



Annual Review

2019–2020

Information

Impact



2,646,588
pageviews ▲ **7.3%**
on previous 15 months



4,085
hours
watched



Our digital
tools produced
14,359
personalised letters
to challenge
DWP decisions



Users
1,154,900
▲ **6.8%** on
previous 15 months



Our films have
been viewed
38,412 times

Reach



45% have a
household income
of below £1,100 per
month after tax



43%
identified
as disabled



21% said they
were a low-income
worker



15% said they
were black, Asian
or from a minority
ethnic group

Education

Impact



86% of
participants were
able to identify the
correct course of
action for dealing
with disrepair



92% participants
were able to correctly
identify key steps
needed to help
someone challenge
s21 eviction notice



100% of attendees of our
Fighting precarious housing
courses reported an increase
in their understanding of
housing and homelessness law

Reach

Our **community education programmes** have been designed to ensure we reach those less able to access digital help. By helping intermediaries to build the knowledge, skills and confidence needed to deal with the common legal issues their communities face, we can extend our reach deep into communities not well-served elsewhere. Our programmes reached **101 participants** from **63 community groups** including women's collectives, tenants groups, sex workers collectives, and organisations supporting victims of domestic abuse, BAME communities, people with experience of homelessness, and people with complex needs.



50% of
course participants
are BAME



Our training videos
have been watched
1,000 times

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Law for Life online:



www.advicenow.org.uk
www.lawforlife.org.uk



twitter.com/LfL_Advicenow



www.facebook.com/advicenowfl

Welcome from our Chair, Amanda Finlay

The world has changed utterly over the period of this report and Law for Life has changed to meet the challenges facing our users. Our Coronavirus landing page gives you the nitty gritty on everything from employment to court hearings. Our Affordable Advice project enables remote access to low-cost, fixed-fee legal advice, experienced family solicitors, backed up by expert online resources on Advicenow. Our housing rights courses, originally delivered in person, are now delivered remotely, boosting the knowledge, skills and confidence of community workers to help their clients, and available for thousands more to view online.

Advicenow is there “for anyone, anytime”. It will help you find local or remote advice or empower you to tackle complex problems yourself. It has made a difference to countless people and will continue to do so: empowering individuals, their family and friends, their trusted intermediaries in the community. Our users tell us they couldn’t have tackled their problems without us. They don’t need to. We are here for them.



Amanda Finlay, Chair

Looking ahead from our CEO, Lisa Wintersteiger

Next year we celebrate a decade since Law for Life launched; for over ten years we have proudly supported many millions of people in crisis. Our work with individuals and communities now needs to tackle the devastating and unequal aftermath of Covid-19 and simultaneous withdrawal from the European Union. To protect employment, housing, families, welfare and migrants’ rights we must be there for people as early as possible with routes to access justice. Most important of all, our future programmes must work with communities to shape the demands for change in policies, laws and systems that challenge the root causes of social injustice.



Lisa Wintersteiger, CEO

Who we are and why we are here

Law for Life strives for social justice by legally empowering individuals and communities. We believe everyone should be equipped with the knowledge, confidence and skills needed to deal with the law-related issues they encounter in their lives.

- We specialise in targeted and tailored public legal education and information that is user-centred, empowering and preventative.
- We deliver innovative access to justice initiatives that bring together on and offline help.
- We combine research and practice to achieve excellence in public legal education and information. We promote the importance of high quality public legal education and information in order to develop and share good practice.

“At the risk of making a huge generalisation, information about the law and legal rights is notoriously inaccessible. The language of lawyers and the law is all too often opaque. It shouldn't be that way. Advicenow plays a vital role in cutting through the nonsense and telling you what you need to know. All power to them.”

Jon Robins, The Guardian





Making a difference

Making a difference as Covid-19 hit

- We quickly adapted our Fighting Precarious Housing training programme, focussing particularly on the needs of women, to address the difficulties faced by private renters during ‘lockdown’ and its aftermath. We ran the course online over 6 weeks – each week releasing a new video that tackled a different aspect of housing law. These were accompanied by a weekly webinar which focussed on building the skills and confidence of participants, so that they were better equipped to support their community members to remain housed or to obtain meaningful support from councils. Participants were **22 community workers** from **18 groups** across London – ranging from women’s collectives to tenants groups and organisations supporting women facing domestic abuse. The interim evaluation of this course projected that over the next year participants would **support 4,752 women** dealing with section 21 eviction, temporary accommodation and homelessness applications.

