



Support Through Court

**Report and financial statements
for the year ended 31 March 2021**

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

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We have several Support Through Court offices in various locations across the UK.

We also have a **National Helpline** through which we can provide support.

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Support Through Court, formerly Court Based Personal Support.
Registered Charity No. **1090781**

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



No one should face civil OR family court alone

2020/21 has been a year of great challenge and uncertainty for the whole country. It has been an incredibly hard year for many individuals and organisations. I am very grateful to all of those at Support Through Court who have worked to make such a positive difference in our courts during this time.

During this unprecedented public health emergency, the MoJ and HMCTS have worked hard to keep our justice system functioning and have changed their working practices to ensure people can still access the court system with extensive use of remote hearings via telephone and video conferencing. Most courts were still functioning with a focus on priority cases, such as domestic abuse, and we are proud to report that with your support, our volunteers helped litigants in person on over 28,000 occasions last financial year.

Thanks to the resilience and hard work of staff and volunteers, we swiftly moved to a home working model for the charity. We temporarily closed our face-to-face services and refocused our efforts on remote support for those facing the justice system alone. Our National Helpline, launched in March 2020, grew quickly, and recorded over 15,000 client contacts over the year.

I would like to thank all our volunteers who have continued to support the charity and especially those who have worked on remote video hearings.

We are so grateful to our 558 dedicated volunteers who donate so much time and care and make such a difference to our clients' experiences of the law.

A big thank you also to all of Support Through Court's funders and supporters. We have been able to give vital help to thousands of vulnerable court users who have no access to legal representation in times of crisis. During the year, we launched our new Guardians' Network, and are proud of and delighted by the number of distinguished members of the legal profession who have pledged their financial support at this challenging time.

Our fantastic volunteers and staff, together with our loyal supporters, have all come to together magnificently to help vulnerable court users navigate the justice system during the COVID crisis. I am enormously proud to chair a charity that has risen to resolve the difficulties created by the pandemic and to work with the challenges presented by social distancing and online courts through the development of both a Helpline and our remote service. With your continued support we will develop and strengthen our service in the year to come, enabling more court users in England and Wales to reach out for help when they need it most and to engage with our civil justice system with confidence and dignity."



Professor Peter Crisp,
Support Through Court Chair

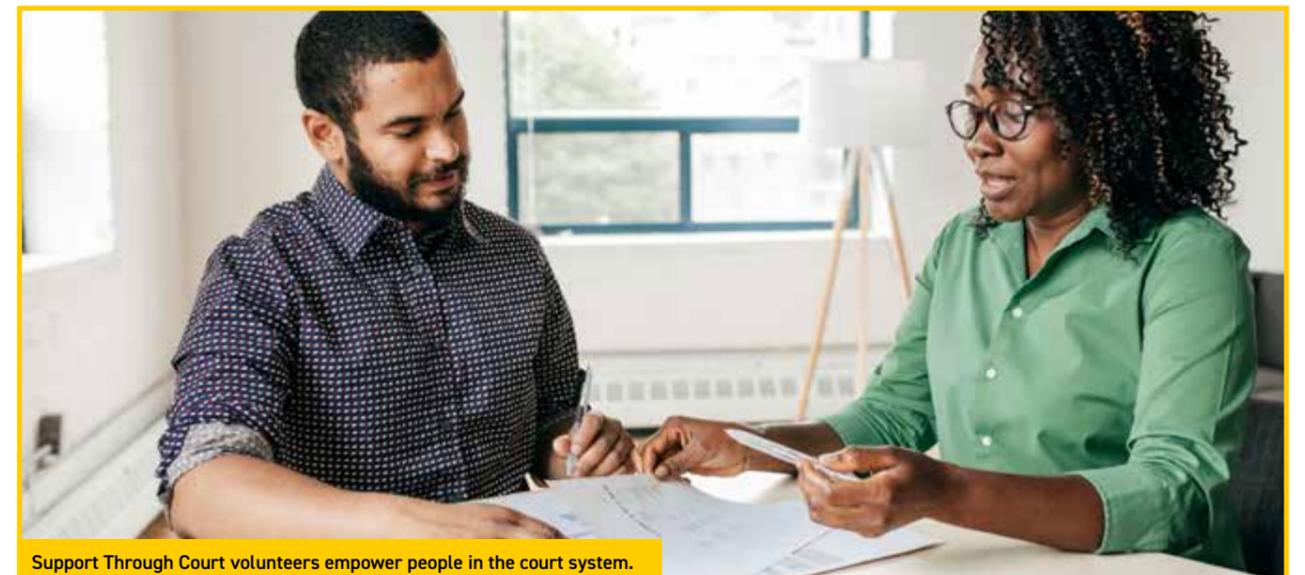
Traditionally, members of the public have exercised their rights and pursued justice through the services of lawyers. Since the 2013 Legal Aid and Sentencing and Punishment of Offenders Act, however, there are many reasons why access to professional legal advice has been dramatically reduced, and thousands more people must represent themselves in court without lawyers. The effects of Covid-19 added further barriers this year, as the courts implemented social distancing restrictions and held many hearings remotely. For some litigants in person, this has made the courts more accessible, but the most disadvantaged court users have been further left behind: for anyone digitally excluded, or with language barriers, or simply in need of extra support, the pandemic has made it even more difficult to navigate the court system and achieve justice.

