



# Impact Report 2025

LawCare



# 2025 highlights



We supported **753** people, more than in any previous year, including during the pandemic. Our online chat saw a **13%** increase in 2025, supporting **140** people. Read more on page 9.



We launched our [Life in the Law 2025 report](#), highlighting the opportunity to build a legal sector that values its people and supports mental health and wellbeing at work. Read more on pages 13 and 14.



[The 25 Club](#) has grown rapidly. It is an opportunity for individuals and organisations to support LawCare and commit to funding our work for three years. Read more on page 7.



LawCare was once again awarded the Helplines Standard, recognising the continued high-quality, trusted support we provide through our helpline, online chat, and email service. Read more on page 12.



We launched our [new LawCare website](#) with a fresh design, clearer support options, better resources and search, and improved accessibility. Read more on page 15.



LawCare and the University of Leeds launched a [new reverse mentoring toolkit](#) to help law firms and legal organisations become more inclusive, supportive, and fairer places to work. Read more on page 14.



Over **1,000** people attended our six free webinars in 2025. These sessions covered important topics about mental health in the legal sector, sharing practical tips, expert advice, and real-life stories. Read more on page 16.



# Foreword



## By Elizabeth Rimmer

As we reflect on the impact of our work in 2025, we need to frame this in the wider context in which people in the legal sector are training and working. There is no doubt that these are uncertain and demanding times, which we see reflected in the experiences of those turning to us for emotional support. The current geopolitical climate is contributing to increased regulatory complexity and economic pressures. The acceleration of the adoption of AI is raising questions about the role of lawyers and the guard rails needed to ensure trust, quality and sustainability as this technology becomes more embedded in legal practice. At the same time managers are under increasing pressure to meet the evolving expectations of colleagues, clients, and regulators, often with little support for themselves.

The need for trusted, accessible and sector-specific support has never been greater. LawCare exists to meet this need, and our 2025 impact report demonstrates how our organisation makes a meaningful difference to the lives of people across the legal sector.

We are a small team of staff and dedicated volunteers with a wide reach. We have a strong clarity of purpose and ensure that we use our limited resources effectively where they matter the most:

1. Frontline emotional support for anyone in the sector dealing with the pressures of life in the law.
2. Evidence-based insight and practical resources for individuals and organisations to create healthier working cultures.

**“ What sets us apart is our helpline. It is confidential, free to access and directly available. You can reach LawCare when you need help, Monday to Friday 9am to 5pm, and speak to someone straight away who understands the realities of legal practice.**

Our support volunteers are crucial to our ability to make a difference. They are trained, supervised and committed, and bring first-hand experience of life in the law. They understand the pressure of billable hours, the fear of making mistakes, and client demands. Their understanding helps to build rapport in each contact and enables us to provide meaningful, empathetic support.

Our Life in the Law 2025 study, published in October this year, demonstrates our commitment to building a collective responsibility for a sustainable sector. This research has a clear message calling on leaders to commit to embedding mental health and wellbeing into the day-to-day business of doing law in their organisations.

This impact report tells our story of a charity that is focused and effective in delivering our mission to support both people and organisations in the legal sector across the UK, Channel Islands and the Isle of Man.



## **LawCare is the mental health charity for the legal sector**

**Every day, people in the legal sector contact LawCare for free, immediate, confidential emotional support, peer support, and mental health information.**



LawCare's helpline, online chat and email support can be used by anyone in the legal sector across the UK, Channel Islands, and Isle of Man.



LawCare offers training, educational resources, and carries out research to provide evidence-based guidance on the steps workplaces can take to support mental health at work.



LawCare works with legal educators, regulators, professional bodies, special interest groups, and legal practices, sharing our insights to promote healthy legal workplaces that support mental health and challenge the stigma that can make it difficult for some to speak up and seek support.



# The difference our support makes

We see the impact of our support through feedback from helpline callers. With permission, we call people back three months later and ask how they felt before the call, immediately after, and how they feel now, as well as how listened to and understood they felt. Here's what they told us (average scores out of 10).

How did you feel before contacting LawCare?

