PROGRAMME**



**IN DEPTH
PRO BONO
CASEWORK**



**TRAINING &
RESOURCES**



**EVENTS &
AWARDS**

Evaluation: Legal needs, our data and theory of change

There is a significant evidence base on unmet legal needs.ⁱⁱⁱ Pro bono can only be part of the solution.

As our different programmes suggest, legal support needs are diverse and require a range of services and strategies to meet individual or specific circumstances. In turn, it is necessary to use multiple data collection methods to determine the impact of our programmes, support and training. We are still collecting data across our programmes for 2019, so the data in this report primarily focuses on our impact over the 2018 period, though in places we are able to look at impact over a wider timeframe. This report provides an overview of each of our programmes and support areas, and will provide the basis for formulating a theory of change.

LAWWORKS PROCESS AND IMPACT



THE NOT-FOR-PROFITS PROGRAMME

The LawWorks Not-for-Profits Programme brokers pro bono legal help to small not-for-profit organisations, who do not have the means to pay for legal advice.

Organisations we have supported

By supporting organisations who provide a crucial service to their community, our impact reaches beyond individual organisations, allowing their staff and volunteers to deliver uninterrupted services to their beneficiaries.

SOME OF THE ORGANISATIONS WE HAVE SUPPORTED

The logo for Re-Solv, featuring the word "Re-Solv" in a green, sans-serif font. The "Re" is in a lighter green, and "Solv" is in a darker green. A thin green line underlines the text.The logo for Action Against Abduction. It features the words "action against" in a teal, lowercase, sans-serif font, with "abduction" in a purple, lowercase, sans-serif font below it.

100% PLACEMENT OF ELIGIBLE APPLICATIONS

Our impact

In 2018, the Not-for-Profits Programme provided pro bono support on **148 cases**, across England and Wales, by connecting volunteer lawyers with not-for-profit organisations in need of legal advice.^{iv} In 2019 the number of cases increased to **over 200**. The work of the programme includes conducting initial casework and drafting of briefing documents, through to pairing the organisation with the best-placed firm or in-house team to meet their legal needs, allowing them to obtain advice and representation as appropriate.

These organisations support work for the most vulnerable and disadvantaged in our society for example: dealing with poverty, disability, abuse, social exclusion, and special education needs. In 2018 the number of beneficiaries of the charities we helped was over **2,220,000**.

What our clients and volunteers say

We know we are making a real difference to people's lives.

Pro bono volunteer

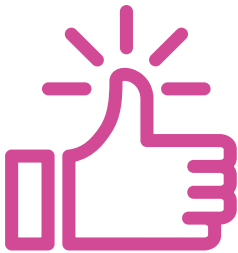
We would have lost our premises if LawWorks did not help.

Not-for-profit organisation



100%

OF VOLUNTEERS RECOMMEND GETTING INVOLVED



100%

OF NOT-FOR-PROFITS HELPED, RECOMMEND THE PROGRAMME

OF 62 NOT-FOR-PROFITS SURVEYED ABOUT THE IMPACT OF THE ADVICE THEY RECEIVED:

- **70% SAID THAT THEY NOW HAD GREATER ACCESS TO FUNDING OPPORTUNITIES OR MORE MONEY AVAILABLE FOR SERVICE**
- **94% SAID THAT THEY FELT MORE CONFIDENT TO DEAL WITH THEIR ISSUES IN THE FUTURE**
- **33% OF THOSE WITH CONTENTIOUS PROBLEMS SAID THEY HAD BEEN ABLE TO AVOID LITIGATION OR COURT PROCEEDINGS**
- **10% SAID THEY WERE ABLE TO AVOID POTENTIAL CLOSURE**

Our *Honorary Counsel Scheme*, launched in March 2019, provides ongoing legal support to small not-for-profit organisations requiring more than one-off assistance. Now supporting 33 organisations, an evaluation of the Scheme's impact will be available in 2020.

LAWWORKS CLINICS NETWORK

Our clinic support and development officers based in London, Wales and the English regions support a growing network of over 280 independent legal advice clinics across England and Wales, enabling us to facilitate increased access to free legal help.^v

