



**SUPPORT  
THROUGH  
COURT**

# **Court Based Personal Support**

**Report and financial statements  
for the year ended 31 March 2019**

Company number: 4360133  
Charity number: 1090781

# NO ONE SHOULD FACE CIVIL OR FAMILY COURT ALONE

### **A court room can be an extremely alienating place for people without access to professional legal help.**

The multiple barriers they must overcome, and the potentially life-changing outcomes that may result from a court case, create an immensely stressful experience. This is further exacerbated by the closure of advice centres, increased court fees and comprehensive reductions to legal aid. For a litigant in person, the courtroom is a complicated and intimidating environment, as they try to navigate a system designed for legal professionals.

It's even tougher for vulnerable court users. Last year 23% of PSU clients did not have English as their first language, 54% were not employed and 24% had health problems; some were homeless, and many had literacy issues. In addition, domestic abuse features in a high percentage of cases in the family courts.

This is not just. To participate fully in their cases and minimise the detrimental impact on their lives, people urgently need guidance and support, but, if they cannot afford legal help, they must face court alone. The PSU strives to readjust the balance.

---

**The PSU has over 750 trained volunteers in 24 locations, who can give emotional and practical assistance to people going through court alone.**

---

- we sort through paperwork, help complete forms, signpost to support agencies and sources of free or affordable legal help, and accompany clients to court hearings.
- we help people who are distressed to represent themselves more confidently, making things easier for them and the courts.
- after a PSU volunteer has stepped in, 74% of the people giving us feedback feel less anxious and over 99% leave feeling more confident.
- we increase access to justice, enabling fairer hearings and better engagement with the justice system.

There are many court users who still have nowhere to turn, and we recognise the challenge that brings to each PSU. We are striving to develop services that reach more people and in March, we launched our national phone help-line pilot to assist people where there is no PSU in their court, or they are unable to travel. With 600 calls in the first full month, the need for this phone line is evident.

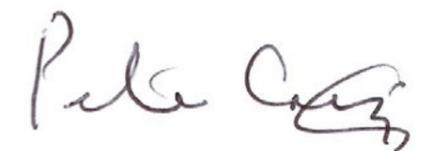
As the HMCTS Reform programme continues, the PSU contributes at all levels: the PSU Head of Service sits as a lay member on the Civil Procedure Rules Committee and has contributed to ongoing work on the innovative online money claims process, helping to create a successful user-friendly service.

Several PSUs helped pilot the new online C100 form and made suggestions for improvements which were adopted by HMCTS.

The PSU took part in the working group for JUSTICE's latest report 'Understanding Courts', which includes far-reaching recommendations for improving access for lay users of the courts service.

This report allows me the opportunity to thank our committed and hard-working volunteers. The PSU's incredible service is only possible because of their time and dedication. PSU volunteers provide the emotional reassurance and practical help needed, so that our clients have the very best chance of representing themselves to the best of their abilities in court. Thanks to our volunteers and the hard work of our equally dedicated staff, we are able to help improve access to justice for increasing numbers of clients.

The Personal Support Unit cannot help vulnerable court users alone. I would like to thank all our funders and supporters who enable us to offer vital help for thousands of people without access to legal representation in times of crisis.



**Peter Crisp,**  
PSU Chair

Support Through Court,  
formerly Court Based Support.  
Registered Charity No. 1090781  
A company limited by guarantee registered  
in England and Wales No. 4360133  
Registered Office: Invicta House, 108-114  
Golden Lane, London EC1Y 0TL  
Principal Office: Royal Courts of Justice,  
Strand, London WC2A 2LL

T: 020 7947 7701  
E: enquiries@supportthroughcourt.org  
W: www.supportthroughcourt.org

Client stories as told by PSU volunteers.  
Names and photos have been changed to  
protect confidentiality.

## Barriers to justice

**The rapid rise in our client contact numbers demonstrates the extent of the need we meet: in 2018-19 we helped clients on a record 75,432 occasions, up 15% from 65,456 occasions the previous year.**

Across our 24 locations, PSU volunteers helped people, on average, over 6,286 times each month. We are proud to have coped with this additional pressure without any decrease in the quality of our service: 97% of clients felt they got a fairer hearing and 99% felt better prepared.

Attending court alone is daunting. The people we support are usually unable to access any formal legal help, yet they need to be able to present their own cases clearly and without emotion - often facing professional barristers in court.

At a time of great stress, this can seem an insurmountable task. Our volunteers help clients order their thoughts, so they are clear about what they need to say in court and so that they can represent themselves to the best of their abilities.

Court processes and procedures are unfamiliar, are often complex and can be overwhelming. People may need to complete forms and file documents, to report to specific counters (if these sources of help still exist in their court) or to appear before a judge.

When people are alone in court to tackle hugely emotive subjects including eviction, bankruptcy and access to children, it is easy to see why our service is invaluable in helping people navigate these challenges.

Our aim is to provide free support to everyone who comes to us. We provide reassurance and practical help; we talk our clients through the legal processes and we help them understand what will happen in the court room. In short, we aim to help our clients engage with the justice system and, regardless of the outcome of their cases, know that they represented themselves to the best of their abilities.



*Half of those facing problems removed from scope by LASPO had mental health problems. This was higher than the percentage of people facing legal problems more generally (36 per cent), and far higher than the proportion of people surveyed who had mental health problems (18 per cent).*

Mind report 'An unjust system? How changes to the justice system have affected people with mental health problems', May 2018

## Our clients' stories

*Jenny and Mike wanted to see their granddaughter*



### People come to the PSU at times of great stress

After domestic violence led to a breakdown in the relationship between their son and his partner, Jenny and Mike were denied all contact with their granddaughter. Before this, Jenny and Mike had played a very active role in their granddaughter's upbringing: from the age of 3 weeks she had stayed with them every weekend, Friday to Sunday, and one night during the week. Jenny and Mike both appreciated their son was at fault but felt they and their granddaughter were being punished for his wrong-doings.

After 5 months of no contact, they were seeking permission from the court to apply for visitation rights. When Jenny and Mike secured a court hearing, I was able to meet them on the day and settle their nerves and anxieties about the legal process. We also discussed their hopes and expectations for the hearing.

When Cafcass requested an impromptu meeting before entering the courtroom, I was able to sit with them and ensure they understood and that they were able to express the things they wanted to say. After a couple more meetings it was agreed by all parties that Jenny and Mike be granted

indirect contact immediately, and that contact would be gradually increased until their granddaughter had weekend visits again.

Through the support of the PSU, Jenny and Mike found the emotional strength and courage they needed to pursue contact through the court. Their anxiety was relieved and their whole family's happiness was restored. Jenny and Mike said they were 'emotionally distressed' prior to court, but with the support I gave them, they left feeling 'healed and excited for their future'.

Client stories as told by PSU volunteers.  
Names have been changed to protect confidentiality.

## TOTAL CLIENT CONTACTS ACROSS THE PSU IN 2018/19

Total client contacts across the PSU in 2018/19	
PSU	# of contacts
Total London PSUs	19,380
Barnet Civil and Family Courts Centre	927
Central Family Court (CFC)	7,246
London Outreach Service	68
Royal Courts of Justice (RCJ)	7,717
Wandsworth County Court	981
West London Family Court	2,441
Birmingham Civil Justice Centre	6,800
Bournemouth and Poole County Court and Family Court	2,015
Bristol Civil Justice Centre	3,821
Cardiff Civil Justice Centre	5,563
Chelmsford County and Family Court	2,712
Chester Civil and Family Justice Centre	571
Coventry Combined Court Centre	249
Exeter Combined Court Centre	2,634
Exeter Outreach Service	298
Leeds Combined Court Centre	4,681
Liverpool Civil and Family Court	4,585
Manchester Civil Justice Centre	7,000
Newcastle upon Tyne Combined Court Centre	5,160
Newport Civil and Family Court	495
Nottingham County Court and Family Court	2,900
Phone service	236
Preston Combined Court	2,164
Sheffield Combined Court Centre	3,251
Southampton Combined Court Centre	751
Southend County Court and Family Court	166
<b>Total contacts</b>	<b>75,432</b>

Total client contacts each year	
Year	# of contacts
2001/02	339
2002/03	812
2003/04	1,328
2004/05	2,458
2005/06	3,413
2006/07	5,047
2007/08	4,443
2008/09	5,584
2009/10	5,857
2010/11	6,760
2011/12	9,217
2012/13	13,107
2013/14	21,508
2014/15	38,595
2015/16	44,480
2016/17	56,119
2017/18	65,456
2018/19	75,432
2019/20 (predicted)	80,000

## The people alone in court

Many people who come for help at the PSU have disadvantages that stretch beyond finding themselves in court alone.

Many of our clients also deal with challenging personal circumstances: in 2018/19, 23% did not speak English as a first language, 24% had a serious health problem, 54% were not employed, some were homeless, some struggled with literacy issues and many did not have phone or internet access.