- We swiftly set up a Coronavirus page on the Advicenow website – a one stop shop where we bring together all the latest information from a range of information providers. The page includes information on the lockdown and the rules and processes it has affected, for example, on travel, benefits, work, housing, and going to court. As the rules change and new measures are introduced or old measures are withdrawn we continue to add new information.
- In response to changes to how court and tribunal hearings are being managed during lockdown and beyond, we produced a short guide for LiPs to help them understand more about remote court and tribunal hearings so that they can be better prepared.

“This course has made me feel much more confident going forward. Sometimes knowing a key piece of information can be the difference between someone keeping their home or becoming homeless.”

Course participant

“We have been learning such a huge amount – the facilitation and presentation is extremely well managed and we all feel welcome and informed. All my questions have been answered! This is such a fantastic way of learning.”

Course participant

- As changes to the way PIP, ESA/UC, and DLA appeals were dealt with were rushed in during lockdown, we updated our guides on these areas so that users who could not access advice would not be disadvantaged.
- We frequently updated our Help Directory to enable users to find advice they could access without leaving home. We have continued to update it as more organisations pivoted to offering telephone and video advice.

Making a difference to Litigants in Person

We launched the pilot of a new advice service designed to meet the needs of Litigants in Person who are sorting out their finances after a divorce or going to court over child arrangements. The service dovetails Advicenow's popular step-by-step guides with fixed fee, unbundled legal advice from [Resolution](#) family lawyers at just the most crucial points in the process.

As the public-facing website of the Litigant in Person Support Strategy, Advicenow has many resources to help LiPs understand the processes and manage their cases. Many Litigants in Person don't seek the advice they need because of fear and confusion about prices, the high cost of advice, and a lack of confidence about how to do it and would it be worth it. There also simply aren't services that offer unbundled family law advice all over the country or in the way that Advicenow users need.

Law for Life and Resolution worked together to design a new service to enable Litigants in Person to get the unbundled advice they need from a panel of Resolution's solicitors

- for a fixed fee,
- in a way that dovetails seamlessly with Advicenow's guides for Litigants in Person,
- that is more affordable by reducing the time needed by the solicitor,
- in a way that enables them to feel confident about exactly what help they will receive.

The service was also designed to encourage solicitors on the panel to offer appointments remotely – via telephone, Zoom, WhatsApp, or Facetime – so that LiPs could access help no matter where in the country they are.



New resources for Litigants in Person

We also created new help to support victims of domestic abuse to apply for an injunction and occupation order, and several more guides to support Litigants in Person with a dispute involving debt and consumer issues, breach of contract, and personal injury (including road traffic accidents). We also produced a new guide focussing on the understanding and skills needed to manage a case as a Litigant in Person when the other side has a lawyer. All our help to support people using the courts without a lawyer can be found in the [Going to court section](#) of Advicenow.

Helping LiPs by improving Government services

We provided screen by screen commentary for HMCTS on improvements to the online divorce application system aimed at ensuring the needs of people at risk of domestic abuse are fully addressed. We are very pleased that the majority of suggestions put forward by us were adopted. We also assisted HMCTS with their content aimed at victims of domestic abuse searching for legal protection and remedies during 'lockdown'.



Making a difference to those struggling with housing and homelessness

Thanks to funding from TDS charitable foundation, we delivered workshops to community organisations and frontline workers supporting people who face homelessness in Brighton (together with the Brighton and Hove Housing Coalition), Birmingham, and Newcastle.

Almost **50 people** from **26 organisations** attended the workshops, which developed understanding of the basic rights of people who are homeless or at risk of becoming homeless and the duties of local authorities. The sessions focussed on how to navigate the homelessness applications process, and identified strategies to deal with local authorities effectively, to avoid clients being refused help or turned away.

We also created three new step by step guides to support this work looking at what to do if you are threatened with homelessness, what to do if you are homeless, and how to challenge a decision about your homelessness application.

“Thank you for this. I really enjoyed the training provided by Francesca and David and feel much more confident in dealing with housing issues with my clients.”

Course participant

“Great guide. Easy to follow. Gave us some hope.”

Advicenow user

“[Useful to learn] arguments to combat local authorities turning away individuals who I work with”

Course participant

Later in the year we ran the first in a series of public legal education courses on housing rights, as part of a project funded by Trust for London on fighting precarious housing. The course was designed for community groups and frontline workers who deal with or support people in precarious housing situations but do not have formal legal or technical training.

