

Social Impact Report

2024



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A word from our Managing Partner



DAVID MARSHALL

Managing Partner

Welcome to our first Social Impact Report. At Anthony Gold, we believe that social impact is not just a responsibility—it is a fundamental part of who we are as a firm.

Our commitment to making a meaningful difference in people's lives is at the heart of everything we do. This is particularly evident in our Injury and Medical Claims, Housing, and Court of Protection departments, where we provide vital assistance to some of the most vulnerable members of society.

Whether it's securing life-changing compensation, advocating for safe and secure housing, or protecting the rights of those unable to act for themselves, our work has a profound and lasting impact.

Assisting those most vulnerable is a testament to our core brand values.

Each case we take on is handled with care, ensuring we not only meet but exceed the expectations of those who rely on us during some of the most challenging times in their lives.

Our team is made up of individuals who are not only highly skilled in their respective fields but who also take great pride in their ability to make a positive difference.

Every client who comes to us knows they will be represented by someone who is not only committed to achieving the best possible outcome, but who will also take the time to understand their unique needs and circumstances.

Through our work, we aim to create positive, social change. This commitment underpins every decision we make and every action we take, ensuring we continue to live up to the trust our clients place in us.

**We do what's right for
our clients**

**We push what the law
can do**

**We want to help those
who most need it**

**We always try to be
good with people**

Client spotlight: Jem's story



Personal injury

We deal with some of the most complex and difficult cases involving life-changing situations for our clients.

Jem's case involved a road traffic accident. He was riding his motorcycle when the driver of a van, unfortunately under the influence of drugs, pulled out in front of him. Jem suffered a catastrophic injury to his right leg, which had to be amputated through the knee on the same day.

Jem shares: "I don't think there's a single aspect of my life that it hasn't affected. A few days after I got home, I got up in the morning and couldn't even take three steps to get my dressing gown. I broke down at that point. All I wanted was my leg."

The goal for Jem was to try and put him, as far as possible, back into the position he would have been in if the accident hadn't occurred.

Beyond that, we aimed to maximise his financial settlement. Prosthetics are hugely expensive; Anthony Gold was able to procure an interim settlement of nearly £100,000 which allowed Jem to buy his first prosthetic.

"Good representation is more than just the financial settlement."

A successful outcome results in a client who can rebuild a life shattered by an event they had no control over, giving them back control of their life and their future."

- Ian Peters, Partner



People come to us at their lowest point, and it's our job to help them recover. When you get to the end of a case and see that a client has rebuilt their life and has a positive outlook for the future, it's deeply rewarding.

As Jem notes: *"Ian couldn't be more different from other solicitors I've dealt with previously. He maintains contact, talks to you, asks what you need, and he's very much there for you, dealing with the case all the time."*

The impact of the accident on Jem's life has been profound. Over the past year and a half, he has faced and overcome incredible challenges with bravery and courage.



"They've given me possibility that I am able to live a reasonably normal life. It's going to be a lot easier for a lot longer...because of Anthony Gold."

- Jem, Client

Watch Jem's personal journey here.





Making positive change in 2024

Housing



In September 2024, The Grenfell Tower Inquiry published its second and final report into the circumstances leading up to and surrounding the fire at Grenfell Tower. We represented a core participant in the inquiry, helped to draft key housing legislation and gave evidence to the House of Commons committee considering the Building Safety Bill.



We assisted over

200

tenants living in substandard social housing conditions in 2024.

**18 group
action claims**

Injury and medical claims



In 2024, we assisted

172 clients

in getting their lives back on track after life-changing injuries.

The largest amount of damages secured for a single case was **£38 million**, and cases averaged **£950,000** in damages.

Securing damages totalling over

£86 million



Responsible business

Our staff have the opportunity to nominate and vote for a Charity of the Year.

Funds raised by staff provided food, clothing, and essentials to those in need at Charity Begins at Home, our Charity of the Year 2022 - 2024.