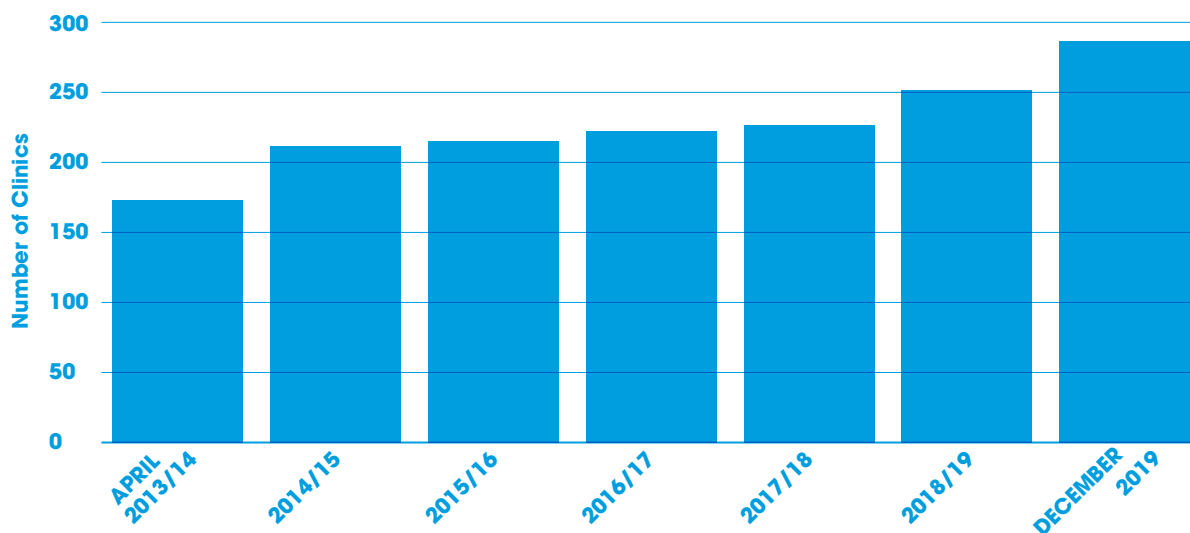
LawWorks support and guidance was crucial in the launch and continued success of the clinic, guiding me from ideas I had through the process of making a business case for resources from the university, to the practicalities. Without LawWorks, I would have struggled to navigate how to start the clinic and now we are expanding!

Catherine Edwards, Keele University

YEARLY GROWTH IN CLINICS^{vi}

Using our learning about successful clinic models, we provide help and support to clinics including resources such as regulatory guidance, operational processes and template documents.

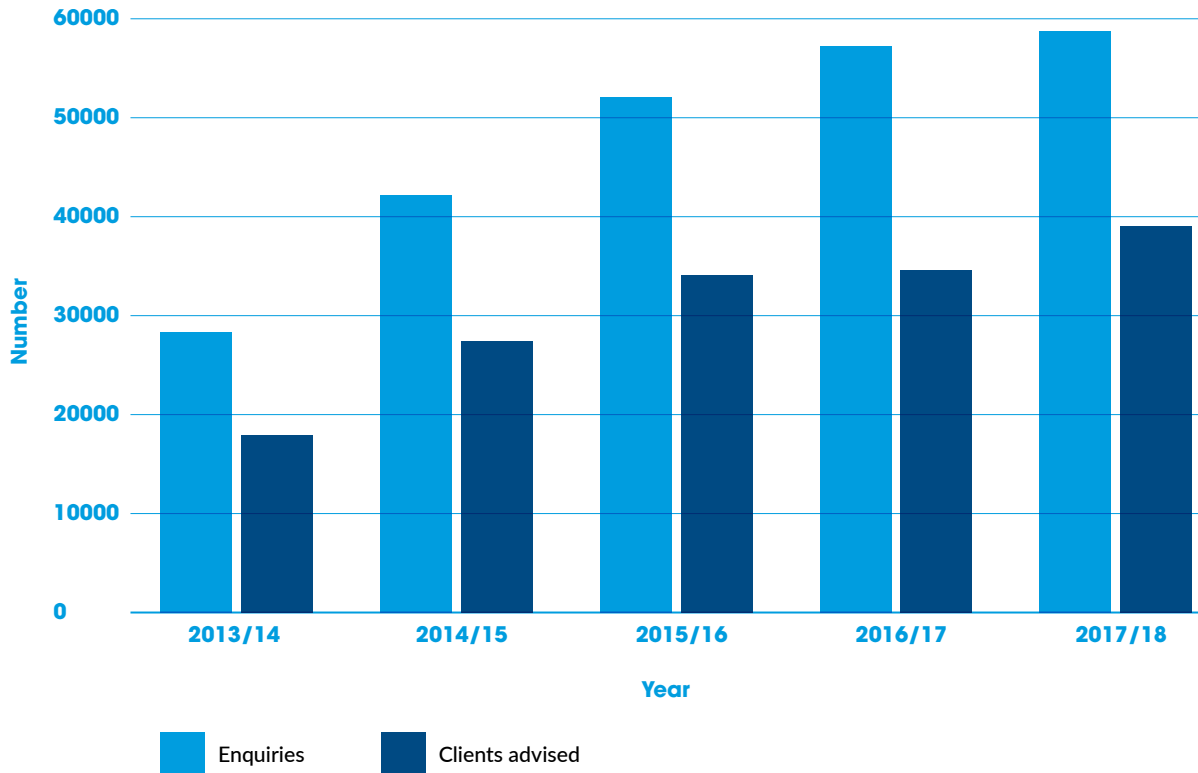
2018 -
10,383
VOLUNTEERS IN CLINICS



We support clinics to deliver consistent, high-quality advice to those accessing pro bono legal help. We help ensure that clinic staff and volunteers have the expertise and processes in place to provide meaningful supervision and effective monitoring for the advice and support provided.