Litigants in person represent themselves in cases of enormous importance, often in distressing circumstances and frequently against professional representation. The impact of Covid-19 has magnified many of our usual areas of work, especially family disputes about care of children, and domestic abuse; as well as debt and money claims, arising from loss

of income. While protections were put in place to avoid mass evictions and homelessness, we continued to help people with housing problems.

The pandemic has accelerated HMCTS's use of digital support, including remote hearings and online court procedures. Some of these developments are successfully simplifying the justice system, and yet for people with multiple disadvantages or complex cases, the new systems can feel even more difficult and unfathomable than ever. The people we support are usually unable to access any formal legal help, and are often digitally excluded, leaving them with seemingly insuperable barriers to justice. The volunteers on our National Helpline therefore ensured that anyone contacting us by phone received the same warm, friendly, and effective support normally provided face-to-face. Despite closing our court-based services for 70% of the year, we were still able to help clients on 28,154 occasions, including support at remote hearings for many people who felt particularly anxious about attending court by phone or video. This was a significant achievement in the circumstances, and we have learned valuable lessons which will help us reach even more people in future.

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	78,506
2020/21 (Covid Year, three national and further local lockdowns)	28,154
2021/22 (Planned Covid recovery year)	54,500



Support Through Court volunteers empower people in the court system.

Our clients' stories



I supported Kyle, a young father who wanted more contact with his son

Kyle suffered with severe anxiety and could not read, so he brought his mother to his appointment for extra support. He had only seen his 18-month-old son twice in the last 8 months. He said the child's mother was being difficult about him having any contact. She would cancel arranged contact at short notice with no reason. This really upset him and heightened his anxiety, as he just wanted to see his son.

I helped him to fill in a form asking the court to order when his son will spend time with each parent. I read the questions out on the form for him, as I was aware he could not read, and ensured that the form was completed correctly to avoid any delays in the client seeing his son. We worked out which days in the week would be appropriate for the client to suggest to the court he could have contact with his son, based around his part-time job. The client felt reassured that he would be able to see his son again and said he thought it was important for a child to have

contact with both parents. He said he was less anxious knowing that seeing his son infrequently would only be for the short term and that he could now aim to see him more frequently in the future, at structured times.

Kyle and his mother both thanked me for my help during a very stressful time for them. They said they would not have been able to fill in the form without my help or understand what their next steps would be in having a more formal contact arrangement. I explained that we would be able to go into a hearing with him, if required, and provide practical and emotional support for this. After the client's appointment I felt proud that I had been able to offer my support to him during an extremely difficult and distressing time. The anxiety he was suffering was evident at the start of his appointment and he seemed a lot calmer by the end.

