

Annual Report 2013

Contents

03

From the Chair and
Chief Executive

05

YRes

06

What Resolution
membership
means to me

07

Resolution
in the media

08

Committee
updates

14

2013 – The year
in pictures

16

Family
Matters

18

Training and
professional
development

19

Influencing
government

20

Getting our
message across

21

Regional
highlights

23

Financial
overview

25

Meet the
Resolution team

26

Our 2013 National
Committee

27

Our thanks

28

Code of
practice

From the Chair and Chief Executive

As Resolution marked its 30th anniversary, 2013 was very much a year for us to celebrate our past, reflect on the present, and look to the future.

By looking back at what we had achieved in the last 30 years – pioneering alternatives to court, shaping the policy agenda, championing a child-centred approach (and much more besides) – this provided a renewed focus to the work we are doing now.

In another 30 years' time, we would like to think that whoever is running Resolution will look back at 2013 as a momentous year in terms of the support we provide to our members.

Over the last year we have introduced a series of measures to ensure our members are properly supported and continue to play a key role in shaping the work of the organisation. And we have launched a range of new benefits for full and affiliate members, to make sure that Resolution membership is a 'must have' for anyone engaged in family law.

In the past year:

- We developed our new online **Precedents for Consent Orders**, and made them available to every member as part of their membership fee from 2014. These now allow members to create orders, edit and save them, and export the orders they have created. Members will also continue to benefit from all the notes, tips and tricks we have traditionally provided. Because they are now online, they will be updated and changed in real time, with supporting information constantly reviewed and improved.
- We launched **new logos** for full and affiliate members to use, as well as entire family firms and teams, to help market themselves to the public and set themselves apart.
- We developed plans to launch a **new financial product, available exclusively to Resolution members**, to fund proceedings for low to middle income clients. This will also help our members' firms with their cash flow, and will launch in 2014.
- Our **second Family Dispute Resolution Week** built on the success of the previous year, reaching 13 million people across the country. Through media coverage and promotional events, our members highlighted the range of options available for separating couples, and effectively communicated the benefits of the Resolution approach. We also produced a new video for the public, which was first shown at an event in Parliament with the Family Justice Minister.
- We launched **Family Matters**, a new service being piloted in three locations, to provide support and information to separated or separating parents. Funded by the Department for Work and Pensions, the service sees Family Matters Guides – experienced solicitors and trained mediators – work with parents to help them communicate better and reach agreements which focus on the needs of their children. Again, putting Resolution's Code of Practice into practice.



- We strengthened the links between National Committee (NC) and our regions through the **Direct Connect** initiative, providing each region with a designated link person on NC. This saw over two thirds of all regions visited by NC or staff members in 2013, and we will build on this in 2014.
- We built the foundation for a **national YRes committee**, capitalising on the enthusiasm that exists among newly qualified practitioners across our regions, to ensure that Resolution is supporting and listening to those who are new to the profession.
- We started a wholesale policy review, leading to the development of a **Manifesto for Family Law**. This will be launched later this year, engaging our regions and grassroots members to ensure all members have a say in what we are communicating to politicians and civil servants on family law policy.
- We've continued to **influence government legislation**, securing crucial amendments to the Children and Families Act, and argued for an extension to the evidence gateway to enable more victims of domestic abuse to access legal aid.
- We began work to develop a **new specialist accreditation scheme**, building on our proud history of giving special recognition to those full and affiliate members who go above and beyond.
- And we continued our work to **raise standards** within the profession, including a revised complaints and whistleblowing procedure to ensure that all those involved are properly supported.

The cuts to legal aid and the changing family law environment as a whole makes these achievements all the more remarkable, and they are only possible with the support, commitment and enthusiasm of our members.

So to those of you who give up your time to make a difference – and there are many, as you'll see from the back page of this report – a big thank you.

Having taken over from David Allison two years ago, Liz hands over the reins in 2014. And there is very much a sense of planning for the long-term. With Jo Edwards taking over as Chair, and Nigel Shepherd as Vice-Chair, both have been closely involved in developing and delivering our plans to put Resolution at the forefront of the family law agenda, and to support our members so they continue to be, truly, first for family law.



David Allison, Liz Edwards, Jo Edwards and Nigel Shepherd

Colin Jones
Chief Executive

Liz Edwards
Chair

YRes – going from strength to strength in 2013

Launched in 1995, we now have a growing network of 26 YRes groups, with several new branches launching over the last year.

YRes members promote Resolution to a future generation of family lawyers, and provide a support network to family law professionals at the same level. Our younger members are incredibly enthusiastic, working together to deliver a varied programme of activities. Last year this included: mock trials, quizzes, seminars, fundraising; and a top tips session delivered by a local barrister.

Resolution is committed to ensuring our younger members have a voice. So in 2014 we will launch a national YRes committee that will include members from across the regions.



West Sussex YRes pictured with Kathleen Davies, Co-ordinator of Chichester Child Contact Centre and Jonathan Pratt auctioneer and antiques expert on Bargain Hunt and Antiques Trip. The Committee raised over £1700 for the Contact Centre via a charity auction.

Read what some of our younger members have to say:

“If you are interested in joining a YRes group - do it! Get in touch with your local YRes committee to find out what they have planned throughout the year, and sign yourself up for the next event. It’s a great way of getting to know your local peers, who you’ll be working with for years to come.” **Sarah Green, YRes member, Bristol**

“YRes provides excellent value seminars, tailored towards solicitors below partner level. They allow those in the initial years of their careers to gain valuable insight into practical aspects of family law. In addition, the social events enable you create a network of contacts of a similar qualification level, providing you with support and career progression opportunities.” **Joanne Radcliff, YRes member, Manchester**

“Young Resolution is the future of family law and everything that our organisation stands for.”

Lucy Loizou, Chair, YRes

What Resolution membership means to me

“For me being a member of Resolution means I’m committed to working for the best interests of separating families, and that Resolution colleagues are guided by the same ethics and principles too.”

