



fletcher's  
group

# Responsible Business Report Mid-year 2025

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# Foreword from Peter Haden, CEO of Fletchers Group

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I am delighted to share the fifth edition of our Responsible Business Report.

As one of the UK's largest personal injury and clinical negligence legal practices, our business responsibilities go beyond the delivery of legal services to our clients. Our actions and decisions have an impact on the wider community, the environment and the legal sector as a whole.

This report sets out Fletchers Group's commitment to responsible business practices, sharing the progress we've made towards our goals and detailing how we are integrating responsible business practices into everything we do.

It provides a snapshot of the steps we've taken to create lasting, positive change, and outlines our ongoing efforts across all aspects of the business to lead by example across our industry.

Our three-year Responsible Business Strategy, launched in May 2022, has now successfully concluded - and we couldn't be prouder of what we've achieved.

From establishing the Fletchers Foundation, to launching and consistently delivering our five-year Equity, Diversity and Inclusion Strategy, Accelerate 2028, and implementing

sustainable changes across the business, the impact has been truly significant.

Over the last six months, we have continued to work tirelessly in delivering the key elements of our responsible business strategic plan. We've made important progress in the first half of 2025, with a particular focus on sustainability and our environmental footprint.

Our responsible business strategy is guided by our core values - the privilege of client trust, the power of our people, and the passion to succeed - and is designed to ensure that we make a positive impact in all areas of our work.

We're building on the lessons of the past three years and looking ahead to the next five, where continued growth for the group will bring an even greater focus on ensuring our business practices are sustainable and accountable.

As we continue to grow and evolve, we are committed to staying true to our values and furthering our efforts to lead by example in the legal industry. There's always more to be done, but we are proud of the steps we've taken and look forward to what's next.

## Our Business at a Glance

Fletchers has grown a great deal over the last three years. We have signed many more clients, acquired some terrific firms and welcomed lots of new colleagues.

**Fletchers Group has seen strong progress in first half of 2025 — some of the key achievements to date include:**

- In January 2025, **we acquired Northwest law firm Scott Rees & Co Solicitors**. The deal saw around 100 fee earners and support staff from the firm’s personal injury and clinical negligence teams transfer to Fletchers. The growth of Fletchers is a key part of our strategy to scale up by acquiring great companies with high-quality people and equally high-quality case work.
- In June 2025, we **acquired Bury-based law firm Sheldon Davidson Solicitors** in a move to further strengthen our clinical negligence offering to clients.
- **We opened a new office in Newcastle;** expanded our Liverpool office; and renovated our Bolton one. These new spaces offer more room for collaboration and connection across teams.
- **We employed a dedicated Colleague Health and Wellbeing Lead, Julie Duffy.** This new role is designed specifically to support all colleagues with any issues that affect their wellbeing.
- **We created a new senior team; the Executive Committee (ExCo),** which replaced our Executive Leadership Team as the most senior leadership team that leads our business.
- **We promoted four senior colleagues to Managing Directors within our ExCo,** recognising the critical contribution each of them has made to Fletchers.

Scott Rees & Co  
S O L I C I T O R S



## Mergers and acquisitions

Acquisitions are key to our growth; in the last three years we have undergone seven acquisitions.

We have set ourselves an ambitious target of four to five acquisitions each year moving forward.

In order for us to do this effectively and responsibly, we implemented a dedicated Acquisitions Team with our Managing Director of Acquisitions, Charlene Mann, leading the team.

Acquisitions enable us to support more clients by expanding our reach, increasing our expertise, and offering an even broader range of specialist legal services.

Through scale, efficiency and the deepening of specialist expertise, we create greater value for our firm, our clients, and our partners.

We offer a great future for incoming colleagues with career development, stability, and the support of a values-led organisation that invests in its people.

By combining the best of both businesses we build a stronger future that drives innovation and improves outcomes for those we serve.

# Using Artificial Intelligence (AI) to improve access to justice

At Fletchers, we are consistently looking at how we can improve our claims process as well as enable more clients to move forward with their lives post-injury or illness.

We believe that the use of artificial intelligence (AI) could be a significant step in achieving this, not just for us but the wider legal sector. AI represents a huge opportunity to improve people’s access to justice and client outcomes.

This year, we have focussed on building upon our decision to invest in an AI team and capability so that we can lead the industry in the responsible development of AI. We have seen our team grow from 10 to 14 talented colleagues and continue to see other colleagues, such as legal and process experts, support our AI work with their time and knowledge.

We have implemented an internal tool to expand upon our data checking coverage and improve our adherence to GDPR checks to catch any mistakes in records that are shared with us. This has improved our compliance processes but also removed a mundane and repetitive task for our administrative team, so that they can focus on the more critical and personable aspect of their role.

We have also developed our first user interface software tool, designed specifically for reviewing medical records and leveraging AI to do this more quickly. Crucially, AI supports our colleagues, it does not replace them. In this instance, it is enabling colleagues to review more cases, which in turn will allow us to scale up the access to justice we offer more quickly.

We are conscious that our use of AI needs to be responsible and centred around the benefits it brings to our clients. We are continuing to develop and update our AI Tool Use Policy, as well as our AI Code of Conduct, so that our colleagues are well informed of the risks and benefits that AI presents.





A photograph of two women sitting at a wooden table, smiling and engaged in conversation. The woman on the left has long brown hair and is wearing a grey blazer. The woman on the right has blonde hair, wears glasses, and a red patterned top. They are holding small white cups. The background features a wall with geometric patterns. A large green diagonal overlay covers the left side of the image, containing the title text.

# Move Forward – Our Responsible Business Strategy

# Our purpose and Responsible Business Strategy

We're extremely proud of how far our responsible business practises have come in the last three years, with highlights such as:





Our Commitment to the Sustainable Development Goals (SDGs)

The UN Sustainable Development Goals (SDGs) are the blueprint for achieving a better and more sustainable future for all by addressing the global challenges we face. We have aligned our Responsible Business strategy with these SDGs.





# Responsible Business Impact 2025 mid-year



Continued Gender  
balance in our leadership,  
with **5 out of 9**  
of our Executive  
Community being women



We continue to fund small  
community projects, like a  
**new 24 hour defib**  
in Southport town centre

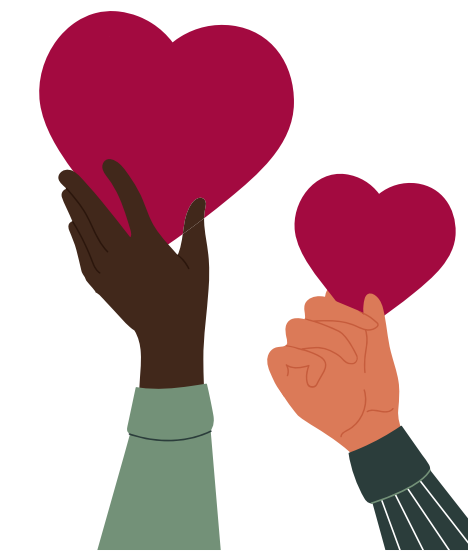


fletchers  
foundation

Fletcher's Foundation  
turned **2** and has approved over  
**£140,000 in grants**



We now have  
a dedicated  
**Colleague  
Health and  
Wellbeing  
Lead**



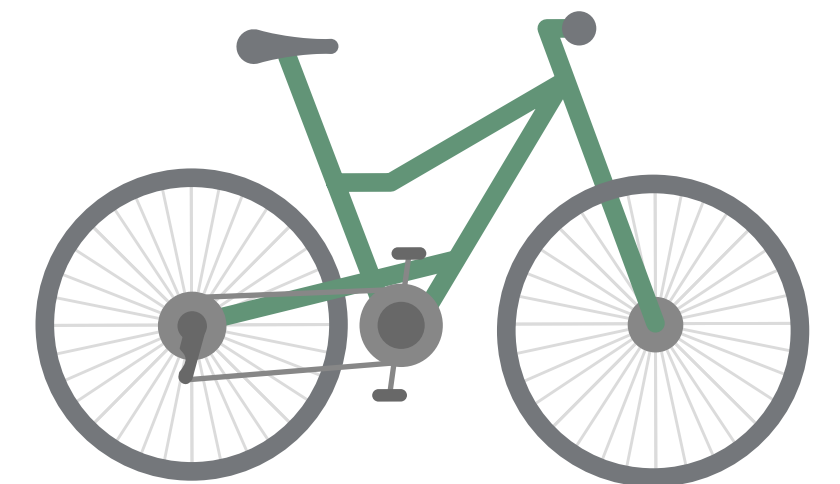
Leading voice in  
lobbying the  
benefits of Level 7  
apprenticeships for  
future lawyers from a  
low-socioeconomic  
background

Our 8th & 9th  
Employee-Led  
Networks launched,  
focusing on **health  
and wellbeing** and  
**menstrual health  
at work**



**We celebrated**

Easter, Ramadan and for  
the first time ever,  
the Sikh & Hindu religious  
festival, Vaisakhi

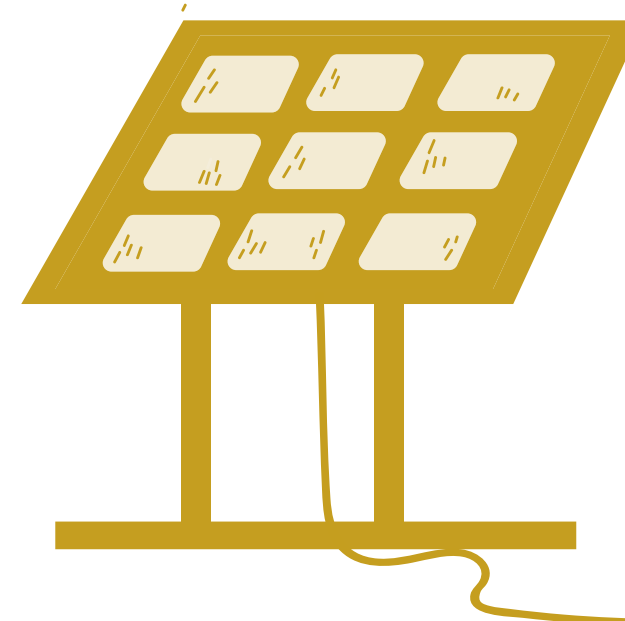


**Launched our 'Cycle Card'**  
**scheme**, rewarding  
colleagues for cycling  
to work, rather  
than using their car

**CRIMEWATCH**  
**LIVE**

One of our top lawyers appeared on  
**BBC's Crimewatch Live**,  
promoting road safety

Our Southport and  
Liverpool offices are now  
**powered by 100%  
renewable energy**





# Our Clients

Helping our clients move forward  
with their lives



In the first six months of 2025, our team of legal experts have managed thousands of cases across our personal injury and clinical negligence teams and secured millions in compensation for our clients.