iStock.com/Martinedoucet

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

The people alone in court

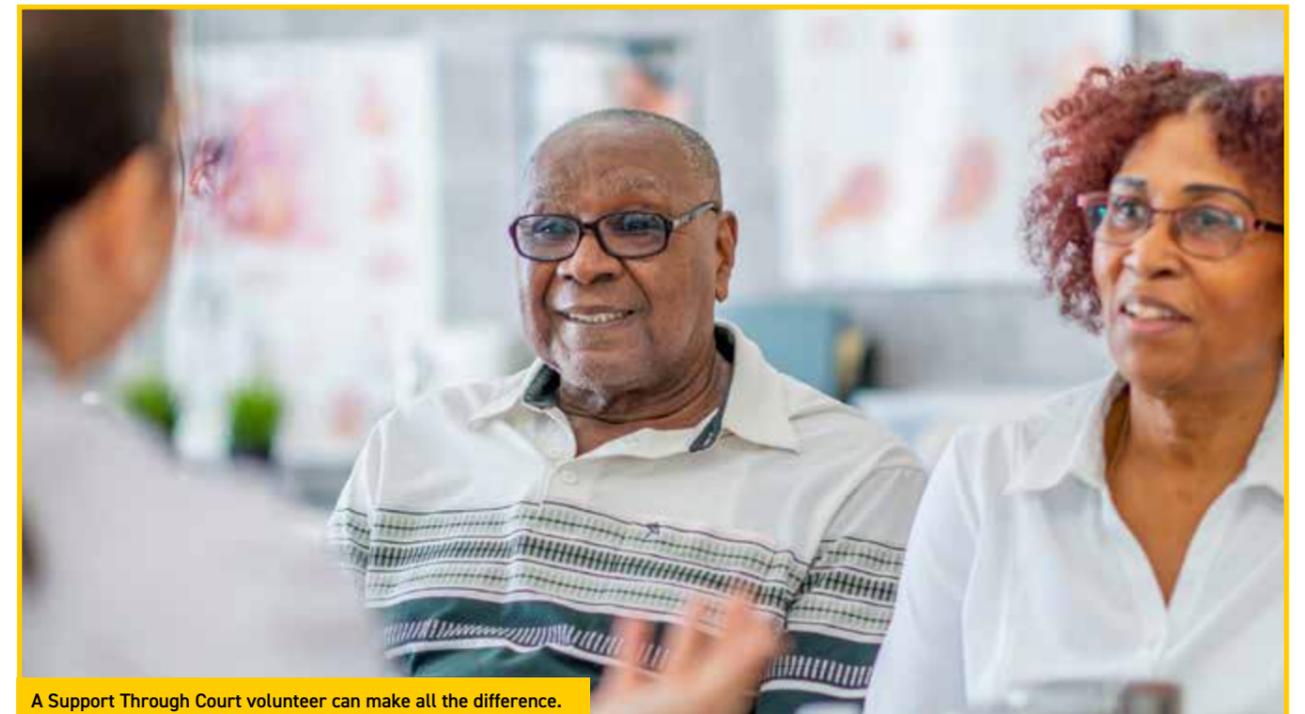
Many people who come to Support Through Court for help have disadvantages that stretch beyond finding themselves in court alone. Many of our clients also deal with challenging personal circumstances: in 2020/21, 19% did not speak English as a first language, 24% had serious health problems, and 53% were not employed.

It was like having an angel rescue you. It made the whole process less intimidating and lonely.

Support Through Court client

Types of cases in 2020/21	Contacts	%
Bankruptcy/debt	317	1%
Criminal	203	1%
Employment	615	2%
Housing	1,272	4%
Immigration/asylum	82	<1%
Money claim	5,365	17%
Probate	215	1%
Welfare benefits	116	<1%
Civil - other	1,797	6%
Other	2,222	7%
Total unique family cases	19,458	61%
Family - Children	12,310	63%
Family - Divorce	2,003	10%
Family - etc (as part of divorce)	1,287	7%
Family - Non-molestation	1,815	9%
Family - Other	2,043	10%
Total unique responses	26,863	

Note: As cases can involve more than one area, more than one case type can be selected per response.



A Support Through Court volunteer can make all the difference.

How we help

When people are alone in court to tackle hugely emotive subjects including family breakdown, bankruptcy and eviction, the stress can seem insurmountable. Support Through Court provides emotional reassurance and practical help in person and over the phone. Volunteers talk our clients through the legal processes, and we help them understand what will happen in the courtroom. 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.

Our 558 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 several years and many are retired professionals. Others are law students who not only give their time to us but also gain valuable experience of court life.

Support Through Court volunteers give emotional and practical assistance to people going through court alone. We offer our services free of charge, in person, by phone and now by video. What our volunteers do depends on who asks them for help, and how they contact us.

