

### COVID-19: CHANGES TO OUR SERVICE

At this time of great concern for us all, I sincerely hope that you and your loved ones are in good health.

In terms of Support Through Court, I can assure you that we are following government guidance and have put measures in place to protect staff, volunteers and clients. In order to keep providing support to vulnerable court users, we moved to a phone service on Monday 23<sup>rd</sup> March.



Our new Support Through Court Helpline could not have started at a better time. On the 9<sup>th</sup> March, using facilities donated by Birmingham City University, we started to take calls from clients all over the country. With restrictions on travel and face-to-face contact, we will be using our phone system to divert calls to a rota of experienced Volunteers from services across our network.

Our Volunteers are amazing and over 80 of them have already stepped forward to take calls from home. This will increase the capacity of our Helpline and ensure we can keep supporting people dealing with the stressful complexities of the court system. People who are going through life altering cases such as employment issues, non-molestation orders and where their children should live.

### HELPING DAVE SEE HIS CHILDREN

Dave\* called our Helpline after his ex-wife had suddenly stopped him from having contact with his children. He had attended a mediation session, but his ex-wife had not turned up. As a result, the mediator told him he needed to make an application to court and had given him a copy of the C100 application form to do this.

He had tried to complete the form but had found it too confusing and did not know what some of the legal words meant. At 26 pages long, the form was very daunting for him and he was worried about filling it in incorrectly and causing a delay to proceedings, meaning a delay in seeing his children.

*"I'd like to say a very big thank you, as it was my first time filling out a C100 form. I was very anxious about if I had filled it out properly. She made me feel at ease by taking her time and explaining each section to me. Thank you once again"*

*Dave, Support Through Court Client*

Dave was able to call the Support Through Court Helpline. A Volunteer asked him to have the form in front of him and then talked him through it from start to finish, explaining what each question was asking for. Dave managed to complete his form and submit it to the court that day. He was relieved to know that it was finally done, and he was one step closer to being able to see his children again.

\*Name changed, for client confidentiality





## THANKS TO ALLEN OVERY

A huge thanks to Allen & Overy for hosting this year's legal tech breakfast and to our sponsors, Our Family Wizard and Luminance. We raised over £2,650 and had an interesting morning discussing the digitisation of the courts, and the challenges and opportunities to empower Litigants in Person.

## WELCOME TO OUR NEW PARTNERS

Welcome to Blackstone Chambers, Travers Smith, South Square, Dorsey Whitney, Brown Rudnick, Monckton Chambers and Cadwalder, Wickersham & Taft LLP to the Support Through Court Partnership Scheme. For more information about the scheme and partners click [here](#).



## THANKS TO BURGESS SALMON AND LORD DYSON

Burgess Salmon were wonderful hosts for our last Friends' event 'In conversation with Lord Dyson' where guests learnt about the life of our Patron through episodes of his book *A Judge's journey*. The event raised £3,194 which went directly to supporting our vulnerable clients.

## UPCOMING EVENTS POSTPONED

Unfortunately, all our events are now postponed. We will bring you news on our Alumni student series, our participation events and our Friends' events when we can.

**Our Spring Raffle has also been postponed and the draw will now take place on the 11<sup>th</sup> of May.**



## THANKS TO MANCHESTER CLIMBERS

Support Through Court Manchester's inaugural Challenge Everest achieved great heights in raising £4,000! A big well done to the top fundraiser, Amber Ward who raised an impressive £362. Thank you to our corporate sponsors CMS who missed out on winning the Everest Cup by a mere 10 ascents to our 2020 champions, Irwin Mitchell, pictured here.

Check out our [website](#) to find a Challenge Everest near you in November.

## THANKS TO A WELL-LOVED VOLUNTEER

Joyce Arram started volunteering in 2008 after she attended the first Friends' event in the impressive Hall of the Royal Courts of Justice. The event was organised by our founder Lady Copisarow with the then Lord Chief Justice as guest speaker. Joyce became a Friend of the Charity that evening and was a dedicated Volunteer right until the end of her life.

She supported our work in every possible way, helping clients directly in our London offices, enjoying herself at our social events, donating regularly as a member of the Friends and finally leaving us a [gift in her Will](#).

We received her final gift this year and wanted to take this opportunity to celebrate her life as a dear Volunteer and Friend.



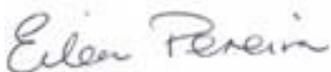
*"It's a much-needed service. The fact that we are civilian volunteers as opposed to court staff I think helps the people who come to us. The service we provide is so simple when you think about it but that's genius! Clients come in feeling very nervous, it's a very big step for them, but the minute they get some support or file those papers there's a huge sigh of relief. It's like a balloon letting out air. They begin to relax, and the confidence comes back and they feel like they can get on with the rest of their lives."*

*Joyce Arram, Volunteer*

## THANK YOU

I am enormously proud of our role in the community and our dedication to providing practical advice and emotional support to enable people to access justice. I am determined that come what may we must continue to provide the same levels of personal help for our clients. Your support empowers people who cannot afford a lawyer to use our legal system, not only during the current crisis, but long into the future as well.

Thank you for your support.



Eileen Pereira

**Support Through Court, CEO**