2.22

How did you feel immediately after contacting LawCare?

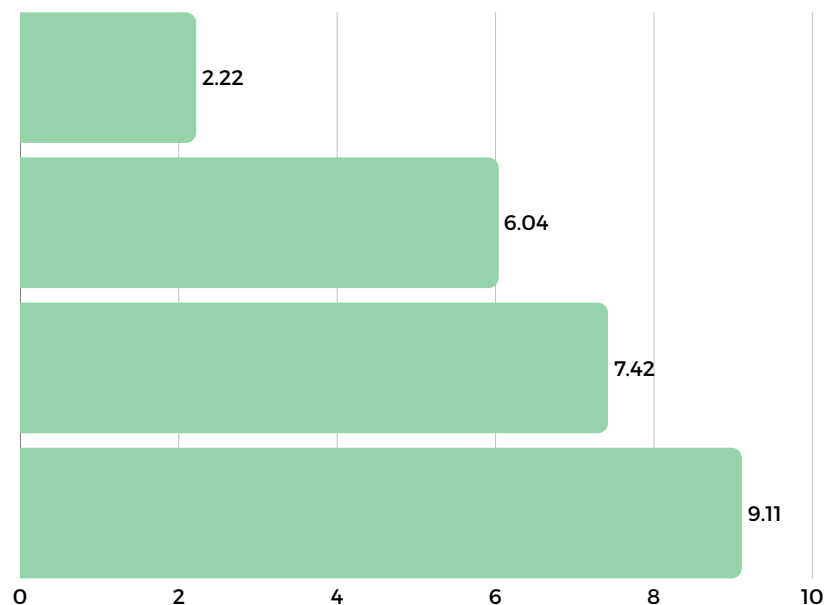
6.04

How do you feel now?  
(Three months later)

7.42

How well did you feel listened to and understood?

9.11



Behind every figure is a person who accessed confidential support, and this feedback shows the real difference that timely, trusted help can make to mental health and wellbeing across the legal sector.

“Without you I would have jacked it all in and gone to work at Aldi

Anonymous caller to LawCare's helpline



Read more about our direct support on page 9.



# Fundraising

Thank you to our core funders, trusts and foundations, and supporters who together donated a total of:

**£404,467**

Our helpline, resources, and access to our Life in the Law research are completely free and open to everyone in the legal sector.

Our core funders, professional bodies in each jurisdiction, and The Solicitors' Charity contribute most of our income, and we are hugely grateful for their continued commitment. However, to keep our work going we also rely on voluntary donations from trusts and foundations, individual fundraisers, charity of the year partnerships, events for which we are chosen to be the beneficiary charity, and corporate donations.

We also run the 25 Club, which gives individuals and organisations a way to support LawCare over a three-year period.



The cost to run  
LawCare's support  
service each day



Cost to train each  
LawCare volunteer

We currently operate on just over £400,000 a year, with a small team and limited resources, and we work hard to make every pound go as far as possible. But pressures on the legal sector are growing, and more people are coming to us for help. To maintain what we offer and to grow what we do so we can reach even more people, we need steady and reliable income.



## We would like to thank all our core funders for their continued support:

- The Bar Council of England and Wales
- The Bar of Northern Ireland
- The Chartered Institute of Legal Executives
- The Chartered Institute of Patent Attorneys
- The Chartered Institute of Trade Mark Attorneys
- Costs Lawyers Standards Board
- Council for Licensed Conveyancers
- The Faculty of Advocates
- The Isle of Man Law Society
- Law Officers of the Crown (Guernsey)
- The Law Society of England and Wales
- The Law Society of Jersey
- The Law Society of Northern Ireland
- Law Society of Scotland
- The Notaries Society
- Scottish Courts and Tribunals Service
- The Solicitors' Charity



### The 25 Club

The **25 Club** is an initiative that brings together people and organisations who are committed to fostering legal workplaces that support mental health, preventing issues from becoming more serious, and challenging the stigma that can make it difficult for some to seek help.

