WEATHERING
THE STORM
The Law Centres Federation (LCF) represents a national network of around 60 Law Centres across England, Wales, Northern Ireland and associated Law Centres in Scotland.

LCF supports, develops and champions the Law Centres. It represents Law Centres to government and in other forums. It champions the Law Centre model for delivering legal services. And it supports Law Centres to be effective and sustainable organisations.

Law Centres are not-for-profit legal practices. They are independent and directly accountable to the communities they serve through committees of local people.

Law Centres defend the legal rights of local people who cannot afford a lawyer. They help people to save their homes, keep their jobs and protect their families. They work with their communities to tackle the root causes of poverty and inequality.

Law Centres:
- Are staffed by lawyers and caseworkers who specialise in the areas of civil law most relevant to everyday life.
- Tailor services to the needs of every person or group they help, often assisting them with several problems at once.
- Offer legal advice and representation through to the highest courts if necessary.
- Tackle the root causes of poverty and inequality through test cases, public legal education, influencing social policy and campaigning for social change.

Law Centres' in-depth knowledge of the law and local communities means they can identify the most effective way to solve problems – and to prevent similar problems in the future. Their expertise and experience save time and money. For every £1 spent at a Law Centre, £10 of social benefit is created.
2012 is the year for Law Centres to come together as never before.

At the heart of Law Centres is strength of purpose, fortified through a collaborative spirit and a passion for doing justice. Law Centres have never been resourced well. LCF is a small organisation, but through sharing, pooling intelligence, debating ideas, working with each other and agreeing solutions, Law Centres have remained strong. They have stayed in business and continued to serve their communities as only Law Centres can – fighting fearlessly, winning seemingly impossible cases, inventively and doggedly.

It is easy to get caught up in the atmosphere and think the fight ahead is impossible but think of what has been achieved over the last 40 years. Think back to the number of policy shifts and big new ideas imposed on Law Centres. Remember that regardless of the political machinations going on around us, during that 40 years, Law Centres have served well over three million people to solve the legal problems of everyday life – kept people in their homes, helped people stay in employment, kept families together and allowed them to live in dignity and with respect, knowing that they too are equal before the law.

There will be money around for our work even though how we do some of it may be different.

The fight for legal aid is the fight for what is just and it is a fight for our clients. It is not a fight for the survival of Law Centres.

Yes, these cuts will hit hard but that is why Law Centres have to come together through LCF as never before. We must do as Law Centres have always done – fight fearlessly for our communities, take up the impossible cases, win them however we can, and use these skills to secure the future work of Law Centres for our communities.

Do not be daunted by the struggles ahead. Remember what we have achieved so far. Law Centres will survive the storm.

Julie Bishop
LCF Director
Co-chairs’ report

It is hard to be optimistic in a time of austerity.

The Government’s intention to abolish legal aid almost entirely in the fields of employment, debt, welfare benefits, immigration and family law is a body blow to our legal practices. And this at a time when we are already under severe pressure from the Legal Services Commission who, for most of us, is now the major funder. That in itself entitles us to describe the present time as a time of crisis.

Crisis requires leadership and inspiration, and it is good to know that LCF is well placed to provide both. Our staff has done excellent work in providing professional support to Law Centres up and down the country, enabling them to cope with the ever-increasing complexity of legal aid contracting. The lobbying, networking and promotional activity — notably our heavy commitment to the Justice For All campaigns — has placed Law Centres at the heart of the policy debate about the future of legal aid.

Crisis also throws back at us all the question of why we are involved in Law Centres in the first place. If Law Centres disappear, who will care? Will that matter?

This year, Law Centres up and down the country provided access to justice for well over 120,000 people. These are 120,000 of the poorest and most disadvantaged of the citizens of this still very rich country, and we can be justly proud of our record.

Although governments have continuously attempted to bring a market into the provision of legal advice, and to encourage the belief that other providers could do our jobs more efficiently and cheaply than we do, the fear is that we will not be replaced if we disappear.

Services that we have developed over our 40 years cannot continue without public subsidy; because our core activity is to meet unmet need, need that the market does not, and will not meet.

As unemployment rises, debts spiral out of control, families break down and the benefit system is turned upside down, those needs will only deepen and intensify.

As the hard times get harder, LCF is spearheading increased activity to raise the profile of Law Centres, and importantly, to also raise funds. If we fail to maintain our services for our clients, we can only expect greater injustice, resentment, poverty, family breakdown, misery, crime and disorder.

It is hard to be optimistic in a time of austerity, but that is our nature and our role. At LCF, we are in the business of ensuring a network of Law Centres for the next five, and the next twenty five years, no matter how dark the times may seem. The darker they are, the more our work is needed.