From our new work on support for litigants in person with experience of domestic abuse, we know that at least 10% of the PSU clients in the family courts struggle through the court process against their ex-partners, often with little or no support from specialist services, and the court system can exacerbate the problems.

Despite a growing understanding of and urgency in dealing with domestic abuse across the justice sector, and the new offence of coercive control (which was enforced in December 2015), there was a clear consensus between the witnesses at this APPG hearing regarding the existence of an embedded culture within the family courts to allow contact with the child(ren) to the applicant parent, most of the time.

This is also reinforced by evidence which shows that less than 1% of child contact applications are refused, despite domestic abuse featuring in around 70% of Cafcass caseloads, and in 70-90% of cases going to the family courts.

All-Party Parliamentary Group on Domestic Violence and Abuse's 2016 report 'Domestic Abuse, Child Contact and the Family Courts.'

Clients who have English as their first language	% of responses
Yes	77%
No	23%
Clients' employment	% of responses
Employed	46%
Not employed (total of unemployed and other)	54%
Clients stating they have a serious health problem/disability	% of responses
Yes	24%
No	76%

Types of cases in 2018/19	# of contacts	% of responses
Bankruptcy/debt	1,356	2%
Criminal	539	1%
Employment	1,153	2%
Housing	7,904	11%
Immigration/asylum	374	1%
Money claim	12,130	18%
Probate	572	1%
Welfare benefits	505	1%
Civil	1,466	2%
Other	1,213	2%
<b>Total unique family cases</b>	<b>43,439</b>	<b>63%</b>
Family - Children	34,851	80%
Family - Divorce	6,286	14%
Family - Unknown	1,752	4%
Family - Other which	1,530	4%
<b>Total unique responses</b>	<b>75,432</b>	

# How we help and the impact for people in court

**Our 755 volunteers are united by the desire to make the courts more accessible and to help people in times of great stress. Some volunteers have been with us for many years and are often retired professionals. Others are law students, who not only give their time to us, but also gain valuable experience of court life.**

What our volunteers do depends on who asks them for help.

### Typically, they:

- help people sort out their paperwork and complete forms.
- make sure all paperwork is handed to the correct desk or court counter at the right time.

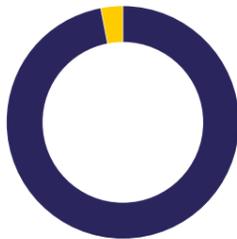
- guide clients round the (often vast) court buildings to ensure appointments are kept.
- go through the facts of each case, calming people down and helping them to separate their emotions from the factual evidence they will need to present in court.
- help clients to practise what they wish to say in court.
- explain court procedures, who will be in court and what their role is, and any protocol our clients will need to observe.
- use the internet for information and point people to potential sources of free legal advice.

- attend court with clients and then talk to them after the court hearing to go through what has happened and help them to move on, regardless of the verdict.

*I struggle in very stressful situations, but my experience today left me feeling calm, comfortable and far more confident. PSU is a beacon of help in an otherwise foggy legal world.*

PSU client, 2019

### How satisfied were you with the help from the PSU?



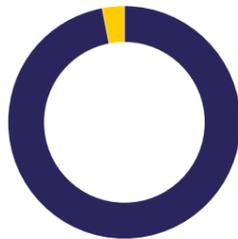
- 97% Completely satisfied
- 3% Partly satisfied
- 0% Not satisfied

### The PSU volunteer helped me to have more confidence



- 99% Yes
- 1% No

### The PSU volunteer helped me be better prepared



- 99% Yes
- 1% No

### How did you feel before and after getting help from the PSU?



- 74% Felt less anxious after
- 25% Felt equally anxious before and after
- 1% Felt more anxious

### The PSU volunteer helped make the procedures clearer to me



- 99% Yes
- 1% No

### The PSU volunteer helped me get a fairer hearing



- 97% Yes
- 3% No

# Our clients



*A very human touch to a brutal system.*

*The PSU is a valuable service in an extremely confusing court process. I wish I heard of the service long ago. It's very helpful and I hope it continues to help people like me.*



*The PSU provided guidance in a confusing time. They helped to provide a sense of calm to me and helped to feel the fairness of proceedings. This is a wonderful service and those who volunteer their time are to be greatly admired. I am very grateful.*

*PSU support was vital during my document filling and made me feel more confident. Thank you so much for the great work done here. My volunteer was brilliant.*



# Achievements and performance

## 2018-19 has enabled the PSU to have a positive impact for a record number of court users.

We opened a new satellite service in Southend-on-Sea and launched the pilot of our national phone help-line service. Overall, we saw a 15% increase across our units as existing PSUs coped with higher demand for our services.

We did this by expanding volunteer numbers, increasing hours at part-time PSUs and supporting our tenacious volunteers as they strove to cope with the additional numbers of people seeking help. Last year, our volunteers helped people facing court alone on an average of 6,286 occasions a month.

As we have grown to meet the demand, we have strengthened our management arrangements to help ensure that we are running our service efficiently and maintaining quality, whilst continuing to be highly cost-effective.

When surveyed, 97% of responding clients told us they were completely satisfied with the service they received, and a similar number felt they had managed to get a fairer hearing as a result of our support. We have managed to maintain these levels while keeping our cost per contact at an average £19.

The PSU works with the courts service and other service groups set up to support court users. We have

provided valuable information about the 'real-life' experiences of those who come to us for assistance and have offered practical suggestions to help people facing court alone. We have continued to attract skilled and dedicated volunteers, so that by March 2019, 755 of them were providing support across the country. Our estimate of the 'in-kind' value of their contribution is £1.4 million.

We could do none of this without financial support. Thank you to all the individuals and bodies that have provided funds. Without this generosity, it would have been simply impossible to provide help to the thousands of people who sought support at the PSU in the last year.

## PROVISION OF SERVICES TO LITIGANTS IN PERSON FACING COURT PROCEDURES

Objectives 2018-2021	What we've done so far
We will continue to provide face to face support at court	The number of client contacts rose to 75,432
We will continue to focus our support in the Civil and Family Courts and in those tribunals where we can add value	There has been a 5% increase in the percent of family county court work  While the overall proportion of tribunal work has remained the same at 2%, we have seen an 11% increase in the proportion of employment and a 9% decrease in the proportion of social security work
We will expand face to face provision, as funds allow, so that we can offer a service to a greater proportion of the population of England and Wales	We now operate our London Outreach Service through our London PSUs to better use resources. We opened a part-time service in Southend, and increased PSU opening hours at Barnet, Chelmsford and West London Family Court
We will prioritise opening new units in areas with greater social deprivation and where we can most efficiently help more people	Deprivation is a priority for the PSU when identifying areas to support. We have ranked courts that desperately need provision if we can secure the funding to open new PSUs
We will pilot and develop a national phone help-line service, inviting phone clients into the office when face to face contact is essential	The PSU phone helpline was launched in March and will run to mid-July 2019, for people unable to get to a court with a PSU to access vital help
We will support and invest in our staff and volunteers, ensuring they have the skills and training to deliver a wider range of service options	Staff attended 3 LIPSS seminar days on understanding clients with mental health problems; Samaritans delivered staff training on Resilience and Well-being  We created and delivered a Challenging Behaviour workshop for volunteers  We commissioned tailored training from Women's Aid on supporting domestic abuse survivors, for PSU staff and volunteers