“We know that mental health matters, not just in the workplace, but in every part of life. Partnering with LawCare, who share this vision, is an important step to improving mental health and wellbeing at the firm and in the industry. By coming together, we can break down stigma, create real support systems, and make a lasting difference. We're excited to help build a future where everyone feels heard, valued, and supported.”

**Karen Bexley, CEO Bexley Beaumont**

The 25 Club is a three-year funding commitment that provides LawCare with a steady and reliable income stream, enabling the planning and delivery of an ambitious new strategy. Membership also demonstrates a clear commitment to mental wellbeing for staff and clients.

If you would like to join the 25 Club please contact Rose Donnelly on [rdonnelly@lawcare.org.uk](mailto:rdonnelly@lawcare.org.uk)





## Trusts and Foundations

We continue to build our income from trusts and foundations associated with the legal sector. We are grateful to the following trusts and foundations who have supported us in 2025:

- ▲ The DWF Foundation
- ▲ Travers Smith Foundation
- ▲ CMS Social Impact Fund
- ▲ The Stewarts Foundation
- ▲ Clifford Chance Foundation

If your organisation has a trust or foundation that could support LawCare please contact Rose Donnelly on [rdonnelly@lawcare.org.uk](mailto:rdonnelly@lawcare.org.uk)



## Charity partnerships

In 2025 we were chosen to be the beneficiary charity for a range of events and organisations including including:

- ▲ Crafty Counsel
- ▲ Women & Diversity in Law Awards
- ▲ Today's Wills and Probate Awards
- ▲ Great Big Legal Offsite



**Thank you to Macfarlanes for providing us with meeting room facilities in London throughout the year**



**WOMEN &  
DIVERSITY  
IN LAW AWARDS**

**A special mention to Women and Diversity in Law for supporting LawCare as their chosen charity over the past three years.**





# Direct support

We provide free and confidential support for anyone struggling with their mental health and wellbeing. People can call our helpline, email or use our live online chat. We're open Monday to Friday, 9am to 5pm.



We supported **753** people, more than in any previous year, including during the pandemic in 2020.



Our online chat has seen a **13%** increase in 2025, with **140** people supported in this way.

People contacted us about a variety of issues including:

Stress  
**41%\***

Career  
concerns  
**39%\***

Anxiety  
**34%\***

\*Please note that these are the percentages of contacts that mentioned these issues.

“ It means a lot that someone listened. I am much better able to cope.

Anonymous caller to LawCare's helpline

“ My whole experience with LawCare was extremely positive and I'm really grateful to all who were involved. It was a key part of my support during a difficult period.

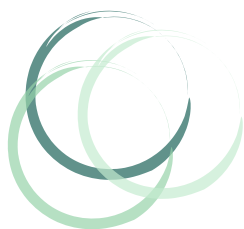
Caller who contacted LawCare's helpline and was supported by a peer supporter

In 2025, LawCare volunteers:

- ▲ spent **275** hours on the phone with callers
- ▲ spent **95** hours on online chat with callers

Did you know that:

- ▲ the average call was **28** minutes long
- ▲ the average online chat took **43** minutes



Thank you to all our helpline volunteers, online chat volunteers and peer supporters. Our volunteers make a difference every day and are at the heart of the support we provide.

Read more about one of our volunteers, Julia, on page 18.

## Peer support

We have 82 peer supporters, all volunteers who have first-hand experience of working in law and may have been through difficult times themselves. They offer support, encouragement and mentoring on a range of different issues such as alcohol addiction, stress and anxiety.

In 2025 we provided 73 people with ongoing support from one of LawCare's peer supporters.



“ The support and guidance I received from my peer supporter and the programme as a whole have given me a renewed sense of hope and empowerment.



# Jacob's story

Jacob first contacted LawCare when he was feeling anxious about work. He struggled to find motivation in the mornings and was having regular panic attacks. Even though he felt disillusioned with the law, he stayed in the job for years because he worried that changing career would look like failure after all the time, effort and money he'd put into qualifying as a solicitor.

Jacob valued having someone to talk to on the helpline. He told us he'd been feeling low, and hearing a calm, reassuring voice really helped. We talked through the support he had and shared information to help him manage his anxiety.