Legal aid may be going, but our clients are not going to disappear. And nor are we.

Paul im Thurn, Co-chair
LCF, on behalf of Co-chairs
Gillie Sharp and Ruth Hayes

Director’s report

Legal aid may be going, but our clients are not going to disappear. And nor are we.”

LCF has focused on three priorities this year; the future of Law Centres, the future of legal aid and the future of Equalities and Human Rights Commission funded casework — all against the backdrop of a significant reduction in LCF’s funding and staff.

But with the willingness of staff to take on additional work and their commitment to the mission of Law Centres and their communities, together with extensive support from our friends and allies, our achievements this year have been significant.

Future of Law Centres
In October 2010 we held a summit for all Law Centres to come together to shape their future. The Annual Conference in November refined the ideas which were then turned into a survival plan by the Executive Committee in December.

Three strands of action were identified, to keep Law Centres strong while working on the future, to develop new funding sources and to explore cost cutting schemes and new ways of working — all the while championing the Law Centre model and Law Centres’ work within their communities. These plans are now being progressed.

Future of legal aid
From the publication of the Green Paper, to the draft legislation, to the Bill’s passage to the House of Lords, LCF has worked tirelessly and devoted considerable resources to making sure legal aid will continue to be available to resolve the legal problems of everyday life.

We have prepared submissions, written letters, attended countless meetings, met with decision makers, prepared and given evidence to committees, prepared and submitted amendments, got significant media coverage and worked with our partner organisations to campaign.

We have differentiated Law Centres’ role and have promoted the critical importance of this work for the individual, the community and for government. We have emphasised that the proposals are economic madness and democracy itself is at risk.

We will continue to fight for all areas of social welfare law to be funded so that a free service can be provided, including immigration and employment.

Future of Equalities and Human Rights legal casework
The grants that fund the Equality and Human Rights legal casework are also under significant threat. LCF has prepared submissions, written letters, met with decision makers, attended numerous meetings and collaborated with partner organisations, tirelessly making the case that the availability of legal aid for discrimination matters will not plug the gap that will open up with the ending of this funding.

Without access to free legal assistance, (not just general information), the rights guaranteed by the Equality Act will not be a reality for all people, for the communities that Law Centres serve.

The path ahead
This Annual Report will testify that real progress has been made in the past year. There is still a distance to travel but our path forward has been clearly identified.
A WARM FRONT

We are delighted to welcome into the Law Centre family:
- Harrow Law Centre
- Royal Association for Deaf people (RAD) Deaf Law Centre
- Harlow Welfare Rights and Advice (to take on the name Harlow and West Essex Law Centre).

As we go to print a steering group for the London Borough of Ealing Law Centre is being formed.

Several Law Centres have expanded and opened other offices or are delivering legal advice from new locations.
- Cumbria Law Centre (formerly Carlisle Law Centre) now delivers legal advice from three additional locations; Barrow in Furness, Allerdale and Copeland. Services in Eden are also being developed.
- Kirklees Law Centre now delivers legal advice from Halifax in West Yorkshire.
- Chesterfield Law Centre now delivers legal advice from Alfreton, Staveley, Buxton and Ilkeston.
- Luton Law Centre now delivers legal advice from Bedford.
- Coventry Law Centre now delivers Community Care legal advice to the whole of the County of Warwickshire.

However, it is not all smooth sailing. The shifting nature of legal aid commissioning and the shrinking funding environment have taxed the resources of third sector organisations, and Law Centres are no exception.

After over two decades of serving its community, Birmingham’s Saltley and Nechells Law Centre has had to close.

We were also sad to witness the closure of Devon Law Centre and Warrington Community Law Centre.

A new Law Centre: Harrow Law Centre
Harrow Law Centre opened on 12th April 2010 initially on a part time basis. Over the past two years the trustees secured sufficient funding to take the Law Centre forward from its embryonic state to a functioning law centre, which is now open five days a week.

Free legal advice is provided to the community in:
- Housing
- Public Law including judicial review
- Education Law
- Community Care
- Children and Young Peoples Rights
- EU Law
- Complex Welfare Benefits issues
- Some Immigration issues.

“We chose a model of a dynamic, not for profit organisation that would operate reactively by providing advice, and proactively through education, social policy influencing and test case litigation,” said Director Pamela Fitzpatrick.