## PARTNERSHIP TO MAXIMISE SUPPORT TO LITIGANTS IN PERSON

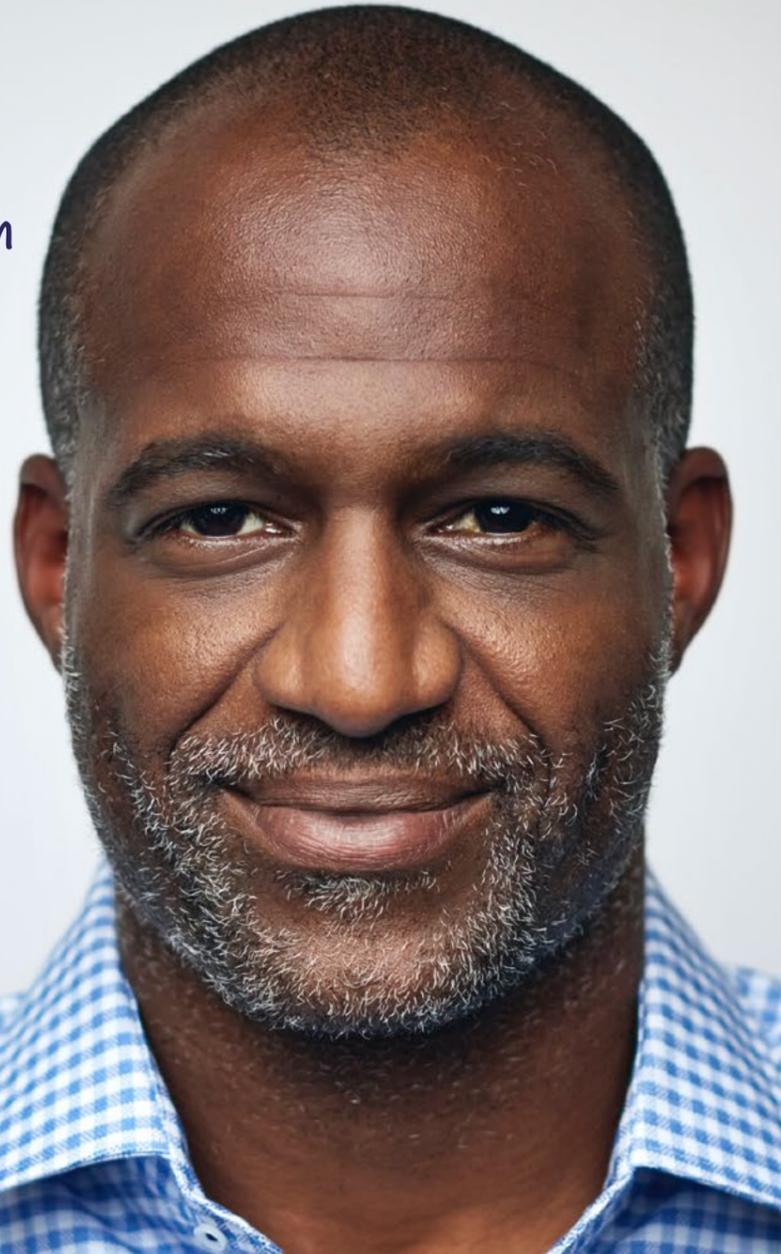
Objectives 2018-2021	What we've done so far
We will build on our membership of the Litigants in Person Support Strategy (LIPSS) to help identify partners to work with across the country in supporting Litigants in Person	We worked with LawWorks to develop and promote access to legal help through the Free Legal Answers service, due to launch May/June 2019  We joined with LIPSS partners to support ETIC Lab in a successful funding bid for technical innovation to resolve issues in the legal sector  We worked with the Open University to develop online training for volunteers
We will build more connections locally that broaden the range of help available to our clients and that enable effective referral pathways	Paul Bryson contributed to the appointment of a Pro Bono Coordinator in Bristol  Work for the Domestic Abuse project has led to better connections with police teams and improved referral pathways to Domestic Abuse agencies
We will make better use of partnership working with new and existing partners	Encouraged development of new university course modules, such as at Cardiff University; and engaged with several universities on Access to Law programmes for 6th form students  The existing partnership with Birmingham City University was enhanced when they agreed to host the National Phone Help-line  Engaged new corporates to join our PSU Partnership appeal
We will seek opportunities to share learning	Following the LIPSS mental health seminar, LIPSS staff attended PSU Challenging Behaviour workshop  PSU delivered an item on information/advice at a LIPSS training day in Newcastle

## INFLUENCING TO IMPROVE THE EXPERIENCE OF LITIGANTS IN PERSON

Objectives 2018-2021	What we've done so far
We will also make best use of partnership opportunities with law firms	We have increased the number of PSU Partners and benefitted from their expertise and support, with training for volunteers and hosting events
We will improve our data gathering and the information we produce from that data	Improved our data collection to better monitor age and location of clients
We will make better use of our data and our legitimate voice to influence the wider policy environment more effectively	We have agreed with King's College London, to engage students in improving use of our data during 2019-20
We will continue to work to make the needs and experiences of Litigants in Person more visible	We took part in a Money Box Live programme and contributed to Radio 4's The World Tonight  We gave access to PSU to Mavis MacLean of Oxford University, for her book on Family Justice after LASPO ('After the Act') Published in April 2019
We will carry out a review of our brand and marketing and make necessary changes to strengthen our brand recognition	We began a brand review in March 2019  We will promote the developments of the brand review to increase recognition in the coming year
We will increase the promotion of our brand and our work	We secured 6 months of volunteer help to increase our website optimisation and digital marketing, so we are found more easily online  New Patron Martin Lewis increased awareness of our work across his networks and in the press

## Our clients' stories

Mo was seeking asylum



### People come to the PSU at times of great stress

When Mo first came to The PSU in 2016, he told us that he was a Nigerian national seeking asylum in the UK. Mo told us that he had been forced to flee his native country because the business of which he was CEO had been subject to a violent attack by Boko Haram (a Jihadist military organisation otherwise known as the West-African wing of the Islamic State). Fortunately, Mo had escaped the attack, but he claimed there was now a Fatwa on his head and that

returning to Nigeria could be fatal. Despite this, Mo informed us that he had been refused permission to appeal against the ruling and that he would be deported back to Nigeria. Over the past two years, PSU volunteers have been at hand to support Mo as he deals with his claim and the trying events it brings.

Mo's case had contributed to severe problems with anxiety, and during one of his hearings, Mo became so agitated that he suffered an anxiety attack in court. Mo's wife and the PSU volunteer managed to calm him down and see him through the process. At another point, Mo – after having been placed

in a detention centre – suffered a stroke. His health deteriorated markedly as his case progressed, to the point that he became dependent on a wheelchair. During his lengthy case, PSU volunteers helped Mo to file numerous applications to court and attended hearings with him and his wife.

The last hearing was an appeal application, which – sadly – was dismissed. After the hearing, the presiding judge was kind enough to come along to the PSU and offer thanks and appreciation to the volunteer who had been in court with Mo that day.

Client stories as told by PSU volunteers. Names have been changed to protect confidentiality.

## The coming year

**Our vision is that every litigant in person should receive the support they need so that they do not have to face court alone. In the coming year we aim to help people in court on 80,000 occasions, a 6% increase on the previous year. While we are now established in, and beyond, most of the biggest cities in England and Wales, there are large areas where support is either fragmented or non-existent.**

The Charity sector is a difficult one and we face a number of challenges. The Board manages those risks involved through its subcommittees, including the Risk and Audit Committee which reviews risk each quarter whilst the Senior Leadership Team manages risk mitigation monthly. We are reviewing the sustainability of our current delivery models going forward and looking at new models of service delivery such as the National Phone Help-line noted below, alongside managing to maintain services across the PSU network. A national phone help-line pilot was launched for four months in March 2019 with an aim to reach new clients who need help and it is already showing high demand. We look forward to reviewing the results and establishing a strong and effective service that can provide greater flexibility for clients who currently have no access to support in court at very stressful times.

We have started a 15-month project to support victims and survivors of domestic abuse as they face court proceedings. New specialist staff and tailored training have already increased volunteers' confidence in this area. We expect to influence considerable improvements to court services for people with experience of domestic abuse, as well as creating legacy material for ongoing training of our volunteers.

We will continue to invest time and energy in reflecting to the Courts Service and to the Ministry of Justice the experiences of our clients, to

help shape reforms to the benefit of people facing court without a lawyer. The PSU aims to maintain our quality service while increasing our reach. We can only do this by working in partnership with our supporters. The committed support of Her Majesty's Courts and Tribunals Service allows us to keep our costs low as they provide free accommodation, access to the internet and telephony services. This ongoing generosity will allow us to carry on providing our core service from bases in court buildings. Similarly, the time given by our volunteers, which is valued at £1.4 million, is a huge contribution to our cost-effectiveness. I would like to thank them and all our funders for their support in the year ahead.

Eileen Pereira, CEO

At the end of the financial year, the number of active volunteers delivering services in our PSUs was 755. This represents 67 full-time-equivalent members of staff, and a total volunteer in-kind contribution of £1,407,000 (based on a corresponding salary within the PSU).

**The PSU would like to thank our volunteers and all our supporters: individuals across the country, law firms, chambers, universities, trusts and foundations, as well as our Carey Club members and Friends of the PSU, the Friends Committee and the London Volunteer Fundraising Board who generously support our appeals and events.**

The PSU received 38.9% of our core funding from the Ministry of Justice, via the Access to Justice Foundation through the Litigants in Person Support Strategy, to enable us to develop our infrastructure, to sustain our existing services. In addition,

we received £184,831 for a specific project to improve the court journey of people with experience of domestic abuse. We wish to thank the Ministry Of Justice and all of those we work with to serve litigants in person.

We value our partnerships with others involved in the justice system: the courts, who provide us with valuable free office space and utilities; court staff all over the country who so generously devote time and energy to enabling our service to flourish; and the judiciary, who consistently support our work, in particular our Liaison Judge in the Royal Courts of Justice, Lady Justice Asplin, and the PSU Liaison Judges across England and Wales.