As one of the UK's most trusted and respected law firms, we handle a wide range of cases from serious personal injury and clinical negligence claims, motorbike and cycle injuries, road traffic accidents, and accidents at work.

Our clients come to us during what is arguably one of the most difficult periods of their lives and are all connected by the very real distress they have endured through no fault of their own.

Our specialist legal team understands the impact of a catastrophic injury or illness, and are supported by a network of medical experts and recovery specialists to help make the claim as smooth as possible for them.

We've grown to understand the emotional impacts of this suffering too – both for clients and their support network.

Our clients and their families are always at the heart of everything we do and we are privileged to have their trust and guide them through their journey to recovery.

Whilst the client stories we provide highlight injuries and accidents, at the centre of each one is a real human story where we've done our utmost to make life better for someone who's suffered and had their life turned upside down.

## Client story: Motorcycle Fatality

Our client was riding his motorcycle when a car made a sudden and unsafe turn across his path. With no time to react, he collided head-on with the vehicle at speed. The impact was devastating; he sustained a catastrophic brain injury and sadly died in hospital the next day.

Just 10 days earlier, he had become a father for the first time. His sudden and unexpected death left behind a grieving family and a newborn son, who will grow up never having the chance to know his father. The absence of his father will be deeply felt throughout his life. This shaped the focus of our legal action, not only in seeking justice for the estate, but also in securing a financial dependency claim to support our client's child's upbringing and long-term future.

A police investigation concerning the crash placed full blame on our client for the collision, citing speed as the key factor.

This proved challenging however we instructed a specialist road traffic collision expert to carry out an independent investigation, analysing the scene, speed, timings, and road layout. His report concluded that the driver should have seen our client before attempting such a dangerous manoeuvre.

While we accepted that our client's speed may have contributed to the risk, we argued that it was not the primary cause of the crash. This is known as contributory negligence, where a person may share some responsibility for an accident, but this does not prevent a claim from succeeding, particularly where the other party's actions were a significant or dominant factor.

Halfway through the case, a new problem emerged. The defendant's legal team ceased acting for the driver, claiming their client's insurance policy had been taken out using identity fraud, therefore making their insurance void. This created a very real risk that the family would receive no financial support at all, even though the driver's actions had clearly contributed to this tragic and fatal outcome. We therefore brought the Motor Insurers' Bureau (MIB) in as a third defendant.

With our personal injury solicitors' determination, efficiency, and expert legal knowledge, they helped steer the case toward a £55,000 settlement without the need to go to court.

Although the settlement reflects a reduction for contributory negligence, we closed the case knowing that financial support has been secured for the one person entirely without fault, our client's son.

In a case such as this, it is important to be mindful that no settlement can replace the loss of a parent. Our client's chance of being a father was taken away from him, and his child lost the chance of knowing his father. His partner also lost emotional and financial support at a time in life when it was most needed. However, the settlement does offer a measure of stability to help with the unexpected hardship this tragedy brought to this young family.

## Afron's story – Spinal Cord Injury

Our client, Afron, has always been an adventurer. Prior to his surgery, he was a former merchant seaman, who was well-travelled and took part in numerous adrenaline sports.

One day, he experienced a tingling sensation in his toes, so consulted his GP who referred him for an MRI scan. They found a compression on the spine so Afron underwent what was meant to be corrective surgery to relieve pressure.

Tragically, during the spinal laminectomy, unbeknown to our client, the surgeon negligently removed a disc unnecessarily. Three days later he was told by doctors he was paralysed from the waist down and would never walk again.

Following this, the surgeon's mistake then resulted in our client suffering from discitis, a pulmonary embolism, a heart attack and recurrent urinary tract infections, all stemming from the operation.

As well as a decline in physical health, spinal cord injury impacts people's mental health, livelihoods, accommodation needs, and finances.

Our client approached Fletchers and after a five-year claim, received a settlement of £3.125m to compensate for the mistake that led to his life-changing injury.

Our client's recovery and rehabilitation journey was long and challenging but with the security of a settlement and his inspiring ability to keep going, Afron has been able to rebuild his life.

Our client has since moved into his new home – which is equipped with wide corridors and doorways, fully accessible living quarters, and a beautiful outdoor space which is adapted for ease of mobility. It even has a separate living space for his care team so he can enjoy independence whilst being fully supported in his new home.

Afron has purchased a new wheelchair which uses balance-based movement technology that allows him to move around hand free.

In recent months, Afron's been able to get back doing what he loves: travelling. Our client has visited Thailand, Cambodia and Malaysia. He's even done a skydive.

“Without Fletchers Solicitors help, support and total understanding for myself, I truly believe I would not be where I am now. That includes, physically, mentally and actually looking forward to a future life now in many different ways.”





# Client Care at Fletchers

Our Client Care team is made up of 14 File Handlers, two Ambassadors, one Auditee, two Team Leaders and one Manager.

Our File Handlers look after clients at the initial stage of the claim process. The team set clear expectations to the clients to ensure their claim is progressing efficiently.

Once their relevant records are collected and reviewed, our Nurse Analyst team complete the opinion on merit to set out the case plan. Our inhouse team of Nurse Analysts sit within Medical Law Services (MLS), part of Fletchers, and consist of nurses from midwives, cardiology, oncology, surgery, general practice, and community. As well as reviewing medical records, they provide a paginated bundle, prepare a chronology and index as well as utilise their expertise to give an opinion on the merits of the case.

Our Ambassador team review all surveys received into the business feeding back to the legal teams to ensure the client is receiving excellent service. They also assist with ‘Our Moments that Matter’ which enables the legal team to send gifts to clients in certain circumstances.

Our Auditee completes call audits every month to ensure that our File Handlers are providing the best quality and accuracy of information to our clients. We take client feedback here very seriously, so our Auditee also assists with analysing and acting upon any feedback received.

The work our Client Care team does enables the legal teams to focus on the litigation side of the client’s case.



# Client Care story

One of our clients had recently given birth to a new born baby. Sadly, they had previously lost another baby prior, and was currently pursuing a clinical negligence claim following their loss.

We wanted to acknowledge that we were thinking about them during this special time, so we arranged a gift to be delivered. The client contacted us back with some kind words:

“I have just received your gift for the baby, thank you so much it’s so thoughtful of you, and made me teary! Such a lovely thing to do, I really appreciate it.”





## Serious Injury Law rehabilitation service

As a firm, we have always put rehabilitation first and been passionate about offering more than just legal advice to help rebuild lives.

Earlier this year, we launched our in-house early rehabilitation and support service to boost the recovery and quality of life for clients who have suffered a serious injury.

With a focus on early intervention, our new service gives clients faster and easier access to the specialist treatment and care they need to move forward with their lives after a life-changing injury.

It is designed to go beyond legal representation, by offering a comprehensive range of medical, rehabilitation and emotional support services – all under one roof – to help clients and their families regain independence, confidence and overall wellbeing.

**SERIOUS**  
INJURY LAW

Supported by a new in-house multidisciplinary team of case managers and clinical experts, the full ‘wraparound service’ addresses the unique needs of each individual, and provides practical advice and guidance, alongside therapeutic and wellbeing support.

### This includes:

- Multidisciplinary team input to care and support
- A comprehensive care assessment and the creation of personalised recovery plans
- Identification of early rehabilitation pathways and services
- Counselling and psychological support
- Support with adaptive technologies and equipment
- Resource and service navigation including complementary lived experience peer support
- Financial planning and management, from emergency budgeting to welfare and benefits advice



Fletchers Foundation

The Group launched our charitable arm, Fletchers Foundation, in March 2023 to help even more people move forward with their lives after injury.

Through our day-to-day casework, Fletchers support our clients through the legal process that arises following a serious personal injury or clinical negligence. But there are many enquires that do not have a valid legal resolution – and it is these individuals that Fletchers Foundation aims to support through a grant for aid, support, equipment, therapies, and much more.

Individuals can apply for grants of up to £10,000 that help them to move forward with their lives.

Fletchers Foundation also works with and funds charities, rehab centres and groups for them to deliver projects to support groups of individuals move forward after life changing circumstance.



Fletchers Foundation turned two in March

Two hundred guests joined for an evening of cocktails, canapes and cabaret, and to hear some heartfelt stories from some of our grant recipients.

And thanks to the generosity of our guests, over £15,000 was raised which went straight to Fletchers Foundation’s grant programme.