But Jacob continued to feel stuck at work, and with family pressures on top, his mental health got worse. He began noticing mistakes in his files and received client complaints. He knew something had to change but didn't know where to begin.

“ I, on occasions, called you guys in tears and in desperation with sometimes irrational thoughts about what was going to happen. I really was done with it all. I almost couldn't see the way forward or the way out. You were my first port of call, outside of my immediate family when I was staring helplessly into my screen, on panic attack number 3 of the day.

Jacob knew that he could call the helpline when he needed to talk and spoke with a number of our volunteers for some perspective.

“ I really just want to thank you guys for being there for me. There were moments when I did not know where to turn and where I considered the very worst. Had it not been for you, amongst others, I am not sure I would have made it. That is the honest truth. Thank you for being there.

Jacob was motivated to stay focused by remembering that one day he might be able to look back on this incredibly difficult period in a different light. He sought professional therapeutic support for his anxiety and explored options for his legal career that better aligned with his values. He told us that having the opportunity to speak with people at LawCare who understood the legal world and where he was coming from was hugely comforting.

Jacob is now in a completely different space and has expressed an interest in volunteering for LawCare in future in the hope he can support others in the legal sector by talking things through. He feels himself again and has a new-found confidence, which all started by picking up the phone.

“ My anxiety is dramatically reduced, I can breathe again. Now I don't experience the panic attacks and the intense anxiety I was having, I look back at how truly awful it was and how much pressure I was carrying. It's a wonder I didn't crack sooner to be honest. My quality of life is in a completely different place than it was. I am enjoying my job. My colleagues are great. My home life is fantastic.



## Our support still hits the mark

LawCare has once again been awarded the Helplines Standard, recognising the continued high-quality, trusted support we provide through our helpline, live chat, and email service.



The Helplines Standard is a nationally recognised quality mark from the Helplines Partnership. This confirms that our helpline, online chat, and email service continue to meet high standards, delivering consistent and effective support that meets the needs of the legal community. A big thank you to everyone who helped us achieve this.



# Life in the Law 2025

On 1 October 2025 we launched our new Life in the Law 2025 report which highlights the opportunity to build a legal sector that values its people and protects their mental health and wellbeing at work.



From January to March 2025, we surveyed individuals and organisations across the sector and the results confirm both the scale of the challenge and the urgency for action: over half of respondents are thinking about leaving their workplace, and a third may leave the sector entirely. Nearly 60% reported poor mental wellbeing, most regularly work beyond contracted hours, and only a small proportion of managers have their targets adjusted to reflect the time needed to support others.

The report highlights the evidence-based steps that can improve working practices in legal workplaces to better protect mental health and wellbeing:

- Prevent burnout by actively managing workloads, rethinking targets and incentives, and challenging the culture of long hours.
- Prioritise and value managing people.
- Embed hybrid and flexible working practices that meet diverse needs.
- Evaluate programmes and activities that support mental health and wellbeing at work to ensure they deliver real impact.
- Equip people joining the sector with the skills and knowledge they need for a sustainable legal career.







## Life in the Law 2025 report launch event

On 14 October 2025, we welcomed guests to Howdens for the launch of Life in the Law 2025. The event brought together leaders, practitioners, insurers, educators and mental health wellbeing champions from across the legal sector.

The focus wasn't just on the findings of the report, but on practical steps we can take to make the legal sector healthier and more sustainable. The discussion was chaired by Elizabeth Rimmer, with a panel made up of Dr Emma Jones (University of Sheffield), Lucinda Soon (LawCare Trustee), and Mark Evans, President of the Law Society of England and Wales.



## Reverse mentoring toolkit

In 2025, LawCare, in partnership with the University of Leeds, launched a new Reverse mentoring toolkit designed to make legal workplaces more inclusive, supportive and fair.

The toolkit guides law firms and organisations (large or small) through setting up safe, meaningful reverse mentoring programmes, where junior staff or people from under-represented backgrounds mentor senior colleagues. By providing step-by-step advice, practical templates, and an inclusive framework, LawCare aims to improve equality, inclusion and wellbeing in the legal sector, helping ensure all voices are heard and valued.