Thank you to everyone who's made a difference to people in court

Source of funding	£	%
Trusts	344,698	24.9
Government	723,971	52.3
Corporate	168,343	12.2
Friends and individuals	80,014	5.8
Community	64,323	4.6
Investments	2,995	0.2
<b>Total</b>	<b>1,384,252</b>	<b>100</b>
Non-budget relieving gifts in kind	4,475	

If you would like to help the PSU by volunteering, donating, or fundraising, please go to our

W: [www.supportthroughcourt.org](http://www.supportthroughcourt.org)  
E: [enquiries@supportthroughcourt.org](mailto:enquiries@supportthroughcourt.org)

# Thank you to all the supporters who donated last financial year, with a special mention to ...

## Trusts and foundations

Access To Justice Foundation  
Awards For Wales  
Blagrave Trust  
City of London Solicitors' Company  
Duchy of Lancaster Benevolent Fund  
Essex Community Foundation  
Gerald Palmer Eling Trust Company  
London Legal Support Trust  
Loppylugs & Barbara Morrison Charitable Trust  
Midland Legal Support Trust  
Moondance Foundation  
Quartet Community Foundation  
Rank Foundation  
Rayne Foundation  
The A B Charitable Trust  
The Brook Trust  
The Swire Charitable Trust  
Three Oaks Trust  
Tudor Trust  
Zochonis Charitable Trust

## Individuals

Mr Thomas Seager Berry  
Mrs Jean Edwards  
Mrs Rosemary Yablon  
Penny Gluckstein Charity

Rob Downs and the Mobberley Round the Runway race

## Other

Ministry of Justice  
Birmingham Chinatown Lions Club

## Corporate

11KBW  
187 Fleet Street  
3 Verulam Buildings  
5RB  
Anglia Ruskin University  
BamLegal  
Barbour Foundation  
Blackstone Chambers  
BPP University  
Brunel University  
Bryan Cave Leighton Paisner  
Cardiff University  
CILEX  
CMS Cameron Mckenna Nabarro  
DAC Beachcroft  
Dentons UKMEA LLP  
Falcon Chambers  
Garden Court Chambers  
Gray's Inn  
Heathrow Communities Fund  
Herbert Smith Freehills LLP

Inner Temple  
Irwin Mitchell LLP  
Kings College London  
Landmark Chambers  
Lewis Silkin LLP  
Lincoln's Inn  
Manchester Metropolitan University  
Matrix Chambers  
Middle Temple  
Mills & Reeve  
Northumbria University  
Nottingham Trent University  
Osborne Clarke  
SAP: Business Intelligence Tools and Solutions  
Schneider Financial Solutions  
Sheffield Hallam University  
Skadden, Arps, Slate, Meagher & Flom LLP  
Tak Advisory Limited  
The Chambers of William Clegg QC  
The Law Society  
The Open University  
University of Exeter  
University of Leeds  
University of Nottingham  
University of Sheffield  
University of Warwick  
White & Case

## Trustees

The Trustees (who are also directors of Court Based Personal Support for the purpose of company law) who served during the year are set out below:

Peter Crisp, Chair  
Lucas Wilson, Vice Chair – Retired 26 March 2019  
Kirit Naik, Treasurer  
Stephen Adler – Appointed 9 July 2019  
Angela Camber  
Elisabeth Davies, Vice Chair – from 26 March 2019  
Samantha Gargaro – Appointed 9 July 2019  
Caroline Field  
Peter Handcock, CBE  
Elisabeth Long  
Tim Nash – Appointed 9 July 2019  
Greville Waterman  
David Wilkin

Court Based Personal Support operates under the name Personal Support Unit and will operate under the name Support Through Court from 27 September 2019.

Charity number **1090781**  
Company number **4360133**

## Founder and life president

Diana Copisarow OBE

## Patrons

The Rt. Hon. The Baroness Hale of Richmond, President of the Supreme Court  
The Rt. Hon. Sir Terence Etherton, Master of the Rolls  
The Rt. Hon. The Lord Thomas of Cwmgiedd, the Lord Chief Justice of England and Wales  
The Rt. Hon. The Lord Phillips of Worth Matravers, KG, PC  
The Rt. Hon. The Lord Judge  
The Rt. Hon. The Lord Woolf  
The Rt. Hon. The Baroness Butler-Sloss GBE, PC  
The Rt. Hon. The Lord Neuberger

Registered Address:

Invicta House, 108-114 Golden Lane, London, EC1Y 0TL

Principal Office:

Room C19, PSU, Royal Courts of Justice, Strand, London WC2A 2LL

Bankers:

CAF Bank Ltd, Kings Hill, West Malling, Kent ME19 4TA

Auditors:

Sayer Vincent LLP, Chartered Accountants and Statutory Auditor, Invicta House, 108-114 Golden Lane, London, EC1Y 0TL

The Rt. Hon. The Lord Clarke of Stone-cum-Ebony

The Rt. Hon. Lord Dyson, PC

Martin Lewis

## Chief executive and company secretary

Eileen Pereira

## Our clients' stories

Lily wanted to stop her abusive ex-partner changing her child's school

### People come to the PSU at times of great stress

Lily contacted PSU from her home, via the PSU phone service. She explained to the volunteer that she was facing a family court hearing without a lawyer. She had experienced an abusive relationship with her ex-partner, who was now seeking to change their child's school.

Lily felt scared of the prospect of facing her ex in court, and did not know where to turn. She had been directed to the PSU office by court staff, but was unable to afford the

time and cost of visiting us in person. The volunteer helped her by explaining the court process, who the key agencies she would need to contact were, and what additional help was available. Lily was relieved to hear from the PSU volunteer that she had the option of asking for a separate waiting room from that of her ex, as well as a screen in the court room so that she wouldn't see him.

The volunteer also signposted her to a specialist local domestic abuse support charity for help. After the first hearing, Lily was encouraged to attend the law clinic in court, where an expert family lawyer would be at hand to provide her with free legal

advice. She managed to arrange childcare and make the journey to attend the clinic, receiving some important advice on where she stood. Lily continued to contact the PSU whenever she felt overwhelmed by her case, or needed further help with her next steps.

She was very grateful for our help, and remarked that she felt very reassured to know there was a service available to support her as she grappled with the complexities of court.

Client stories as told by PSU volunteers.  
Names have been changed to protect confidentiality.

## Objects and activities

### The Charity's objects are:

**(A)** To pursue charitable purposes by the provision of personal support and assistance, without regard to race, gender, sexuality, age or disability, for (i) those suffering or likely to suffer emotional or psychological stress or otherwise in need of such support or assistance by reason of their involvement with actual or anticipated legal proceedings at the Royal Courts of Justice, Strand, London or elsewhere in the United Kingdom, and (ii) their spouses, partners, families and friends supporting them in relation to such legal proceedings; and

**(B)** To further all and any purposes which are charitable according to English law.

The Trustees have fully complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

The Trustees review the aims, objectives and activities of the Charity each year. This report looks at what the Charity has achieved and the outcomes of its work in the reporting period. The Trustees report the success of each key activity and the benefits the Charity has brought to those groups of people that it is set up to help.

The review also helps the Trustees ensure the Charity's aims, objectives and activities remained focused on its stated purposes. The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities.

In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

### Financial review

As we opened PSU services in one new court, began a PSU phone service pilot and took on a domestic abuse project, our total expenditure rose by **£262,731** to **£1,465,185**.

While investing in our growth, we have managed to maintain our cost effectiveness, achieving an average cost per client-contact figure of **£19.42**.

Fundraising income increased in 2018/19 to **£1,384,252**. The Fundraising Team have had a very successful year and managed to raise 98% of the budgeted income target, 17% more than the previous year (excluding MoJ funds). The organisation has maintained strong control of expenditure as well, ending the year with an underspend of **£48,744** against the set budget.

### Principal risks and uncertainties

The Trustees have overall responsibility for ensuring that the Charity has an appropriate system of controls, financial and otherwise. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As part of the Charity's risk management process, the Trustees acknowledge their responsibility for the Charity's system of internal control and reviewing its effectiveness. It is also recognised by the Trustees that such a system is designed to manage rather than eliminate the risk of failure to achieve the Charity's objectives and can only provide reasonable, not absolute, reassurance against material misstatement or loss.

The PSU produces a comprehensive corporate risk register which is reviewed during the course of the year by the Trustees. The Board pays particular attention to those risks with a higher risk scoring (based on impact and probability) and whether there has been a change in direction since the previous review. The Board also questions and analyses the existing controls and planned actions.