Leia Monsoon – Brighton

“Resolution membership gives me access to a network of trusted colleagues with the common aim of helping us do the best for our clients; interesting and informative articles in The Review; attractive marketing and publicity materials and quality training in both the law and skills. In addition there is the chance to get together at the national conference and the opportunity to be involved in changing the face of family law!”

Karen Taylor – Essex

“Resolution events provide a great forum to discuss issues with fellow members. This promotes a good working relationship among fellow practitioners and increases the level of trust between them.”

Aaron Keene – Birmingham

“Resolution flyers are an amazing tool and appreciated by clients too. They are simply written, and easy to digest by those going through the difficulty of relationship breakdown. The bonus for a newly set up practice like mine is that these are free. Thank you Resolution!”

Nevine Bentley – Surrey

“I passionately believe in Resolution’s values which remain central to the organisation benefitting the membership, our clients and their families. The profession has faced and continues to face monumental changes, and Resolution offers me on-going support as well as the opportunity to interact with likeminded individuals.

Resolution has a voice which is heard by government and others in positions of influence. I feel justifiably proud to be a member of an organisation that started life with a small but dedicated group of family lawyers and now boasts a membership of 6,500.”

Grant Cameron – Southampton

“When it comes to recruitment, we would not normally even interview a non Resolution member for our niche firm. It means that much.”

Tony Roe – Reading

“It’s very special and humbling to have the chance through our fellow members, to practice in the rarefied atmosphere of a community of forward thinking family law professionals. We have come a long way. I love the excitement and energy we get from each other.”

Duane Plant – Cambridge

“As an English family lawyer working in the Channel Islands, being a part of Resolution enables me to keep abreast not only of changes in law and practice, but the general sense of how family practice is evolving. As Jersey follows England closely in matters of family law, this enables me to be one step ahead in my local practice – good for my clients and good for me. Thanks, Resolution!”

Samantha McFadzean – Channel Islands

“Approachability and credibility.”

Juliette Kinsey – West Yorkshire

As a result of our members’ work in 2013, we are launching a range of new member benefits.

- Online Precedents for Consent Orders included as part of the membership subscription.
- Logos for all members to use.
- New financial product to help members access loans for their clients to fund proceedings.

Resolution in the media

Resolution continues to make headlines to raise the profile of our members and their work. Our spokespeople have been called upon to comment on a range of issues, including cohabitation, no fault divorce, legal aid, children law, and dispute resolution.

We have featured in newspapers, on television and radio, both in national and regional coverage. Over the course of 2013, we generated nearly 30 million opportunities for people to see, hear or read about Resolution in the media.

Our second Family Dispute Resolution Week was responsible for half of these opportunities, with national coverage in The Times, the Daily Mail, The Independent and on Woman's Hour alongside regional coverage secured by our Regional Press Officers and member network throughout England and Wales.

Our work to reform the laws surrounding cohabitation hit the headlines, with extensive coverage of our parliamentary

polling featured in The Times and The Independent, in the week that the Liberal Democrats agreed to include the issue in their next election manifesto.

Resolution spokespeople now regularly appear on the airwaves, with BBC Breakfast, Radio 2's Jeremy Vine Show, Money Box Live, Woman's Hour, LBC providing particular highlights.

And we continue to support our regions and POD groups to secure coverage in their areas, providing media training at the POD Liaison Officers' day. We also continue to provide template press releases to co-ordinate national and local coverage on issues such as pre-nups, legal aid changes, and Family Dispute Resolution Week.

Coverage highlights this year include:

- Chair Liz Edwards appearing on BBC Breakfast to talk about the impact of cuts to legal aid, as well as appearances on Woman's Hour, LBC and BBC News.
- Vice-Chair, Jo Edwards and Treasurer, Steve Kirwan, both appearing on BBC Radio 4's Money Box Live.
- Co-Chair of the Legal Aid Committee, Elspeth Thomson, appearing on Radio 2's Jeremy Vine show – the UK's most listened-to radio news programme.

On a more sombre note, the sad passing of John Cornwell last year saw Resolution's founder – and the values on which the organisation was established – feature in obituaries printed in The Telegraph and The Guardian, as well as trade press.



Claire Colbert @ClaireLawyer · Nov 26

Great taking family law dispute resolution with @BBCKatOrman today
@ResFamilyLaw #keepitoutofcourt

Collapse

↩ Reply ↻ Retweet ★ Favorite ⋮ More

3:09 PM - 26 Nov 2013 · Details

...30 million opportunities for people to see, hear or read about Resolution in the media...

Committee updates

Resolution is run by volunteers for volunteers. Members drive Resolution's strategy, and know where we need to focus our efforts as an organisation. Our committees tirelessly contribute their time and expertise to help deliver our plans, and make a difference. Here's a roundup of just some of the outstanding achievements our committees made in 2013, and what they hope to achieve in 2014.

Child Support Committee *Chair - Kim Fellowes, Newcastle*

Key achievements

- Attended briefings from the Child Maintenance Service.
- Offered and delivered training through the jurisdiction.
- Developed a maintenance agreement, university fees pack and calculator (available from info@resolution.org.uk).

Key priorities

- To give members greater awareness of the new scheme and how it will operate, and provide a suite of web-based member tools.
- To continue to lobby for improvements within the CMS's process to ensure the particular needs of this with allied court-based cases are met.
- To lobby for enforcement of historic arrears in appropriate cases, and press for a realistic scheme to promote compromise arrangements in those cases.

Children Committee *Chair - Simon Bethel, Cambridge*

Key achievements

- Provided feedback into the Children & Families Bill which helped frame Resolution's approach to this statute, and led in part to the alteration of one key aspect of that Bill - to clarify the Parental Involvement Clause. A number of committee members gave a huge amount of their time on this issue.
- We presented a highly regarded and well attended workshop at National Conference.
- We worked consistently towards focusing on children's needs as part of the new PLO, lobbying the President and achieving a delay for the Case Management Hearing from 12 to 18 days.