The first course focused particularly on the challenges faced by people with complex needs in securing and maintaining tenancies. We had an average of **20 participants** from **over 17 different community, activist, and frontline groups** attending the course over a five-week period. The course consisted of six sessions detailing various elements of housing law and were delivered with an accessible and person-centred approach, combining a mix of practical and legal skills and strategies. The topics covered included: tenancies and contracts, dealing with benefits (especially PIP and ESA/UC), dealing with disrepairs, section 21 evictions, dealing with local authorities in the context of homelessness, and temporary accommodation.

By the end of the two courses:

92%

of participants were able to correctly identify key steps needed in helping someone challenge an eviction notice

86%

of participants were able to identify the correct course of action for dealing with a disrepair issue

“[As a result of this course] I know what resources to turn to when clients have housing issues. I know how to approach local authorities in regards to housing complaints.”

Course participant



Making a difference for disability benefit claimants

Our self-help guides to challenging unfair disability benefit decisions continued to be very popular – receiving **324,831** pageviews in total. On top of that our digital tools to help claimants request a mandatory reconsideration received **168,541** pageviews and produced **14,359** personalised letters which set out the claimant’s case for a higher award.

71% of 144 survey respondents to a survey about the tool said that they would have asked for a reconsideration but wouldn’t have put their case so well without our tool, while **28%** told us that they may not have asked for a reconsideration at all.

“I was at a very, very low point when my DLA transfer to PIP changed my Higher rate to Standard. I had a car with Motability and was going to lose it. My MS seemed to be totally overlooked. Your site gave me the will to fight and the letter tool was essential in guiding me through it all. Thank you, it saved my life.”

Advicenow user

“Really couldn’t and wouldn’t have persisted without your help as all my time is taken up with caring for my disabled children.”

Advicenow user

“I was so impressed with this tool and how it set out all that was required in a letter format. The tool helped me break down what I needed to say in small bites so I could manage to cope with the stress.”

Advicenow user

“I had no idea where to start but the tool was easy to follow and understand, giving me the best chance I could have had and it worked. Thank you so much.”

Advicenow user



Through feedback and reviews of our popular resources we became aware that some people were being called by DWP after they had lodged an appeal and ‘offered’ a higher award in return for dropping their appeal. In January 2019, we began gathering evidence of the scale of the problem. Over the next 15 months we heard from **325 claimants** and their families, and **70 advisers of claimants** who had experienced this problem. There were several concerning patterns that appeared the more people we spoke to.

72% of claimants and **80%** of advisers said that the DWP were offering an award lower than they expected to win if they went to an appeal hearing.

46% of claimants said that they felt under pressure to accept the offer, and **80%** of advisers said that their clients had felt under pressure. We repeatedly heard stories of the DWP saying that appellants had to make a decision within the hour, or that they might not get anything if it went to appeal.

Several appointees and advisers raised a concern that they were bypassed, and that despite all other contact going through them, the offer was made direct to the claimant despite there being clear capacity issues.

The majority had not sent any new evidence since the Mandatory Reconsideration stage, when the DWP found no evidence to change the award.

Most claimants were not told that they could appeal this new decision.

We added warnings to our guides of what we were hearing and that our users should not allow the DWP to pressure them into accepting a lower award than the one they think they are entitled to.

We worked with Guardian journalist Frances Ryan to get [national coverage](#) of the issue in March. We continue to build up an evidence base of the problem and are working with the Public Law Project to challenge the practice via a judicial review.

“I was made to feel like I had no chance of winning an appeal and that it was in my best interests to accept what the DWP were offering me”

Advicenow user

“They said I had to agree to it on the day, one time offer.”

Advicenow user

“Coerced. Dehumanised. Taken advantage of at my most vulnerable. TRICKED.”

Advicenow user

“Let me say a big thank you to you and the website for all the information – without that I would have done nothing.”

Advicenow user

We also worked with Sex Worker Advocacy and Resistance Movement (SWARM) and the English Collective of Prostitutes (ECP). They had requested a joint training session to help their members access the disability benefits where they are entitled. **10 participants** joined the one-off session on successfully applying for and appealing Personal Independence Payment.