“From the start we wanted Harrow Law Centre to be truly independent, to determine itself its work priorities and to be rooted in the community. With these key principles in mind the founders decided not to be reliant on any one funder. We are determined to seek funds to allow us to do the work needed locally rather than adapt our work to follow funding. We draw on and channel the additional support and enthusiasm offered by many individuals and organisations across Harrow.”
Supporting Law Centres

Funding issues
At the end of October 2010 we were experiencing a short respite in what had been a fractionally busy but productive year. We were looking to the beginning of November 2010 with bated breath. Law Centres had been awarded Legal Aid contracts and had been very successful, increasing their case starts by some 30%. The new Legal Services Commission Standard Contract was to be signed on the 15th November 2010. We knew that this would be a mixed blessing and were anxiously planning for the year ahead.

Securing contracts to enable Law Centres to continue to deliver legal advice to their clients is a good thing but there are inbuilt problems in the way the contract operates, making cash flow maintenance difficult. In addition the funding environment in the shape of cuts is a good thing but there are inbuilt problems in the way the contract operates, making cash flow maintenance difficult. In addition the funding environment in the shape of cuts was beginning to impact. This perfect storm of circumstances, without a doubt was to shape our work for the foreseeable future.

The year to November 2011 was not going to be easy. Rather than wait for things to happen and be in response mode, we decided to work to Law Centres to explore new ways of operating and different kinds of funding.

As a result we embarked on a survival plan, starting with a summit kindly hosted by Law Centres Federation, in partnership with 14 London Law Centres provided legal advice and representation in Employment Law and Tribunals across the capital. Through this project Law Centres provided 617 individuals with Employment Legal Advice. 319 were advised and represented to a satisfactory conclusion and settled out of court. 117 individuals were represented at tribunal with a 93% success rate, and 181 were assisted with self representation. Out of the 617 people seen by the project 81% were from ethnic minority communities. Without these funds, these people would have been left to their own devices with a much lower chance of a satisfactory conclusion and a sense of grievance carried on into their future.

London Law Centres Tribunal Representation Project: Funded by London Councils, this pan-London project in partnership with 14 London Law Centres provided legal advice and representation in Employment Law and Tribunals across the capital. Through this project Law Centres provided 617 individuals with Employment Legal Advice. 319 were advised and represented to a satisfactory conclusion and settled out of court. 117 individuals were represented at tribunal with a 93% success rate, and 181 were assisted with self representation. Out of the 617 people seen by the project 81% were from ethnic minority communities. Without these funds, these people would have been left to their own devices with a much lower chance of a satisfactory conclusion and a sense of grievance carried on into their future.

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Projects and Partnership Working
Specialist Support Project: We are extremely grateful to the Baring Foundation for their funding of the Specialist Support Project. This project provides solicitors and advisers with a range of tools and associated training to assist them in their daily work. The project is delivered in partnership with DC Legal, a consultancy specialising in Legal Services Commission contract work.

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Training
One of our main areas of work over the past year has been to provide training to Law Centres at low cost. This is an effective way of ensuring Law Centre staff have access to the continuous professional development (CPD) necessary for the maintenance of their professional skill base.

Over the year we provided 16 training courses, with 197 people attending, who achieved some 11,721 CPD points. The courses ranged from Audit Survival to Youth Homelessness.

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Making our voices heard

Legal Aid Sentencing and Punishment of Offenders Bill

The past year has seen a significant shift in all areas of public policy, brought about by the change of government and the new cost-cutting agenda of the Conservative and Liberal Democrat coalition. LCF has worked hard to influence policy decisions by speaking up for Law Centres, their clients and the cause of access to justice.

Probably the most significant initiative for Law Centres is what we have come to know as the Legal Aid, Sentencing and Punishment of Offenders Bill. The bill’s proposals for far-reaching curtailment of civil legal aid were first aired in late 2010, in the Ministry of Justice’s Legal Aid Green Paper.

LCF produced a submission drawing on the experience of Law Centres which in turn was a useful resource for Law Centres when writing their own submissions. The result was a reasoned argument against the proposed cuts that joined a chorus of disapproval from over 5,000 other organisations in the advice and charity sectors, the legal profession and the judiciary.

We have taken every opportunity to influence the bill’s progress. LCF gave oral and written evidence to the House of Commons Justice Committee, which helped shape a Committee report that was more favourable to Law Centres than the Government’s original proposals.

Alongside campaigning with Justice For All, LCF has worked hard to increase the public profiles of Law Centres. We have worked with Law Centres to get the interest of local, regional and national media to publicise Law Centres’ achievements and to allow them to speak for their clients about the root causes of their problems.

The LCF has played an active part in the Justice For All coalition, which was set up in late 2010, when government intentions to cut legal aid became clear. Justice For All is a collaboration of over 2,000 organisations, community groups and individuals to fight legal aid cuts and promote access to justice.

We have also encouraged Law Centres to participate in online campaigning such as through the 38 Degrees organisation.