Key priorities

- To draft a Parent's Charter to form part of Resolution's Family Law Manifesto.
- Continuing our tireless work on all matters relating to public and private children law.
- Further lobbying focussed on the President's family justice reform plans, taking a child-centric approach. This will include a continued push for the re-introduction of, and better repayment rate for, publicly funded work.

Cohabitation Committee *Chair - Steve Kirwan, Stafford*

Key achievements

- Worked with the Liberal Democrats that led to a motion in support of the law relating to cohabitants at their National Conference in October. This secured a manifesto commitment.
- Worked with Lord Marks on a new Cohabitation Rights Bill.
- Carried out a parliamentary poll to gauge the attitudes of MPs towards cohabitation and their appetite for reform.

Key priorities

- To continue to support the campaign for law reform in this area as part of Resolution's Family Law Manifesto.
- To contribute towards the debate and continue to raise awareness of the need for change in the law.
- To set the foundations for legislative reform post the May 2015 General Election.

Domestic Abuse Committee *Chair - Jane Wilson, Crewe*

Key achievements

- Gathered and provided evidence to challenge and extend the Domestic Violence Gateway to Legal Aid.
- Updated the Domestic Abuse Screening Toolkit.
- Worked alongside the Legal Aid Committee on the Evidence Gateway and the Standards Committee on Good Practice on Domestic Abuse cases.

Key priorities

- Monitor the working of the Domestic Violence Gateway to Legal Aid and lobby for changes in the regulations.
- Raise public awareness of the availability of legal aid where there has been domestic abuse.
- Continue to provide training for Resolution members and others on domestic abuse.

DR Committee *Chair - Karen Barham, Guildford*

Key achievements

- Held an away day and, recognising that DR is increasingly becoming an integral part of the day-to-day work of the family practitioner, set up a number of sub groups to ensure that all aspects were covered by the committee. There are now groups covering mediation, external engagement, marketing and promotion, member support, and DR policy and procedure.
- Organised a hugely popular and well attended DR conference in Nottingham which successfully trialled taster workshops.
- Listened to DR members, changed the focus of our PLO days and delivered two sessions in 2013 which received excellent feedback.

Key priorities

- To build on the changes that have been incorporated into the PLO day and focus on making the sessions and the groups more interdisciplinary and open to other professionals.
- To hold a bigger DR conference and expand on the taster workshops to respond to members' needs.
- To publish Good Practice Guidance on confidentiality and privilege in DR processes.

International Committee *Chair - Daniel Eames, Somerset*

Key achievements

- Responded to several government consultations relating to EU legislation and domestic legislation affecting international family law.
- Delivered a successful workshop at National Conference on the new Hague EU PR Convention.
- Kept members updated on developments in international family law, including a regular column in International Family Law.

Key priorities

- To continue to engage with government on proposed changes in international family law.
- To continue to offer training to the membership by delivering regional seminars and, hopefully, a one day conference.
- To keep the membership updated on developments, particularly through a new reference guide to international family law.
- To build relationships with international lawyers and practitioner organisations to make international law advice more accessible to members.

Legal Aid Committee *Co-Chairs - David Emmerson, London and Elspeth Thomson, Newcastle*

Key achievements

- Highlighted members' concerns about the Client Cost Management System (CCMS) to the Legal Aid Agency, successfully persuading them that significant improvements needed to be made before the system was rolled out.
- Provided training for members on dealing with the post-LASPO world.
- Contributed to ongoing operational and policy issues around Domestic Violence Gateway evidence, and new fee schemes in the single family court.

Key priorities

- To promote awareness of the availability of legal aid.
- To try and influence a smooth transition to more online working.
- To ensure government recognises the importance of legal advice for separating couples.

Membership Development Working Party *Chair - Karen Barham, Surrey*

Key achievements

- Encouraging and securing high membership renewal figures.
- Appropriately encouraging new members to join Resolution.
- Supporting regions to meet the needs of their local members and revitalise their regions where necessary.

Key priorities

- Focusing on members' needs - both full and affiliate members.
- Encouraging existing member renewals and appropriate new membership.
- Continuing to strengthen the connection and communication between regions and the National Committee, particularly through the Direct Connect initiative.

Precedents Drafting Committee *Chair - Caroline Elliott, Nottingham*

Key achievements

- Review and development of the Precedents for Consent Orders.
- Review and development of the Pre-marital Agreements, with publication scheduled for 2014.
- Trialling and deployment of the online Precedents for Consent Orders.

Key priorities

- To successfully launch the online Precedents for Consent Orders.
- To complete the Pre-marital agreements revision.
- To tackle the next Precedent revision in our rolling programme.

Property, Tax and Pensions Committee *Chair - Pauline Fowler, London*

Key achievements

- Education and training for the membership was provided by way of two successful and well-attended pensions and tax workshops at National Conference 2013.
- DJ Edward Hess (from the PRFD) was co-opted onto the committee, and Margaret Heathcote also joined. A representative of the committee is on Resolution's Reforms Task Force.
- Contributed to discussions regarding the Family Court and the setting up of specialist financial remedies units. We also considered a number of draft changes to legislation including the draft Pensions Bill and the Family Procedure Rules.

Key priorities

- Continuing work on education and training by way of workshops on pensions and tax at National Conference 2014, and the provision of briefing notes and updates for the Resolution website.
- Continuing work on the Duxbury tables with a view to educating the profession about their use.
- Contributing to consultations from external organisations, and continued participation in the Resolution Reforms Taskforce.

Skills and Training Committees *Chair - Shona Alexander, London*

Key achievements

- Oversaw a wide range of training and skills delivery in black letter law.
- Inputted into the development of training and learning strategy.
- Developed content for 2013 National Conference.

Key priorities

- Respond to the needs of members, and develop a learning pathway.
- Improve access to professional development by making the most of technology.
- Establish new committee structure and members outlined in the training and learning strategy.

Skills and Support Working Party *Chair - Claire Blakemore, London*

Key achievements

- Provided essential skills training across the membership.
- Promoted essential skills as a key element in Resolution training.
- Provided invaluable career, development and support services to the membership.