What has been achieved in its first two years:

Fletchers Foundation has awarded over **£150,000** in grants



**77 grants** have been awarded to **71 individuals** and five charities

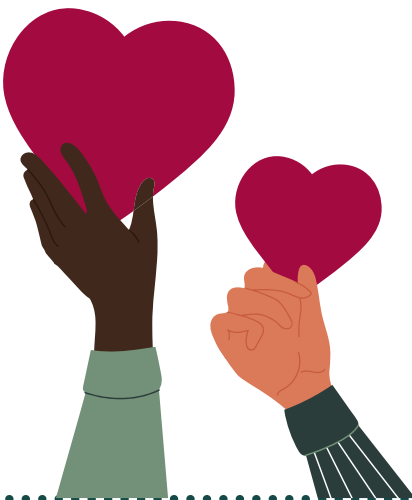


sponsored the **England Amputee Football Association’s Women’s team** to go to the world cup in Colombia

sponsored a **Paralympic athlete** to take part in the **Adapted CrossFit Games in Vegas** in the summer of 2025



**Four individuals** receiving support from **Fletchers Foundation** are now on the **Paralympic training programme**



A joint project was launched in May 2025 for people from a lower **socioeconomic background** to access **trauma therapy following a burn or brain injury**

## Case study: Claire

Claire lives with chronic pain stemming from Degenerative Disc Disease, making it very hard for her to walk even the shortest of distances. She has been an ambulatory wheelchair user for the last 8 years and it's the only way she is able to leave her home. Claire currently uses a manual wheelchair but struggles to self-propel because of issues with nerves in her arms which means she has to be accompanied/pushed everywhere she goes. This makes her feel "like I don't have any freedom or independence whilst out of the house."

Claire needed a powerchair, so she applied to Fletchers Foundation for a joystick-controlled power add-on called the Alber E-fix, which will turn her manual wheelchair into a powerchair, keeping it portable and practical.

The Alber E-fix would improve her mobility, independence and provide her with a much-needed sense of freedom. It would also allow her to meet up with friends, get to the hospital without needing expensive taxis, help with shopping, collecting packages and generally be more independent.

"I cannot thank everyone enough, my appreciation for those who helped is beyond words.

Since receiving my Alber E-Fix system, my life has been so different. My freedom and ability to go out further and for longer has been tremendous, I've been able to go out more independently and do the things that I've really wanted to do, like going to London for the first time to see some exhibitions of my favourite artists and get lost shopping in Covent Gardens.

Even doing the weekly shop feels more freeing, being able to go around a shop by myself and pick up what I need, when I need it makes a huge difference in the experience.

The little things are what have hit me the most though, such as being able to hold my husband's hand as we go about our day and not having him behind me, pushing. The last time we could do that was over 2 years ago during our honeymoon when I rented a similar system, before that, it was at least 5 years! It finally feels less like he's my carer and much more like my partner again.

I feel like me again, I feel like the silly, playful person I used to be. You really don't realise just how much disability takes away from you but now I'm clawing it all back, bit by bit, all thanks to the amazing people who have all made this possible."





**Colleague fundraising for the Foundation**

This year, more colleagues than ever before have fundraised for Fletchers Foundation through two large fundraisers, collectively raising over £10,000 with Gift Aid.

In June, 120 colleagues took part in our most engaged steps challenge to date: Office vs Office. This month-long competition saw six offices go head-to-head and run, walk or cycle in a hope to win the challenge and raise vital funds for the Foundation.

In total, 35 million steps were completed and an incredible £4,374 was fundraised. Our Cambridge office took home the trophy.

During the same month, a group of colleagues went the extra mile and also completed the Edale Skyline Route. 20 colleagues, took part in this gruelling 20-mile hike across the Peak District and fundraised £4,373.

All donations raised are now going towards life-changing grants; so every step taken in June is on track to helping change the life of someone profoundly impacted by a serious injury or illness.



# Our Colleagues



# Our Colleagues

Our people are our greatest asset, and each person plays an instrumental role in the development of our team, our services, and the growth of our business.

This is a key area for us. We support our colleagues through the Equity, Diversity and Inclusion strategy, development opportunities as well as Health and Wellbeing initiatives under the ‘Our People’ strand of the Responsible Business strategy.

## Junior colleague recruitment and development update

At Fletchers, we are committed to offering as many routes as possible to ensure that all people from varying socio-economic and diverse backgrounds have equal opportunities.

We support, develop and inspire our junior colleagues during their qualification and beyond.



## Fletchers Academy

Fletchers Academy is our entry-level foundation programme, designed for college students and postgraduates who are interested in a legal career but may face socio-economic barriers to entering the profession. It provides a supportive and structured pathway into law, combining early skills development with real-life work experience.

Now in its 4th year, the programme begins with a five-week period of classroom-based learning in a safe and inclusive environment. During this phase, Academy trainees gain a grounding in our core legal concepts, processes, soft skills, and the importance of client care.

Following this, our Academy trainees join one of our legal departments to build practical experience in a team-based setting, developing their capabilities as paralegals.

Importantly, the Academy offers the chance of a route to formal qualification—most often via apprenticeships—representing a springboard toward becoming a solicitor or CILEx lawyer. A number of our Academy alumni are now on qualification programmes to become solicitors or legal executives.



## Training contracts

In 2025, we have had a record-breaking year for training contracts at Fletchers.

We have offered 30 training contracts and apprenticeships across the business – our highest number yet.

There was lots of competition, with over 330 applications and more than 60 candidates invited to assessment days. But what stood out most was the ambition, potential and professionalism of every single applicant.

Thanks to our Learning and Development team, we have been able to support a wide range of routes into the legal profession, including:

- **9 Training Contracts**
- **8 CILEX Apprenticeships**
- **1 CIPD Apprenticeship**
- **1 Solicitor Apprenticeship**
- **11 Graduate Solicitor Apprenticeships**

## Spotlight: Learning & Development Trainee and Apprentice Day

Every quarter, we bring trainees and apprentices together.

Our Learning & Development team hosted their most recent quarterly event where over 50 of our trainees and apprentices came together. Our 2025 cohort made the most of the chance to network, connect, and share ideas.

The theme was time management, and the team shared practical tips for SQE, CILEX and training contracts.

The group heard from solicitors Fiona Bledge on study strategies and Gemma Green on case management. Then, Andrew Clark, Lorna Bailey and Katherine Crane, all from our Learning and Development team, shared their thoughts on time management, training diaries and grabbing opportunities when they come.



## National Apprenticeship Week

Fletchers is proud to support National Apprenticeship Week each year.

Since the apprenticeship levy in 2017, we have invested over £650,000 on apprenticeships, funding over 100 apprentices.

We support legal apprentices with the Solicitor, Graduate Solicitor and CILEX Apprenticeship.

The years' theme for National Apprenticeship Week was #SkillsForLife.

An apprenticeship is a fantastic way to get into the legal profession, it breaks down old historical barriers. It enables practical learning whereby an Apprentice can study whilst gaining work experience and getting immersed into the culture of a business. Often gaining life-long skills, Apprentices gain communication skills, writing skills, and learn how to deal with clients and customers from the onset.

Colleague Story – Olivia Emmett

“I started the apprenticeship straight from school. Although I applied to university, I didn’t get the grades for my first choice. Thankfully, I was offered the apprenticeship, and it turned out to be the best decision I could have made.

Without this opportunity, I don’t think I would have pursued a career in law. I was uncertain due to the highly competitive nature of securing training contracts, the challenges of relevant experience, and the student loans that would need to be incurred.

This experience has equipped me with a range of practical skills that are often not taught in university but are essential for working in an office environment. Even at the age of 20, I was given the opportunity to run files and experience being a file handler.

When I sat the SQE (Solicitors Qualifying Exam) earlier this year, I encountered several questions that I was able to answer thanks to my on-the-job experience.

I have now qualified at the earliest possible age and bought a house at the age of 24.”

Lobbying

Apprentices add extraordinary value to Fletchers, and many go on to become competent, skilled, experienced lawyers, supporting thousands of vulnerable clients. Legal apprenticeships have played a crucial role in diversifying entry routes into the profession, especially here at Fletchers.

That is why, during 2025, we have been committed to lobbying against government reforms to cut funding for Level 7 legal apprenticeships.

We raised awareness of the major implications this decision will have on the accessibility and inclusivity of legal training pathways by releasing a position statement.

Our Head of Learning and Development, Lorna Bailey, spoke openly in an interview with Law Society Gazette explaining how she has written to MPs in the Northwest and Yorkshire alerting them to the risks attached to the de-funding plans. We urged other firms to do the same.

However, the government announced in May that from January 2026 the funding for Level 7 legal apprenticeships will be significantly restricted.

In response to the decision made by the UK Government, we are currently reviewing how we offer opportunities to young people. However, our commitment to support young people from a lower socioeconomic background has not changed.



“This is a deeply disappointing decision. In shutting down a career path into law for over 21-year-olds, the Government’s commitment to breaking the class ceiling and giving opportunities to young people from disadvantaged backgrounds takes a step backwards. The legal industry is at risk of returning to a middle class profession.”

**Lorna Bailey, Fletcher's Head of Learning and Development**



## Rising Stars programme

Our Rising Stars programme is tailored for newly qualified lawyers in their first three years post-qualification, providing a strong foundation for their development as future leaders of the firm.

The programme delivers advanced lawyering skills while also placing significant emphasis on self-development, personal brand, and building confidence as emerging professionals.

Our Rising Stars benefit from mentoring by our experienced Associates and have the opportunity to collaborate closely with both Associates and Partners on innovation and continuous improvement, enabling Rising Stars to help shape the future of how our business operates.

## Event: Rising Stars – Mock trial

At Fletchers, we understand the importance of inspiring the next generation of young people to start a career in the legal sector. For that reason, we have links with colleges and universities across the north.

In May, our Learning and Development team arranged a mock trial which took place in Liverpool John Moores University’s ‘Law Court’. The event was attended by our Rising Stars as well as Law students from the university.

We invited expert Counsel to appear for each party and had a sitting judge, with our colleagues Andrew Hesketh and Taiwo Oyesola playing the role of Defendant and Claimant.

This was a really insightful experience as exposure to court hearings at a young age are rare.

There was an opportunity for a Q&A with Counsel following the trial, as well refreshments for attendees.