ENQUIRIES AND PEOPLE HELPED

To support our clinics monitoring, we now capture data over the calendar year, and record the type of support provided to individual clients. **In 2018, clinics received 75,907 enquiries and helped 47,941 people.**^{vii}



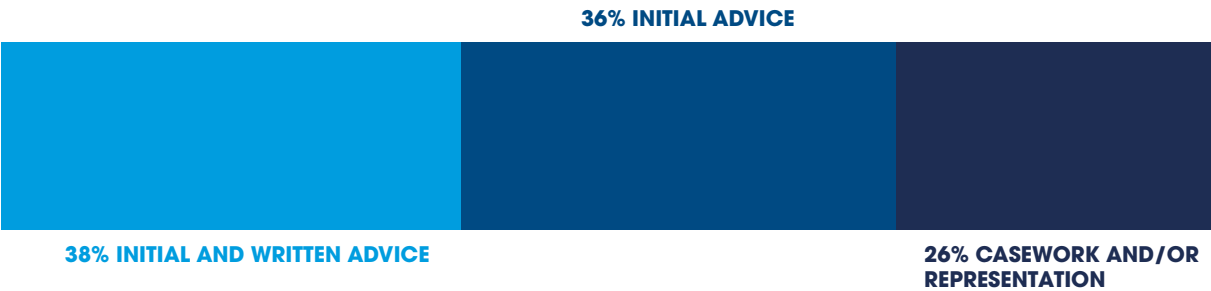
CLINICS NETWORKING AND FEEDBACK

Clinic staff and volunteers attended multiple networking events to share learning and insight on providing pro bono help. In 2018 70% of clinic co-ordinators said they highly valued the online training and resources provided by LawWorks and 60% valued the networking opportunities, and all valued being part of the clinics network.

In June 2019, we welcomed over 100 clinic volunteers and staff to the first LawWorks Clinics Network conference, addressing areas of interest and concern as identified by those on the front line.