**The key risks identified for the past year, and the actions taken to mitigate them, were:**

Risk	Mitigating actions
<p><b>Irregular income streams</b> The majority of the PSU's income streams are neither predictable nor regular, with funding being received intermittently</p>	<p>The PSU's reserves policy is set out in full below. The principal purpose of this policy is to maintain service provision as well as resolving short-term, in-year, cash flow issues that might arise. The Trustees believe that the target of six months reserves provides sufficient time to consider options and take action to maintain a viable service in line with a changed funding environment. In addition to the policy, a prudent approach is taken to new projects or expansion in work requiring additional funds. These are not commenced until funding based on full costs recovery has been confirmed and after scrutiny of cash-flow projections. The effect on the PSU going forward is also considered, particularly when taking on short term discreet projects, e.g. the 15-month domestic abuse project.</p>
<p><b>Safeguarding</b> The PSU's staff and volunteers work with clients, often previously unknown to them, in potentially emotionally highly-charged situations. Clients themselves can be vulnerable and could potentially be open to abuse</p>	<p>Following the Safeguarding Policy review carried out in 2017/18 by Trustees and senior staff, the CEO is working on a further review of Safeguarding practice based on the needs of the PSU staff and volunteers whose safety is the organisation's prime concern. DBS checks, safe recruitment practice including enhanced reference checks for suitability to work with vulnerable clients all support the safety of the volunteer, staff member and our clients. Continued growth in 2018/19 was led by a combination of increased demand, increased hours and opening one part-time PSU, client contacts rose by over 15% and the number of volunteers by 8%; all sustained by the current infrastructure. With this growth we have seen an increase in clients with challenging behaviour and evidencing mental health issues (though it is not our role to diagnose such issues). Additional training has been put in place to support volunteers and staff to manage their interactions with these clients in a safe and supportive manner.</p> <p>Staff and volunteers are aware of contact details for Adult Safeguarding Boards. In addition, each Unit builds a close working relationship with local court security services. Where clients are being supported at courts away from the local PSU Office, volunteers are forbidden from travelling to appointments with them. Clients accompanied by children are responsible for them at all times: volunteers and staff are forbidden from looking after children for clients.</p>
<p><b>EU GDPR</b> Post implementation in May 2018 - maintaining momentum and focus on the needs of GDPR, ensuring understanding and good practice across the organisation going forward.</p>	<p>Over 18-months prior to implementation of EU GDPR, the PSU managed a project to ensure readiness for the implementation date.</p> <p>The PSU's Head of Systems and Information (HSI) continues to monitor the organisation's response to EU GDPR post implementation. In the period since May 2018 the PSU has introduced a data control process, where any area of breach however small is reported and managed, allowing the organisation to learn and improve our processes. A formal reporting process has been put in place and is signed off by the HSI. No major breaches have occurred. The Head of Service is working with PSU managers to implement a formal written consent form which requires a signature, to ensure clients understand the need to keep data and how we store it. This has been piloted in six PSU and will be rolled out across the organisation during 2019/20 replacing the verbal consent process now in place. Trustees are kept up to date with all GDPR activity.</p> <p>Policies and procedures are regularly reviewed for best practice and legislative updates. Risks under EU GDPR continue to be reviewed within the Audit and Risk Committee.</p>

**Reserves policy**

The Trustees consider it is appropriate for the PSU to maintain a general reserve, primarily to maintain its service in the event that funding is disrupted. The majority of the PSU's fundraising streams are not predictable, or regular. Additionally, our programme of expansion causes the Charity's expenditure and commitments to increase year on year. Taking this into account, the Trustees have agreed to target an unrestricted reserve equating to six months of the Charity's expected running costs for the following financial year.

Our reserve is also available in-year to resolve short-term cash flow issues, arising from funding being received intermittently. The Trustees believe that this is a sufficient period of time to consider the courses of action available to them, and to select the most appropriate to allow the Charity to maintain a level of service commensurate with any change in its funding environment.

The Charity's reserves and cash flow are reviewed by the Treasurer, Head of Finance & Resources and CEO (under the scrutiny of the Audit & Risk Committee) on a monthly basis. A contingency plan is in place to deal with delays in funding and in-year cash flow issues. This plan comes into effect at the point the level of unrestricted reserves based on months of the following year's expenditure fall below 3 months.

The Charity's running costs for the year to 31 March 2020 are expected to be £1,851,775. The restricted reserve at 31 March 2019 was £27,342 (2018: £1,873) while the unrestricted reserve was £612,396 (2018: £718,798) which equates to 4.1 months of 2019-20 total running costs (2018: 6.1).

**Going concern**

The Trustees consider that there are no material financial uncertainties that affect the Charity's ability to continue as a going concern.

The ability of the Charity to continue in its current shape is dependent on its ability to secure funding. A significant portion of the Charity's funding is from the government, which reviews its commitment at least once per annum.

The Trustees recognise that the ongoing financial climate means it is not possible for the government to commit to long-term funding, but should this funding not be forthcoming, the Trustees would have to take action to adjust for its loss.

To mitigate against this key risk, the PSU has been taking a number of steps, including: investing in fundraising to increase its non-government income, working closely with partners in the Litigants in Person Support Strategy, and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

## Investment policy

The Trustees have the power to invest monies not immediately required. Given the level of reserves, whose primary use is to ensure that a continuous service can be maintained, and with the intention to expand the reach of the service, the Trustees have, for the time being, decided to keep any monies not immediately required, in interest-bearing accounts with CAF Bank Ltd, Nationwide Building Society, Shawbrook Bank Ltd and Virgin Money Plc.

These accounts are kept under review by the Treasurer, Head of Finance & Resources and CEO (under the scrutiny of the Audit & Risk Committee) with particular regard to levels of interest provided by these and alternative accounts. Changes to location of investments can be made in-year by the Treasurer, Head of Finance & Resources and CEO, having sought the agreement of the Audit & Risk Committee.

## Governing document

The organisation is a Charitable Company limited by guarantee, incorporated on 24 January 2002 and registered as a charity on 26 February 2002.

The Company was established under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity are set out in note 8 to the accounts.

## Trustee appointment and induction

The term of office of a Trustee is three years from his/her date of appointment. Trustees retiring at the end of a first term of office of three years may be reappointed for a further term of office of three years, save that, should either the Chair or Vice Chair so recommend, a Trustee, having served two consecutive terms of three years may be reappointed by resolution for a final term of three years, subject to such resolution being passed by 75% of the other Trustees. The selection of Trustees is made based on vacancies arising, sympathy with the objects of the charity and the additional skills and experience that potential new Trustees are able to offer that complement those of continuing Trustees. Three of the Trustees in office in 2018-19 are currently service volunteers within the Charity.

Under the Articles of Association, Trustees are appointed by a majority vote of the members (who are all the current Trustees) by ordinary resolution. Each new Trustee is interviewed by at least two other Trustees and the CEO before being recommended for appointment. Following appointment to the Board, each receives all relevant Charity Commission guidance, as well as the most recently published

annual report, the Board's terms of reference and other management information necessary to exercise fully their governance role. At the time of joining, Board sub-committee Trustees receive relevant sub-committee terms of reference. The CEO arranges induction visits to the offices of the Charity for new Trustees and briefs them fully about the operation of the Charity.

## Organisational structure

The Charity was established to enable volunteers to provide services to clients. Volunteers are involved as far as is reasonably practical in the daily operations of each PSU (unit) of the Charity.

The Trustees are responsible for governance of the Charity and for setting its strategic direction, meeting as a Board four times a year as a minimum. The CEO is responsible for the overall management of the Charity, and reports to the Trustees formally as a Board, and more informally as circumstance demands.

The Vice Chair chairs the Fundraising Committee of the Board, which comprises three Trustees, the CEO and the fundraising team. A Trustee chairs the Audit & Risk Committee of the Board, which comprises five Trustees, the CEO and finance staff, and scrutinises financial matters, principally with regard to risk, control and policy. The approval and setting of strategic plans and associated budgets are reserved to the full Board.

A Pay Committee comprising three Trustees and the CEO annually scrutinises remuneration proposals made by the CEO on the basis of job evaluations carried out by a Job Evaluation Committee, and makes recommendations to the Board, benchmarked against similar organisations including those in the charitable sector, and with regard to other factors such as the cost of living. The Board sets remuneration for the CEO, again benchmarked against the charitable sector.

Volunteers engaged in the provision of the Charity's services are supported by paid Managers, except at PSU Wandsworth, where the Coordinator is a volunteer supported by the Regional Manager at the Royal Courts. Volunteers have representative committees in more established PSUs, whilst others are establishing ways of ensuring the voice of volunteers is heard. Volunteer representatives from each PSU are invited to meet annually with senior PSU staff to review plans and share good practice.

The Charity regularly reviews all governance arrangements as it grows. The Leadership team has expanded to reflect the additional needs of HR, IT and data across our network.

## Related parties and relationships with other organisations

The PSU is part of the Litigants in Person Support Strategy group, coordinating and collaborating with other independent charities to enhance provision of support to people facing court alone, magnifying the delivery of our objectives. Ministry of Justice funding to the PSU is received through this strategy, and the PSU CEO sits on the Strategy's steering committee, along with the heads of the other member organisations.