We also assist local businesses and employers through membership of organisations such as Team London Bridge and Southwark Chamber of Commerce.



Anthony Gold charitable trust

We made donations from the the firm's Charitable Trust totalling £11,000 over the course of the year.



Wills, trusts & estates

We support Wills Week every year, in conjunction with charities which in 2024 included Battersea Cats and Dogs Home and St Christopher's Hospice, by waiving the fees for preparing a will in return for a charitable donation. We also make annual donations to the hospice charity and many other local charities.

We support organisations by providing sponsorship and

free advice sessions

for organisations including;



Carers' Hub

BOTH PARENTS MATTER®



Both Parents Matter



Hourglass founding partner

In 2023, we became a Founding Partner of the Hourglass 'Give an Hour' scheme, which involves offering pro-bono time and advice to help older people facing financial, sexual, psychological, physical or domestic abuse or neglect.





Housing group actions

Photo: Old Market Square

Old Market Square

Scaffolding was erected on Old Market Square, in Tower Hamlets, over 6 years ago, blocking out light, presenting a security risk and preventing residents from selling their homes. The council ignored residents' complaints and forgot about the block. Anthony Gold acted for the residents to secure compensation, an agreement to remove scaffolding and complete works.

After years with no progress the scaffolding is now due to come down in April 2025 and the block has been declared safe.

Coniston House

In the summer of 2021, East End Homes began building new flats above the existing ones at Coniston House, in Mile End. Since then, residents have endured scaffolding, noisy works, and constant disruption. In 2023, major leaks began — first from the roof, then from the mains water pipes, as if it was raining inside. Many residents have been decanted from their homes, and many more remain and have to endure the horrendous leaks.

Anthony Gold is acting to ensure that the works are completed satisfactorily, come to an end, and that everyone's home is put back into a good condition.

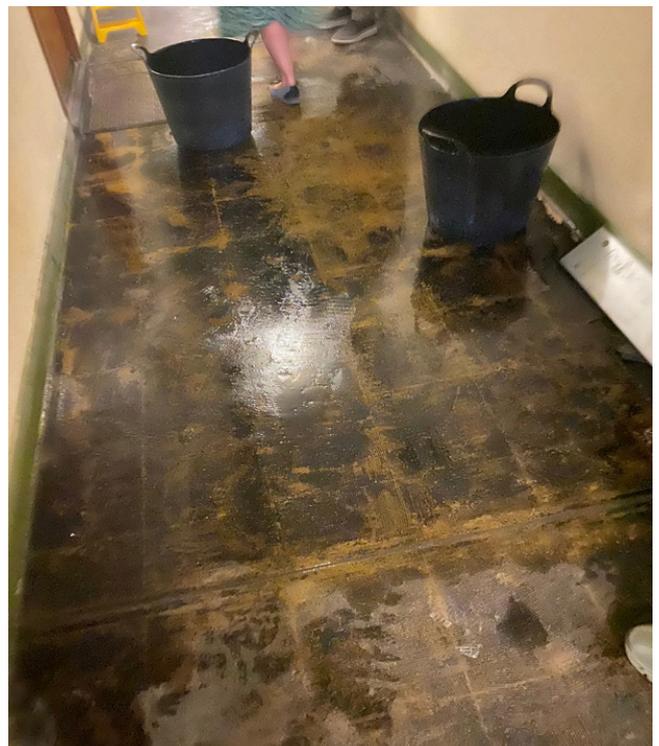


Photo: communal hallway in Coniston House

Nags Head estate

Millions of individuals throughout the UK reside in properties plagued by black mould, posing a significant threat to their health and wellbeing. The residents of the Nags Head estate in London are pushing back against their landlord, Peabody, calling for improved living standards.

A group of Nags Head residents are represented by our specialist housing solicitors as part of a group action. Some of our lawyers even joined tenants from various Peabody estates, including Nags Head and the Lesnes estate, to protest outside Peabody HQ and campaign against disrepair and demolition, supported by Medact and the London Renters Union.