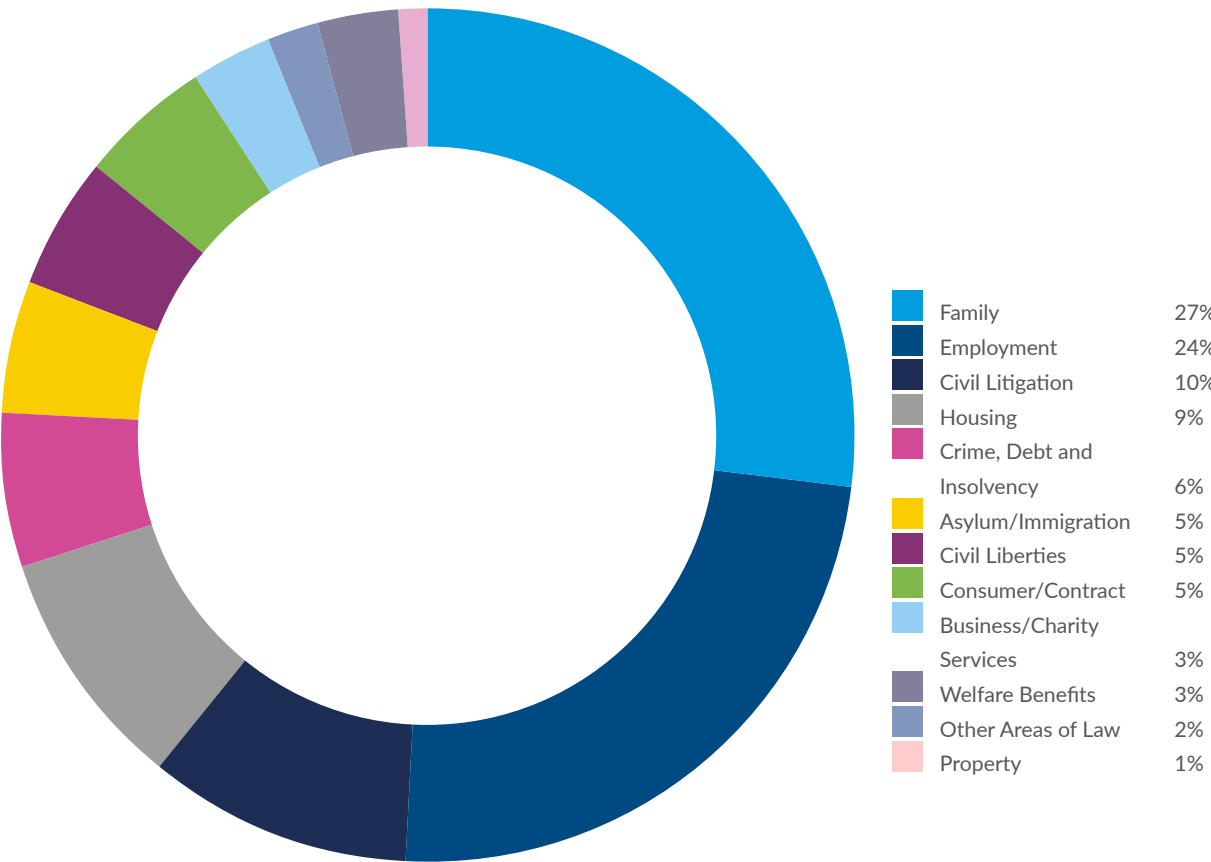
Reach and support

Clinics in the LawWorks network range from generalist support across a broad range of legal issues, to specialist clinics focused on identified need, such as homelessness, immigration or welfare benefits. Most clinics provide initial advice. Over 40% of clinics on the LawWorks network are based at law schools; these clinics also contribute to student learning and development.^{viii}



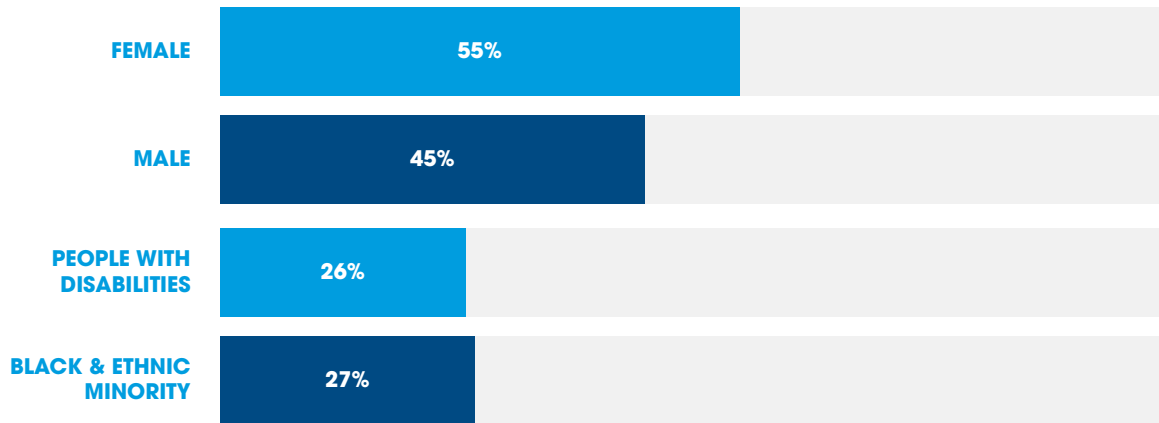
Help provided by area of law

The largest number of enquiries at clinics in the LawWorks network are for family and employment law matters.



CLIENT DEMOGRAPHICS

The proportion of women, people with disabilities and people from black and minority ethnic communities accessing clinics is higher than the general population.