At every stage of the bill’s progress LCF and Law Centres have lobbied hard to explain the impact the bill’s proposals will have on vulnerable people and on Law Centres themselves. Not only have Law Centres regularly communicated with their MPs and local councillors, they have written to key members of the House of Lords, sending briefings prepared by the LCF.

We are delighted that a number of local authorities including Gloucester, Bristol, Newcastle Nottingham, Hastings and the London Boroughs of Hackney and Islington have passed resolutions expressing their concerns about the Bill to the Secretary of State for Justice and their local MPs.

Employment tribunals

LCF also submitted a Law Centres’ response to the consultation on Employment Tribunals conducted by the Department for Business, Innovation and Skills.

Local Authority funding cuts

Another report, which was particularly well received, was a short summary for the Cabinet Office of the impact of local authority funding cuts on Law Centres. This helped hammer home the point that Law Centres are adversely affected by more than just legal aid reforms, and that government needs to consider the combined impact of its policies beyond departmental confines.

Staff from the LCF and Law Centres attended all three party conferences and took part in the fringe meetings organised by Justice For All and the Law Society.

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LCF’s voice in other forums

Throughout the year LCF represents Law Centres in numerous forums. Our staff sit on committees; meet with MPs and Ministers; liaise regularly with public bodies such as the Legal Services Commission, the Ministry of Justice, London Councils, the Local Government Association, the Equality and Human Rights Commission and the Government Equalities Office; and work with trusts, funders, law firms and our partner organisations (such as the Advice Services Alliance, Citizens Advice, Shelter, Advice UK and LawWorks).

Perhaps less well known are the numerous invitations to speak, provide articles and participate in wide-ranging events and forums that LCF receives and takes up. Over the past year these included contributions to the Westminster Legal Policy Forum; University of Essex seminar series on Access to Justice; the Civil Society Dialogue; the International Legal Aid Group conference; and the Trusts and Foundations Advice Forum. All of these are part of LCF’s unique role as the public voice of the Law Centre movement as a whole.
The Royal Association for Deaf people (RAD)

The RAD Deaf Law Centre, based in Cardiff, is the only Law Centre to cover the whole of England and Wales. Advice is provided to deaf and hard of hearing people in:

- Welfare Benefits
- Employment
- Debt
- Housing
- Immigration
- Family and Matrimonial.

Free legal advice, funded by the Equality and Human Rights Commission, is also provided on discrimination matters in the areas of employment, education, goods and services, and housing.

Shining examples of our work

This year, like all years, Law Centres have been recognised for their quality of work, their commitment to their clients and the results they achieve. Given the economic and social climate in which they have operated, Law Centres’ public recognition should be particularly noted this year.

Baljeet Sandhu, an immigration solicitor at the Refugee Children’s Rights Project at Islington Law Centre, was awarded the Young Legal Aid Solicitor of the Year Award. The Legal Aid Lawyer of the Year awards (LALYs) acknowledges the work of lawyers working in the public sector. Law Centre lawyers have been recognised 9 times over the last 9 years at the LALYs for their outstanding work.

Islington Law Centre also won the first Case of the Year prize from the London Legal Support Trust. This was for the case of G, who had been trafficked into the UK at the age of 5 and for a decade worked in domestic servitude for families that abused her until running away, becoming homeless and destitute. The Law Centre successfully fought to get G recognised as a refugee and a victim of trafficking. They have now applied for her permanent residency so she can begin to build a life for herself.

The Law Centre’s director, Ruth Hayes, said: ‘At Islington Law Centre we seek to be creative in responding to the challenges we face. I am delighted that the immense commitment of our staff and volunteers has been recognised through a number of awards this year — these highlight the huge impact that a skilled and specialist service can have.’

Meanwhile, Lois Hamilton, immigration legal adviser at Law Centre (NI), was awarded the Marsh Christian Award from the Human Trafficking Foundation for outstanding achievement in the field of human trafficking. Lois, who co-authored the new Human Trafficking Handbook: Recognising Trafficking and Modern-day Slavery in the UK, received her award at the House of Lords.

Law Centres everywhere do inspiring work with their clients to achieve long term comprehensive solutions to their problems.

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Law Centres Federation Annual Report 2010/11
LCF’s reason for existence is to further the collective interest of Law Centres. One of our greatest challenges is to ensure that Law Centres work together as well as they can. We therefore need systems that ease the co-ordination of Law Centres’ activity — systems that are efficient, strategic and follow best practice principles.

In the past year we have:
— Redrafted our Articles of Association
— Amended our membership criteria
— Introduced a standing membership agreement to replace annual subscriptions.

We are also improving our communications
LCF has also been working on refreshing the Law Centre visual identity, with the help of focus groups from Law Centres. We look forward to presenting the results of this consultative process over the coming year. Once in place, a stronger, more distinct Law Centre ‘brand’ and a unified shop-front look should help raise our public profile and strengthen Law Centres’ presence within their localities.