As a result, we have received a number of job applications and training contract applications from those students who attended the events.



## Associates Development Programme

Our Associates represent some of the most experienced, skilled, and highest performing lawyers in our business. What unites them is a shared dedication to client service and a consistent standard of excellence.

The Associates Development Programme, in its inaugural year, is designed to support the continued growth of our Associates by focusing on leadership, business acumen, and personal brand development.

A key feature of the Programme is mentorship: Associates are actively involved in guiding and supporting our newly qualified lawyers, helping to shape the next generation of leaders within the business.

Through a combination of structured events and opportunities for mentorship, the programme enables our Associates to strengthen their impact as leaders and trusted advisors.



Equity, diversity and inclusion

Diversity and inclusion are a moral and business imperative. Diverse and inclusive businesses perform better, are more resilient, and are more likely to do the right thing, when it counts.

Therefore, we believe that our teams, including at board level, should be as diverse as the people and communities we serve.

We know that we are stronger for employing colleagues from various backgrounds who bring different perspectives and experiences to our business.

It’s important to note that overall number of colleagues from minority ethnicities and a low socioeconomic background has increased, however has not increased in line with the overall number of colleagues joining or being promoted. This means that the percentages have decreased.

To combat this, we have since hired a new L&D Business Partner who will be focusing on careers and outreach, and will lead on this agenda with our Responsible Business Manager.

We are also making another round of promotion to partners in the second half of 2025, and will be integrating 100+ colleagues from our latest acquisitions.

With this in mind, we’re confident that we will see further improvements on the number of colleagues joining from these two demographics and help us towards our 2028 targets.

Accelerate 2028

In October 2023, we launched Accelerate 2028, our five-year Equity, Diversity, and Inclusion strategy, outlining clear targets to hit and initiatives to celebrate colleague differences.

We have targeted ourselves on the following:

- The gender balance of our senior leadership team will match that of our workforce
- We will double the number of colleagues and leaders from a minority ethnic heritage
- We will increase the number of colleagues and leaders from lower socio-economic backgrounds, as described by the UK’s Social Mobility Commission

	2024	2025	2028 Target	Progress?
Women in Leadership	50%	56.16%	60%	Improvement
Minority Ethnicity (All colleagues)	10.35%	10%	20%	Slight decrease
Minority Ethnicity (Leadership)	11%	7%	10%	Decrease
Social Mobility (All colleagues)	33%	32%	40%	Slight decrease
Social Mobility (Leadership)	27%	25%	33%	Decrease

**Employee-led networks**

At Fletchers we currently have nine Employee Led Networks (ELNs) that colleagues can join to feel connected with those with the same lived experience, as well as to help educate, support, and celebrate members.

This year we were delighted to launch two new networks.

In January, during our first Health and Wellbeing Week, we welcomed Health Hive – a network for prioritising the physical, mental, nutritional, and financial health of colleagues. Now one of our largest ELNs with over 100 members, the network has organised fantastic speakers, campaigns, a Pilates class, and local run clubs.

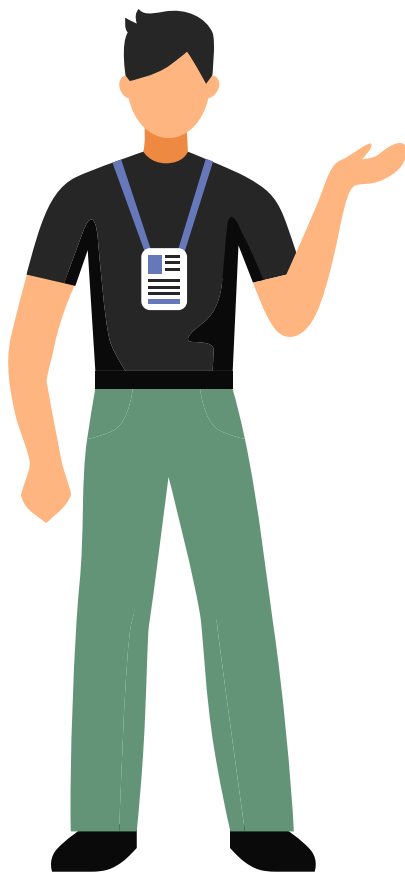
During Women’s Health Week in May, we launched our newest network: Menstrual Health Support. This is a safe space community for colleagues who menstruate and want to seek support, information, and advice, particularly for those who may have a gynaecological condition. The network recently arranged an ‘Ask the GP’ session as well as conducted a members survey to understand how the network can best support its members.

We are proud that four of the networks are now specifically aimed to supporting and empowering female colleagues.

Over the past six months, our network leads have worked hard to connect colleagues, create change and foster an inclusive culture for all via various events and engagement activities.



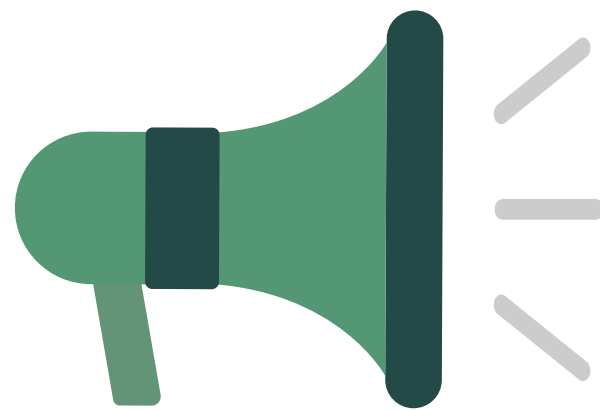
**2 committees  
set up**



**10 informative  
talks**



**2 member  
surverys**

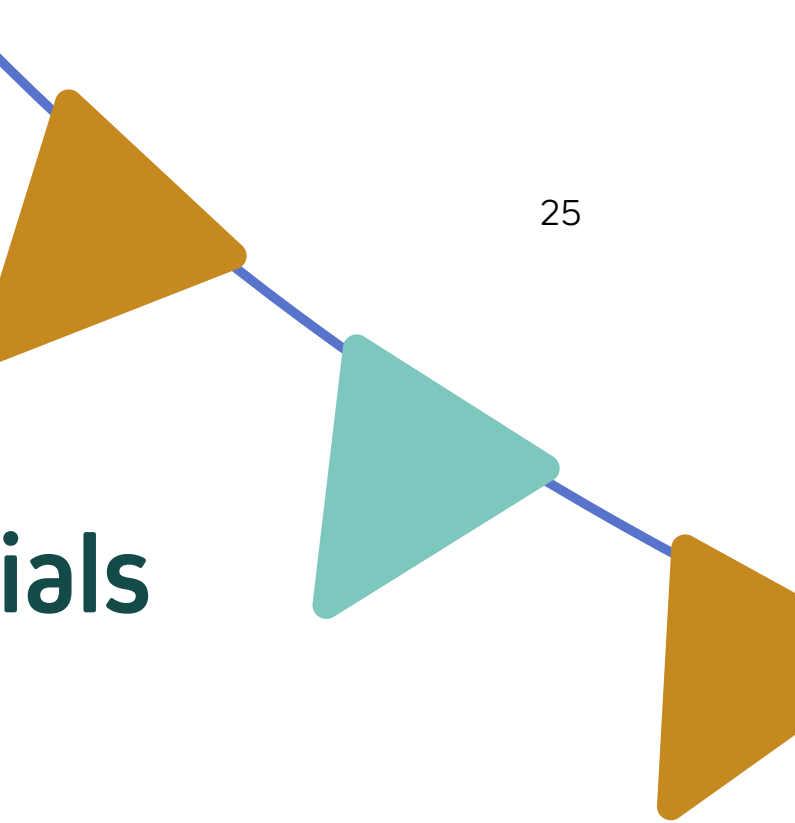


**1 internal  
conference**



**Lots of  
coffee catch-ups**

**6 socials**



International Women’s Day

As the world recognised International Women’s Day, across our offices we held various in-person panel discussions with colleagues and external guests.

A male colleague ally hosted the panels and posed questions to the female speakers who discussed topics around female leadership, the achievements of women in the legal industry, and the challenges our panellists have overcome.

Colleagues who attended found these discussions enlightening, inspiring, and eye-opening:

“My take away from the discussion was to make your own path - no one else is going to do it for you. Reach out to your support networks and peers, learn, grow, and believe in yourself”.



Empower Her conference

In June, our Empower Her network lead, Lorna Bailey, organised the network’s first internal conference called Women Supporting Women. It was a powerful reminder of what happens when women come together with intention, compassion, and a shared mission.

The first session discussion saw our trainees lead a discussion with our Chief Financial Officer, Alex Lynch, and Managing Director of Medical Law Services (MLS), Georgia Briscoe. This focused on examples they’ve experienced of women supporting each other, as well as sharing advice for future female leaders.

The second panel discussion gathered four of our female ELN leads. It centred around the power of building support networks in the workplace and how we can show up for one another, share our stories, and create spaces where every woman feels seen, heard, and empowered.

Guests kindly brought in work clothes donations for Smart Works – a charity that dresses and coaches unemployed women in preparation for a job interview.

As part of our Accelerate 2028 plan, we’re committed to encouraging more women into leadership, and events like this are key to making that future a reality.





Ramadan

This Ramadan, we held various activities throughout the month of March and April to celebrate the holy month and raise awareness about how fasting during this time may affect our Muslim colleagues.

This year, colleagues asked if we could honour the third charitable pillar of Islam, Zakat. Lots of individuals across the business kindly brought various food items into their offices which were later donated to local mosques who helped distribute to those in need during this time.

Having implemented prayers rooms across our offices last year, we went a step further and supplied prayer mats to each room.

As Ramadan is a time of reflection for many, our colleagues

created a gratitude garland wall at each office and were encouraged to reflect on what they were grateful for this year.