Key priorities

- Increasing skills training across the entire membership.
- Enabling regional committees to have access to successful skills training courses from a menu of tried-and-tested courses.
- Meeting the needs of the membership to provide a broader range of skills training and in particular career and practice development, in light of the dramatic changes to the profession and family law.

Specialist Accreditation Committee *Chair - Peter Jones, Leeds*

Key achievements

- Review and redevelopment of the Specialist Accreditation Scheme.
- Day workshop of markers and assessors.
- Creation of a new Cheating, Plagiarism and Whistleblowing Policy and Procedure.

Key priorities

- Complete and launch the new format of our accreditation.
- Ensuring that the markers and assessors feel more valued.
- Transferring the process to operate electronically.

Standards Committee *Chair - Alison Bull, Manchester*

Key achievements

- Assisting the Consultant Head of Standards and Complaints Administrator to formulate our new Complaints Policy and Procedure (watch this space).
- An overhaul of the committee membership and our purpose; several new committee members have joined, and we have formulated a plan for the future putting the Code of Practice centre stage. Sadly we said goodbye to our former Chair, David Woodward, when he stepped down, and we are endeavouring to ensure we build on his hard work.
- Starting work on an overhaul of the Good Practice Guides.

Key priorities

- Rolling out the new Complaints Policy and Procedure (starting with a workshop at the National Conference).
- Finalising the overhaul of the Good Practice Guides.
- Progressing other tasks to ensure we continue to fulfil our purpose.

2013 – The year in pictures

2013 was a busy year for Resolution and our members. We delivered another sell out National Conference in Stratford upon Avon, ran our second Family Dispute Resolution Week and saw some of our members recognised for their outstanding contribution to the profession.



Lord Justice Ryder delivering his keynote address at National Conference in Stratford upon Avon.



Networking at the sell-out DR Conference held in Nottingham.



Liz Edwards pictured with Baroness Butler-Sloss and Lord McNally at the parliamentary reception held in DR Week.



Joint winners Gema West (right), Zoe Dudgeon (third from left) and Elizabeth Kilburn (left) pictured with Karen Barham at the University of Law's Student Prize giving. This annual award is sponsored by Resolution and is awarded for the highest scoring mark in the Family Law paper.



Family Legal Aid Lawyer of the Year winner Colin Mackey of Churchers (centre), pictured with compere John Howard (left) and head of the judging panel Lord Justice McFarlane (right).



Resolution Chair Liz Edwards appeared on Radio 4's Woman's Hour during DR Week, with Chair of CAF/CASS Anthony Douglas and singer-songwriter Birdie who also featured on the show that day!

Family Matters

Family Matters represents a new departure for Resolution and our members, as we become involved in direct service delivery. The service has been designed partly in response to changes in legal aid and to demonstrate the value of lawyers' skills in an environment where they are often undervalued. The project is testing an innovative model of working with parents going through separation.

Funded for two years by the Department for Work and Pensions through their Innovation Fund, Family Matters is currently being piloted in three locations: Crewe; Oxford; and Newcastle. Based in solicitors firms, Family Matters Guides work with separated or separating parents to help them to access the information and support that meets their particular needs. The Guides are experienced legal professionals and trained mediators and act as a 'holding hand' to guide parents through their break-up in a way that causes as little disruption as possible to their children and helps them to make arrangements about how they will parent apart in the future.

The service works with parents where one of them receives a state benefit or earns less than the UK living wage (£7.65 per hour as at March 2014).

Family Matters Guides use their legal knowledge and mediation skills to work with both parents, helping them to identify solutions to their problems and, where possible, work together or communicate with each other to resolve outstanding problems. Guides facilitate joint meetings between parents and refer to mediation where appropriate. Through their links with other local support services, they help parents find and use the most relevant sources of support and information, such as debt advice services and women's aid organisations. They also refer to solicitors where there is a clear and specific need for legal advice.



Family Matters Guide Sonia Rickard pictured with Cheshire East Mayor Cllr Dorothy Flude at the launch of the service.

Guides enable parents to work together as much as possible, developing a more business-like approach focussed on practical arrangements for their families.

How is it going?

The feedback we've received from parents shows the project is already helping them cope during a stressful time.

- 100% found the information and support useful
- 98% felt better informed about their situation
- 95% better understood the benefits of making arrangements together
- 82% felt better able to take action
- 82% felt they communicated better with their ex
- 70% felt better about their situation
- 70% felt they knew better where to get the help and information they needed
- 25% of parents who started to use the service during the third quarter (Oct – Dec 2013) had had a joint meeting with the other parent by the end of December 2013.



Family Matters Guides - Back row (left to right): Mike Cohen; Claire Hunter; Melanie Barnes. Front row (left to right): Sonia Rickard; Amy Stolting; Marjorie Dennett-Clayton

What parents have said about Family Matters...

- "I now feel as if I have some direction."
- "I feel a bit more positive about having contact with my children."
- "I now am more aware of legal issues and feeling hopeful."
- "I am happy that there is now positive action plan in place."
- "Still anxious, but attending the meeting has helped me to focus and think things through."
- "I still have my concerns, but now understand what my next step is."

Training and professional development

In 2013 our members benefitted from two major conferences, a vast programme of training and the opportunity to gain specialist accreditation. Here's a snapshot of last year and some feedback from some of our members.

66 courses took place last year which were attended by over **1,800** delegates.

192 CPD hours were available to members last year.

Between them, **1,800** delegates earned an impressive **13,125** CPD hours in 2013.

384 delegates attended our National Conference in Stratford upon Avon, earning nearly **4,000** CPD hours between them.

Our DR Conference was attended by **158** delegates at the East Midlands Conference Centre in Nottingham.

In 2013 we saw **78** members develop their expertise further and achieve specialist accreditation.

185 existing specialists were re-accredited which means we now have almost **1,600** accredited specialists altogether.

Here's what some of the attendees said about our training...

"Excellent – I would highly recommend it."

"It has been a real pleasure so far – the best course I have been on."

"Challenging but great fun."

"Excellent well- structured course – helpful trainers."