We continued developing LCF’s electronic newsletter, streamlining its look and adding more features. The recent quickening pace of events made us realise that more frequent updates were needed so the newsletter was turned into a weekly update.

We now have a voice on online social networks. Our Facebook page (www.facebook.com/LawCentres) has been around since January, as has our YouTube channel (www.youtube.com/user/lawcentres). We recently added a LCF twitter feed (http://twitter.com/#!/lawcentres) which is fast gaining a good following.

This communications drive enables us to promote the Law Centre model itself — that of a community-based, community-led legal practice that is specialist, independent and does not seek to make a profit.

Working together: the sum of our parts
**Educating a new generation about their rights**

**Young People’s Programme**

The LCF’s Young Peoples’ Programme is a model Law Centre project. It focuses on one of the most vulnerable groups in our society; it has a deep impact on the young people it works with allowing them to get on with their lives; it works collaboratively with other (mostly youth) organisations; it goes out to where young people are; and each year, its achievements surpass those of the previous year.

Highlights of the year include:
- New research, ‘Heading for Trouble’, by Professor Pascoe Pleasance, commissioned by the JustRights campaign of which our Professor Pascoe Pleasance, commissioned New research, “Heading for Trouble”, by
- Young People’s Programme Victory for parents in Harrow
- “Not seen and not heard”.
- We are co-ordinating a Law Centres partnership bid for a Greater Manchester model for advice services with advice services for young people from Law Centres, gave a presentation at a House of Lords seminar on the bill in November 2011.
- We organised a roundtable discussion with key children’s charities and MPs in the House of Commons; co-authored a report with the Law Society
- We are co-ordinating a Law Centres partnership bid for a Greater Manchester Young People’s Legal Advice Service.
- We are working with Law Centres to co-ordinate legal services for young asylum seekers and young people with irregular immigration status.
- We are holding focus groups with deaf young people around legal advice needs and services.
- We are developing an apprenticeship model for advice services with advice sector partners.
- Bury Law Centre trained and supported seven young people with work experience through the Future Jobs Fund.
- Partnership with Royal Association for Deaf people (RAD) Deaf Law Centre to support more deaf young people to access legal advice.
- Training on youth related matters included Youth Homelessness/Children’s Art, Child Protection and Youth Participation.
- The past year started with the fantastic news that we had secured three years of Future funding from the Paul Hamlyn Foundation to expand the Young People’s Programme to regional Law Centres, enabling more young people to access legal support. The plans for the year ahead will ensure that this money is well spent:
  - We are co-ordinating a Law Centres partnership bid for a Greater Manchester Young People’s Legal Advice Service.
  - We are working with Law Centres to co-ordinate legal services for young asylum seekers and young people with irregular immigration status.
  - We are holding focus groups with deaf young people around legal advice needs and services.
  - We are developing an apprenticeship model for advice services with advice sector partners.

JustRights

Our Young Peoples Programme co-chairs the JustRights campaign for children and young people’s access to justice in partnership with Youth Access. The campaign has been lobbying for children and young people to be protected from the proposed cuts to legal aid.

We organised a roundtable discussion with key children’s charities and MPs in the House of Commons; co-authored a report with the Law Society, “Not seen and not heard”; and together with young people from Law Centres, gave a presentation at a House of Lords seminar on the bill in November 2011.

We are holding focus groups with deaf young people around legal advice needs and services.

“One of the main reasons for supporting LCF’s work was due to their superb track record.”

John Ellerman Foundation

Victory for parents in Harrow

Monica, a single parent with a disabled child, sought advice from Harrow Law Centre over the closure of her child’s residential respite unit. She represented a group of 67 families, all of whom had a child receiving specialist care at the unit. The council had embarked on a consultation with a view to closing the centre.

The parents had been told that alternative provision would be made for their children but this was a considerable distance away – in one case as far as Yorkshire!

The majority of the parents are single parents reliant on state benefits and so qualified for legal aid. They had been unable to find a solicitor to help them because it needed a specialist in public law.

Harrow Law Centre took up the case and advised the 67 families that as the home was due to close in a matter of weeks the only possible way to challenge the closure was by way of judicial review.

At the permission hearing permission was given for judicial review and the closure of the children’s unit was put on hold.

At the Full hearing it was revealed that the council had not conducted assessments of the children, which they were legally obliged to do. The council has now been instructed to carry this out and the Judge has requested a second hearing date.

The home was due to close on September 9th 2011 but at the time of writing it is still open. We do not know yet whether the parents will succeed in keeping the home open on a permanent basis.