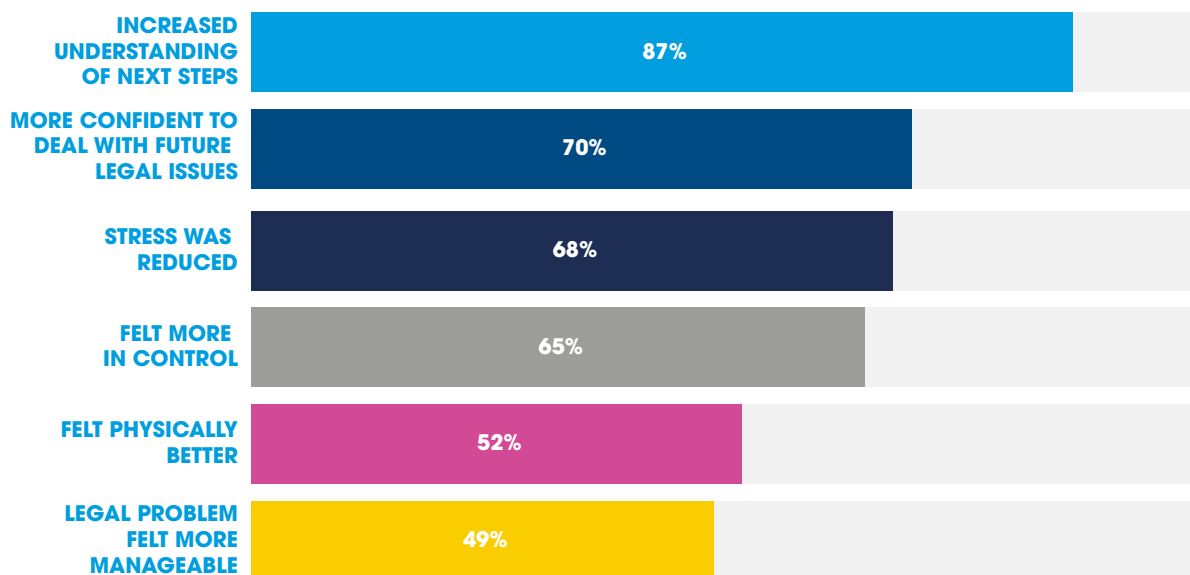
HOW CLINICS HELPED – POSITIVE OUTCOMES

We support clinics to collect data, including client feedback. Results from our outcomes monitoring project^{ix} show that in providing information and legal advice, clinics have had a positive impact for clients and their wellbeing.

"I find it difficult to read and write and so wouldn't have known what to do without Jeremy's help. Even the judge said what a fantastic job he had done and had saved her so much work...it's made a huge difference to my life."

Robert, LawWorks clinic client

RESULTS OF CLIENT OUTCOMES PROJECT QUESTIONNAIRE 2018 (the "Better Information Project")



LawWorks Cymru**Grwp pro bono y cyfreithiwr**

From our office in Cardiff, we work with a range of stakeholders across Wales, including firms, in-house lawyers, legal aid providers, law schools and charities to increase access to justice throughout Wales. In 2018 clinics in Wales provided 1,991 people with free legal advice, information and support.

The predominance of family law matters is even greater in Wales, with 73% of all clinic clients seeking family law help and 24% seeking help for employment and housing law matters.

Of a sample of clinic clients interviewed (as part of the Better Information Project) in Wales:

**Cardiff Homelessness Clinic**

According to Welsh Government figures, Cardiff reported the highest number of households (2,157) assessed as being homeless in Wales in 2018. We were contacted by one of our members, solicitors' firm Watkins & Gunn, interested in setting up a clinic advising homeless people in Cardiff. LawWorks Cymru organised a steering meeting and invited a number of local homelessness charities to attend. After discussions with Shelter Cymru, the Wallich and the Huggard Centre (both homelessness charities), the Junior Lawyers Division, the Cardiff & District Law Society and the University of South Wales, the Cardiff Lawyers Care clinic was launched in August 2019, and now provides legal advice on a fortnightly basis for people experiencing homelessness. To support the clinic's development, LawWorks arranged volunteer training on Part 2 of the Housing (Wales) Act 2014, as well as sessions on Universal Credit and assisting vulnerable clients.

Wider work in Wales

Guided by an advisory group of stakeholders in Wales, LawWorks Cymru have developed new initiatives in Wales to engage clients and influence change such as running "co-production" workshops for clinics and contributing to the Commission on Justice in Wales. The LawWorks Cymru project is kindly supported by the National Lottery Community Fund.

"Without the support I got, my mental health would have suffered"

"They gave me confidence to fight for my rights"

"It was a really uplifting experience, to be able to talk to specialists"

IN DEPTH PRO BONO CASEWORK

LawWorks 'secondary specialisation' projects support solicitors to provide casework and representation in specific areas of law – welfare benefits, unpaid wages and social care - through bespoke training and supervision. Cases are referred from our partner organisations to our in house team.

Welfare benefits cases (2018)

95% 

SUCCESS RATE AT TRIBUNAL - IN 2018 53 NEW CASES WERE OPENED, 38 OF WHICH WENT TO TRIBUNAL

Volunteer feedback for welfare benefits project:

83%
★★★★★

OF VOLUNTEERS ARE 'VERY LIKELY' TO RECOMMEND PROGRAMME TO COLLEAGUE

92%
😊😊😊😊😊

OF VOLUNTEERS POSITIVELY RATE THE OVERALL EXPERIENCE OF VOLUNTEERING ON THE PROJECT

100%

OF VOLUNTEERS WOULD TAKE ON ANOTHER CASE

Unpaid wages cases (2018)

100%

OF AMOUNTS CLAIMED WERE AWARDED; 16 CASES OPENED

Social Care (2018)

This project is a partnership with the charity Together for Short Lives.^x



58

OPEN CASES, 26 CASES CLOSED.