Making a difference for Roma families

Since 2018, we have been working with Roma organisations to address a significant need for knowledge and understanding about the legal framework of child protection amongst Roma parents living in the UK. Since 2009, the number of Gypsy/Roma families facing child protection investigations has grown disproportionately for the size of the Gypsy/Roma child population. The reasons for this are complex. Data collected from existing research, frontline casework, and a number of NGOs working with Roma in the UK, reveal that historical disadvantages, linguistic barriers, and the fact that Roma families have predominantly negative experiences with public services and so are reluctant to engage, all play a significant part.

Working with [Roma Suport Group](#) (London), [Clifton Learning Partnership](#) (Rotherham) and [Roma Community Care](#) (Derby) , we produced [a multimedia-toolkit](#) consisting of an information guide, a short film narrated by Roma in their own language, Romanes, and community training illustrating key elements of the legal framework and the skills needed to fully comply with the child protection requirements.

We are delighted that the [independent evaluation](#) of this project this year found that our resources made a significant contribution to building capacity within Roma communities to engage more knowledgeably and confidently in child protection investigations. The evaluation also noted that there are indications that this helped some Roma families to keep their children in cases where they may otherwise have been removed into local authority care.



“Easy to read, logically laid out. Very comprehensive covered everything I wanted to know and gave resources to check out to solve the problem.”

Course participant





“In one case a family, after watching the film, changed the way they dealt with social workers. I think this is possibly because the film is simple, and it came from a point of view that the families were not necessarily to blame. It also helped that throughout the film, certain things were repeated thereby reinforcing important messages. Having a conversation with the family after watching the film opened their eyes to what was going wrong.”

Roma NGO

The case studies captured in the course of the project demonstrate the discrimination and disadvantage that Roma families sometimes experienced during child protection investigations and lists a number of recommendations for Law for Life and key stakeholders, including Children’s Services and Roma organisations.

We are thrilled to have secured additional funding from the Tudor Trust to roll out our training for Roma champions across England in 2021, provide much-needed guidance on procedural changes in the child protection process and care proceedings due to Covid-19, and help Roma organisations address discrimination and disadvantage in the child protection process and care proceedings through legal empowerment, policy and practice.