Typically, we:

- aim to offer clients the contact that suits them best, by phone, video or in person when we can
- guide people through paperwork, help complete forms, and signpost to support agencies and sources of free or affordable legal advice
- go through the facts of each case, calm people down and help them separate their emotions from the factual evidence they will need to present in court, making things easier for them and the courts
- help make sure documents are submitted to the court at the right time; and – when on-site – guide clients around the (often vast) court buildings to ensure appointments are kept
- help victims of domestic abuse to understand what's available to them, and to access 'special measures' for court appearances
- attend court hearings, both in person and remotely: we help clients prepare for their hearing, listen in alongside them, and talk to them afterwards to go through what has happened and help them move on, regardless of the verdict
- increase access to justice, enabling fairer hearings and better engagement with the justice system: 74% of people giving us feedback felt less anxious and over 99% left feeling more confident.

Countless people who do not have lawyers need help and support in our courts. Support Through Court provides an invaluable public service in aid of the administration of justice.

The Right Honourable The Lord Burnett of Maldon, Lord Chief Justice, and Patron of Support Through Court

Thank you for your call today. The silent, patient moments were as equally valued as the [practical support]

Support Through Court client, Cardiff

We are able to reach clients who might not have been able to get to our offices.

Support Through Court Volunteer on our remote service (London)

Satisfaction (Feedback)

How satisfied were you with the help from the volunteer?	# of clients	% of responses
Completely satisfied	1,521	92%
Partly satisfied	125	8%
Not satisfied	5	0%
TOTAL RESPONSES:	1,651	

Client's feeling after vs before receiving help (Feedback)

How did you feel before and after getting help from the volunteer?	# of clients	% of responses
Felt less anxious after	1,194	74%
Felt more anxious after	12	1%
Felt equally anxious before and after	400	25%
<i>Felt equally anxious before and after - before not calm</i>	258	65%
<i>Felt equally anxious before and after - before calm</i>	142	36%
TOTAL RESPONSES:	1,606	

Helped client have more confidence (Feedback)

The volunteer helped me to have more confidence	# of clients	% of responses
Yes	1,345	99%
No	14	1%
TOTAL RESPONSES:	1,359	

Helped make procedures clearer to client (Feedback)

The volunteer helped make the procedures clearer to me	# of clients	% of responses
Yes	1,452	99%
No	12	1%
TOTAL RESPONSES:	1,464	

Helped client be better prepared (Feedback)

The volunteer helped me be better prepared	# of clients	% of responses
Yes	1,327	99%
No	12	1%
TOTAL RESPONSES:	1,339	

Helped client get a fairer hearing (Feedback)

The volunteer helped me get a fairer hearing	# of clients	% of responses
Yes	160	97%
No	5	3%
TOTAL RESPONSES:	165	

Our clients



I have spoken with two volunteers from Support Through Court and I found both very helpful. I found it a struggle to understand the correct terminology, but they guided me and now I feel confident in submitting my document. Thank you!

Helpline client June 2021



Without this service I would not have been able to navigate this court case at all. Just thank you so much for your help, this service has been somewhat of a lifeline for me

Helpline client July 2021



It was fully available and supportive when I had no one else in the world to support me. Thank you for being a light in the dark when I was feeling alone and at my lowest ebb - this support is very vital. I only wish I had known about it when they first sent me my eviction, I think things would have been different if I came here. I was guided in the right direction which is very important. Thank you to everyone for all the support."

Birmingham client July 2021



Achievements and performance

During the year, Covid-19 severely affected our court-based services, with the three periods of national lockdown shutting down our face-to-face services for 70% of the year.

We had just re-launched the National Helpline in March 2020 and within four weeks, the Helpline became a vital lifeline in supporting litigants in person. Meanwhile, our local services quickly worked out how to help people remotely, and with volunteers working from home, we re-established a level of Service across the country, which steadily reached more people over the year.

Despite these challenges, we helped clients on 28,154 occasions, with the Helpline covering 15,168 of these contacts. This represented over 53% of our overall client contact figures, and an unprecedented average of 1,200 calls per month. The high call volume and low delivery cost also means our cost-per-client-contact for the Helpline was just £3.01, making our Helpline service our busiest and most cost-effective service over the year.

Following the onset of the pandemic, our volunteers once again demonstrated their unwavering support for our cause with many transferring to the Helpline after the closure of face-to-face services. We started the Helpline with 34 trained volunteers and by May 2020, just three months later, our Service Managers had trained and recruited an additional 49 volunteers and purchased an additional 10 phonelines on top of the original 6, to help us meet the increasing demand. We are also particularly proud of how many of our volunteers negotiated a steep learning curve, learning new skills and areas of law, and how they adapted to the unfamiliar service delivery, using telephone and, eventually, video calls.