Without Harrow Law Centre this group of vulnerable families would not have been able to challenge the council’s decision to close the unit. Furthermore it would not have come to light that the council had not carried out the vital needs assessment it was obliged to do.

Refugee Children’s Rights Project

(based at Islington Law Centre) won a landmark Supreme Court case on the rights of children to express their views in immigration cases.

Rochdale Law Centre’s breakfast drop-ins at a local youth homeless hostel.

Brent Community Law Centre received Fairshare funding to offering outreach advice and volunteering opportunities to young people.
Challenging discrimination on all fronts
The Equalities and Human Rights Programme

There is no doubt that the past year has been a very challenging one for equality and human rights in the UK.

We have witnessed a series of negative developments and publicity, not only on human rights in general and the Human Rights Act 1998 in particular, but a threat to the UK equality legislation as well. Considering the current legal framework has evolved over the past forty years, these recent developments are a major concern for everyone.

The Equality Act 2010 only came into effect on 1st October 2010 and we already know that aspects of it will not be implemented. The government is also considering the removal of third party harassment protection.

The Equality and Human Rights Commission (EHRC) is undergoing fundamental changes that will take away many of its powers and most of its current role, including grant making. These changes, coupled with other proposals such as the Legal Aid Bill, will result in unequal access to free independent discrimination advice for vulnerable individuals and groups in our society.

The establishment of a Bill of Rights Commission is another development that presents a challenge, particularly when considering that influential sections of the media and others use misinformation in debates about human rights in the UK.

Law Centres use these laws to gain access to vital services for their clients every day. In the past year, Law Centres helped over 4,000 people and achieved some notable successes.

We believe that justice is fundamental and that rights are meaningless unless they can be asserted. We will continue to seek alternative ways to provide essential equality and human rights legal advice and representation to our clients.

Challenging Discrimination
A case study

Treatment of unaccompanied children

Sonia tried to use the telephone banking service of a large international bank on many occasions. Despite being able to answer all the security questions, she was not allowed to use her bank account because the call centre staff thought her voice sounded “too male”.

Her local branch had entered on her computer record that she is a transgender person. Yet each time she rang the bank’s call centre the same problem occurred.

Sonia tried complaining many times but got nowhere. She therefore turned to her local Law Centre for assistance. With the Law Centre’s help she began a discrimination claim under the Equality Act 2010.

The bank agreed to mediation with Sonia. Funded by the Equalities and Human Rights Commission, using their mediation service.

Sonia was delighted with the outcome. The bank agreed to change its policies and procedures to make sure this kind of thing could not happen again and she was awarded compensation.

Thank yous and farewells

This year we bid farewell to several dear Law Centre people.

Jamie Ritchie, who had been a solicitor with Brent Community Law Centre, retired this year after over three decades in the saddle. Many colleagues will remember Jamie’s contributions at Law Centres meetings: they are always principled and passionate and reflect a conscientious and inventive man who is a staunch supporter of access to justice.

Thanks are due to Jane Backhurst and Clare Rudebeck, who for two years had been working with Law Centres and other partners on campaigning and communications. Jane’s enthusiasm and Clare’s astute perceptiveness have played a big part in LCF’s achievements in these fields. We wish both the best of luck in their respective paths.

In fond memory of:

John McLean, this year Law Centres lost a well-liked and much-respected colleague, John McLean. John was a Housing Solicitor at Paddington Law Centre where he had worked for 25 years, initially as an adviser and subsequently as a solicitor. A quiet, thoughtful, extremely intelligent man, John had travelled the world in his younger days and spoke six languages including Japanese. John died after suffering a stroke on holiday in France in April. He will be very much missed by his family whom he loved, by his colleagues and by his many clients.

Reita Clarke MBE, another inspiring Law Centre stalwart, sadly passed away in the summer. Reita was a sprightly seventy-something who had given years of voluntary service to the management committee of Luton Law Centre and to the LCF Executive Committee, serving as LCF Chair as well as a Committee member until 2010. Reita believed that community members should stand by their Law Centre and support it by getting involved. Always quick with a kind word, a compassionate insight and a warm smile, Reita is truly a great loss and will be sorely missed.

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These summarised financial statements contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31 March 2011, but are not the full statutory report and accounts.

The summary financial information shows the income raised for our activities was £1,196,231, the cost of raising the income and the amounts spent on our charitable activities was £1,009,060.

The information is taken from the full financial statements which were approved by the trustees on 30 October 2011.

In order to gain a full understanding of the financial affairs of the charity, the full audited financial statements, trustees’ annual report and auditors’ report should be consulted. Copies can be obtained from the Law Centres Federation.