At Anthony Gold we are proud to represent and support groups of tenants in ensuring landlords comply with their obligations. This is not just from the office or the courtroom, we get to know individuals and their communities and are active amongst them.

In March 2024, we were at the official screening of the documentary 'Mould is Political' produced by Jeremy Clancy. Watch the full video at bit.ly/MouldIsPolitical



William Parry
Associate

Samantha Lewis
Lawyer

Eleanor Solomon
Partner

Court of Protection

Our Court of Protection team is dedicated to supporting those lacking capacity, regularly going the extra mile to help empower and protect those most vulnerable in society.

This can include the administration of large funds, often secured through personal injury or medical negligence claims for clients involving neurotrauma. The team sensitively navigate a multitude of issues on behalf of their clients, including welfare issues, the purchase and adaptation of specialist properties, and highly skilled lifetime fund management.

The team's relationships with their clients is long-term, and the team support at key-life stages, such as marriage, to ensure that their vulnerable client's position is protected, within the context of their specific vulnerability, at key points in their life.



We currently manage funds of over

£90 million

on behalf of our collective client base

The firm has one of the largest teams in London with

12

fee earning staff



The team is known for adopting a client-centred approach at the heart of all decision making. The firm has one of the largest teams in London, with a reputation for excellence worldwide as they support clients in the UK, Europe, Asia and Australia. The team recognises the complexities that cross-border matters can bring, and has experience in providing practical solutions that bridge multiple jurisdictions.

Our work involves securing funding options and implementing care plans, including social care, education, welfare benefits and grants, to ensure clients are well looked after for the entirety of their lifetime. We have managed cases where properties needed to be adapted, or new properties built, to allow individuals to live as independently as possible; from lift installation to adding a hydrotherapy pool so that our client can benefit from water therapy at home. We have also successfully facilitated the complex repatriation of clients back to the UK from overseas, ensuring a smooth transition between medical professionals in each country across differing jurisdictions with often competing repatriation laws.

Professional Deputies Forum accreditation



Emma Tante, Court of Protection Partner and Director of the Professional Deputies Forum (PDF) launched an accreditation programme for PDF in November 2024. The programme was initiated by Emma and David Wedgwood, who identified the advantages of a benchmarking scheme following stakeholder concerns over diverse skill levels in the sector.

With the introduction of an accreditation programme, professional deputies have, for the first time, a way to evaluate their skills and knowledge, promoting higher standards and offering assurance to protected parties.

Emma conducted extensive research and presented a proposed plan and syllabus to the PDF. She then led the project, collaborating with a sub-group within the forum and a variety of experts to refine the concept further.

Other members of our firm provided invaluable support for the accreditation programme by assisting with the development of key modules, including lawyers from our Employment and Family teams.

The programme is open to all legal members of the PDF. For more information visit deputiesforum.co.uk

"It's important that we drive up standards for the greater good of the protected party and that we pass on a foundation of knowledge and experience to the next generation of lawyers moving into this growing area of practice."