A further challenge was that staff and volunteers needed easy access to records and information while working from home. The in-house IT team implemented several new systems, including an online client record system

to replace the paper records used before COVID. Also, due to the need to plan appointments in advance, a lot of time was spent liaising with clients to understand the support they needed, to book a tailored session for them. A new online request form was created, allowing us to gather this information immediately. We are pleased to have coped with this additional pressure without any decrease in the quality of our service: 97% of clients giving feedback felt they got a fairer hearing and 99% felt better prepared.

When HMCTS developed their own provision for remote hearings, we were approached to see if we could support litigants in person remotely, as we used to in physical hearings. Again, with admirable speed, and working closely with HMCTS, we set up a joint agreement to enable volunteers to log in to remote hearings in ways that supported litigants and helped them feel less alone, just as we had done for court-room hearings before the pandemic.

In July 2020, we started work on a new initiative funded under 'Stream 3' of the £3.1M government funding announced in late 2018 to support LIPS. We set up a partnership with RCJ Advice, a fellow member of the LIPSS partnership, to provide clients with digital safe space support and early legal advice in private family law. Our volunteers support clients to manage the court processes and - very importantly - refer them to early legal advice on matters such as divorce and separation, child arrangements and finances. Since launching in October 2020, this partnership has supported over 300 LIPs to access safe support, including 138 LIPs receiving early legal advice from a dedicated family lawyer based at RCJ Advice. In 2020/21 two of our court-based services and the National Helpline took part in the project, which will increase to four court-based units in 2021/22. Numbers are increasing monthly, and we expect the project to go from strength to strength, providing much-needed evidence of the value of early legal support.

After working with a volunteer:

I cannot adequately thank you for kindly volunteering your time and expertise to help me so encouragingly and wisely today. Thank you for sharing your experience and time with me.

Loretta told us that the most useful support she received was the referral to RCJ Advice: knowing that she had the guidance of a solicitor to help her face the court proceedings made all the difference to her

PROVISION OF SERVICES TO LITIGANTS IN PERSON FACING COURT PROCEEDINGS

Objectives 2018-2021	What we've done so far
We will continue to provide face-to-face support at court	<ul style="list-style-type: none"> Despite 3 lockdowns mostly closing our face-to-face services, we recorded over 28,000 client contacts through our National Helpline and local phone services
We will continue to focus our support in the Civil and Family Courts and in those tribunals where we can add value	<ul style="list-style-type: none"> While the mechanisms of our support changed, the nature of our work remained very similar, with over 60% of the year's workload concerning family cases We began work on the Safe Spaces project which offers safe areas for support and early legal advice in partnership with RCJ Advice
We will expand face-to-face provision, as funds allow, to offer services to a greater proportion of the population of England and Wales	<ul style="list-style-type: none"> Due to Covid, we focused all our efforts on developing our remote provision, including expanding the National Helpline which helped people on over 15,000 occasions Our local remote work reached more people using courts in the HMCTS clusters around our existing on-site services
We will prioritise opening new units in areas with greater social deprivation and where we can most efficiently help more people	<ul style="list-style-type: none"> The National Helpline reaches people all over England and Wales. The Chelmsford Service increased its hours to offer a full-time service to meet the local need
We will pilot and develop a National Helpline service, inviting phone clients into the office when face-to-face contact is essential	<ul style="list-style-type: none"> The National Helpline has been vital in supporting clients during Covid-19 lockdowns and is now a central service that we offer alongside on-site provision
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	<ul style="list-style-type: none"> The CEO held Zoom sessions with all Services, to meet volunteers across the country 100 volunteers adapted to the technology of the National Helpline during the Covid-19 lockdowns All Staff contributed to developing remote working, sharing skills and best practice We quickly developed new ways of working and supported staff and volunteers to operate them, including: offering service delivery across new channels; developing the new Remote Hearings Service; moving volunteer training online; developing a web-based application process and a new central client record system; improving efficiencies and capacity; and setting the seeds of a new 5-year Strategy to create integrated multi-channel delivery geared to LIPSS needs External training sessions included: a series of Family law sessions by Simon Bruce, Partner at Farrer & Co; Birmingham University and Lewis Silkin on employment; Howells in Sheffield + HHJ Luba on housing + possessions; and sessions from AdviceNow, Free Legal Answers and FLOWS Internal training included online induction courses; checking for Legal Aid eligibility; completing Form E; and Safeguarding