Towards the end of the month, five female Muslim colleagues hosted our annual online roundtable. This meaningful and heartfelt discussion focused on the Five Pillars of Islam, and each pillars’ significance during the holy month. The participants openly shared personal experiences and talked about the importance of compassion, empathy, and community, both in their personal and professional lives.

Finally, to celebrate Eid we hosted a halal lunch at each office over our April All-Colleague Days. These days occur monthly across all of our offices, and encourage colleagues to come in to work together, collaborate and socialise.



Vaisakhi

This year, we marked our first Vaisakhi celebration for Sikh and Hindu colleagues.

We provided a donation to a local temple in order for them to offer Langar (free communal meal) to the Leeds community.

One of our Sikh colleagues in Leeds attended a Nagar Kirtan to celebrate. They wrote an internal article, bringing the customary procession to life and enabling fellow colleagues to learn more about the religious festival that holds such significant importance to both their Sikhs and Hindus.



# Colleague Wellbeing

## Colleague Wellbeing Lead – Julie Duffy

At Fletchers, we are proud to be building a culture where wellbeing is part of everyday working life — not just a one-off campaign or event.

In January, Julie Duffy started in the role as our Colleague Wellbeing Lead providing holistic pastoral care to anyone who needs support, reflection, or a listening ear. This role is a key part of our commitment to prioritising health and wellbeing.

Julie is a qualified Wellbeing Coach, having worked for the likes of Lancashire Mind and knows that conversation has the power to change lives.

All of her experience has blended together perfectly to carry out my role here at Fletchers where she supports the overall strategic wellbeing of the firm as well as the coordination of our Employee-Led Networks; campaign planning; training sessions; and offering confidential 1-to-1 coaching.

Julie has had 80 colleague referrals so far with 37 of those being regular ongoing support and coaching sessions either on a consistent basis.

We touched base with Julie to reflect on her role and her time here at Fletchers so far:

**1. What attracted you to Fletchers?**

*What attracted me to Fletchers was the role itself. It’s rare to see a position created by a business that solely supports colleagues in such a personal, confidential and wide-ranging way with no agenda beyond simply being there when people need it. That, to me, spoke volumes about Fletchers’ values. It showed this wasn’t about box-ticking – it was a genuine commitment to colleague wellbeing, and something I was keen to be part of.*

**2. Why is wellbeing so important to colleagues and businesses?**

*Wellbeing is so important in a workplace, because how people feel affects everything. When colleagues feel supported, safe and able to be themselves, they’re more engaged, productive, and likely to stay.*

*But it goes deeper than that; for individuals, it’s the difference between coping and thriving. It’s about creating a culture where people aren’t just surviving the work, but feeling good in doing it. So, investing in wellbeing isn’t a “nice to have” it’s a business-critical issue that directly impacts performance, retention, and culture*

**3. What has been the biggest achievement in your role so far?**

*For me, the biggest indicator of success has been how well the role has been received across the firm.*

*Fletchers understands that the legal sector presents particularly unique pressures to employees such as long hours, the nature of cases, challenging targets, chargeable hours, and dealing with around-the-clock demands.*

*I’ve been consistently busy since we rolled out the support, and have had many colleagues reach out to me to speak about their mental health for the first time ever – which speaks volumes about how needed this support was. It’s a real privilege to be trusted in this way.*

**4. What's next for the wellbeing agenda at Fletchers?**

*At Fletchers, we put all wellbeing at the heart of everything we do. We have already established nine incredible Employee-Led Networks that connect colleagues and foster an inclusive culture.*

*The next phase of the wellbeing agenda is about going deeper and creating and publishing a Wellbeing Strategy.*

*We are now turning our focus to how we ensure every manager is equipped to lead with empathy, consistency and awareness of the different challenges people might be facing.*

*We also want to ensure we are being a proactive organisation rather than a reactive one. Not just offering support when things feel tough but challenging the systems and expectations that lead to burnout, silence or people feeling like they don’t belong. We hope to create a culture where people thrive, not just survive, and where wellbeing is at the centre of everything we do*



Colleague testimonial: Julie’s coaching

I am a lot more than being neurodiverse, but a part of me which I am learning to embrace is that I am autistic with ADHD. I say these not as labels, but as self-awareness. With myself, and I’m sure many others, this can lead to a state of feeling overwhelmed and shutting down, which makes change feel impossible at times.

I wanted to help myself and make positive steps towards increasing my productivity whilst being able to relax more at home. However, I felt overwhelmed as I was unsure where to start and whether this could be achieved.

I approached Julie, and after our first session, I felt like I was able to put down the heavy shopping bags that my brain had been carrying, and see what was in them.

Julie uses a blend of coaching questions, mindset-shifting techniques, and reflective tools to help people get out of autopilot, see themselves and their situation with fresh eyes, and move forward with more confidence, clarity, and choice.

Following on from that session, I’ve learnt so much about behaviours, where they stem from and how those pathways can be changed. Our sessions have helped me realise how powerful our minds are and that whilst we may feel powerless at times, there is a lot we can control.

To anyone wanting to get some insight and look for ways to self-evolve, I couldn’t recommend Julie enough. I felt seen by Julie throughout and understood. On a deeper level, I now see myself in ways that truthfully I hadn’t.

To be able to understand your behaviours and implement change to bring better outcomes has helped my work productivity, stress levels and made me feel happier. Life is so short, so thank you Julie for helping me to get the most out of mine.





## Mental Health Champions

This year, our Colleague Wellbeing Lead, Julie Duffy, has carried out in-person or remote training to over 50 of our Mental Health Champions (MHC). They learnt the do’s and don’ts when it comes to their role, as well as importantly how to spot signs of poor mental health and where to signpost that colleague to.

Our large network of Mental Health Champions complement Julie’s role by being a trusted point of contact for one-off conversations and signposting within their respective office.

This year, we have been delighted to appoint a new Mental Health Coordinator at both Bolton and Cambridge, bringing us to a total of seven across each office. They help raise the network’s profile and host various events and campaigns, such as our quarterly mental health breakfasts.

Our breakfasts are a reminder that mental health conversations don’t need to be scheduled, formal, or only happen when someone is in crisis. Sometimes, just being seen, heard, and supported in the workplace can make all the difference.



## Mental Health First Aiders

We recognise that mental health first aid is just as important and lifesaving as physical first aid. Therefore, this year we have trained a number of colleagues up to become Mental Health First Aiders across our office locations. We now have 16 Mental Health First Aiders and numerous Physical First Aiders across the business.

Our Mental Health First Aiders have completed a two-day accredited Mental Health First Aider course and have a more in-depth understanding of mental health conditions, crisis response, and a framework for support.

They are an important point of contact for colleagues experiencing mental health difficulties. They listen non-judgementally, offer initial support, and signpost colleagues to professional help.



## Nurse Analysts

Our inhouse nurses from our Medical Law Service (MLS) team offer complementary health checks to colleagues each quarter. These health checks include height, weight and blood pressure checks, as well as providing life style advice.

The team are also passionate about raising awareness to our colleagues around health and wellbeing topics. Around each health awareness month, our nurse analysts write an online blog relating to the topics they want to discuss and provide practical advice. In the first half of 2025, they chose to write seven informative blogs on various topics, for example for Turners Syndrome Awareness Day and Cervical Screening Week.

We also couldn’t forget to celebrate this dedicated team on International Nurses Day. It was lovely to hear from our Nurse Analysts what they love most about being a nurse. They received a small gift in the post to show our appreciation for their contributions to client care and casework here at Fletcher’s.



# Cycle update

## Bicycle User Group (BUG) Ambassadors

We believe that encouraging more colleagues to get on their bikes can have significant benefits for health, wellbeing, and the environment.

That is why, last year we set up our internal Bicycle User Group (BUG) Ambassadors who meet on a monthly basis. In 2025, we welcomed three new BUGs to the team, totalling nine colleagues who are passionate cyclists and road safety advocates that promote uptake across the business.

The BUG Ambassadors have also created an internal group for cyclists of all abilities to join. Colleagues can share their experience, knowledge and questions about all things cycling related.

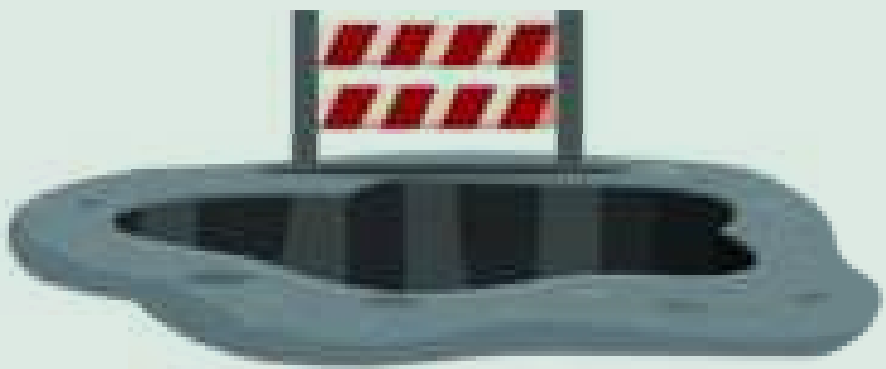
This year, the BUG Ambassadors have started to use our company GoPro Camera for the first time. They have captured footage of their cycle route into work and demonstrated how to access our office cycle facilities such as the bike store and showers. This will help to reduce anxieties and nerves colleagues may have who are new to cycling or our office.

