



Legal Aid Practitioners Group **Annual Review 2017**





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Welcome from LAPG Co-Chairs

Jenny Beck and Nicola Mackintosh QC (Hon)

LAPG is a membership organisation. Our members are legal aid firms and not-for-profit organisations that carry out legal aid work. They are located throughout England and Wales. We are also very pleased that the Association of Costs Lawyers legal aid group are members as indeed are a growing number of individual barristers.

We knew that the impact of the Legal Aid, Sentencing and Punishment of Offenders Act would be devastating. However it has, in fact, had an impact on access to justice and society as a whole which is more devastating than could have been foreseen. See the table for the drop in the number of new advice cases. In all areas apart from mental health, 2009-10 was the highest year, LASPO came in on 1 April 2013 and we have inserted some years to show the impact. As we said in the second edition of our Manifesto published in October 2017:

“LASPO removed whole areas of law from the scope of legal aid and drastically reduced the percentage of the population eligible for legal advice and representation. We warned at the time of the damaging effect that the changes would have on ordinary people. However the reality has been far worse than we ever could have imagined. In 2015....communities have been left without access to the vital advice and representation that they desperately need.”

We highlighted in last year's report and continue to highlight in all our work, that even where legal aid is still

available: *“it is increasingly difficult to access because of unnecessary and costly bureaucracy, which seems to be designed to prevent the help from being provided.”*

We called for a number of changes which are urgently required. We supported the wide ranging proposals in the Bach Commission's final report “The Right to Justice” but feel that it is important to tackle some of the worst results of the LASPO reforms urgently. Why? As we say in the Manifesto:

“We have now seen what happens when access to justice is removed from people within our democracy: further inequality, marginalisation of the most vulnerable, increased cost to the public purse, and a fundamental impact on our society.”

At LAPG we work for change.



Jenny Beck of Beck Fitzgerald



Nicola Mackintosh QC (Hon) of Mackintosh Law

We **influence** the policy makers by lobbying for improvements to the rules and regulations, by fighting for change to remedy some of the most devastating impacts of the cuts, and by tirelessly informing and advising decision makers on the likely consequences of proposed actions. As an example, Jenny Beck appeared before the Justice Committee during their evidence session on the Prisons and Courts Bill. Jenny was also involved in all the meetings with the Ministry of Justice about how to amend the regulations leading to the legal aid changes for domestic abuse work. Nicola Mackintosh was one of the Bach Commissioners, along with committee members, Julie Bishop and Laura Janes and director Carol Storer. Jenny Beck and committee member Jawaid Luqmani gave evidence to the commission.

Legal help / controlled legal representation matters started

Financial Year	Family	Immigration	Mental health	Other non-family	Total matter starts
2009-10	308,838	98,539	38,109	488,329	933,815
2012-13	204,252	52,374	41,407	275,708	573,741
2013-14 (First year post LASPO)	43,097	28,157	42,242	60,091	173,587
2016-17	35,304	29,085	37,696	45,124	147,209

Source: <https://www.gov.uk/government/statistics/legal-aid-statistics-july-to-september-2017>

We provide **operational support** to all those on the front line by campaigning for improvements to the administration of the scheme and by helping providers to resolve their contracting and management issues.

We foster a **community** of legal aid lawyers by celebrating, training and supporting current practitioners and those who aspire to work in access to justice.