OUTCOMES HAVE INCLUDED RE-HOUSING FOR 7 FAMILIES, AND SECURING 5 SOCIAL CARE PACKAGES

A LawWorks solicitor also supports the **Connect Legal Advice Clinic**, a partnership with the charity Centrepont, the law firm Herbert Smith Freehills, and the in-house team of Goldman Sachs, which provides advice to young people who are homeless or at risk of homelessness. Between January 2018 and July 2019 pro bono volunteers secured over £35,000 in housing benefit for young people.

Evaluation

LawWorks commissioned an independent evaluation of the pilot stages of our secondary specialisation projects, and have shared the learning with other organisations, including through a secondary specialisation roundtable hosted with the Law Society in 2018.^{xi}

EXAMPLE IMPACTS OF OUR CASEWORK PROGRAMMES

Social Care

Fiona's niece, Caitrin, was born with severe brain damage and was not expected to survive her first 24 hours after the ventilator was switched off. Against all odds she survived, and Fiona obtained a Special Guardianship Order to care for Caitrin. In addition to her brain injury, Caitrin has a range of needs and is fed through a nasal gastric tube. Fiona found childcare for Caitrin for three days per week. However, despite correspondence with her local authority, Fiona could not obtain a parent carer's needs assessments, to secure funds for Caitrin's care.

Fiona needed legal help but was unable to pay. Fortunately, she discovered at Caitrin's local hospice that she could obtain free legal advice from a lawyer through LawWorks. The lawyer drafted a lengthy letter to Fiona's local authority, setting out in detail their obligations and responsibilities towards Caitrin and Fiona. Fiona's local authority then agreed to the parent carer's needs assessment and Fiona returned to work without loss of income.

"Without having the funds to pay for childcare, I would not have been able to go back to work after one year was up and I would therefore have lost my job. The lawyer was able to write a long letter which basically encouraged my local authority to get on with it. Time was running out for me...I'm very grateful to the lawyer for her help."

Social Security Benefits

Peter is 68 years old and has struggled with chronic depression and anxiety all his adult life. He is often consumed by extreme lethargy and fear and is unable to communicate, even with close friends.

For sixteen years Peter was entitled to Disability Living Allowance (DLA) due to his condition, which was reviewed three times and finally awarded indefinitely. However, Peter was assessed for Personal Independence Payment (PIP) as DLA was being phased out. After a short interview, which he found shattering, Peter was informed that one component of his PIP had been removed completely and the other had been substantially reduced.

Peter was unable to pay for a solicitor and no longer entitled to legal aid, so sought help with challenging this decision from an advice agency that then contacted LawWorks. Andrew, a volunteer solicitor trained by LawWorks, prepared submissions on his behalf to put before a tribunal panel. Andrew attended the tribunal to support Peter, and the judge determined that the DWP had “ignored the clear medical evidence” regarding his mental health. Both PIP components were reinstated, with one at the higher rate.

Unpaid Wages

Maria is Italian and has been living and working in the UK for several years. For almost two years she was employed by a cleaning company. Initially she was expected to work for 12 hours every day, six days a week for about a month which she found exhausting, and was then paid only £7.50 an hour.

Maria then found that she was effectively on a zero hours contract with long periods not working; when she was working it was for a four hour shift to clean three floors of a large department store. As it was impossible to clean the area during the allotted time, Maria would spend longer on the job but was never paid for those extra hours so she was effectively being paid at an hourly rate well below the minimum wage. The work sometimes made Maria ill but when she took time off to recover she was never paid in lieu. She was required to sign a rota book both when she arrived and when she left work, but the book disappeared and she was told that there was no record.

Maria does not speak fluent English and could not afford to pay for legal advice; she therefore struggled to assert her rights with her employer. Fortunately she was referred to LawWorks and a volunteer solicitor pursued an unpaid wages claim through the Employment Tribunal. The employer settled the case rather than face a hearing and Maria was awarded over £2,700, the total amount she had claimed. Maria was very grateful for the support of LawWorks and said, “the lawyer worked extremely hard on my case and without him I would not have been able to recover any money or even have been able to leave my job”.

PRO BONO TRAINING AND RESOURCES

The need for training and information

Our training and resources are valued by LawWorks members, clinics and other stakeholders. We facilitate around 50 training sessions a year, covering a broad range of topics and legal issues in both face to face sessions (in London, Wales and the Midlands) and online formats such as webinars.

Training helps to equip pro bono volunteers with knowledge and relevant skills and confidence, including working with vulnerable clients.