- Emma Tante, Partner



Client spotlight: Paul's story

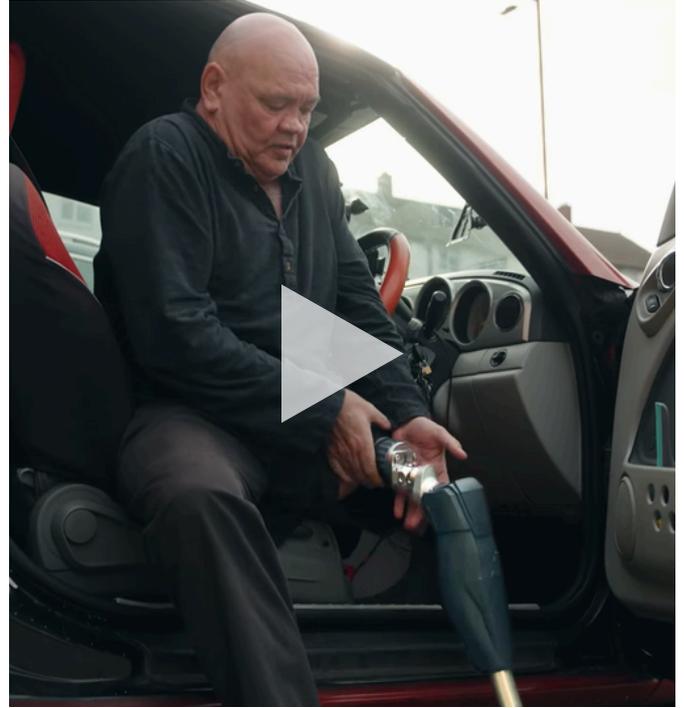
Clinical negligence

Paul came to us following an amputation. While most people are understandably shocked by such a life-changing event, for Paul, the amputation was a relief. He had endured years of excruciating pain caused by prolonged medical negligence.

Paul explains: *"I went in for a simple knee replacement, and they messed it up. It took them a year to open the knee up again. When they finally investigated my complaint, they recoiled at what they saw. They replaced the knee but messed that up too. I developed abscesses, and eventually the leg had to be amputated. That was four tough years."*

The impact on Paul has been significant, but with our help, he has been able to regain a sense of normality. We secured funding for him to have additional care and support. He now uses a state-of-the-art prosthetic that allows him to mobilise and reclaim his life.

Our goal is always to help clients achieve the best possible quality of life. While we can't undo the harm that has been done, we can ensure they have access to high-quality prosthetics, proper support, and accommodation that suits their needs.



Paul shared his gratitude: *"After being told about Anthony Gold and engaging them, my life has literally turned around. I never have to chase them – they always keep me in the loop. I can walk, I can go to the football, and when Southampton scores, I can jump out of my chair."*

We strive to ensure that clients come out of the legal process feeling supported, not battered and bruised.

As Paul puts it: *"I've already been let down by the medical profession; I didn't want the legal profession to do the same. With Anthony Gold, they put me at the centre of the process and truly did their job."*



"My job is to put people back in the best possible position post-injury or negligence - to give them the best possible quality of life given the circumstances they have faced."

- Ali Malsher, Partner

Client spotlight: Janice's story

Personal injury

Janice suffered very serious injuries in a road traffic accident that are likely to have a lasting impact on her life. The goal of her case was to secure compensation to assist her with treatment, rehabilitation, and to address any long-term effects of her injuries.

Janice explains: *"I broke my femur and ten ribs, had two collapsed lungs, and broke my collarbone and shoulder. They had to put me on a ventilator. If the impact had been over my heart or head, I wouldn't have survived. I was just so lucky."*

In serious injury cases, the objective is to work closely with the medical team to ensure effective rehabilitation. Early in Janice's case, she was due to be discharged from NHS care. Thanks to Anthony Gold's involvement, she was able to access inpatient rehabilitation. This additional care allowed her to make significant progress, evident in improvements from the point of her initial discharge to where she is today.

Janice stated: *"They've got me walking. I walked independently for the first time, which was really special. The amount of improvement is amazing."*

Janice's intensive therapy schedule including a daily routine of four therapy sessions, encompassing hydrotherapy, functional electrical stimulation (FES), dry exercises, and one-to-one gait analysis. The focus on walking and gait training has been vital in her recovery journey.



Once she leaves the hospital, Janice will need to adapt to a new reality. However, she will be supported in making this adjustment with access to private care.

Her rehabilitation journey has not been easy, but it has been significantly improved by the combined efforts of her therapy team, Anthony Gold, and her own hard work.

Thanks to this collaborative approach, Janice is on a promising path to recovery.

"Our focus is always on securing the support and resources our clients need to rebuild their lives and achieve the best possible recovery."