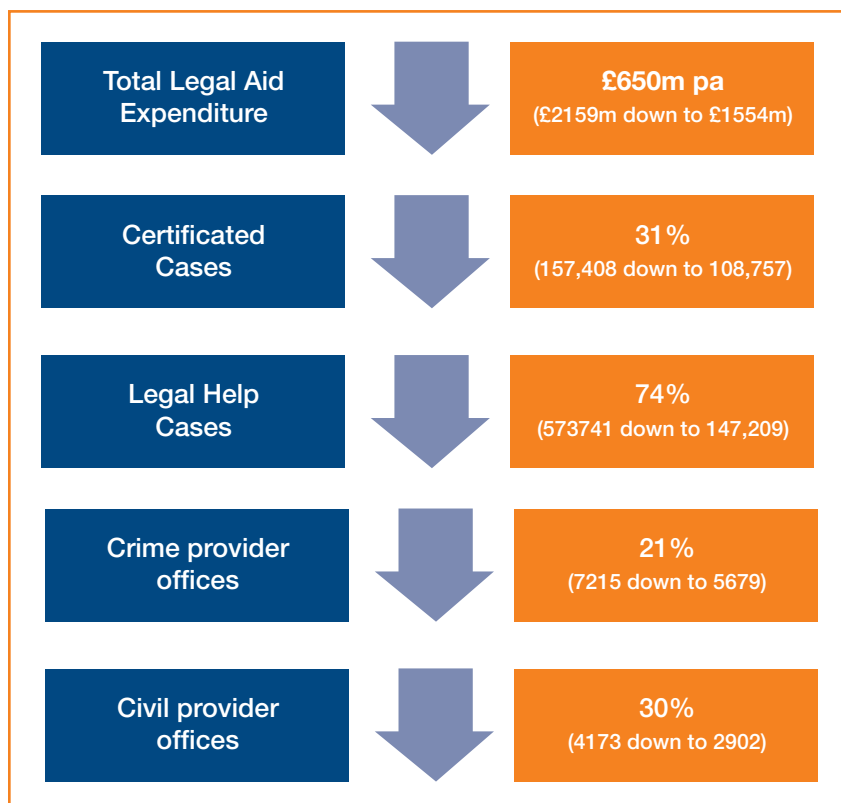
LAPG's voluntary committee of specialist lawyers help answer member enquiries, attend meetings with the Ministry of Justice and Legal Aid Agency on their subject areas, speak at the LAPG conference and help out at all our events including the Legal Aid Lawyer of the Year awards (the LALYs). They attend our committee meetings and the officers of the committee are the business sub-committee which discusses finance and strategy in detail.

We have established a Friends of LAPG network for people who do not carry out legal aid work and aim to keep that group in touch with the legal aid world and hold events for them.

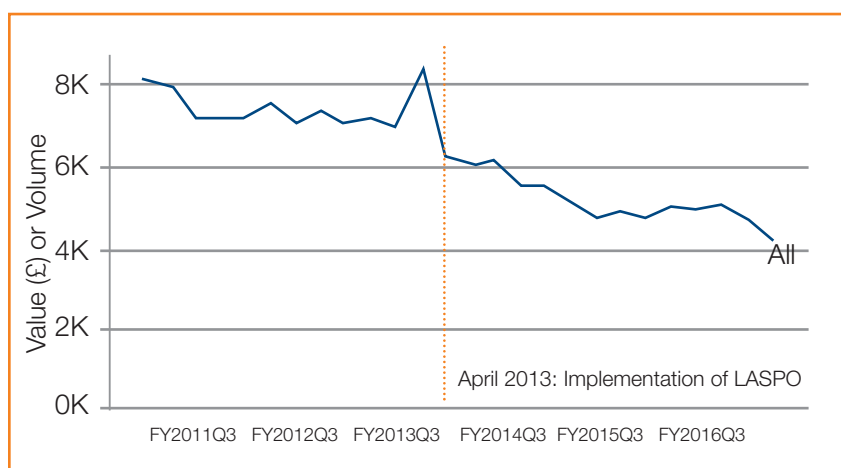
Finally, we cannot do any of this important work without the help and support of our members. We are extremely proud of our membership and the work of legal aid lawyers. We are grateful for the hours of help and support from members, partners, stakeholders and representative bodies – all of whom are seeking to ensure members of the public have real access to justice.

As we say in the introduction to our Manifesto : *“Urgent action is needed to protect the rights of ordinary people and to ensure that we have a legal aid system, and therefore a justice system, which not only works today, but also for future generations.”*

We will continue to do all we can to improve the justice system.



Comparing 2012/13 (pre-LASPO) to 2016/17 – Number Crunching



Non-Family Volume



Operational Support



We aim to support legal aid practitioners by providing services to members to ensure their sustainability and the quality of their services.

Updates to members

LAPG members receive regular updates about operational and policy issues, news and events. Members consider this essential reading to maintain a working understanding of the legal aid scheme. We send updates out as and when they are needed – this usually works out at once a week.

Meetings

We regularly meet with the Legal Aid Agency and the Ministry of Justice to represent the views of our members, legal aid practitioners more broadly, and the needs of clients. We tackle thorny technical issues to try to simplify and improve the system. We also worked closely with other representative bodies to influence the 2018 Civil Contracts and tender processes, LAA audits and financial controls, high costs cases, CCMS, changes to crime contracts and fee schemes.