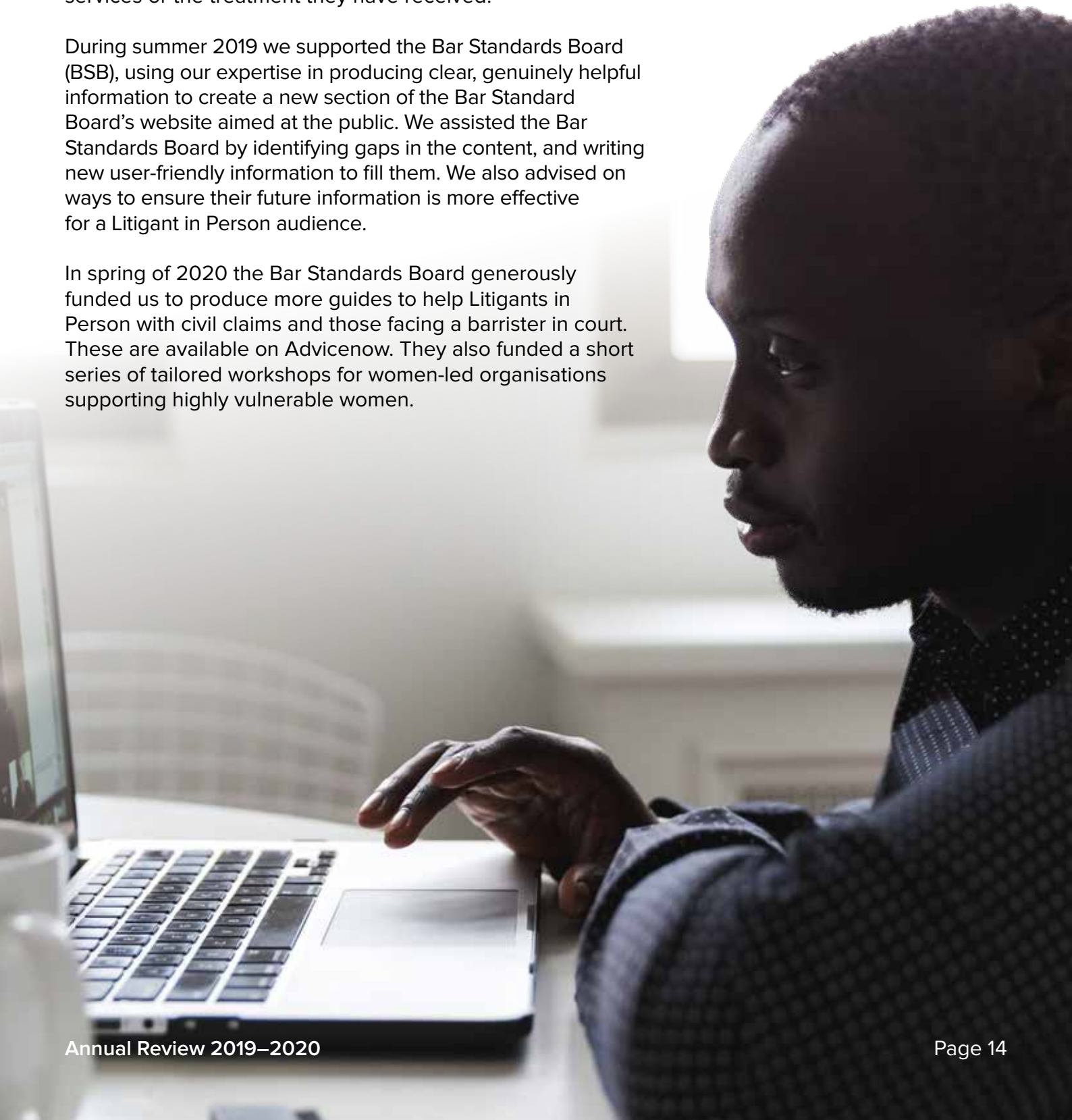
Supporting other organisations

Bar Standards Board

The Legal Services Act 2007 provides a statutory footing for public legal education with objectives aimed at improving public understanding of citizens' rights and duties. We are very keen to help legal regulators to fulfil this important objective that is also intrinsic to advancing access to justice, particularly where individuals may feel unhappy with legal services or the treatment they have received.

During summer 2019 we supported the Bar Standards Board (BSB), using our expertise in producing clear, genuinely helpful information to create a new section of the Bar Standard Board's website aimed at the public. We assisted the Bar Standards Board by identifying gaps in the content, and writing new user-friendly information to fill them. We also advised on ways to ensure their future information is more effective for a Litigant in Person audience.

In spring of 2020 the Bar Standards Board generously funded us to produce more guides to help Litigants in Person with civil claims and those facing a barrister in court. These are available on Advicenow. They also funded a short series of tailored workshops for women-led organisations supporting highly vulnerable women.



Gender Identity Development Service (GIDS)

We concluded our 'Better informed consent' project with GIDS, based at the Tavistock and Portman NHS Foundation Trust. GIDS is an NHS specialist service for children and adolescents experiencing difficulties in their gender identity development. As part of the project we worked with GIDS to better understand the legal framework underpinning informed consent amongst children and young people; to identify barriers to reaching informed consent amongst those experiencing gender dysphoria; and to understand the information needs of children and young people with gender dysphoria referred to GIDS. We made a series of recommendations to GIDS to improve and produce new information on the consent process for children and young people and their parents and carers.

LEASE

We were approached by The Leasehold Advisory Service to help them improve the effectiveness of the information on their website, with the objective of reducing the number of unnecessary calls to their helpline. We helped the team to identify their audience and what the audience need from their content which helped them to see why people were phoning their helpline, despite the answer being available on their website. We devised a bespoke training course to help them better meet these needs and, over two days, provided training for the whole content team.

Mencap and Access Social Care

This year we worked with Mencap and Access Social Care on their Nesta Legal Access Challenge winning project – a legal information chatbot. The chatbot aims to provide free, accessible legal information 24/7, helping people, including people with a learning disability, to know their social care rights and challenge unlawful decisions. We were asked to provide our expertise on user experience and legal information needs.

University of Warwick

We continued to work with the University of Warwick with team members providing guest lectures and workshops for Warwick law students undertaking the public legal education second year course.



Expanding our influence

The growing levels of unmet legal need in the population, the challenges of delivering legal support to Litigants in Person, the speed of reform to digital courts and the avalanche of new legislation the public has to contend with are all crucial focal points for Law for Life's advocacy, policy voice and research progress.

Justice Select Committee Inquiry into the HMCTS Reform

Law for Life provided written evidence followed by oral evidence from the CEO to the Justice Select Committee Inquiry into the HMCTS Online Court Reform. This focused on the very low levels of legal capability that exist in England and Wales and that many will not be able to navigate an increasingly digital-by-default system with no access to lawyers successfully, as well as the wide range of support needed to address this deficit. You can read a summary on [Law for Life's website](#).