## Statement of responsibilities of the Trustees

The Trustees (who are also directors of Court Based Personal Support for the purposes of company law) are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the Charitable Company for that period. In preparing these financial statements,

### The Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the Charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable

accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### In so far as the Trustees are aware:

- there is no relevant audit information of which the Charitable Company's auditor is unaware.
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the Charity guarantee to contribute an amount not exceeding £1 to the assets of the Charity in the event of winding up. The total number of such guarantees at 31 March 2019 was 9 (2018: 10). The Trustees are members of the Charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the Charity.

### The PSU's organisational structure

Trustees

#### CEO, Eileen Pereira

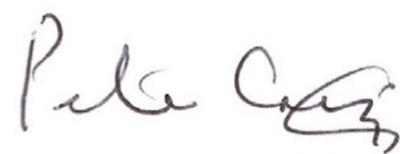
Head of service, <b>Lizzie Iron</b>	Head of fundraising, <b>Emma Taylor</b>	Head of finance and resources, <b>Ingela Ekström</b>	Head of systems and information, <b>Karen Sng-Sugden</b>
Service Team	Fundraising Team	Finance and Resources Team	Finance and Resources Team

# Independent auditor's report

## Auditor

Sayer Vincent LLP was appointed as the charitable company's auditor during the year and has expressed willingness to continue in that capacity.

**The Trustees' annual report was approved by the Trustees on 9 July 2019 and signed on their behalf by:**



**Peter Crisp,**  
PSU Chair

## Opinion

We have audited the financial statements of Court Based Personal Support (the 'charitable company') for the year ended 31 March 2019 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

### In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended.
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice.
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the

charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

**We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:**

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

**We have nothing to report in this regard.**

## Opinions on other matters prescribed by the Companies Act 2006

**In our opinion, based on the work undertaken in the course of the audit:**

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements.

- the trustees' annual report has been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

**We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:**

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

## Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate

in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jonathan Orchard,  
Senior statutory auditor

23 July 2019 for and on behalf of  
Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane,  
LONDON, EC1Y 0TL

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)

For the year ended 31 March 2019

	Note	2019		2018		Total
		Unrestricted	Restricted	Unrestricted	Restricted	
		£	£	£	£	£
<b>Income from:</b>						
Donations and legacies	2	319,449	91,405	410,854	267,662	305,714
Charitable activities						
Personal support service	3	-	928,769	928,769	-	735,720
Other trading activities	4	38,243	3,391	41,634	59,511	59,801
Investments		2,995	-	2,995	2,023	2,023
<b>Total income</b>		<b>360,687</b>	<b>1,023,565</b>	<b>1,384,252</b>	<b>329,196</b>	<b>1,103,258</b>
<b>Expenditure on:</b>						
Raising funds	5a	314,941	12,536	327,477	244,906	251,865
Charitable activities						
Personal support service	5a	152,147	985,562	1,137,709	166,988	950,590
<b>Total expenditure</b>		<b>467,088</b>	<b>998,098</b>	<b>1,465,186</b>	<b>411,894</b>	<b>1,202,455</b>
Net movement in funds		(106,401)	25,467	(80,934)	(82,698)	(99,197)
<b>Reconciliation of funds:</b>						
Total funds brought forward		718,798	1,873	720,671	801,496	819,868
<b>Total funds carried forward</b>		<b>612,397</b>	<b>27,340</b>	<b>639,737</b>	<b>718,798</b>	<b>720,671</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16a to the financial statements.

## BALANCE SHEET

As at 31 March 2019

	Note	2019		2018	
		£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	11		1,928		-
			1,928		-
<b>Current assets:</b>					
Debtors	12	31,649		43,055	
Cash at bank and in hand		718,631		711,768	
		750,280		754,823	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	13	(112,471)		(34,152)	
<b>Net current assets</b>			637,809		720,671
<b>Total net assets</b>			639,737		720,671
<b>The funds of the charity:</b>					
Restricted income fund	14a		27,340		1,873
Unrestricted income funds:					
General funds		612,397		718,798	
General unrestricted funds			612,397		718,798
<b>Total charity funds</b>			639,737		720,671

Approved by the trustees on 9 July 2019 and signed on their behalf by:



Kirit Naik, Treasurer

# Notes to the financial statements

For the year ended 31 March 2019

## STATEMENT OF CASH FLOWS

Reconciliation of net income / (expenditure) to net cash flow - from operating activities.	2019	2018
	£	£
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>(80,934)</b>	(99,197)
Depreciation charges	964	-
(Gains) / losses on investments	-	-
Dividends, interest and rent from investments	(2,995)	(2,023)
(Increase)/decrease in debtors	11,406	258,945
Increase/(decrease) in creditors	78,319	(12,995)
<b>Net cash provided by / (used in) operating activities</b>	<b>6,760</b>	<b>144,730</b>

	2019		2018	
	£	£	£	£
<b>Cash flows from operating activities</b>				
Net cash provided by / (used in) operating activities		6,760		144,730
<b>Cash flows from investing activities:</b>				
Interest received	2,995		2,023	
Purchase of fixed assets	(2,892)		-	
<b>Net cash provided by investing activities</b>		<b>103</b>		<b>2,023</b>
<b>Change in cash and cash equivalents in the year</b>		<b>6,863</b>		<b>146,753</b>
Cash and cash equivalents at the beginning of the year		711,768		565,015
Change in cash and cash equivalents due to exchange rate movements		-		-
<b>Cash and cash equivalents at the end of the year</b>		<b>718,631</b>		<b>711,768</b>

Analysis of cash and cash equivalents	At 1 April 2018	Cash flows	Other changes	At 31 March 2019
	£	£	£	£
Cash at bank and in hand	711,768	-	-	711,768
<b>Total cash and cash equivalents</b>	<b>711,768</b>	<b>-</b>	<b>-</b>	<b>711,768</b>

For the year ended 31 March 2019

## 1. ACCOUNTING POLICIES

### a) Statutory information

Court Based Personal Support is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is Invicta House, 108-114 Golden Ln, London EC1Y 0TL. The principal office address is Room M21, Royal Courts of Justice, Strand, London WC2A 2LL.

### b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (September 2015/March 2018) and the Companies Act 2006/Charities Act 2011.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

### c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

### d) Going concern

The Trustees consider that there are no material financial uncertainties that affect the charity's ability to continue as a going concern.

The ability of the charity to continue in its current shape is dependent on its ability to secure funding. A significant portion of the charity's funding is from the government, which reviews its commitment at least once per annum.

The Trustees recognise that the ongoing financial climate means it is not possible for the government to commit to long-term funding, but should this funding not be forthcoming the Trustees would have to take action to adjust for its loss.

To mitigate against this key risk, the PSU has been taking a number of steps including, investing in fundraising to increase its non-government income, working closely with partners in the Litigants in Person Support Strategy and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time and free office space and utilities provided by the courts are not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**g) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**h) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

**i) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- expenditure on charitable activities includes the costs of delivering the service, undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**j) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**k) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**l) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life.

The depreciation rates in use are as follows:

- Computer equipment - 3 years

**m) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**n) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**o) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**p) Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**q) Pensions**

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

**2. INCOME FROM DONATIONS AND LEGACIES**

	2019			2018		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Gifts	179,549	86,117	265,666	160,937	27,377	188,314
Grants	139,900	-	139,900	106,725	-	160,725
Donated services	-	5,288	5,288	-	10,675	10,675
	319,449	91,405	410,854	267,662	38,052	305,714

For the year ended 31 March 2019

### 3. INCOME FROM CHARITABLE ACTIVITIES

	2019			2018		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Other grants	-	204,798	<b>204,798</b>	-	196,581	196,581
Grants from the Ministry of Justice	-	723,971	<b>723,971</b>	-	539,139	539,139
Total income from charitable activities	-	928,769	<b>928,769</b>	-	735,720	735,720

### 4. INCOME FROM OTHER TRADING ACTIVITIES

	2019			2018		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising events	38,243	3,391	<b>41,634</b>	59,511	290	59,801
	38,243	3,391	<b>41,634</b>	59,511	290	59,801