Member queries



Members regularly contact us to seek help with problems affecting their practice. We call on the expertise of our staff and committee, who have extensive knowledge and experience of the legal aid scheme, practice management and business development. If we are unable to assist we connect members to sources of external expertise.

By assisting members with queries we gain an understanding of practical and policy issues impacting on practitioners and clients. We raise these issues, anonymously where requested, with the LAA or MOJ and provide feedback to

members. If the response is of wider public interest we publicise it in an update or on our website.



Lord Bach presents LAPG CPM Certificates

Training courses

We support the delivery of high quality and sustainable legal services through ongoing training and practical support. Our programme includes unique courses tailored to the needs of practitioners and covers specific legal aid content as well as practice management and supervisory skills.

Pop-Up Briefings: two hour seminars on current issues affecting practitioners. Our courses this year helped legal aid providers understand the 2018 Civil Contracts and tender process. We ran courses in Leeds, Bristol and London.

The LAPG Certificate in Practice

Management: our intensive management training course is designed to enable busy lawyers and managers to develop the skills essential for running a successful legal practice: financial management; business development; risk management and compliance; profile; legal aid contract management; human resources. The course is delivered by sector experts over four sessions, with online learning, and spaced over four to five months. Each module can also be attended as a discrete training session.

Supervision courses and bespoke training:

we provide courses designed around the LAA supervisor requirements and can tailor our courses to meet the training and development needs of particular organisations.

Training and Support for NfPs: LAPG was commissioned by The Legal Education Foundation to collate and share the resources developed by Future Advice funded projects. We are running workshops for NfP advice providers, developing an online portal for accessing resources and facilitating intensive consultancy support to help organisations embed new ideas and improve their systems.

- More information about our training is on our website www.lapg.co.uk/courses

CCMS

The Client and Cost Management System became mandatory in April 2016 so that all civil legal aid applications and billing could be submitted online. Despite four years of testing, the system remains enormously problematic for practitioners, clients and LAA staff. In February 2017 we conducted a survey of users and received over 400 responses. The vast majority of users found the system cumbersome and unreliable and a further impediment to clients accessing timely legal advice. We have used the data to feed directly into the LAA's development work on the system.



Chris Minnoch, Operations Director

Community



We aim to build a community of legal aid advice providers and to support that community through training, conferences and events.

Updates

Members receive on average one update per week. The updates cover important operational issues and provide us with an opportunity to share news and events and build a sense of community.

Annual conference and dinner

London was the venue for the 2017 conference, AGM and dinner. Herbert Smith Freehills kindly hosted the conference, which included the usual mix of plenary and workshop sessions designed to provide legal aid practitioners with specialist knowledge, policy updates and a chance to network. It commenced with a panel of distinguished speakers from the main regulators. A particular highlight was the afternoon plenary featuring experienced sector figures discussing survival strategies and taking questions from the floor.

The Legal Aid Agency and Ministry Of Justice attended to answer practitioners' questions and provide an overview of future policy direction, and they have since acted on delegate feedback to take a more pragmatic approach to auditing and compliance. The workshops included sessions on costs, family law, public law, advocacy for vulnerable clients, criminal defence, a range of management issues

and two sessions from Young Legal Aid Lawyers directed at the next generation of practitioners.



The Legal Aid Lawyer of the Year awards

The LALYs are a chance to celebrate the passion, determination, dedication and incredible impact of legal aid lawyers. Compered by Sky News' Anna Jones, with awards presented by Baroness Doreen Lawrence, the 2017 LALYs in London saw over 450 guests provide rousing applause for some of the legal aid world's unsung heroes.

The 2017 winners were:

1. *Legal Aid Newcomer* – Tom Royston, Garden Court North
2. *Immigration & Asylum* – Kaweh Beheshtizadeh, Barnes, Harrild & Dyer
3. *Legal Aid Barrister* – Philip Rule of No5 Chambers
4. *Family Private (inc Mediation)* – Mary Shaw, David Gray Solicitors
5. *Family Public* – Sheila Donn, Philcox Gray Solicitors
6. *Social & Welfare* – Stuart Luke, Bhatia Best
7. *Public Law* – Keith Lomax, Minton Morrill Solicitors
8. *Criminal Defence* – Graeme Hydari, Hodge, Jones & Allen