Legal Services Board

The Legal Services Board is tasked with the statutory duty of ensuring that citizens have an awareness of the legal system and have confidence in accessing it. Their priorities are to ensure vulnerable groups that disproportionately experience issues that involve them in the legal system have the knowledge and capability they need to engage with it and that more individuals and small businesses should be able to recognise when their problem is a legal one and know how to get help when they need it. This, in turn, should ultimately lead to less 'unintentional' unmet legal need. This year the Board commissioned Law for Life, Northumbria University and the Bingham Centre for the Rule of Law to undertake a strategic literature review into the effectiveness of public legal education and information.

Looking forward

Key achievements

We continue to expand and diversify income streams.

Our education services have refocused and substantially expanded to prioritise groups at risk of homelessness including vulnerable women, people with complex needs, and refugees and migrants. Our delivery quickly adapted to Covid-19 lockdown conditions and continued to deliver online.

Our ecommerce offering has continued to grow since our platform launch in 2019.

Looking ahead we know that 2020 marks a key transition in our organisation as we face the uncertainty of a continuing pandemic with all associated economic and social impacts. In addition, Brexit is now impending with a likely enormous shift on the legislative horizon.

Our strategic priorities

Over the next five years we have identified four strategic priorities that we will pursue in order to achieve our vision. These have been identified by analysing the strengths, challenges and risks that we face. In the next five years we will:

Deliver innovative public legal education that builds legal capability

Understand and demonstrate the need for and value of PLE

Enable others to use public legal education and information

Strengthen organisational sustainability to drive our mission and values

Financial Review

The Board of Trustees is pleased to present their Annual report together with the financial statements of the charity for the 15 months up to 30th June 2020.

During Covid-19 lockdown the Trustee Board initiated virtual meetings and enhanced risk assessment via a crisis committee. The Trustees instigated home working arrangements and enhanced financial controls. Trustees agreed to extend the financial reporting year to the end of June to ensure effective transition of governance over the period of disruption caused by Covid-19.

The financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and the Statement of Recommended Practice Accounting and Reporting by Charities issued in March 2005. The Board of Trustees has complied with the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission when reviewing the charity's aims and its objectives and in planning our future activities.

Law for Life: The Foundation for Public Legal Education

Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the Year Ended 30 June 2020

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020	Total funds 2019 £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	2,090	-	2,090	945
Charitable activities	256,895	106,898	363,793	330,113
Investments	-	-	-	7
Total	258,985	106,898	365,883	331,065
EXPENDITURE ON				
Charitable activities	258,514	96,182	354,696	316,396
TOTAL EXPENDITURE	258,514	96,182	354,696	316,396
Net income before gains and losses on investments	471	10,716	11,187	14,669
Net income	471	10,716	11,187	14,669
NET MOVEMENTS IN FUNDS	(294)	11,481	11,187	14,669
TOTAL FUNDS AT 1 APRIL 2019	6,091	28,426	34,517	19,848
TOTAL FUNDS CARRIED AT 31 MARCH 2019	5,797	39,907	45,704	34,517

Balance Sheet
At 30 June 2020

	2020	2019
	£	£
FIXED ASSETS		
Tangible assets	<u>-</u>	<u>308</u>
CURRENT ASSETS		
Debtors	62,605	74,517
Cash at bank	19,314	<u>32,523</u>
	81,919	107,040
CREDITORS		
Amounts falling due within one year	<u>(36,215)</u>	<u>(72,523)</u>
NET CURRENT ASSETS	45,704	<u>34,517</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	45,704	<u>34,517</u>
NET ASSETS	45,704	<u>34,517</u>
FUNDS		
Unrestricted funds	5,797	6,091
Restricted funds	39,907	<u>28,426</u>
TOTAL FUNDS	45,704	<u>34,517</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Statement by the directors of Law for Life

These accounts are a summary of information extracted from the annual accounts and certain information relating to both the statement of financial activities and the balance sheet. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. The independent examiner has issued an unmodified report on the full financial statements.

For further information, the full annual accounts and the directors' annual report should be consulted. Copies of these can be obtained from Law for Life, China Works, Unit 404, Black Prince Road, London SE1 7SJ.