### A BUG Ambassador’s responsibilities include:

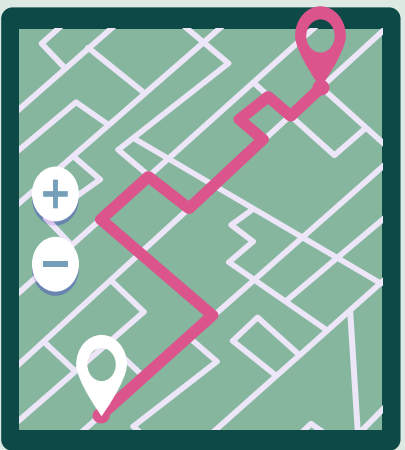
Supporting colleagues with cycling such as by becoming a Bike Buddy to new riders



Assisting with cycling events and challenges such as Tour De Manc



Helping with awareness communications such as National Pothole Day



Sharing cycling resources like cycle route maps local to our offices



Fostering connections with cycle companies

### Cycle Reward Card

At the end of March, we launched our own cycle reward card to incentivise colleagues to cycle into work.

Colleagues receive a stamp for using their bike for more than half of their commute to the office. They simply show our Front of House team that they’ve cycled into work and collect their stamp for their reward card. Once they have cycled into work 10 times and collected 10 stamps they receive a gift card.

Since the cycle reward card scheme began, we have saved a total of 320kg of CO2 emissions. Our Head of Costs Drafting, Ian Gowans, has racked up the most miles since the incentive began covering a huge 318 miles.



### Bike Week

Last Year, we were delighted to be officially recognised as a leading organisation for workplace cycling, achieving gold status as an accredited Cycle Friendly Employer from Cycling UK – the highest accreditation level of the award.

As a Gold standard cycle-friendly employer, we encourage colleagues to take up cycling, and during Bike Week in May we offered a few incentives.

Throughout this week, we offered double points on colleagues’ Cycle Rewards Cards.

We launched a ‘Win a Bike’ competition for colleagues. Two of our BUG Ambassadors, Nadia Kerr and Paul Cahill, kindly donated a bike each to win in a raffle.

Another BUG Ambassador, Faye Powell, led a cyclist’s lunch at our Manchester office. Lunch was provided to those who cycled into the office that day making it a great way to meet any fellow cyclists.

Liverpool BUG Ambassador, Sam Quirk, led a group ride to our Liverpool office.

We opened applications for our cycle to work scheme too, allowing colleagues to buy a new bike and make some great savings.

### Bike engagement days

In March, the Bike Registry in partnership with Merseyside Police joined us twice at our Southport Office to let colleagues, their families and the wider community of Southport have their bikes registered for free in order to protect against theft.

In April, Dr Bike came into our Southport office. Colleagues had the opportunity to book their bikes in for a free MOT over lunchtime.





# Health and wellbeing awareness campaigns

## Fletchers Wellbeing Week

To kickstart the year, and to help colleagues create healthy habits, we launched our first Wellbeing Week to promote positive physical and mental health.

We started the week with refreshing ginger shots across our offices, followed by a healthy breakfast and drop-in session with our Mental Health Champions.

Mid-week saw colleagues take part in vision board making sessions where they created a collage of images and words to represent and manifest their goals for the year ahead.

We also launched our newest employee-led health and wellbeing network via a lunchtime session with a holistic therapist.

And finally, we rounded out the week by gifting wellness journals to each of our colleagues’ to carry on the healthy habit momentum outside of work.

## Time to Talk Day

To spread the awareness of how powerful conversation can be, we encouraged colleagues to come together in February to talk and listen to one another on Time to Talk Day.

In addition to signposting existing resources, our Mental Health Champions helped set up conversation-prompt Jenga blocks across each office. They were placed in kitchen areas, alongside tea and coffee, promoting informal chats to colleagues you might never have spoken to before.

## Stress Awareness Month

Recognising April as a high-pressure period with the end of the financial year, we focused on accessible self-care tools for this year’s Stress Awareness Month.

We curated a playlist with relaxation music and wellness podcasts. We shared daily wellbeing prompts with colleagues to help them do a self-care challenge throughout April. Relaxation-themed hampers were placed in communal office spaces too for colleagues to share anti-stress products.

## Random Acts of Kindness Day

To cultivate empathy and positivity in the workplace, a giant kindness bingo card was introduced in each office. Colleagues were encouraged to perform small acts of kindness and mark them off throughout the week.



# Colleague engagement and social events

We understand the importance of arranging events and opportunities for colleagues to interact in and outside of the workplace.

## All-Colleague Days

Each month, our offices host a themed ‘All-Colleague Day’, whereby colleagues are encouraged to come into their office to work together, collaborate and socialise.

We know that since the pandemic, our All-Colleague Days are more important than ever in helping bring people together and foster that sense of connection and belonging.



## Family fun days

This year we organised two large-scale family fun day events to thank colleagues and foster connection outside of work. The events form part of our continued effort to make family fun days inclusive and accessible for colleagues across all our locations.

These events offer colleagues a chance to unwind, bond with peers and spend quality time with their families – reinforcing the value we place on work-life balance and belonging.

In June, we hosted a family fun day at Adventure Coast in Southport where 250 colleagues and family members enjoyed rides, games and magic tricks in the sun.

Later in the month, we hosted our first family fun day outside of Southport – where we saw colleagues and their families enjoy a fantastic morning at Chill Factor. With approximately 500 attendees in total, and a great mix of snow park fun, ski sessions, and indoor climbing, there was something for all ages - from little ones to teens.

## Supporting acquisitions through engagement

Internal engagement is critical during periods of change such as mergers and acquisitions. By fostering a welcoming, inclusive environment, we help new colleagues feel valued, informed, and part of the Fletchers culture from day one.

**Our key integration touchpoints are:**

- **Wellbeing welcome hampers:** healthy snacks and thoughtful treats.
- **All-Colleague Days:** involving new colleagues in All-Colleague Days from the onset to meet peers.
- **Welcome breakfasts:** hosted in every Fletchers office on the initial first days to build early connections.
- **Office guides:** bespoke resources created to help new colleagues navigate new offices, culture and engagement opportunities.
- **Welcome party:** informal celebrations to bring everyone together.



# Our Community



# Our Community

Supporting our local community has been in the ethos of Fletchers since we opened our first office in Southport in 1987.

Focusing on fundraising for charities and supporting the social mobility agenda still underpins everything we do today.

Through our charity partnerships, community investment and programmes to support young people, we are actively seeking ways to positively impact local communities in the UK, through our resources, time, and skills.



## Colleague Community Fund

Already in the first half of 2025, we have funded 13 local charities through our Colleague Community Fund totalling £5,115.

These charities and non-profit organisations are put forward by colleagues every quarter and then an internal committee review the applications and decide which should be supported.

The grant must ensure it is supporting actions working towards improving poverty, equity, diversity and inclusion, mental health and/or the environment.

The initiative enables funding to go towards supporting hyperlocal charities that are close to our colleagues’ hearts.

And thanks to the generosity of our guests, we raised a fantastic £12,800.

## Southport Saviours

Back in February this year, a colleague local to our Southport office successfully applied for funding towards Southport Saviours charity through our Colleague Community Fund.

Alongside the YMCA’s fundraising efforts, we were able to pool our donations together to co-fund a 24hr defibrillator on Hoghton Steet, a 4-minute walk from our Southport office!

A defibrillator has a covering radius of 400 meters. The chosen spot is in a prime location, nearby a school, church, gym, a number of businesses as well as a short walk from the town centre.

We are delighted that this installation helped bring the total number of 24hr defibrillators in Southport to 34.

“Thank you to Fletchers for choosing to award the Southport Saviours Foundation. As a charity, donations such as these really help to carry out vital work in the community and provide lifesaving defibrillators.”



## Our Offices

At the beginning of the year, we were pleased to announce the promotion of six talented colleagues to Heads of Office across its various office locations, around the UK. This move reflects the firm's commitment to leadership development and its dedication to providing exceptional service to clients.

The newly appointed Heads of Office are Michelle Heyes, Saima Mazhar, Gillian Lakes, Tim Moulton, Claire Hutchinson, and Emma Semwayo who have all demonstrated outstanding performance and leadership within the firm.

In their roles, the new Heads will assume overall responsibility of supporting colleague welfare and the Fletchers culture; they will act as day-to-day senior leader across their respective offices, and will become the office figurehead and role model, raising the profile and reputation of their office across each location and region in which they are located.

The Heads of Office, have recently appointed 13 Deputy Heads of Office to help them drive our culture, support our teams, and enhance our service to clients. We are excited to see how this added layer of support will benefit all of us – both in our day-to-day work and as part of our long-term journey as a firm.



## Our Charities & Partnerships team

Working with charities and partners that share our same mission has always formed a key part of what we do and the support we provide our clients.

In May 2022, we created a Charities & Partnerships team, that enabled us to focus on building strong charity relationships within our four key injury areas: spinal, amputation, birth, and brain injury in addition to developing partnerships that promote road safety and support the cyclist community.

Over the past three years, we have worked with more than 80 charities, and over 20 of those relationships have developed into key formal partnerships. Working with these organisations enables us to support more people than ever who have suffered catastrophic injuries or illnesses. This has been through various volunteering and fundraising support, as well as providing legal advice and services.

We are proud to be trusted and recommended by our charity partners to their beneficiaries, in a hope to help rebuild as many lives as possible post injury or illness. Having a dedicated team at Fletchers allows both existing and new charities to have a point of contact within the business. Our charity partners are able to efficiently signpost the people they support to specialist legal advice from our trusted solicitors. It is often these individuals who need a high level of support and present the most complex legal cases. Therefore, we are extremely passionate about maintaining the trust they have built with the charity and providing expert legal services through a smooth claims process.

Our charity relationships work the other way too; whereby our clients may not have interacted with a charity before nor understand the support they can access. We are able to highlight nearby charitable services available to them and their families. Working together this way in partnership allows us to provide a holistic range of support to people across the country that have suffered from life-changing events.

## Our new Director of Business Development: Michelle Beat

Earlier this year, we were delighted to welcome Michelle Beat, our new Director of Business Development.