LALY - The Winners

9. *Children's Rights* – Solange Valdez-Symonds, Project for the Registration of Children as British Citizens/Migrant Resource Centre
10. *Legal Aid Firm/Not-for-profit Agency* – Community Law Partnership
11. *Access to Justice through IT* – Advicenow, Law for Life
12. *Outstanding Achievement* – Sue James, Hammersmith & Fulham Law Centre

Young Legal Aid Lawyers

We work closely with YLAL on a range of initiatives. They sit on our committee and provide joint secretariat support to the All-Party Parliamentary Group on Legal Aid. We support each other's policy and campaigning work and speak at events to try to encourage and support up and coming legal aid lawyers. Each year we also ensure university and college students can attend our events at heavily subsidised rates and we speak at law fairs to encourage students to consider a career in legal aid work.



Influencing



We aim to represent the interests of legal aid practitioners and clients to Government, the LAA and the wider community and to champion access to justice through legal aid.

All-Party Parliamentary Group on Legal Aid

The All-Party Parliamentary Group (APPG) on Legal Aid was established in July 2009, and is co-sponsored by LAPG and Young Legal Aid Lawyers (YLAL). The group brings together members of the House of Lords and the House of Commons to discuss issues relating to legal aid. Its terms of reference are:

“To promote parliamentary and public understanding of the importance of the role of publicly funded legal services as a pillar of the welfare state and in reducing inequalities in society. To scrutinize and influence any proposals for the reform of Legal Aid provision to ensure that access to justice for all members of society is preserved and improved.”

We have funding from The Legal Education Foundation until 2018 to run the APPG and to improve understanding of legal aid among MPs, their



Laura Janes, Committee member and Andy Slaughter MP at the 1st November reception

caseworkers and local authority councillors. This covers the salaries of Rohini Teather and Chris Peace, the two part-time project workers. We will in 2018 seek further funding to be able to continue this work.

The surprise general election in June meant the APPG could not meet. Post election, the inaugural meeting took place in July 2017 and we are delighted to retain Karen Buck MP as chair, with Lord Bach, Yvonne Fovargue MP, Dominic Grieve MP, Andy Slaughter MP and Alex Chalk MP all elected as vice-chairs. This meeting covered issues of housing law in the wake of the Grenfell Tower Fire, the Law Society's recent report on access to justice, an update on criminal legal aid and the Bach Commission report.

In September the APPG held a joint meeting of the Chairs and Secretariats of 5 APPGs specialising in access to justice. The October APPG meeting returned to the legal and regulatory issues arising from the Grenfell Tower Fire and the need to improve legal rights for tenants. Speaking at the meeting were Karen Buck MP, Giles Peaker (partner, Anthony Gold Solicitors), Justin Bates (barrister, Arden Chambers) and Emma Dent Coad, MP for Kensington.

At the end of October, the Ministry of Justice announced that the review of LASPO would proceed. The Justice Select Committee will also conduct their own post-legislative review. The APPG was quick to act and held a meeting on 5th December 2017 at which Bob Neill MP, chair of the Justice Select Committee spoke of the forthcoming review. The second edition of the LAPG Manifesto for Legal Aid



Bob Neill MP, Carol Storer, David Gilmore of DG Legal and Swee Leng Harris of TLEF

was presented by LAPG co-chairs Jenny Beck and Nicola Mackintosh QC (Hon). The LASPO review was put on hold but is due to run until the summer parliamentary recess in 2018.

APPG Plus Project: Casework and Constituents

The Legal Education Foundation grant has enabled Rohini and Chris to meet with MPs, their caseworkers and councillors across the country to try to establish whether they are able to recognise constituents who have an issue which has a legal solution, if they would be eligible for legal aid and to make the appropriate referrals to a local legal aid provider. The results of these meetings have been very mixed, especially between city and rural areas where provision greatly varies, but our input has been consistently welcomed and relationships have been forged.

These discussions identified a number of areas where they felt that further training would be very useful. These were:

1. Legal aid: what remains within scope, financial eligibility and referrals;
2. Identifying legal issues;
3. Housing law;
4. Immigration law.



On Wednesday 1st November we held a reception at Portcullis House. The event was to launch a training programme designed for MPs and their caseworkers and to publicise resources and websites useful to caseworkers. In total fifteen stallholders from a variety of backgrounds, including the Housing Law Practitioners' Association (HLPa), the Immigration Law Practitioners' Association (ILPA) and LASA were represented and demonstrated a variety of websites, guides and tools to the attending MPs and their casework teams.