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) group, to help identify partners to work with across the country in supporting Litigants in Person	<ul style="list-style-type: none"> Regular meetings with LIPSS CEOs and Senior Service Staff led to combined work on vulnerable court users and understanding mental health issues We worked with Advocate to increase referral points and introduced an online application process which no longer needs a partner's signature All our Services referred to LawWorks clinics for legal advice, and encouraged new pro bono provision, which was vital during lockdown Staff and volunteers used LawWorks training opportunities Through the LSLIP £3.1m we created the Safe Spaces project with RCJ Advice and made new partnerships with other Stream 1 & 2 partners across England and Wales, attending forums and exchanging information and knowledge
We will build more connections locally that broaden the range of help available to our clients and that enable effective referral pathways	<ul style="list-style-type: none"> We continued to work with the Network for Justice to ensure our services are known across England and Wales Local connections led to several new legal clinics: a solicitor-led Housing clinic for Cardiff clients; Family advice in Newcastle; Family, Debt + Employment advice in Nottingham; and Family advice at Liverpool JMU clinic. Birmingham SM worked with the local Law Society Pro Bono committee to increase access to legal advice; and in London we met with University House Legal Advice Centre. Sheffield SM started new referrals to Rotherham Rise (DA) and The Archer Project (homelessness); Nottingham SM improved referral agreements with CA; and the Helpline SM opened discussion with Money Advice Trust for debt advice. New University partnerships led to new volunteers and funding opportunities, including Salford, Newcastle, Sunderland and the University of Essex

Continued on next page...

We will make better use of partnership working with new and existing partners	<ul style="list-style-type: none"> We worked more closely with court staff, reaching more courts through remote services, and showing the value of supporting LiPs in remote hearings. This led to a webinar promoting our services, which was distributed to HMCTS staff and raised awareness of how we help LiPs, and to more involvement in local user groups Our DA Legacy Team continued working with DA partners, old and new, to maintain referral routes for LiPs experiencing domestic abuse STC Manchester and the Helpline continued to work in partnership with Good Things Foundation to support LiPs needing extra digital support We launched our Guardians network with 15 founder guardians, already joined by 5 individual supporters and 16 companies
We will seek opportunities to share learning	<ul style="list-style-type: none"> Online training sessions have shown us how easy it is to reach more people. We moved our training online and started consultation with the Open University to create an online platform consisting of 10 modules to support volunteer induction, which will be available to partners

INFLUENCING TO IMPROVE THE EXPERIENCE OF LITIGANTS IN PERSON

Objectives 2018-2021	What we've done so far
We will also make the best use of partnership opportunities with law firms	<ul style="list-style-type: none"> Corporate partners helped us by making donations and offering bespoke volunteer training (see above)
We will improve our data gathering and the information we produce from that data	<ul style="list-style-type: none"> Moving our client records online enabled us to more easily analyse the support we provide, helping us identify ways to improve our services. We will continue simplifying and streamlining our data-gathering in future
We will make better use of our data and our legitimate voice to influence the wider policy environment more effectively	<ul style="list-style-type: none"> The LIPSS group responded to several consultations over the year, including the recent spending review plan Staff and Volunteers contributed to post-Covid reviews of remote hearings and digital delivery, including feeding into reports by the Heads of Civil + Family Justice SM Bristol contributed to an HMCTS private family law review and SM Sheffield to a Family Law sub-group, piloting the Financial Remedies Portal; a staff working group fed into a JUSTICE report on access to justice; and our DA SMs helped HMCTS improve FL401 information leaflets about non-molestation orders We were instrumental in the development of the new Official Injury Claim portal for 'whiplash' injuries, offering the LIP perspective throughout the process
We will continue to work to make the needs and experiences of Litigants in Person more visible	<ul style="list-style-type: none"> We continued to contribute to consultations with our LIPSS partners; attended various fora, including LIPEG, Legal and Advice Sector Roundtable, Advice panels, local Court User Groups, and Family Justice Boards; and responded to HMCTS user research requests. This work has grown as everyone explores the impact of C-19, and we continue to support it as a way of influencing on behalf of the LiPs we serve SM RCJ took part in events at Kings University, LSE, and Middle Temple, and attended the APPG on Legal Aid; SM CFC presented at a forum on Next Steps for Domestic Abuse; SM Cardiff spoke at Support Through Court's breakfast seminar on Welsh Housing Law and we hosted a popular webinar on Women who challenge the legal sector Newcastle SM spoke on BBC Radio Newcastle, and SM CFC was interviewed for Port Magazine
We will review our brand and marketing and make the necessary changes to strengthen our brand recognition	<ul style="list-style-type: none"> We created a Communications Manager role and will recruit in the coming year
We will increase the promotion of our brand and our work	<ul style="list-style-type: none"> We formed a digital marketing committee across staff teams and reviewed our digital objectives We recruited digital marketing volunteers to help us increase our social media presence