# Raising awareness

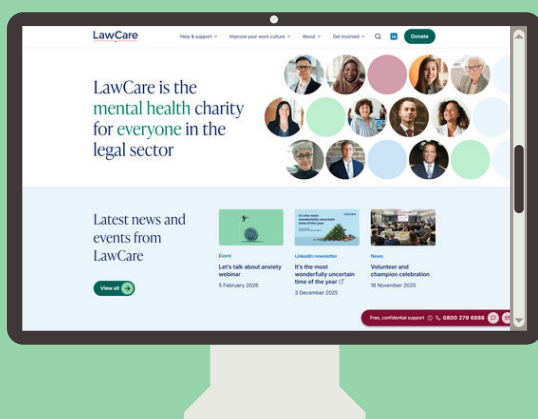
More people know about the support we offer, the importance of looking after their mental health, and how to be a supportive ally to colleagues. Through targeted information, resources, and training, we have helped individuals, organisations and managers build healthier workplaces.

LinkedIn continues to be a vital way for LawCare to reach new audiences, connect with more people, and start important conversations about mental health in the legal sector. LawCare has over **15,800** followers on LinkedIn and **9,720** subscribers to our monthly LinkedIn newsletter, which was viewed over 56,000 times during 2025.

LawCare continues to get excellent media coverage, with over **280** pieces featuring our work, including **90** articles we authored ourselves.

We spoke at **58** external events raising awareness about LawCare with around 3,000 people at workshops, strategy days, conferences, and regulators forums.

Throughout the year we also contributed to numerous webinars, focus groups, roundtables and podcasts.



We added **25** new resources to the website during 2025.

We also relaunched the LawCare website at the end of September, with a fresh design, a clearer focus on our helpline and online chat, improved information and resources, simpler navigation with better search functionality, easier updates, and greater accessibility for everyone.



## Free webinars and presentations

In 2025, LawCare hosted six free webinars. These were open to anyone working or training in the legal sector.



These webinars explored key mental health challenges within the sector, and **1,013** people joined us online.

We focused on addiction, generational differences, and ways to build a fulfilling career in the legal sector and considered the findings and recommendations from the Life in the Law 2025 report and what they mean for the future of the sector.



We also delivered our free 20-minute introductory presentation about the support LawCare offers **14** times in 2025.



## Training on supporting mental health at work

In 2025, training continued to play a vital role in our work. We delivered 35 training sessions benefitting more than **1,000** participants that not only raised much needed funds for LawCare but also supported our mission to provide support and resources to everyone working in the legal sector.

Organisations were keen to hear from us about the importance of mental health and wellbeing in legal work. Our training offers practical strategies for maintaining balance and reducing stress. Participants learn about the legal mindset, stress management, time prioritisation, and self-care techniques.

Our vicarious trauma sessions remained in high demand through 2025, particularly among legal professionals working with vulnerable clients or who are exposed to traumatic material. These tailored sessions help participants understand vicarious trauma, recognise its signs, and apply self-care strategies and good practice to minimise risk.



Thanks so much for yesterday. It really was a fantastic session and I'm still thinking about it today! Just to add that the training was incredibly insightful and invaluable. It has given me practical tools to help support me in my role.

Holly Chantler, Department Head, Partner, Morr & Co

Find out more about [training for your organisation](#).



# Insights from our team

## Nick O'Neill - Champion

**What's one thing you've done as a LawCare Champion this year that really helped spread the word or got people talking?**

Probably chairing the North West Legal Men's Wellbeing Group. The Group membership has gone from strength to strength and we have big plans for 2026!! The Group has honest/open conversations and I regularly come away feeling that I have learned something new by talking with my peers.



**If you had to describe the difference LawCare makes in just a few words, what would you say?**

In simple terms LawCare helps. Working as both a Champion and peer supporter has allowed me to witness first hand the impact that LawCare makes in the legal community.