"The tuition is top-notch!"

"Excellent course – looking forward to the next session."

"Stimulating course."

"Very thought provoking."

"Very good – utterly enjoyable."

"Stellar trainers, excited and in trepidation to get going."



Influencing government

In 2013 our work to influence family law policy has seen us respond to many consultations on behalf of members.

We've engaged with government, parliamentarians, the senior judiciary and other influencers on a range of issues. This has included briefing Liberal Democrats to help them introduce a new manifesto commitment on cohabitants' rights, which would give unmarried cohabiting couples fair and reasonable redress upon relationship breakdown, and working to influence government of the continuing need for the arm's length functions of the Law Commission.

Focussing on preparing for new children and families legislation, and the introduction of the single Family Court in April 2014, our work last year included:

- Lobbying MPs and peers to make changes to the **Children and Families Bill 2013/14**, persuading the government, in partnership with other NGOs, to make clear that, whilst the involvement of both parents in the life of the child concerned will generally be assumed to further the child's welfare, 'involvement' does not mean any particular division of a child's time.
- We have responded to and engaged with the piloting of the new **Public Law Outline**; the draft **Child Arrangements Programme** and allocation guidance proposed by the President's Private Law Working Group; a suite of draft **precedent orders** suggested by the President for use in finance and domestic violence applications; and **standards for expert witnesses**.
- Responding to the Family Procedure Rule Committee about proposed rule and Practice Direction changes before implementation of the **single Family Court** and changes in children and families legislation.



Changes to legal aid as a result of LASPO 2012 and subsequent developments have also featured heavily in our work. Whilst the challenges faced by members cannot be underestimated, our engagement includes:

- Working with members involved in piloting the Legal Aid Agency's online **Client and Cost Management System** to persuade the LAA to delay roll out, in light of member concerns about the likely impact of the current system.
- Working with civil servants to monitor the operation of the **evidence criteria** to enable victims of domestic violence to access private family legal aid, with a view to improving and widening the government's approach.
- Persuading government to exclude family legal aid clients from the proposed **residence test for legal aid**.

Getting our message across

As a result of initiatives such as DR Week we're now reaching more people than ever before.

In 2013 the Resolution team attended over **170 external meetings** – forging and developing relationships with government, partner organisations and key influencers in the family law sector.

We issue monthly all member e-bulletins, alongside our monthly updates to legal aid practitioners, and at the start of 2014 we introduced a monthly training ebulletin. Additional updates and information is made available on the members' section of the website.

We've increased our use of LinkedIn and Twitter, to get our message across to a wider network, and now have **nearly 5,000 followers on Twitter**.

In DR Week there were **over 2,500 tweets** including the hashtag #keepitoutofcourt – and nearly 1,000 tweets mentioning @ResFamilyLaw recorded for the campaign.

Our website, www.resolution.org.uk, now receives around **25,000 visits per month**. In 2013 we received 28% more visits compared to the previous year.

We produced a short video last year which we launched to coincide with DR Week. The film which highlighted the options for separating couples, has already received over **1,200 views** since the end of November.

All of this is in addition to the widely acclaimed member magazine, The Review, which continues to be sent, free of charge, to every single Resolution member.



TheParentConnection @separatedparent · Nov 25
We're included in the @ResFamilyLaw separating together guide. Learn more on our blog [resolutionweek bit.ly/1bhp65f](http://resolutionweek.bit.ly/1bhp65f)
Collapse

Richard Adams @BTFNFamilyLawyer
Overly excited to be trying out the @ResFamilyLaw new online version of Precedents of Consent Orders. Must get a life... · 12 Feb

Colin Mitchell @colinmitchell
@BTFNFamilyLawyer @ResFamilyLaw online precedent! Now I am also excited (No, really I mean it! I should also get a life beyond #familylaw) · 12 Feb

Richard Adams @BTFNFamilyLawyer
@DorsetFamilyLaw @ResFamilyLaw they're worth getting excited about - sharp and user friendly so far

06:36 PM · 12 Feb 14



FocusFamilyMediation
@focusfamilymed

It's the final day of @NationalFDRWeek! Great work from @ResFamilyLaw raising awareness of mediation as an alternative to #keepitoutofcourt

12:21pm · 29 Nov 13 · web



www.resolution.org.uk

Regional highlights

In 2013, the Resolution network has continued to grow. There are now 41 regions, and 28 YRes representatives supporting the work of Resolution and our members across the country. Our regions have engaged with government, raised money for charity, shared information with the public and socialised with their regional colleagues. Here are just a few highlights from over the last year.



Regional Chair Janet Baines (back left) next to Stephen Moseley MP at a DR Week breakfast event held at Chester race course organised by Cheshire POD.



Harrogate POD members, Margaret Allen, Zoe Robinson, Stephen Root, Andrew Jones MP (second from right) and Georgina Greenheld pictured during DR Week.



HOPtodd (High Peak, Oldham and Tameside collaborative group) at their official launch in March, which was attended by Andrew Bingham MP.



Mediators Liz Brown (left) and Nevine Bentley promoting family mediation at Barclays bank in Farnham.



West Midlands region Christmas party. Back row: Bart Dalton, Zahra Pabani, Philip Barnsley, Katherine Kennedy, Marc Saunderson, Rhian Gray. Front row: Claire Wiseman, Aaron Keene (Regional Chair), Katherine Haden.



Hull Daily Mail

Hull and East Yorkshire region donated £250 worth of DVDs, and toys to Sunshine House in Hull, a local facility offering palliative and terminal care and support to families. Resolution members pictured (left to right) are Richard Perry, Chair Adele Wilkinson and Treasurer Claire Ward alongside staff and parents.



Left to right - Gail Thompson, Emma Brunning and Sally Ward from Essex Family Solutions POD group hosting a stand in a Chelmsford shopping centre during DR Week.



Over 70 people attended an event at the Assembly Rooms in Newcastle organised by the North East region in DR Week. Attendees were local professionals who heard from four DR practitioners who talked through the various processes available.