### 5A. ANALYSIS OF EXPENDITURE

	Charitable activities				2019 Total	2018 Total
	Raising funds	Personal support service	Governance costs	Support costs		
	£	£	£	£	£	
Salary costs (Note 7)	216,984	708,678	13,232	213,792	<b>1,152,686</b>	1,005,063
Other staff costs	946	43,826	253	4,925	<b>49,950</b>	28,274
Legal and professional	-	17,100	-	8,863	<b>25,963</b>	10,459
Recruitment costs	-	2,989	-	7,423	<b>10,412</b>	4,989
Fundraising costs	33,254	-	-	-	<b>33,254</b>	16,890
Marketing costs	8,788	8,500	-	-	<b>17,288</b>	5,809
IT costs	-	21,181	-	30,998	<b>52,179</b>	21,094
Volunteer costs	36	71,033	-	-	<b>71,069</b>	66,597
Office costs	1,521	35,289	-	3,360	<b>40,170</b>	29,864
Depreciation	-	-	-	964	<b>964</b>	-
Insurance	-	-	602	1,186	<b>1,788</b>	3,408
Audit Fees	-	-	7,800	-	<b>7,800</b>	7,560
Trustee expenses	-	-	1,663	-	<b>1,663</b>	2,448
	<b>261,529</b>	<b>908,596</b>	<b>23,550</b>	<b>271,511</b>	<b>1,465,186</b>	<b>1,202,455</b>
Support costs	60,684	210,827	-	(271,511)	-	-
Governance costs	5,264	18,286	(23,550)	-	-	-
<b>Total expenditure 2019</b>	<b>327,477</b>	<b>1,137,709</b>	-	-	<b>1,465,186</b>	<b>1,202,455</b>
<b>Total expenditure 2018</b>	<b>251,865</b>	<b>950,590</b>	-	-	<b>1,202,455</b>	

For the year ended 31 March 2019

### 5B. ANALYSIS OF EXPENDITURE

	Charitable activities				2018 Total	2017 Total
	Raising funds	Personal support service	Governance costs	Support costs		
	£	£	£	£	£	
Salary costs (Note 7)	220,294	565,300	13,149	206,320	<b>1,005,063</b>	934,676
Other staff costs	3,002	20,226	-	5,046	<b>28,274</b>	26,858
Legal and professional	-	-	-	10,459	<b>10,459</b>	10,129
Recruitment costs	93	283	-	4,613	<b>4,989</b>	12,659
Fundraising costs	16,890	-	-	-	<b>16,890</b>	14,450
Marketing costs	5,203	600	-	6	<b>5,809</b>	7,945
IT costs	2,037	7,806	-	11,251	<b>21,094</b>	45,400
Volunteer costs	82	66,515	-	-	<b>66,597</b>	54,125
Office costs	4,264	23,916	-	1,684	<b>29,864</b>	22,769
Depreciation	-	-	-	-	-	-
Insurance	-	-	1,352	2,056	<b>3,408</b>	1,908
Audit Fees	-	-	7,560	-	<b>7,560</b>	7,380
Trustee expenses	-	-	2,448	-	<b>2,448</b>	284
	<b>251,865</b>	<b>684,646</b>	<b>24,509</b>	<b>241,435</b>	<b>1,202,455</b>	<b>1,138,583</b>
Support costs	-	241,435	-	(241,435)	-	-
Governance costs	-	24,509	(24,509)	-	-	-
<b>Total expenditure 2018</b>	<b>251,865</b>	<b>950,590</b>	-	-	<b>1,202,455</b>	<b>1,138,583</b>
Total expenditure 2017	233,357	905,226	-	-	1,138,583	

### 6. NET INCOME / (EXPENDITURE) FOR THE YEAR

This is started after charging / (crediting):

	2019	2018
	£	£
Depreciation	<b>964</b>	-
Auditor's remuneration (excluding VAT): Audit	<b>7,800</b>	7,560

## 7. ANALYSIS OF STAFF COSTS, TRUSTEE REMUNERATION AND EXPENSES, AND THE COST OF KEY MANAGEMENT PERSONNEL

Staff costs were as follows:

	2019	2018
	£	£
Salaries and wages	1,017,501	893,267
Social security costs	93,163	80,091
Employer's contribution to defined contribution pension schemes	42,022	31,705
	<b>1,152,686</b>	<b>1,005,063</b>

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2019	2018
	No.	No.
£60,000 - £69,999	1	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £251,366 (2018: £234,452).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £620 (2018: £958) incurred by 3 (2018: 3) members relating to attendance at meetings of the Trustees.

## 8. STAFF NUMBERS

The average number of employees (head count based on number of staff employed) during the year was 40 (2018: 39).

## 9. RELATED PARTY TRANSACTION

Aggregate donations from related parties were £2,000 (2018: £2,158).

## 10. TAXATION

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## 11. TANGIBLE FIXED ASSETS

	Computer equipment	Total
	£	£
<b>Cost or valuation</b>		
At the start of the year	-	-
Additions in year	2,892	2,892
Disposals in year	-	-
<b>At the end of the year</b>	<b>2,892</b>	<b>2,892</b>
<b>Depreciation</b>		
At the start of the year	-	-
Charge for the year	964	964
Eliminated on disposal	-	-
<b>At the end of the year</b>	<b>964</b>	<b>964</b>
<b>Net book value</b>		
<b>At the end of the year</b>	<b>1,928</b>	<b>1,928</b>
At the start of the year	-	-

All of the above assets were used for charitable purposes.

For the year ended 31 March 2019

## 12. DEBTORS

	2019	2018
	£	£
Legacy debtors	-	11,356
Other debtors	29,735	28,983
Prepayments	1,914	2,716
	<b>31,649</b>	<b>43,055</b>

All of the charity's financial instruments, both assets and liabilities, are measured at amortised cost. The carrying values of these are shown above are also in Note 12.

## 13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019	2018
	£	£
Trade creditors	59,421	17,493
Accruals	7,800	16,659
Deferred income	45,250	-
	<b>112,471</b>	<b>34,152</b>

## 14. DEFERRED INCOME

	2019	2018
	£	£
Balance at the beginning of the year	-	-
Amount released to income in the year	-	-
Amount deferred in the year	45,250	-
<b>Balance at the end of the year</b>	<b>45,250</b>	<b>-</b>

## 15A. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CURRENT YEAR)

	General Unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	1,928	-	1,928
Current assets	722,940	27,340	750,280
Current liabilities	(112,471)	-	(112,471)
<b>Net assets at 31 March 2019</b>	<b>612,397</b>	<b>27,340</b>	<b>639,737</b>

For the year ended 31 March 2019

## 15B. ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	General Unrestricted	Restricted	Total funds
	£	£	£
Net current assets	752,949	1,874	<b>754,823</b>
Net current liabilities	(34,152)	-	<b>(34,152)</b>
<b>Net assets at 31 March 2018</b>	<b>718,797</b>	<b>1,874</b>	<b>720,671</b>

## 16A. MOVEMENTS IN FUNDS (CURRENT YEAR)

	At 1 April 2018	Income & gains	Expenditure & losses	Transfers	At 31 March 2019
	£	£	£	£	£
<b>Restricted funds:</b>					
PSU Birmingham	-	32,467	(32,467)	-	-
PSU Bournemouth/Southampton	-	11,737	(11,737)	-	-
PSU Bristol	-	25,634	(23,286)	-	<b>2,348</b>
UCP Caerdydd/PSU Cardiff	-	37,914	(32,674)	-	<b>5,240</b>
PSU Chelmsford	-	14,190	(14,190)	-	-
PSU Chester	1,581	178	(1,759)	-	-
PSU Exeter	-	12,714	(12,714)	-	-
PSU Leeds	-	26,147	(26,147)	-	-
PSU Liverpool	-	29,097	(29,097)	-	-
PSU London services:					
PSU Barnet	292	-	(292)	-	-
Central Family Court	-	19,911	(19,911)	-	-
Royal Courts of Justice	-	31,306	(31,306)	-	-
West London Family Court	-	19,004	(19,004)	-	-
PSU Manchester	-	26,045	(26,045)	-	-
PSU Newcastle	-	29,146	(29,146)	-	-
PSU Nottingham	-	28,769	(28,769)	-	-
PSU Preston	-	937	(937)	-	-
PSU Sheffield	-	20,971	(20,971)	-	-
PSU Southend	-	7,205	(6,046)	-	<b>1,159</b>
National Phone Help-line Pilot Project	-	20,000	(1,407)	-	<b>18,593</b>
PSU Domestic Abuse Project	-	184,831	(184,831)	-	-
Other service funds	-	221,305	(221,305)	-	-
Other funds	-	224,057	(224,057)	-	-
<b>Total restricted funds</b>	<b>1,873</b>	<b>1,023,565</b>	<b>(998,098)</b>	-	<b>27,340</b>
<b>Unrestricted funds:</b>					
<b>General funds:</b>	718,798	360,687	(467,008)	-	<b>612,397</b>
<b>Total funds</b>	<b>720,671</b>	<b>1,384,252</b>	<b>(1,465,186)</b>	-	<b>639,737</b>