Michelle joins Fletchers with over 25 years of experience in legal sector marketing and business development, most recently as Business Development Director at Irwin Mitchell. She has a proven track record of delivering client-focused growth strategies and building high-performing teams.

In her new role, Michelle is instrumental in leading Fletchers' continued expansion – driving marketing strategy, establishing new partnerships, and strengthening the company's position as a market leader in serious injury and clinical negligence law.



Support groups

Not only does our Charities & Partnerships team work with large national charity teams in developing and delivering this plan, but they connect with smaller local communities, including support groups and hospitals.

Each month across the north, we visit various community support groups that our charity partners host. This year, we added a further two to the list bringing us to a total of eight:

- Four for SIA in Bradford, Scarborough, Durham and Carlisle
- Two for Headway in Central Lancashire and Huddersfield
- Two for The Amputation Foundation in Widnes and Middlesborough

These support groups provide brilliant sessions and activities for their beneficiaries to drop-in and benefit from whilst building a strong sense of community.

We love attending these groups and getting to know these communities of people on a personal level. It helps us as a solicitors to truly understand the reality our clients face when living with a serious injury or illness as well as what rehabilitation is most beneficial for their recovery.



Child Brain Injury Trust

This year, Serious Injury Law, part of Fletchers Group became official legal support partners for the Child Brain Injury Trust (CBIT) in a further three regions: Birmingham, Nottingham, and Southampton. We are also continuing our support in Cambridge at Addenbrooke’s Hospital.

We are honoured to play a part in CBIT’s five-year growth plan as it sets out to reach and support even more families affected by acquired brain injury.

We will be working closely with CBIT’s four Acquired Brain Injury Coordinators for those regions. We have provided informal training sessions to the Coordinators and emphasised that they can pick up the phone whenever they need legal support advice for a family.

We also support CBIT through volunteering and fundraising activities such as Family Fun Days where we get to meet children and their families to better understand the support they may need.





Fundraising highlights

In the first half of 2025, we have seen colleagues take part in various activities such as shark dives, overseas cycle rides and hikes. We are delighted to announce that this year, our colleagues have already fundraised nearly £15,000 for our charity partners.

This year was also the first time we invested in a GoPro Camera which has enabled colleagues to capture immersive footage mid-fundraising event, to really bring to life how challenging fundraising activities can be and in turn encourage more donations to be made.



Case study: Cauda Equina workshop

Cauda Equina Champions is one of our most recent charity partnerships that supports and brings together those affected with a diagnosis of Cauda Equina Syndrome (CES).

As a proud partner of Cauda Equina Champions, we were honoured to help the charity’s founder, Claire Thornber, deliver her most recent CES workshop in Leeds to 30 individuals. Claire was joined by our colleagues Michael Gray, a Partner and Spinal Injury Unit Lead, and Carol Bennett, Welfare Benefits Advisor, who delivered informative talks to help empower those living with CES.

During the workshop, Carol gave the attendees some practical advice on the benefits system and applying for Personal Independence Payment (PIP) to support their wellbeing.

The group also enjoyed socialising together at a private dinner together before their overnight hotel stay. One individual explained afterwards that it was the first time they had ever met anyone with CES, which demonstrates how important it is to sponsor future events that facilitate this vital peer-to-peer support and connection.

# Motorcyclist and road safety

As a business, we support cyclists with legal support and provide the tools they need to move forward with their life.

The safety of cyclists and motorcyclists is paramount to us, which is why our community work focuses on this.

## Our motorcycle expert solicitor appeared on Crimewatch

Our motorcycle expert solicitor, Mary Lomas, appeared on BBC's Crimewatch Live alongside Staffordshire Police and charity DocBike.

During the show the guests shared some useful insights on motorcycle safety and advice on how to stay safe on the roads.

Mary also spoke about our partnership with the British Motorcyclist Federation to purchase medical data carriers for helmets. We distribute these at our cycling events free of charge as they can save lives.



## Motorcycle events we have attended

Already in the first half of 2025, we have funded 13 We remain committed to interacting with the motorbike community and charities such as Mental Health Motorbikes and Manchester Blood Bikes.

We attend various events to not only share information the services we provide, but to encourage bikers to take their safety seriously.

**This year, we have already had the pleasure of supporting various events including:**

- Stafford Classic Bike Show
- Base-To-Base Ride Out for the North West Air Ambulance Charity
- Manchester Triumph Owners Motorcycle Club
- Biker Road Safety Event
- Howard Gill's Bike Night



# What are some of our office highlights?

## The Grand Pride of Sefton Awards

We were honoured to sponsor the Unsung Hero Award at The Grand Pride of Sefton Awards this year recognising local heroes from Southport, Crosby, Formby, Bootle, Maghull, and across Sefton.

After a tremendously difficult year for Southport, The Grand Pride of Sefton Awards brought many of us together for an evening designed to recognise and celebrate the victories of those in our community.

It was a privilege to be part of these awards that celebrated those in our local community who work tirelessly and selflessly to make life better for others.



## Southport-based solicitor releases a clinical negligence book

Partner and head of our brain injury unit, Ian Dodd, released book this year titled ‘A Practical Guide to Stroke Claims in Clinical Negligence’ with Law Brief Publishing Ltd.

Written for legal professionals, this essential guide fills a crucial gap in the market, offering clear, accessible insight into the complexities of stroke litigation.



## Birth Injury Conference

In February, we hosted the second Fletchers Birth Injury Conference in Manchester, in association with Bryon Street Chambers.

The event brought together over 100 guests, including experts, advocates, practitioners and peers.

We were delighted that the conference raised over £6,700 for Fletchers Foundation.





## Female Lawyers Breakfast Networking (FLBN)

For International Women’s Day, we hosted our first ever Female Lawyers Breakfast Networking event in King Street Townhouse.

There was an amazing turnout of female professionals in the room who got involved in the networking breakfast, followed by a panel discussion and Q&A on Imposter Syndrome with our Chief Commercial Officer, Zoe Holland MBE.



## Leeds AvMa tapas night

We hosted our first ever tapas night in Leeds at Casa Leeds restaurant to support Action against Medical Accidents (AvMa) – the charity championing patient safety and justice.

It was an evening of great food and company with a purpose- fundraising over £1,000 for the charity.

On the night, we heard from Anna Devine, AvMa’s new Director of Fundraising, Marketing and Communications, who shared her passion for the cause and their exciting plans as an organisation.



## Bolton office reopening

In May, we officially reopened our Bolton office following a full refurbishment to update the space to reflect the culture and business need.

The office now has an increased number of desks allowing more colleagues than ever before in that area to work together.

The refreshed space looks modern, bright and welcoming making it a perfect environment for collaboration and connection.

To celebrate the reopening and to welcome back all of our Bolton colleagues, we started the day with breakfast, followed by a pizza van for lunch.

Each colleague received desk drops with gifts supporting both wellbeing and local suppliers.



### Cambridge Easter egg donation drive

Over April, our Cambridge office took part in an easter egg donation drive. We donated 40 easter eggs to the four local charities, who specialise in supporting vulnerable children in the local Cambridgeshire area.

These charities were East Anglia’s Children’s Hospice; Meadows Children & Family Wing; Cambridge Women’s Aid; and Cambridge Women’s Resources Centre.

In total, along with other offices, over 1,000 eggs were collected and donated altogether by the end of the month.



### Outreach at Liverpool John Moores University

Back in March, our colleagues Andrew Clark, Andrew Hesketh, Sam Quirk and Andrew Chadwick all attended Liverpool John Moores University for an informative talk.

The aim was to highlight the importance of commercial awareness in law. It is often a question that juniors receive in interviews, i.e. ‘what is commercial awareness?’ or ‘how do you stay commercially aware?’.

Our four colleagues expressed, that due to their different professional backgrounds (legal and non-legal), commercial awareness takes on different forms and applications for them all.

Sam Quirk, Fletchers Compliance Solicitor, also spoke about his route to qualification and the ups and downs presented along the way. He received great feedback from students on Compliance issues as this isn’t a typical topic that is covered. Students were surprised about the number of regulators we have and our responsibility to each.





Our Planet



# Our Planet

We have an ambition to be one of the leaders for environmental, social and governance (ESG) within the legal sector, and this will require a set of clear, achievable short, medium, and long-term goals to minimise our impact on the environment.

This work began in 2024, and since then we have busy trying to be as sustainable as we can be.



## Environmental Audit

Our Executive Committee signed off a company-wide audit involving two parts. First an audit on carbon reduction and secondly, sustainability (energy, waste & water audits).

This project started in October 2024, with site audits from the tendered contractor.

The report was delivered in early 2025, and we have spent this first half of this year putting the processes in place to action its recommendations.

This has led to a new governance structure being put in place, bringing together stakeholders from responsible business, finance, facilities, governance and mergers and acquisitions teams.



# Our Planet

## Carbon emissions – Scope 1 & 2

Scope 1 and 2 emissions refer to direct and indirect emissions respectively, from an organisation's operations. Scope 1 emissions are direct emissions from sources owned or controlled by the company, such as fuel combustion in vehicles or facilities. Scope 2 emissions are indirect emissions from purchased energy, like electricity, steam, heating, or cooling, consumed by the organisation.

There has been a 5% increase in our Scope 1 & 2 emissions, due to us doubling out estate of offices in the 24/25 financial year, from five to 10.

This is expected as a growing business, however we are aligning our M&A plans with our Net-Zero strategy, so that we can identify carbon emissions savings elsewhere.

The following table shows the breakdown of your operational carbon footprint - measured in tonnes of CO2e.