Chair of South Wales region Sophie Hughes at the region's Annual Dinner held at the Millennium Stadium. Pictured with her is the guest of honour Mr Justice Moor (High Court Liaison Judge).

Financial overview

In 2013, Resolution's income totalled £2.1m. Of this, over half came from member subscriptions, with the bulk of the remainder coming from income generated through training and learning, including seminars.

We have used this income to support our members by engaging in key activity as highlighted in this document. Breakdowns of income and expenditure are outlined below, and in addition our full audited accounts can be found on the members' section of the Resolution website.

Membership is the lifeblood of our organisation, both for the promotion of the Code in Practice, and in terms of our finances through subscriptions and training income.

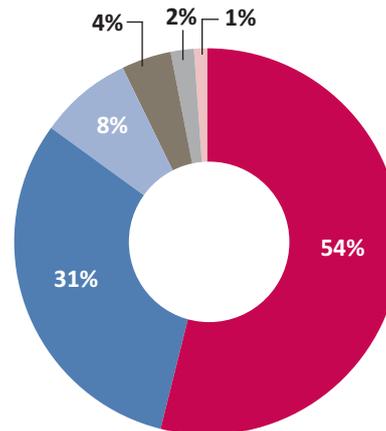
2013 built on the work started in 2012, with the revised staff structure and National Committee taking forward together the five year operational and strategic plans, supported by sound financial planning. The National Committee has committed just under 26% (£0.39m) of reserves to support members, and we will continue to invest our remaining reserves to meet our members' needs.

In response to member feedback, developing training and learning continues to be a priority. Alongside our work influencing government and informing the public, we will continue to invest in new and innovative ways to enable Resolution members to remain first for family law.

Income

£000s

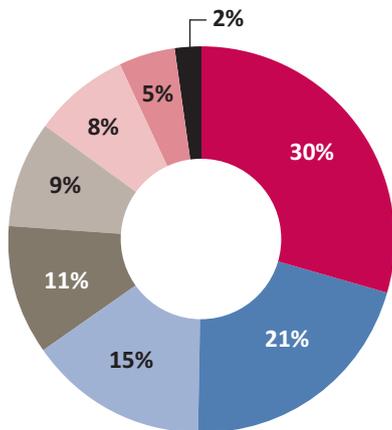
● Subscriptions	54%	1,155
● Training & Learning (inc seminars)	31%	664
● Family Matters	8%	169
● Publications/other	4%	92
● Accreditation	2%	38
● Investment income	1%	31
TOTAL	100%	2,149



Expenditure

£000s

● Training & Learning (General), Accreditation & Publications	30%	636
● Training & Learning (DR)	21%	444
● Influencing & Engagement	15%	317
● Family Matters	11%	232
● Membership Support	9%	190
● Office Costs & Administration	8%	166
● Committees & Governance	5%	110
● Underspend / Projects	2%	53
TOTAL	100%	2,149



Meet the Resolution team



Matt Bryant, Director
Communications



Kayleigh Cella,
Membership and
Training Administrator



Patrick Daniels,
Operations Manager



Claire Easterman,
Director, Operations



Ida Forster, Family Matters,
Project Manager



Louisa Grisdale,
Operations Co-ordinator



Sue Gunn, Director
Membership Support



Colin Jones,
Chief Executive



Angela Lake-Carroll,
Head of Standards
(Consultant)



Sarah Lloyd, Director
Dispute Resolution



Lisa Ribbens,
Accreditation and
General Administrator



Rachel Rogers,
Head of Policy



Paul Smith,
Director, Finance



Denise Sullivan, DR and
General Administrator



Victoria Sutton,
Communications Manager

To get in contact with a Resolution member of staff please email info@resolution.org.uk

Our 2013 National Committee

Elizabeth Edwards

Chair, Resolution
Executive Committee
Chair, Parenting after Parting
Working Party
Amphlett Lissimore, London

Joanne Edwards

Vice Chair, Resolution
Executive Committee
Chair, Regional Liaison
Committee
Penningtons Manches LLP

Jane Wilson

Chair, Domestic Abuse
Committee
Executive Committee
*Hall Smith Whittingham LLP,
Crewe*

Steve Kirwan

Executive Committee
Treasurer, Resolution
Chair, Cohabitation Committee
*Nowell Meller Solicitors,
Stafford*

Lucy Loizou

Chair, YRes
*The International Family Law
Group, London*

Shona Alexander

Chair, Skills Committee
Chair, Training Working Party
Forsters LLP, London

Karen Barham

Chair, DR Committee
Chair, Membership
Development Working Party
Barlow Robbins LLP, Woking

Daniel Bennett

*Whitehead Monckton Limited,
Kent*

Grant Cameron

Lamport Bassitt, Southampton

Daniel Eames

Chair, International Committee
Clarke Willmott LLP, Taunton

David Emmerson

Co-Chair, Legal Aid Committee
TV Edwards LLP

Kim Fellowes

Chair, Child Support
Committee
*Silk Family Law, Newcastle
Upon Tyne*

Margaret Heathcote

Bishop and Sewell, London

Anthony Morris

*Anthony Morris Solicitors,
West Sussex*

James Pirrie

*Family Law in Partnership,
London*

Nigel Shepherd

Executive Committee
Mills and Reeve, Manchester

Karen Taylor

Pellys RJP, Chelmsford

Elspeth Thomson

Co-Chair, Legal Aid Committee
*David Gray Solicitors LLP,
Newcastle Upon Tyne*

Our thanks

Resolution owes its success to the tireless work and dedication of our volunteers.

Our committees, networks of Regional Press Officers and POD Liaison Officers all share the drive to raise the profile of our members with the public, government, media and key influencers. We are extremely grateful for their efforts. We'd also like to thank those members not listed here, who although are not on a formal committee, promote the Code of Practice day in day out and support those families who are separating.