For the year ended 31 March 2019

## 16B. MOVEMENTS IN FUNDS (PRIOR YEAR)

	At 31	Income &	Expenditure &	Transfers	At 31 March
	£	£	£	£	£
<b>Restricted funds:</b>					
PSU Birmingham	-	29,480	(29,480)	-	-
PSU Bournemouth/Southampton	7,342	9,853	(17,195)	-	-
PSU Bristol	-	27,290	(27,290)	-	-
UCP Caerdydd/PSU Cardiff	-	23,156	(23,156)	-	-
PSU Chelmsford	-	16,556	(16,556)	-	-
PSU Chester	-	6,906	(5,324)	-	<b>1,582</b>
PSU Coventry	6,089	(2,276)	(3,813)	-	-
PSU Exeter	-	24,058	(24,058)	-	-
PSU Hull (future)	4,941	(4,823)	(118)	-	-
PSU Leeds	-	23,639	(23,639)	-	-
PSU Liverpool	-	18,383	(18,383)	-	-
PSU London services:					
PSU Barnet	-	6,973	(6,681)	-	<b>292</b>
Central Family Court	-	13,424	(13,424)	-	-
Royal Courts of Justice	-	28,464	(28,464)	-	-
Wandsworth County Court	-	5,000	(5,000)	-	-
West London Family Court	-	16,817	(16,817)	-	-
PSU Manchester	-	17,096	(17,096)	-	-
PSU Newcastle	-	28,868	(28,868)	-	-
PSU Newport	-	3,000	(3,000)	-	-
PSU Nottingham	-	25,638	(25,638)	-	-
PSU Preston	-	14,556	(14,556)	-	-
PSU Sheffield	-	24,403	(24,403)	-	-
Other service funds	-	213,056	(213,056)	-	-
Other funds	-	204,546	(204,546)	-	-
<b>Total restricted funds</b>	<b>18,372</b>	<b>774,063</b>	<b>(790,561)</b>	-	<b>1,874</b>
<b>Unrestricted funds:</b>					
<b>General funds:</b>	801,496	329,195	(411,894)	-	<b>718,797</b>
<b>Total unrestricted funds</b>	<b>801,496</b>	<b>329,195</b>	<b>(411,894)</b>	-	<b>718,797</b>
<b>Total funds</b>	<b>819,868</b>	<b>1,103,258</b>	<b>(1,202,455)</b>	-	<b>720,671</b>

Restricted funds have been restricted for use in specific geographical service locations, as shown above.

Other service and other funds covers expenditure of the Ministry of Justice grant on salaries for the CEO, Head of Service, Regional Managers and support staff.

## 17. LEGAL STATUS OF THE CHARITY

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

# Where to find Support Through Court volunteers

## Birmingham

Birmingham Civil and Family Justice Hearing Centre, 33 Bull Street, Birmingham B4 6DS

**T: 0121 250 6354**

**E: [birmingham@supportthroughcourt.org](mailto:birmingham@supportthroughcourt.org)**

## Bournemouth

Bournemouth and Poole County Court, Courts of Justice, Deansleigh Road, Bournemouth BH7 7DS

**T: 01202 417 606**

**E: [bournemouth@supportthroughcourt.org](mailto:bournemouth@supportthroughcourt.org)**

## Bristol

Bristol Civil and Family Justice Centre, 2 Redcliff Street, Bristol BS1 6GR

**T: 0117 366 4809**

**E: [bristol@supportthroughcourt.org](mailto:bristol@supportthroughcourt.org)**

## Caerdydd/PSU Cardiff

Canolfan y Llysoedd Sifil Caerdydd, 2 Stryd y Parc, Caerdydd CF10 1ET/ Cardiff Civil and Family Justice Centre, 2 Park Street, Cardiff CF10 1ET

**T: 0292 034 3685**

**E: [cardiff@supportthroughcourt.org](mailto:cardiff@supportthroughcourt.org)**

## Chelmsford

Chelmsford County Court, Priory Place, New London Road, Chelmsford, Essex CM2 0PP

**T: 01245 245 527**

**E: [chelmsford@supportthroughcourt.org](mailto:chelmsford@supportthroughcourt.org)**

## Chester

Chester Civil and Family Justice Centre, Trident House, Little St John St, Chester CH1 1SN

**T: 01244 404 299**

**E: [liverpool@supportthroughcourt.org](mailto:liverpool@supportthroughcourt.org)**

## Coventry

Coventry Combined Court, Much Park Street, Coventry CV1 2SN

**T: 0121 250 6354**

**E: [birmingham@supportthroughcourt.org](mailto:birmingham@supportthroughcourt.org)**

## Exeter

Exeter Combined Court Centre, Southernhay Gardens, Exeter EX1 1UH

**T: 01392 415 335**

**E: [exeter@supportthroughcourt.org](mailto:exeter@supportthroughcourt.org)**

## Leeds

Leeds Combined Court Centre, 1 Oxford Row, Leeds LS1 3BG

**Tel: 0113 306 2764**

**Email: [leeds@supportthroughcourt.org](mailto:leeds@supportthroughcourt.org)**

## Liverpool

Liverpool Civil and Family Court Hearing Centre, 35 Vernon Street, Liverpool L2 2BX

**T: 0151 296 2296**

**E: [liverpool@supportthroughcourt.org](mailto:liverpool@supportthroughcourt.org)**

## In London

### Barnet

Barnet Civil and Family Courts Centre, St Marys Court Regents Park Road, Finchley Central, London N3 1BQ

**T: 020 7421 8533**

**E: [LondonCFC@supportthroughcourt.org](mailto:LondonCFC@supportthroughcourt.org)**

### Central Family Court

Central Family Court, First Avenue House, 42-49 High Holborn, London WC1V 6NP

**T: 020 7421 8533**

**E: [LondonCFC@supportthroughcourt.org](mailto:LondonCFC@supportthroughcourt.org)**

### Royal Courts of Justice and County Court at Central London

Room M21, Royal Courts of Justice, Strand, London WC2A 2LL

**T: 020 7947 7701**

**E: [rcj@supportthroughcourt.org](mailto:rcj@supportthroughcourt.org)**

### Wandsworth

Wandsworth County Court, 76-78 Upper Richmond Road, London SW15 2UU

**T: 020 8333 4366**

**E: [wandsworth@supportthroughcourt.org](mailto:wandsworth@supportthroughcourt.org)**

### West London Family Court

West London Family Court, Room 1, Gloucester House, 4 Dukes Green Avenue, Feltham, Middlesex TW14 0LR

**T: 0208 8313 573**

**E: [wlfcd@supportthroughcourt.org](mailto:wlfcd@supportthroughcourt.org)**

### Manchester

Room 2.15, Manchester Civil and Family Justice Centre, 1 Bridge Street West, Manchester M60 9DJ

**T: 0161 240 5037**

**E: [manchester@supportthroughcourt.org](mailto:manchester@supportthroughcourt.org)**

### Newcastle

Newcastle upon Tyne Combined Court Centre, The Law Courts, The Quayside, Newcastle-Upon-Tyne, Tyne & Wear NE1 3LA

**T: 0191 261 8016**

**E: [newcastle@supportthroughcourt.org](mailto:newcastle@supportthroughcourt.org)**

## Casnewydd / Newport

Llys Sifil a Theulu Casnewydd, TD Clarence, Casnewydd, NP19 7AA / Newport Civil and Family Court, Clarence House, Clarence Place, Newport NP19 7AA

**T: 0292 034 3685**

**E: [cardiff@supportthroughcourt.org](mailto:cardiff@supportthroughcourt.org)**

## Nottingham

Nottingham County Court, Canal Street, Nottingham NG1 7EJ

**T: 0115 947 3592**

**E: [nottingham@supportthroughcourt.org](mailto:nottingham@supportthroughcourt.org)**

## Preston

Preston Combined Court, Openshaw Place, Ringway, Preston PR1 2LL

**T: 01777 284 4920**

**E: [preston@supportthroughcourt.org](mailto:preston@supportthroughcourt.org)**

## Sheffield

Sheffield Combined Court Centre, The Law Courts, 50 West Bar, Sheffield S3 8PH

**T: 0114 281 2456**

**E: [sheffield@supportthroughcourt.org](mailto:sheffield@supportthroughcourt.org)**

## Southampton

Southampton Combined Court, Courts of Justice, London Road, Southampton SO15 2XQ

**T: 02380 829862**

**E: [southampton@supportthroughcourt.org](mailto:southampton@supportthroughcourt.org)**

## Southend

Southend County Court and Family Court, Tylers House, Tylers Avenue, Southend-On-Sea SS1 2AW

**T: 01245 245 527**

**E: [chelmsford@supportthroughcourt.org](mailto:chelmsford@supportthroughcourt.org)**

---

Support Through Court, formally Court Based Personal Support.

Registered Charity No. 1090781

A company limited by guarantee registered in England and Wales no. 4360133

Registered Office: Invicta House, 108-114 Golden Lane, London, EC1Y 0TL

**Principal Office:** Royal Courts of Justice, Strand, London, WC2A 2LL

**Tel: 020 7947 7701**

**Email: [enquiries@supportthroughcourt.org](mailto:enquiries@supportthroughcourt.org)**

---

**[www.supportthroughcourt.org](http://www.supportthroughcourt.org)**