The reception was introduced by Karen Buck MP, Yvonne Fovargue MP, and Alex Chalk MP, who was chair of the APPG on Pro Bono and Public Legal Education and vice-chair of the APPG on Legal Aid. The speakers all spoke about the wonderful work that their caseworkers did among their constituents and welcomed both the training and resource initiatives. Over 15 MPs from all the major parties in attendance and 50 caseworkers signed up for training in Westminster and in their local communities.

The **Casework and Your Constituents** training course has been designed in collaboration with a number of partner organisations, including HLPa, ILPA and LawWorks and we have now delivered these courses in Westminster:

1. **An introduction to legal aid:** an interactive session with Matthew Howgate of DG Legal;
2. **Identifying legal issues:** we have been involved with the creation of a course by LawWorks and the APPG on Pro Bono as part of National Pro Bono Week. This will be delivered by David Locke QC;

3. **Housing law:** an interactive session with a Connor Johnston (barrister, Garden Court Chambers) and Simon Marciniak (partner, Miles & Partners) from HLPa;
4. **An introduction to immigration law:** an interactive session with Jawaaid Luqmani of Luqmani Thompson & Partners.

We will be holding further training in Sheffield, Leeds, Manchester and Wales.

We are once again grateful for the input of our APPG Steering Group, which is made up of members from LAPG and YLAL. The current members of the steering group are Heather Thomas, Laura Janes, Natalie Wilkins, Oliver Carter, Phil Walsh, Verity Quaite, Carol Storer, Chris Minnoch, Chris Peace, Rohini Teather, Siobhan Taylor-Ward and Katherine Barnes.

Chris Peace says,

"I am delighted to be supporting the invaluable work of the APPG on Legal Aid, specifically reaching out to MPs, their caseworkers and Councillors in the North of England. I have met with MPs' caseworkers and councillors from different locations and it is clear that the need for advice on a variety of social justice issues is high. Being a councillor myself, I was already aware that constituents were turning to their MPs and councillors when they did not know they could get legal aid advice. Our work has confirmed that the national need for expert legal aid advice is as high as ever. The work we are doing in supporting MPs, caseworkers and councillors will have a positive impact for their constituents."

Rohini Teather says,

"It is an extremely exciting time to be involved with the work of the APPG. LASPO took legal support from hundreds of thousands of people. Our work with MPs and their caseworkers has highlighted the high volume of constituents turning to their MPs because so many other doors are closed to them. With the impending LASPO review, we have a real opportunity to work with parliamentarians and policy-makers. To provide the knowledge and resources that they need when they advise those constituents. To assist them in making referrals to legal aid firms

and law centres. This is a great opportunity to tell them our stories, to show them how the system works in practice. And to work with them to build a better one."

Bach Commission

Several members of the LAPG committee were members of the Bach Commission: Julie Bishop, Laura Janes, Nicola Mackintosh and director, Carol Storer. The final report was launched at the Labour Party Conference on 25th September 2017 and a House of Lords debate was held on 12th December.

LASPO Review

The Ministry of Justice review along with the Justice Select Committee's post-legislative review had not progressed at the end of 2017 and we will ensure that LAPG will use every opportunity to feed in the views of our members and influence the process.

Manifesto

The second edition was launched at the LAPG Annual Conference and had its parliamentary launch at the APPG meeting on 5th December 2017.

Press Coverage

Chris Minnoch continues to write for *Legal Voice* and Carol Storer for *Legal Action*.



Finances and Membership

Our financial year is January to December. Our 2017 accounts were being prepared as this annual review went to press. Below are our most up to date figures.

Income	£	£	Expenses	£	£
	2016	2015		2016	2015
Membership Income	53,530	56,810	Salaries & related costs	96,962	69,856
Conference, dinner tickets, sponsorship & courses	49,494	31,739	Conference, dinner & training expenses	61,631	90,682
LALY sponsorship & tickets	51,720	57,729	LALY expenses	44,559	37,982
Grant income	69,418	114,101	Governance	4,530	3,990
Misc income	2,493	1,272	Office costs	8,543	8,776
			Misc expenses	2,423	12,758
Total Income	226,655	261,651	Total Income	218,648	224,044

Profit in 2015 was £37,626 and in 2016, £8,043. Capital and reserves were up from £76,949 in 2015 to £84,973 in 2016.