Mahie Abey	Alison Bull	Ben Davies	Sharon Giles	Quang Huynh	Alan Markham	Therese Nichols	Patricia Robinson	Elsbeth Thomson
Shona Alexander	Barry Bunyan	Deborah Davies	William Giles	Jemma Izzard	Melissa Markham	Deborah Nicholson	Helen Robson	Philip Thorneycroft
Susan Alexander	Simon Burge	Kimberley Davies	Ailsa Gilhespy	Susan Jago	Elizabeth Marsh	Daniela Nickols	Christina Rockwood	Clare Thornton
Peter Alison	Peter Burgess	Neil Davies	Veronica Gilmour	Samantha Jeanes	Peter Marshall	Lisa O'Connor	Stephen Root	James Thornton
Nicholas Allen	Julie-Ann Burger	Angela Davis	Andrew Goss	Carol Jessop	Sandra Marshall	Rosalyn O'Donnell-	Zoe Round	Amanda Thurston
David Allison	Sebastian Burrows	Jane Davis	Nichola Gough	Deborah Johnson	Jayne Martins	Teelan	Stuart Ruff	Nicola Tiernan
Stephen Anderson	Demelza Butler	Tina Day	Christopher Goulden	Amanda Jones	Susan McArthur	John Osborne	Karen Rushton	John Todd
Fiona Aporhorpe	Gillian Butler	Marcus Dearle	Wendy Gouldingay	Katherine Jones	Jane McCann	Justine Osmotherley	Wendy Ryle	Amanda Trappes-
Prudence Arnott	Jacky Butt	Tara Deegan	Michael Gouriet	Lorraine Jones	Sarah McCarthy	Zahra Pabani	Nadia Salam	Lomax
Tricia Ashton	Stormm Buxton-Hill	Clive Delves	Michael Gray	Peter Jones	Hayley McCormack	Priya Palanivel	Vicki Sales	Janet Tresman
Alison Auty	Grant Cameron	Punam Denley	Samantha Gray	Victoria Josif	Cris McCurley	Ashley Palminteri	David Salter	Claire Trundley
Lyn Ayrtton	Helen Derry	Helen Derry	Emma Green	Simi Kalsi	Julian McEvoy	Robert Parker	Elizabeth Sandelands	Michelle Uppal
Frances Bailey	Rebecca Carlyon	Balbinder Dhami	Miranda Green	Sharon Kay	Samantha McFadzean	Claire Parsons	Bhupendra Sankhla	Carolynn Usher
Sue Bailey	Gillian Carr	Kauser Dossani	Sarah Green	Aaron Keene	Christina McGhee	Christina McGhee	Marc Sanderson	Ian Walker
Emma Baillie	Benjamin Carter	Luke Dixon	Fiona Greener	Margaret Kelly	Simone Mcgrath	Demelza Patricia	Hannah Saxe	Karin Walker
Siobhan Baillie	Felicity Chapman	Angela Donen	Nicola Grosvenor	Lisa Kellett	Vicki McLynn	Ian Pattinson	Catherine Scammell	Nicola Walker
Janet Baines	Robin Charrot	Kauser Dossani	Katherine Haden	Margaret Kelly	Sean McNally	Monica Payne	Gareth Schofield	Claire Ward
Richard Baker	Deborah Chism	Natalie Drew	Christina Hale	Jacqueline Kempton	Vanessa McMurtrie	Emma-Lisbeth	Philip Scott	Andrew Wareing
Anthony Ball	Debapriya Choudhuri	Simon Dukes	Kirsten Hale	Katherine Kennedy	Sean McNally	Pearmaine	Suzan Scott	Julie Waring
Sheridan Ball	Alison Christmas	Sylvia Duncan	Katherine Hallam	Suzanne Kingston	Antonia Mee	Alan Peck	Lorna Sear	Emily Watson
Katy Barber	Lisa Churchill	Daniel Eames	Katherine Hamilton	Juliette Kinsey	Rowan Mellalieu	Hannah Perry	Jennifer Seviour	Philip Way
Karen Barham	Kate Clark	Elizabeth Edwards	Paula Hamilton	Stephen Kirwan	Victoria Melling	Katrina Pescott	Heather Seward	Clare Webb
Melanie Barnes	Sally Clark	Joanne Edwards	Robert Hammond	Alison Kitchman	Sarah Mellish	Danielle Peters	Thowtheetha Shaah	Clive Weir
Philip Barnsley	Susan Clark	Caroline Elliott	Carolyn Hanes	Mark Kosmin	Judith Middleton	Jackie Phillips	Richard Sharp	Jacqueline Wells
Michael Barry	Nigel Clarke	David Emmerson	Adrian Harding	Sushma Kotacha	Dawn Middleton	Helen Shaw	Helen Shaw	Katie Went
Susie Barter	Susan Clements	Verity Emunson-Hickey	Sarah Harding	Angela Lake-Carroll	Julia Middleton	Felicity Shedden	Felicity Shedden	Nicola Whitley
Peter Baughan	Adrian Clossick	Amey Fallows	Nicola Harries	Katharine Landells	Dawn Millar	Nigel Shepherd	Nigel Shepherd	Sian Whittaker
Kim Beatson	Helen Clyne	Tom Farrell	Julie-Ann Harris	Kirstie Law	Christopher Miller	Trisha Siddique	Rebecca Silcock	Alasdair Wild
Katie Beaven	Sandra Coleman	Kim Fellowes	Dawn Harrison	Emma Lawler	Jonathan Miller	Adele Wilkinson	Margaret Simpson	Prudence Willday
Patricia Beeching	Emma Collins	Alison Fernandes	Lucy Hart	Jacqueline Lawson	Tracey Miller	Elizabeth Williams	Tracey Poolman	Elizabeth Willday
Kiran Beeharry	Laura Collins	Sara-Jayne Fildes	Emma Harte	Stephen Lawson	Ann Pope	Stephen Williams	Ann Pope	Stephen Williams
Marilyn Bell	Louise Connolly	Claire Filer	Juliet Harvey	John Lea	Jane Porter	Greta Williamson	Jane Porter	Greta Williamson
Eleanor Benfield	Deborah Constable	Chantal Findlay	Alison Hawes	Simon Leach	John Pratley	Hannah Wilson	Victoria Preece	Hannah Wilson
Sarah Benfield	Edward Cooke	Kim Finnis	Joanna Hawkins	Martin Leech	Victoria Preece	Jane Wilson	Catherine Price	Catherine Sousa
Daniel Bennett	Daniel Coombes	Tom Fisher	James Haworth	Justin Lees	Catherine Price	Colin Spanner	Joanna Purnell	Colin Spanner
Nicholas Bennett	Sarah Cooper	Miranda Fisher	Annabel Hayward	Paul L'Estrange	Joanna Purnell	Lucy Sparks	Fahrat Qureshi	Lucy Sparks
Alison Benson	James Copson	Claire Fitzgerald	Margaret Heathcote	Katherine Moody	Melanie Stansfield	Rachel Spicer	Joanne Radcliff	Rachel Spicer
Emma Benyon-Tinker	Barbara Corbett	Michelle Fitzpatrick	Michaela Heathcote	Gillian Mooney	Andrew Moore	Amy Starnes	Ivana Radovic	Amy Starnes
Peter Berry	Emma Cordock	Sital Fontenelle	Sarah Heathcote	Andrew Moore	Victoria Moreton	Victoria Sterritt	Victoria Sterritt	Victoria Sterritt
Ruth Berry	Ann Corrigan	John Fotheringham	Laura Heaton	Helen Morgan	Helen Morgan	James Stewart	James Stewart	James Stewart
Simon Bethel	Michelle Counley	Pauline Fowler	Sally Henderson	Polly Morgan	Jonathan Moriarty	Joanna Stiff	Greg Randall	Joanna Stiff
Simon Blain	Elizabeth Cowell	Vanessa Fox	Gavin Henshaw	Catherine Little	Catherine Moriarty	James Stohman	Duncan Ranton	James Stohman
Claire Blakemore	Jane Cowley	Emily Frankish	Ruth Hetherington	Lucy Loizou	Catherine Morley	Lisa Rawcliffe	Lisa Rawcliffe	Lisa Rawcliffe
Zoe Bloom	Graham Coy	Graeme Fraser	Samantha Hickman	Jo-anne Lomax	Anthony Morris	Katherine Rayden	Katherine Rayden	Katherine Rayden
Lisa Boileau	Emma Crabbe	Debbie Frazer	Elizabeth Hicks	Sarah Lomax	Beverley Morris	Fiona Read	Fiona Read	Fiona Read
Catherine Bonnett	Simon Craddock	Richard Hoare	Sarah Higgins	Arzu Lone	Sarah Morris	Emma Reece	Emma Reece	Emma Reece
Sarah Bostock	Fiona Craig	William Hogg	Ruth Hetherington	Nicholas Longford	Simon Mortimer	Claire Reid	Claire Reid	Claire Reid
Caroline Bourn	Jane Craig	Gemma Hope	Richard Hoare	Jane Longworth	Belinda Moseley	Helen Rendell	Helen Rendell	Helen Rendell
Caroline Bowden	Julian Creasey	Emma-Louise	William Hogg	Sarah Loveless	Emma Mould	Owen Reynolds	Owen Reynolds	Owen Reynolds
Thomas Boyce	Robert Cresswell	Hopkins-Jones	Marlie Gallacher	Katie Lowe	Jennifer Mundy	Ursula Rice	Ursula Rice	Ursula Rice
Charlotte Bradley	Judith Crisp	Belinda Hornsby	Elizabeth Gallagher	Alastair Macleod	Christopher Myles	Elaine Richardson	Elaine Richardson	Elaine Richardson
Michelle Brammer	Tracy Cross	Nicola Howarth	Sally Gandon	Sophie Hughes	Susan Nash	Clare Riddall	Clare Riddall	Clare Riddall
Rachel Brand	Lucy Cummin	Nia Hughes-Parry	Damian Garrido	Sophie Hughes	Carolyn Nathanson	Emma Ries	Emma Ries	Emma Ries
Lyn Brisley	Laura Dalgliesh	Matthew Humphries	Rebekah Gershuny	Ian Giddings	Kristy Nelson	Joanne Riley	Joanne Riley	Joanne Riley
Laura Brown	Barton Dalton	Claire Hunter	Nicola Gibbs	Richard Gilbert	Toby Netting	Maggie Roberts	Maggie Roberts	Maggie Roberts
Teresa Brown	Loraine Davenport		Ian Giddings		Andrew Newbury	Neil Robinson	Neil Robinson	Neil Robinson
Elizabeth Bruce	Katherine Gieve		Richard Gilbert					
Simon Bruce	Anne Davies							