50

SESSIONS
IN 2019

INCLUDING
3 
WEBINARS



OVER 400
PEOPLE ATTENDED TRAINING
SESSIONS IN LONDON, CARDIFF
AND BIRMINGHAM

Training Review

LawWorks commissioned an internal review of its Training Programme. The review concluded:

"The courses observed are well presented, well run and appreciated. This was observed as part of the Review and is clear from feedback."

(Carol Storer, External Reviewer)

What attendees say

“Really engaging, further broadened my understanding and knowledge about how to work with distressed clients”

“Gave me an insight into the factors to be considered in employment law”

“I went to the (interviewing skills) training last Tuesday and I would like to say it was very helpful and informative.”

“It was very informative and the video of the Tribunal process very helpful as well”

“(LawWorks’) ... advocacy training is excellent. I feel that I really got a chance to take part in a realistic scenario.”

“... thank you for your webinar on domestic violence which I will definitely refer to again in the future.”

LawWorks resources

Our online resources range from template policies, to regulatory and operational guidance, and access to Lexis®PSL and Intralinks for clinics in the LawWorks network. In 2018 and 2019 we produced over 20 resources, and have added materials and audios from our training sessions to our suite of resources.

10,027 PAGE VIEWS OF OUR
ONLINE RESOURCES AND
TRAINING PAGES IN 2019

CELEBRATING PRO BONO

To recognise the work and impact of pro bono volunteers, we organise two major award events each year, celebrating outstanding achievements in pro bono, and highlighting the positive impact that pro bono projects have for individuals and communities. Both awards are kindly sponsored by LexisNexis.

LawWorks Pro Bono Awards

LawWorks Pro Bono Awards 2019 took place at the Law Society, Chancery Lane, London on 3rd December 2019, presented by Lady Hale.



Attorney General Student Pro Bono Awards

The 2019 LawWorks and Attorney General Student Pro Bono Awards were held on May 1st introduced by the Attorney General, the Rt Hon Geoffrey Cox QC.



POLICY VOICE

Advocating for access to justice

A key aim for LawWorks is to address barriers to pro bono engagement and to contribute a pro bono 'policy voice' to wider issues to enable access to justice. Our policy work draws on the experience and expertise of pro bono clinics, our members, and partners. Working collaboratively, we aim through our policy work to:

1. Communicate both the value of pro bono and also its limits.
2. Address systematic issues that result in need and barriers to access to justice.
3. Develop an evidence base on unmet need, and best practice in pro bono, using the insights and data from our programmes.

LawWorks provides the Secretariat to the All Party Parliamentary Group (APPG) on Pro Bono and Public Legal Education. Projects under the auspices of the APPG have included "Mind the Gap" unmet needs legal mapping (with Hogan Lovells)^{xii} and training with MPs surgeries.^{xiii}

Submissions, briefings and engagement on particular topics

Access to justice issues

LawWorks have contributed to the Government's review of the Legal Aid Sentencing and Punishment of Offenders (LASPO) Act,^{xiv} and the Justice Select Committee's work on access to justice, including delivering a joint memo with 15 other stakeholders.^{xv} From the LASPO review process a new approach to legal support has emerged in the MoJ's 'Legal Support Action Plan' which stresses early advice.^{xvi} We have also engaged with Her Majesty's Courts and Tribunals Service (HMCTS) modernisation programme, and with our LIPS Strategy partners have made joint submissions to the HMCTS Estates Strategy and a Select Committee Inquiry on courts modernisation.^{xvii}

Regulatory and training challenges in the legal sector

LawWorks have engaged with regulators, especially with the Solicitors Regulation Authority (SRA), over reform of solicitors training and regulation and the implications for pro bono.^{xviii} We have also raised issues about Financial Conduct Authority (FCA) regulation of debt advice and its negative impact for pro bono.^{xix} Our work with the SRA led them to publish a helpful position statement on pro bono and volunteering, paving the way for the new SRA Handbook's permissive approach to practising as a volunteer.^{xx}

Employment rights

Drawing on evidence from our Unpaid Wages project, we have engaged with the Taylor Review and the Government's subsequent "Good Work" programme,

emphasising enforcement issues and access to redress.^{xxi} LawWorks were quoted in the Taylor review's final report, and subsequent policy documents picked up on the enforcement issues that we raised.^{xxii}

Civil Society

LawWorks inputted on the Department of Media, Culture and Sport's Civil Society Strategy, with our submission emphasising the role of legal pro bono and volunteering, the challenges faced by small charities, and value of our policy voice.^{xxiii} The new Strategy was clear that charities have a role in shaping policy and speaking up for those they support.^{xxiv}

Public Legal Education (PLE)

LawWorks have worked with the Solicitor General's office and other stakeholders on PLE issues and strategy, developing a new vision statement and 10 year goals for PLE. The vision and goals document was launched at the APPG with the Solicitor General.^{xxv}