Signed on behalf of the trustees

Nick Whittingham
Treasurer
16 November 2011

---

**Balance Sheet (£) 2011 (£) 2010 (£)**

<table>
<thead>
<tr>
<th>Current assets</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debtors</td>
<td>3,800</td>
<td>65</td>
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<tr>
<td>Grants receivable</td>
<td>68,499</td>
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<td>Trade debtors</td>
<td>32,474</td>
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<td>Cash at bank and in hand</td>
<td>489,691</td>
<td>336,930</td>
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<td>Deferred income</td>
<td>67,375</td>
<td>50,875</td>
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<table>
<thead>
<tr>
<th>Creditors: amounts falling due within one year</th>
<th>2011</th>
<th>2010</th>
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<tr>
<td>104,198</td>
<td>157,704</td>
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<table>
<thead>
<tr>
<th>Net current assets</th>
<th>422,891</th>
<th>235,720</th>
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<tbody>
<tr>
<td>Net assets</td>
<td>422,891</td>
<td>235,720</td>
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<tr>
<td>Total funds</td>
<td>422,891</td>
<td>235,720</td>
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### Income and expenditure 2010/11

#### Income

<table>
<thead>
<tr>
<th>Source</th>
<th>2011 (£)</th>
<th>2010 (£)</th>
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<tbody>
<tr>
<td>Subscriptions from Law Centre members</td>
<td>99,360</td>
<td>102,744</td>
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<td>Donated facilities</td>
<td>37,000</td>
<td>89,984</td>
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<tr>
<td>Legal Services Commission</td>
<td>186,000</td>
<td>186,000</td>
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<tr>
<td>London Councils Policy &amp; Voice</td>
<td>69,508</td>
<td>89,984</td>
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<tr>
<td>London Councils 2 Tier</td>
<td>35,000</td>
<td>35,000</td>
</tr>
<tr>
<td>London Councils Employment Tribunal</td>
<td>225,270</td>
<td>233,128</td>
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<tr>
<td>Big Lottery Fund — Working Together for Advice</td>
<td>154,320</td>
<td>329,112</td>
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<tr>
<td>Paul Hamlyn Trust — Young Peoples’ Programme</td>
<td>64,637</td>
<td></td>
</tr>
<tr>
<td>John Ellerman Foundation — Young Peoples’ Programme</td>
<td>30,000</td>
<td>30,000</td>
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<tr>
<td>Equalities and Human Rights Second Tier Project — EHRC</td>
<td>54,000</td>
<td>27,000</td>
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<tr>
<td>Big Lottery Fund — Basis — Big Lottery Fund</td>
<td>7,295</td>
<td>46,348</td>
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<tr>
<td>Baring Foundation — Law Centre Model Project</td>
<td>50,000</td>
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<tr>
<td>Baring Foundation — Strengthening Specialist Advice</td>
<td>104,050</td>
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<tr>
<td>Gifts in kind</td>
<td>10,188</td>
<td>36,062</td>
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<tr>
<td>Annual conference</td>
<td>9,064</td>
<td>6,952</td>
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<tr>
<td>Sundry income and small grants</td>
<td>58,631</td>
<td>20,215</td>
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<tr>
<td>Other income</td>
<td>2,128</td>
<td>70,917</td>
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<tr>
<td><strong>Total Income</strong></td>
<td>1,198,231</td>
<td>1,243,562</td>
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#### Expenditure

<table>
<thead>
<tr>
<th>Category</th>
<th>2011 (£)</th>
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<td>Staff costs</td>
<td>536,926</td>
<td>536,071</td>
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<tr>
<td>Travel and subsistence</td>
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<tr>
<td>Premises costs</td>
<td>33,898</td>
<td>43,788</td>
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<tr>
<td>Communication &amp; office costs</td>
<td>12,168</td>
<td>36,843</td>
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<tr>
<td>Grant transfers</td>
<td>1,183</td>
<td>66,247</td>
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<tr>
<td>Gifts in kind</td>
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<tr>
<td>Legal and professional fees</td>
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<td>15,586</td>
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<tr>
<td>Publications</td>
<td>13,515</td>
<td>14,554</td>
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<tr>
<td>Management and other meetings</td>
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<tr>
<td>Training and consultancy</td>
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<td>25,347</td>
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<tr>
<td>Employment Tribunals payments to Law Centres</td>
<td>208,791</td>
<td>225,759</td>
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<tr>
<td>Project costs</td>
<td>1,009,060</td>
<td>1,185,815</td>
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#### Other Expenditure