Many thanks to **The Legal Education Foundation** for grant funding to develop and deliver part of our training



programme, the Access to Justice through IT award in the LALYs, and our APPG Plus work.

LAPG welcomes two new project workers

Thanks to funding from The LEF we recruited two part-time workers to run the All Party Parliamentary Group on Legal Aid and to work with MPs, their caseworkers and councillors, assessing what information they have and what resources they would like to aid their constituents. See “Influencing” section for more information.



Christine Peace



Rohini Teather

Director's Report

Over the years a striking feature of life in the LAPG office has been how much variety there is.

Some years we respond to numerous different consultations, or spend months responding to a single one. At other times we have travelled around the country delivering training. Some years have been spent closeted in the Legal Aid Agency offices discussing detail on contracts.

This year it feels as if all of these activities – so often spread out – have all come together.

In last year's report we identified that we would:

- Continue to try to improve the system
- Work on the domestic violence evidence requirements
- Help members navigate the 2018 civil tender round
- Continue to work on civil and criminal matters with other representative bodies
- Deliver training and develop resources for members
- Expand the APPG work
- Work to improve CCMS
- Continue to highlight the many people who cannot obtain advice and representation



How Have We Done?

Improving the system

At the start of the year we were putting a lot of our time into preparing for the LASPO post implementation review. In January, at the APPG on Legal Aid which we run with Young Legal Aid Lawyers, the then Minister for Legal Aid Sir Oliver Heald announced that it would start.

Then the year's defining event was announced – the election. At that point government is very limited in what it can do and so everything came to a halt, including the review and changes to the domestic violence regulations. Fast forward to 30 October when the post legislative memorandum was served on the Justice Committee (but the LASPO Post Implementation Review was further delayed).

Work on the domestic violence evidence requirements

Changes were made to reflect the judgment in the Rights of Women case. LAPG remains concerned that there are still too many obstacles for those who suffer domestic abuse and will continue to campaign on this.

Continue to work on civil and criminal matters with other representative bodies

We were heavily involved in the contract negotiations – The Law Society, Advice Services Alliance, the Bar Council and LAPG are the consultees when new contracts are prepared. We identify concerns with proposed changes as well as raising time and time again concerns about the existing provisions. We must thank committee member Matthew Howgate of DG Legal who contributed a huge amount of work on this. We are not allowed to consult more widely than our committee (and sometimes not even with them). And it goes without saying that while we put forward a lot of suggestions, many lead to no change at all.

Consultations loomed large this year – we responded to or were involved in meetings on – the crime fee schemes



Carol Storer, Director

(Advocates' Graduated Fee Scheme and the Litigators' Graduated Fee Scheme), Housing Possession Court Duty Scheme, Criminal Bills Assessment Manual, tribunal procedure and Universal Credit.

Expand the APPG work

Within the office we appointed two new members of staff to run the APPG and APPG Plus project – see influencing section. Rohini Teather and Chris Peace work in London and Sheffield respectively.

Work to improve CCMS

We ran a survey to find out what practitioners thought of the software system CCMS. All civil legal aid applications have to be made online. Over 400 people responded to our survey and it was clear that several years after the system was rolled out there were problems over a wide range of issues – in applying for legal aid, in seeking amendments and in billing.

Sometimes problems arise because of the system, sometimes a lack of training, sometimes a lack of stability – all issues that dismay practitioners and lead to clients' cases taking longer to process or in some cases leading to a lack of legal aid where it should be granted.

And more

Nicola Mackintosh stood down from the Law Society Council and I took over LAPG's seat. I have been on The Law Society Access to Justice Committee for over 10 years.

Supporting LAPG

Become a Member of LAPG

Our membership income enables us to be independent and represent legal aid providers across England and Wales.

Annual membership for firms starts at £195. Membership can also be negotiated via associations and umbrella bodies. Individuals such as barristers pay £100 and pupils and students are offered reduced rates.

All members receive regular email updates and receive discounted access to events and training courses, with special offers on online and face to face events.

Become a Friend of LAPG

Friends of LAPG was set up to enable us to engage with the wider legal community. We aim to keep LAPG Friends up to date with what is going on in the legal aid world, with our campaigns and our parliamentary activity.