ENDNOTES

- ⁱ Our Strategy (2019-21) https://www.lawworks.org.uk/sites/default/files/files/LawWorks%20Strategyfoweb_1.pdf
- ⁱⁱ <https://www.lawworks.org.uk/about-us/our-members>. For more detail on our membership offer see our members' brochure
- ⁱⁱⁱ 'Findings from the Legal Problem and Resolution Survey' (Ministry of Justice research report 2017) found that "around a third of the population experienced legal problems, with certain groups more likely to experience problems than others, particularly those vulnerable to social exclusion (such as individuals on benefits, lone parents, those with a disability, those with low incomes). Around half of problems led to adverse consequences such as stress-related illnesses, physical ill-health, or loss of confidence. Some individuals reported experiencing multiple problems, with certain problem types clustering together, such as those relating to a relationship breakdown, or economic problems."
- ^{iv} <https://www.lawworks.org.uk/sites/default/files/files/LW-NfP-AnnualReport2018-web.pdf>
- ^v <https://www.lawworks.org.uk/legal-advice-individuals/find-legal-advice-clinic-near-you>
- ^{vi} Further information on our year by year clinic support can be found in our annual clinics reports here:-
 2013-14 <https://www.lawworks.org.uk/sites/default/files/Lawworks-clinics-network-report-Apr-13-Mar-14.pdf>
 2014-15 <https://www.lawworks.org.uk/sites/default/files/LawWorks%20Clinic%20Network%20Report%202014-15.pdf>
 2015-16 <https://www.lawworks.org.uk/sites/default/files/LawWorks%20Clinics%20Network%20Report%202015-16.pdf>
 2016-17 <https://www.lawworks.org.uk/sites/default/files/LawWorks%20Clinics%20Report%202016-17.pdf>
 2017-18 <https://www.lawworks.org.uk/sites/default/files/files/LW-Clinics-Report-2017-18-web.pdf>
- ^{vii} <https://www.lawworks.org.uk/sites/default/files/files/LW-Clinic-Report-2018.pdf>
- ^{viii} <https://www.lawworks.org.uk/sites/default/files/Impacting-Justice-Paper-INJCLE-ENfCLEpdf.pdf>
- ^{ix} <https://www.lawworks.org.uk/solicitors-and-volunteers/resources/clinic-resources/monitoring-and-impact/client-outcomes>
- ^x <https://www.lawworks.org.uk/solicitors-and-volunteers/get-involved/secondary-specialisation/pro-bono-opportunities-together>
- ^{xi} <https://www.lawworks.org.uk/about-us/news/pro-bono-casework-and-representation-%E2%80%93%E2%80%98secondary-specialisation%E2%80%99%E2%80%93%E2%80%98%E2%80%99>
- ^{xii} <https://www.lawworks.org.uk/about-us/news/elected-e-legal-inquiries>
- ^{xiii} <https://www.lawworks.org.uk/about-us/news/minding-gap-%E2%80%93%E2%80%98training-mps-caseworkers>
- ^{xiv} <https://www.lawworks.org.uk/about-us/news/lawworks-submission-laspo-implementationreview>
- ^{xv} <https://www.lawworks.org.uk/about-us/news/new-justice-select-committee>
- ^{xvi} <https://www.lawworks.org.uk/about-us/news/laspo-review-new-approach-government-legal-support>
- ^{xvii} <https://www.lawworks.org.uk/solicitors-and-volunteers/resources/courts-modernisation-justice-select-committee-inquiry>
- ^{xviii} <https://www.lawworks.org.uk/about-us/news/regulatory-reform-and-rapidity-change>
- ^{xix} <https://www.lawworks.org.uk/solicitors-and-volunteers/resources/regulation-consumer-credit-debt-advice>
- ^{xx} <https://www.sra.org.uk/solicitors/guidance/waivers/waiver-employment-status-pro-bono-work/>
- ^{xxi} <https://www.lawworks.org.uk/about-us/news/employment-rights-%E2%80%93%E2%80%98policy-update>
- ^{xxii} <https://www.gov.uk/government/publications/good-work-the-taylor-review-of-modern-working-practices>
- ^{xxiii} <https://www.lawworks.org.uk/solicitors-and-volunteers/resources/lawworks-consultation-response-civil-society-strategy>
- ^{xxiv} <https://www.gov.uk/government/publications/civil-society-strategy-building-a-future-that-works-for-everyone>
- ^{xxv} <https://www.lawworks.org.uk/about-us/news/public-legal-education-new-vision-statement>



Supported by
The Law Society

www.lawworks.org.uk

LawWorks (the Solicitors Pro Bono Group)

National Pro Bono Centre

48 Chancery Lane

London WC2A 1JF

Registered charity number 1064274