Signed on behalf of the Directors by Amanda Finlay, Chair.

Structure, governance and management

Law for Life: the Foundation for Public Legal Education is a company limited by guarantee governed by its memorandum and articles of association and registered under the number 07695486. The company was incorporated and commenced trading on 6 July 2011. It is registered as a charity with the Charity Commission under number 1143589.

The Board of Trustees

The Board of Trustees is responsible for setting strategies and policies for the charity and for ensuring that these are implemented. The members of the Board of Trustees perform the role of directors in company law and trustees in charity law. Those who served during the year were:

Amanda Finlay CBE:	27.03.2012	–	Present
Dr Vanessa Davies:	11.05.2017	–	Present
Dawn Oliver:	11.05.2017	–	Present
Raymond Sheehy:	11.05.2017	–	Present
Jonathan Spain:	22.02.2018	–	Present
Joseph Broadway:	22.02.2018	–	Present
Dr Simon Davey:	25.03.2020	–	Present
Michael Olatokun:	25.03.2020	–	Present
Sir Robin Knowles CBE QC:	27.03.2012	–	25.02.2020
John Seargeant:	06.07.2011	–	31.07.2019
Dr Neil Stott:	10.09.2015	–	25.02.2020

Our staff

Beth Kirkland	Mihaela Rosca
Dada Felja	Rowan Milligan
Francesca Feruglio	Theresa Harris
Dr Lisa Wintersteiger	Tin Myint
Mary Marvel	

Patrons

The charity is very grateful for the support it receives from its patrons listed below:

The Rt Hon. Lord Neuberger of Abbotsbury
Dame Professor Hazel Genn DBE QC
Lord Briggs of Westbourne

Thanks

We would like to thank everybody who supported the work of Law for Life during the year through grants and the donation of their valuable time and skills.

Pro Bono supporters and volunteers

Abubakar Medhi
David Thomas
Hilary Woodward
Paul Cobley
Rhiannon Jones
Shirley McDonagh
Matt Bass
Charlotte Heath & colleagues
Amanda Sawyer
Jacqui Dunn
Daniel Chippingfield
Richard Stacey
David Abbott
Jess Mant
Annie Sands
Rowan Milligan
Shirley Hart
Paul Bryson
Melanie Bataillard-Samuel
Giovanni Parcour
Deidre Forster
Laura Bee
Clare Shirtcliff
Judith Emmett
Susan May
Tony Thorpe
Lucy Grey
Frances Beddow

We were saddened this year by the news that Judith Emmett had died. Judith had generously volunteered a huge amount of her time to help with our resources for Litigants in Person dealing with civil issues.

Funding sources



The Baring Foundation



ALLEN & OVERY



Law for Life: the Foundation for Public Legal Education is a company limited by guarantee, registered in England & Wales no. 07695486. Registered office: Law for Life, China Works, Unit 404, Black Prince Road, London, SE1 7SJ. VAT Reg. No. 235823701. Charity no. 1143589.



“These guides are a brilliant idea and executed in a very effective way.”

“How to fill in Financial Form E was really useful. The most informative and helpful resource I have found – better than solicitor’s explanations!”

“I feel much more knowledgeable and have a good idea of how to find further resources. I will transfer this knowledge to peers in my community groups and use in direct support of my peers. I will continue what I am doing but with better skills.”

“The presentation and explanations were excellent.”

“It was great. LOADS of time for questions and we always felt like we could get answers. We never ran out of time and didn’t try to pack too much in. All the solicitors and staff were brilliant.”

“Very clear and helpful information exactly meeting the needs of people in the real world and saving the need for expensive individual legal advice. Obviously legal advice may be needed but the info helps minimise this cost.”

“The video that was step by step was really helpful. It went through things and explained all the abbreviations. I felt supported through a difficult time in my life.”

“There is no equality in justice. Those who need to fight for justice cannot always afford to use solicitors. These guides are invaluable when someone is trying to navigate a very complex, jargon filled legal system. I have a much better understanding of my particular legal issue by using this website.”

“This website really helps you and you can understand everything that they say. It really is a good website.”

“I really liked this format – it allowed us to practically test how we understood the law and get feedback and advice on the areas that fall between the gaps.”

“After using your guide for a mandatory reconsideration for PIP my son’s scores went from 0 to 16 for daily living and from 0 to 10 for mobility! Giving the same information. Thanks for the encouragement to go for a reconsideration it was well worth the effort.”