	2024		2023	
	GHG emmissions (tCO2e)	Energy (kWh)	GHG emmissions (tCO2e)	Energy (kWh)
Scope 1	60.60	325,127	58.63	315,428
Scope 2	62.14	315,354	57.06	275,551
Scope 3	-	-	-	-
Total	122.74	640,481	115.69	590,979
% change in absolute CO2e emissions	5.75%			

## Carbon emissions - Scope 3

Scope 3 emissions, as defined by the Greenhouse Gas Protocol, are indirect greenhouse gas emissions that occur in a company's value chain but are not included in Scope 1 or Scope 2 emissions. They encompass all upstream and downstream emissions related to a company's operations, including activities like purchasing goods and services, transportation, and the use and disposal of products.

We have spent this first half of this year putting the processes in place for us to collect Scope 3 carbon emissions. From May 2025, we are now collecting this data, and will use 6 months of scope 3 data as well as already collected scope 1 & 2, to help us set a realistic Net-Zero date for us to work towards.

This will launch in late 2025, however whilst this process is happening, we’re looking at what sustainable changes we can make across the business, our processes and estate.

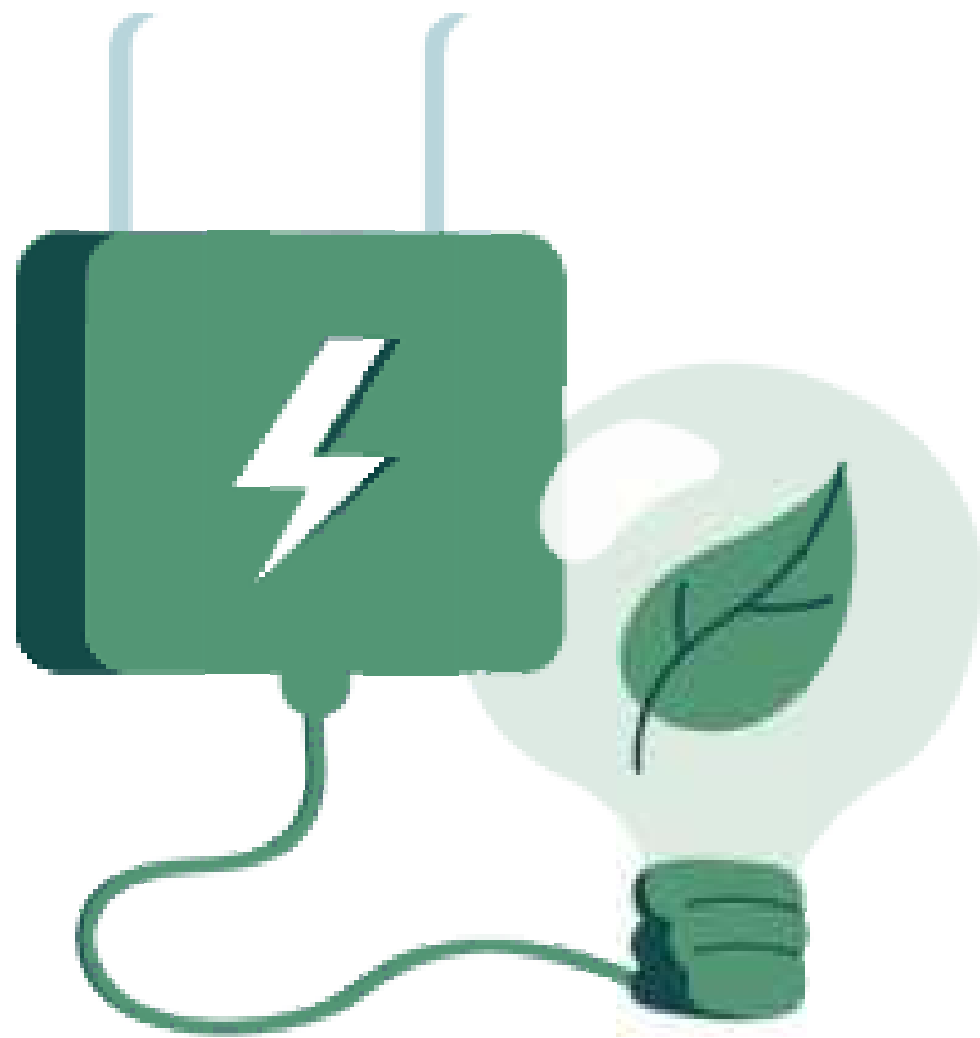


Our transition to renewable energy

In the first six months of 2025, we have transitioned three out of 10 offices over to 100% renewable energy contracts. Those are our Southport, Liverpool and Belfast offices.

The next one will be Manchester in October, and we are working with our energy broker on a plan to migrate all offices across the estate on to renewables when their current contract runs out.

SDG 6, 7, 11, 12 & 13



Cycle to work scheme

We believe that encouraging more colleagues to get on their bikes can have significant benefits for health, wellbeing, and the environment.

Last year, we were officially recognised as a leading organisation for workplace cycling, achieving gold status as an accredited Cycle Friendly Employer from Cycling UK – the highest accreditation level of the award.

This year, we implemented Cycle Reward cards. Colleagues who cycle to any of our offices, can get their reward card stamped, and on the tenth stamp, we organise a gift card to be sent to their work email address.

SDG 6, 7, 11, 12 & 13



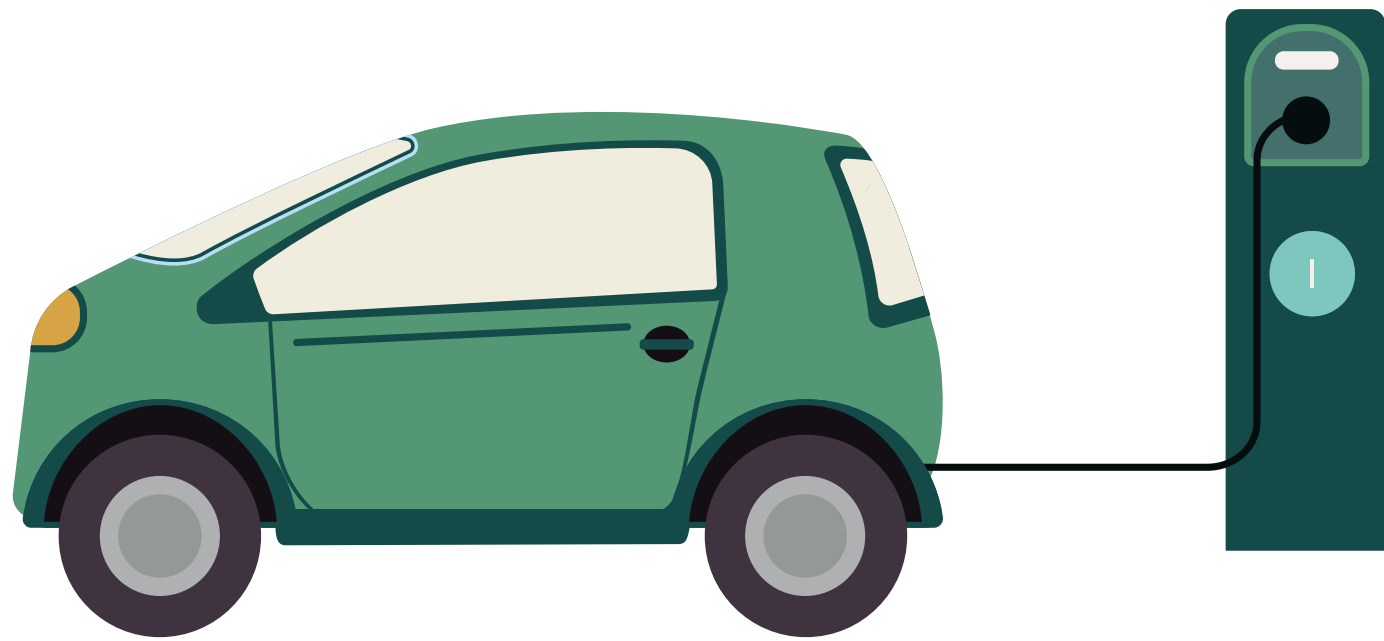
Electric vehicle scheme

We are passionate about reducing our colleagues’ commuting emissions and promoting alternative methods of travel.

That is why in December 2022, we launched our electric vehicle scheme in partnership with Octopus Electric Vehicles (OEV).

Across Fletchers, we currently have 25 colleagues signed up to this salary sacrifice scheme, which is an increase of 50% this year. The scheme enables colleagues to own a brand-new electric car at a more affordable rate that benefits them and the environment.

SDG 7, 11, 12 & 13





Trying to reduce our paper

At Fletchers, print approximately 17,000 pieces of paper per week. That’s the equivalent of two trees!

We have now implemented a new printing policy, reconfirming that our default method of communication is electronic. We are monitoring printing usage with quarterly reports and keeping colleagues up-to-date, with prizes for the teams with biggest reduction.

We are also offsetting our paper usage for FY 24/25, by planting 104 trees locally.



Complying with the simpler recycling legislation

In October 2023, the UK Government introduced new simpler recycling legislation as part of the Environment Act 2021, to improve waste collection and recycling in England.

What this meant for us as a business is that from the 1st of April 2025, businesses with ten or more employees must separate dry recyclables into specific containers and arrange food collection separately.

In order to comply with the legislation, and to support our sustainability goals, we implemented various bins across every office, with bio-degradable bin liners:

- Black - general waste
- Blue - cardboard and paper
- Red - plastic, glass and metal
- Green - food waste

Communications are routinely sent to colleagues, reminding them of their responsibility to dispose of waste correctly.



Circular economy

It’s been a big year for our business with a lot of growth, buying new businesses and opening new offices. We have also closed some offices to open others, and we’re extremely proud to say that the furniture and fittings from closed offices have been disposed of sustainably. They have either been reused or recycled with no furniture going into landfill.





## Plans for 2025

In the first half of 2025, we worked with Business in the Community (BITC) on their 'Responsible Business Health Check'. This provided us with expert and impartial advice on where to progress. We will use their recommendations to help us craft our next Responsible Strategy which we hope to launch in the second half of 2025.



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