Code of practice

Membership of Resolution commits family lawyers to resolving disputes in a non-confrontational way. We believe that family law disputes should be dealt with in a constructive way designed to preserve people's dignity and to encourage agreements.

Members of Resolution are required to:

- Conduct matters in a constructive and non-confrontational way
- Avoid use of inflammatory language both written and spoken
- Retain professional objectivity and respect for everyone involved
- Take into account the long term consequences of actions and communications as well as the short term implications
- Encourage clients to put the best interests of the children first
- Emphasise to clients the importance of being open and honest in all dealings
- Make clients aware of the benefits of behaving in a civilised way
- Keep financial and children issues separate
- Ensure that consideration is given to balancing the benefits of any steps against the likely costs – financial or emotional
- Inform clients of the options e.g. counselling, family therapy, round table negotiations, mediation, collaborative law and court proceedings
- Abide by the Resolution Guides to Good Practice

This Code should be read in conjunction with the Law Society's Family Law Protocol.
All solicitors are subject to the Solicitors Regulation Authority (SRA) Code of Conduct.

Resolution, PO Box 302, Orpington, Kent BR6 8QX
DX 154460 Petts Wood 3

T: 08457 585671

E: info@resolution.org.uk | W: www.resolution.org.uk

Resolution is the trading name of the Solicitors Family Law Association, which is a company limited by guarantee.
Company number 05234230 | Published and produced by Resolution - first for family law