<table>
<thead>
<tr>
<th>Category</th>
<th>2011 (£)</th>
<th>2010 (£)</th>
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<tbody>
<tr>
<td>Housekeeping</td>
<td>693</td>
<td>657</td>
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<tr>
<td>Relocation</td>
<td>0</td>
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<tr>
<td>Bad debts expense</td>
<td>660</td>
<td>11,358</td>
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<tr>
<td>Insurance</td>
<td>1,480</td>
<td>1,405</td>
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<tr>
<td>Bank charges</td>
<td>184</td>
<td>363</td>
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<tr>
<td>Bank staff costs</td>
<td>0</td>
<td>2,697</td>
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<tr>
<td>Depreciation</td>
<td>4,970</td>
<td>1,794</td>
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<tr>
<td>Website Development</td>
<td>200</td>
<td>2,100</td>
</tr>
</tbody>
</table>
LCF Executive Committee, staff and supporters

Appointed 26 November 2010

LCF Executive Committee

Officers
Chair Paul Im Thurn
Staff, Cumbria Law Centre
Vice Chair Ruth Hayes
Staff, Islington Law Centre
Vice Chair Gillie Sharp
Staff, Luton Law Centre
Treasurer Nick Whittingham
Staff, Kirklees Law Centre
Secretary Graham Partridge
Staff, Avon and Bristol Law Centre

Law Centres’ Management Committee Representatives
Ruth Appleton
Hackney Community Law Centre
Sue Martin
Surrey Law Centre
Ian Rajaratnam
Cross Street Law Centre

Law Centres’ Staff Representatives
Sue Bent
Coventry Law Centre
Gwen Innis
Luton Law Centre
Kevin Miles
Bury Law Centre
Joanie Wilkinson
Camden Community Law Centre

Law Centres Federation Annual Report 2010|11

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Flora Williams
Equalities and Diversity Manager
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020 7842 0735

Our supporters

Grants and Donations
Allen & Overy LLP
Baring Foundation
Big Lottery Fund
Equality and Human Rights Commission
European Union
Freshfields Bruckhaus Deringer LLP
The John Ellerman Foundation
Legal Services Commission
London Councils
London Legal Support Trust
Paul Hamlyn Foundation

Other supporters

Access to Justice Foundation
Berwin Leighton Paisner LLP
Charles Russell LLP
Clifford Chance LLP
Cloisters Chambers
DLA Piper International LLP
Doughty Street Chambers
Everhed LLP
Garden Court North Chambers
Herbert Smith LLP
Hogan Lovells International LLP
Irwin Mitchell LLP
Legal Action Group
Matrix Chambers
Mayer Brown International LLP
Monckton Chambers
Trust for London (formerly City Parochial Foundation)

Special thanks go again to Freshfields Bruckhaus Deringer LLP for the great office that allows us to work more efficiently and provide enhanced support to Law Centres and their communities.
Law Centres

- Avon and Bristol Law Centre
- Battersea Law Service (Law Centre)
- Battersea Law Centre (part of South West London Law Centres)
- Birmingham Law Centre
- Bradford Law Centre
- Brent Community Law Centre
- Bury Law Centre
- Cambridge House Law Centre
- Camden Community Law Centre
- Cardiff Law Centre
- Central London Law Centre
- Chesterfield Law Centre
- Coventry Law Centre
- Cross Street Law Centre (formerly Thamesmead Law Centre)
- Croydon and Sutton Law Centre (part of South West London Law Centres)
- Derby Citizens Advice and Law Centre
- Greenwich Law Centre
- Hackney Community Law Centre
- Hammersmith and Fulham Law Centre
- Harrow Law Centre
- Harrow Law Centre
- Haringey Law Centre
- Harlow Welfare Rights and Advice
- Harrow Law Centre
- Hillingdon Law Centre
- Isle of Wight Law Centre
- Islington Law Centre
- Kingston and Richmond Law Centre (part of South West London Law Centres)
- Kirklees Law Centre
- Lambeth Law Centre
- Law Centre (Northern Ireland) – Belfast Office
- Law Centre (Northern Ireland) – Western Area
- Luton Law Centre
- Merton Law Centre (part of South West London Law Centres)
- Newcastle Law Centre
- North Kensington Law Centre
- Nottingham Law Centre
- Oldham Law Centre
- Paddington Law Centre
- Plumstead Community Law Centre
- RAD (Royal Association for Deaf People) Deaf Law Centre
- Rochdale Law Centre
- Sheffield Law Centre
- South Manchester Law Centre
- Southwark Law Centre
- South West London Law Centre
- Springfield Law Centre
- Streatham Community Law Centre
- Surrey Law Centre
- Tower Hamlets Law Centre
- Trafford Law Centre
- Vauxhall Law and Information Centre
- Wandsworth and Merton Law Centre (part of South West London Law Centres)
- Wiltshire Law Centre
- Wythenshawe Law Centre