**What's a moment in 2025 when you thought, "Yes - this is why LawCare matters"?**

Chairing the LawCare webinars consistently blows me away, when I see the levels of attendance, interaction and feedback. I leave the events inspired by our speakers and know that their advice is undoubtedly making a difference to someone in the legal community.



**Why should people and organisations get behind LawCare and support the work we do?**

It is easy to pay lip service to supporting your people within the industry and view it as a tick box exercise. LawCare delivers on every level and is committed to developing and growing the services that we offer year on year.

## Julia - Helpline volunteer

### What made you want to volunteer with LawCare?

I've the trophies from working in law. I've also the scars. I understand the stresses and pressures.

### What has been your best volunteering moment?

It's really rewarding engaging with callers and supporting them. When I ask what they can do today to show kindness to themselves, it's satisfying to witness individuals recognising and prioritising their own wellbeing, even amid professional challenges.

### Why do you think volunteering with LawCare is important for the legal community and its future?

I strongly believe in LawCare being an empathetic judgement-free space where stressed peers can vent, clarify thoughts and receive guidance for action. This supportive space is crucial for helping colleagues navigate the pressures of legal practice and maintain both their mental health and relationships.

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## Rachael O'Connor - Trustee

### What stands out to you about the LawCare community and the work we do?

The fantastic reputation and respect LawCare has built across the sector through an evidence-based, practically focused approach to enhancing wellbeing in the profession.



### How does the trustee board help LawCare grow and stay strong for the future?

As a group, we are deeply committed to seeing change in our profession and by contributing our diverse expertise towards LawCare's continued development we collectively help to ensure LawCare continues to be a leader in the sector.

### Why do you think this is an exciting time for LawCare and what's coming next?

Off the back of Life in the Law 2025, there is a real buzz around the sector about LawCare's work and this is a brilliant opportunity to make new connections and solidify existing relationships to collectively tackle the mental health crisis in the profession.



# Looking forward: Building a sustainable future together

As we look to the future, we do so with our eyes on the horizon. The challenges facing the sector are not going away. The pace of change will accelerate, economic pressures will persist and the expectations of clients, colleagues and regulators will continue to evolve, all placing increased demands on people in the law.

But we see the tremendous opportunity for positive change.

The conversations about mental health in the legal sector are also evolving. Mental health and wellbeing are no longer peripheral concerns; our Life in the Law report 2025 showed that nearly 90% of organisations surveyed considered this a priority. There is a growing recognition that supporting our people is not just the right thing to do, it is the foundation of a sustainable sector.

LawCare will be at the forefront of building the momentum for this shift. Our support services will remain the bedrock of what we do, offering that immediate support when it is needed the most. We will keep listening and learning to ensure our support and resources are able to meet emerging needs. We will continue to share our insights and experiences to provide the evidence base for meaningful change.

Creating a sustainable legal sector requires collective commitment and action, from legal educators equipping aspiring lawyers with the tools they need for a healthy career, to workplaces embedding working practices that support mental wellbeing, and professional bodies leading the way in championing why mental health matters in law.

**Every person and every organisation in our sector can make a difference. Don't wait for more evidence, just take the first step.**





# Appendix

## Who we supported

### Gender

- ▲ Female (70%)
- ▲ Male (28%)
- ▲ Not known (2%)

### Ethnicity

- ▲ 60% White
- ▲ 24% Asian/Asian British
- ▲ 6% Black, Black British, Caribbean or African
- ▲ 6% Mixed or multiple ethnic groups
- ▲ 4% Other

### Disability

29% of those who responded to our diversity monitoring identified as having a disability.

### Job role

- |                                     |  |
|-------------------------------------|--|
| ▲ 42% Solicitor in Private Practice | ▲ 4% Law Student                         |
| ▲ 13% Trainee Solicitor             | ▲ 4% Staff                               |
| ▲ 9% Solicitor (In-house)           | ▲ 4% Non-practising or retired solicitor |
| ▲ 9% Paralegal                      | ▲ 3% Solicitor (role unknown)            |
| ▲ 7% Barrister or Pupil Barrister   | ▲ 1% Other                               |
| ▲ 4% Chartered Legal Executive      |  |



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