If you have an interest in access to justice, and you're not currently working in legal aid, speak to us about becoming a Friend of LAPG. This requires no financial contribution, just support for our work.



Become a member of LAPG's committee

LAPG is supported by a committee of experienced and knowledgeable practitioners and practice managers. The committee represents all areas of law covered by legal aid and members come from small, medium and large firms and not-for-profits from across the country.

The committee provides governance and supports LAPG's staff. Committee members assist with enquiries from member organisations and are actively involved in campaigning and provide practical support for our events.

Attend our events

We run many training courses on which we receive very good feedback. Meeting and working with practitioners at the coalface also helps us to understand the day-to-day issues affecting those trying to deliver legal aid services. We have now reached a point with the LALYs where over 450 people want to attend and our annual conference attracts over 150 people.



Become a volunteer

We're always open to suggestions on how those with an interest in our work can assist on a voluntary basis. Are you interested in research? Can you provide technical expertise? Can you help us reach out to our members?

- If you want to be involved please get in touch with us: office@lapg.co.uk



LALYs outstanding achievement winner, Sue James



LAPG Staff and Committee

Thank you

LAPG could not carry out its work without the tireless support of a great number of people and organisations

LAPG Committee Members

Officers: Nicola Mackintosh QC (Hon) co-chair, Jenny Beck co-chair, Phil Walsh vice-chair, Beverley Watkins vice-chair, Jo Hickman treasurer, Lucy Verity secretary

Andrew Sperling, Rakesh Bhasin, Julie Bishop, Matthew Howgate, Dr Laura Janes, Helen Johnson, Jawaid Luqmani, Lisa Phillips, Kirsten Powrie, Justin Rivett, Paul Summerbell, Polly Sweeney

Young Legal Aid Lawyer

representatives: Katherine Barnes, Oliver Carter, Siobhan Taylor-Ward and Heather Thomas

Recently stood down from the committee: Rachel Francis, Bill Montague

Grant Funders: The Legal Education Foundation

Manifesto contributors: Co-chairs Jenny Beck and Nicola Mackintosh QC (Hon) and many members who contributed on their subject areas.

LAPG courses: Jo Edwards, Matt Howgate, Vicky Ling, John Sirodcar, Mike Forrester and Phil Howarth

LALY founder/co-organiser and freelance journalist: Fiona Bawdon

Our fantastic conference and LALY sponsors: ADD10, Accesspoint, The Bar Council, Bidwell Henderson, CILEx, DG Legal, DNA Legal, Irwin Mitchell, John M Hayes, The Law Society, Legal Action Group, The Legal Education Foundation, Matrix Chambers, Resolution, Tikit, TV Edwards and Friends of LALY17

LALY judges who looked through 1000 pages of nominations: Noel Arnold, Coram Children's Legal Centre; Diane Astin, Deighton Pierce Glynn; Fiona Bawdon, legal affairs journalist; Jenny Beck, Beck Fitzgerald; Rob Brown (chair), Corker Binning; S Chelvan, No5 Chambers; Greg Powell, Powell Spencer & Partners; Jo Renshaw, Turpin & Miller

Hosts of seminars and meetings: Herbert Smith Freehills, Hodge Jones and Allen, Irwin Mitchell, Ison Harrison, Slater & Gordon

Volunteers for the LALYs: Cal Bawdon, Saul Bawdon, Eliona Shosholli, Isobel Clarke, Alex Field, Bethan Ratcliffe

Our Landlords: Steel and Shamash (and special thanks to really helpful reception colleagues Sandra Bullen and Don Ricardo-Drayton)

For proofreading publications: Fiona Bawdon and Shirley Storer

Technical Support: Accesspoint (special thanks to Scott Brown who built the LALY nomination platform), Danny Lang

Photography throughout this publication: Robert Aberman and Richard Gray, Rugfoot Photography

And to people we work closely with all the time and really appreciate their knowledge: James Sandbach from LawWorks, Richard Miller and The Law Society Justice team (Simon Cliff, Ellie Cronin and Alice Mutasa), Matt Howgate, David Gilmore and Vicky Ling

And we record our appreciation of Sir Henry Brooke who died in January 2018, for his support, campaigning, tweeting, blogging, his work on the Bach Commission and for his great courtesy and good humour. Like everyone in the sector, we are grateful that in his alleged "retirement" he championed the cause of access to justice.