- Adam Dyl, Partner



Our firm

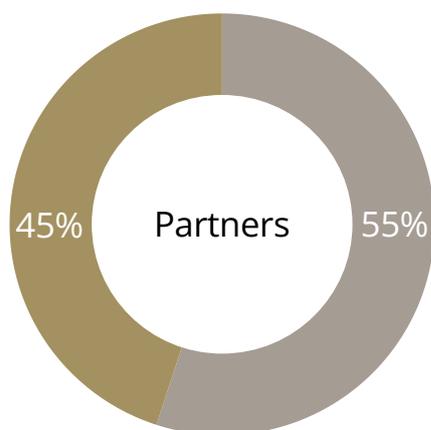
Equality, Diversity and Inclusion

Equality, Diversity, and Inclusion (EDI) significantly impacts social change by creating a more equitable society where people from all backgrounds have equal access to opportunities.

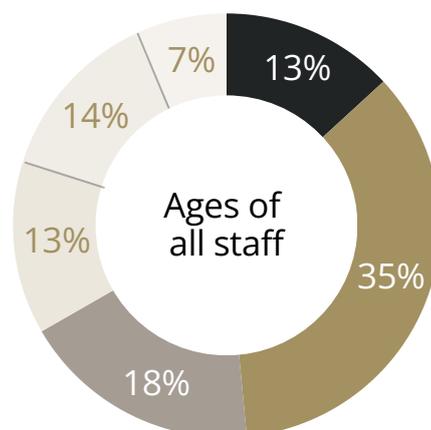
With a client base made up of individuals from all walks of life, it's important for Anthony Gold to have a workforce which enables diverse and differing perspectives to be considered. This ultimately leads to more inclusive and just local communities.

Anthony Gold is committed to creating and sustaining a positive, fair, equitable, and mutually supportive working environment for our staff, where staff are equally valued and respected. We aim to create an environment that respects and celebrates the diversity of our staff, enabling them to achieve their full potential, contribute fully and derive maximum benefit and enjoyment from working at the firm.

The firm has invested in a modern HR system, Personio, which will enable the firm to monitor and measure the diversity of our workforce to identify any areas we could improve upon.



■ Female
■ Male



■ 16 - 24 ■ 25 - 34
■ 35 - 44 ■ 45 - 54
■ 55 - 64 ■ 65+

Environmental efforts

At Anthony Gold, we know that all organisations have a part to play in the delivery of the government's undertaking to reach net zero by 2050. We are taking practical steps to control our use of energy and improve our sustainability practices.

The firm's move to newly refurbished offices at The Cottons Centre, London Bridge in 2023 reduced our floor space and energy consumption through hybrid working and hot-desking. Our paper-light offices have cut printer numbers from 21 to 11, significantly saving paper, with all necessary printing recycled. Confidential paper waste is securely collected by CSR-driven provider, Complete.

We promote responsible waste management with recycling facilities in our kitchens, have consolidated deliveries, and work with an ISO 14001:2015-accredited cleaning contractor who apply smarter technologies to deliver a greener service.

The Cottons Centre is run by professional management company, MAPP UK, who monitor energy use and allow us to benchmark ourselves against other tenants. Our Operations team tracks consumption via automated meter readings and engages in a estate occupier social value network to share environmental initiatives



Responsible business

Our Charity of the Year programme supports a different staff-nominated charity every two years. From 2022-2024, we partnered with Charity Begins at Home, which provides food, clothing, and essentials to those in need. In 2024, the firm supplied food, drinks and items of warm and waterproof clothing, and staff raised funds, donated items and volunteered at regular handouts.

The firm's Responsible Business Committee also supports other key charitable initiatives. We have a long-standing involvement with the London Legal Support Trust and are members of the Guardians Network for Support Through Court. We support local initiatives, such as the Team London Bridge 'Gift Back' campaign, donating gifts to local charity recipients.

We also make many donations throughout the year on the request of members of staff, and in support of our work.

Keep in touch

CONTACT US

Phone

020 7940 4060

Email

mail@anthonygold.co.uk

Website

anthonygold.co.uk

Address

The Cottons Centre
5th Floor (South-West)
Hay's Lane
London
SE1 2QG