Future plans

Our vision is that every Litigant in Person (LIP) should receive the support they need so that they do not have to face court alone.

The pandemic has completely changed parts of the legal landscape, and we have yet to fully understand its true impact. As we re-open our services in the courts, we will continue to reach more LIPs by using remote services alongside face-to-face support. We will continue to work with partners and other agencies to help LIPs where they most need extra support.

Domestic Abuse charities have consistently reported the worrying levels of domestic abuse resulting from lockdown, and over the coming year we will aim to contribute to effective implementation of new measures set out in the Domestic Abuse Act. HMCTS has plans to improve support available to vulnerable people in the civil courts, and we will use our unique voice to influence this work. Two critical issues in the civil courts are likely to be housing - evictions and repossessions - and employment, particularly around Covid-19 related claims. Reforms to personal injury claims arising from road traffic accidents are likely to cause a surge of people representing themselves, and we don't yet know how this will affect the population and LIPs. Help must be available to people without legal representation.

Support through Court is currently reviewing our future and we will launch a new 5-year strategy in Summer 2021. Through the agile and flexible attitude of our teams throughout the pandemic, we have created several channels to continue supporting LIPs despite the lockdowns and office closures.

The learning from that creativity will be used within the 5-year strategy to develop a multi-channel approach: we will maintain face-to-face support from our current court-based units, while expanding our reach across England and Wales through increased remote support alongside the National Helpline.

The next five years will be pivotal for Support Through Court, moving the charity to the next level of service delivery for the people seeking our support in the courts. It will require an overhaul of our infrastructure, including IT and systems, online training methods and volunteer support

At the heart of all these changes lies careful thought about how best to serve the LIPs who approach us however they arrive at our virtual or actual doors. It is an exciting and challenging programme.



Eileen Pereira, CEO

The next five years will be pivotal for Support Through Court, moving the charity to the next level of service delivery for the people seeking our support in the courts. It will require an overhaul of our infrastructure, including IT and systems, online training methods and volunteer support

Thank you

At the end of the financial year, the number of active volunteers delivering our service was 558. This represents 49.4 full-time-equivalent members of staff and a total volunteer in-kind contribution of £1,037,400, based on a corresponding salary within the charity.

Support Through Court 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 Guardians, Carey Club members, Friends, Alumni, and Business Board.

We received 33% of our funding in an annual grant from the Ministry of Justice, via the Access to Justice Foundation through the Litigant in Person Support Strategy. This was to enable us to develop our infrastructure and sustain our existing services. The Charity received furlough payments of £268,256, enabling us to retain staff while we were unable to run face-to-face services. The furlough income also helped us avoid cutting services in spite of the pandemic's detrimental effect on our ability to raise funds.

Support Through Court 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 for our face-to-face services and back-office teams. This ongoing generosity will allow us to carry on providing our core service from bases in court buildings.

We would also like to thank Birmingham City University for hosting our National Helpline and providing the IT support and equipment that connects our volunteers to clients throughout England and Wales. With their support, we have increased our service reach to cities without a physical Support Through Court presence. Given the unprecedented year our charity has faced, and the challenges it brought, the National Helpline truly became the lifeline of the organisation.

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 our Liaison Judges across England and Wales.

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

Source of funding 2020/21	£	%
Trusts	333,234	21.0
Government	901,972	56.8
Corporate	206,009	13.0
Friends and individuals	120,502	7.6
Community	22,192	1.4
Investments	4,017	0.3
Total	1,587,927	100.0
Non-budget relieving gifts in kind	25,000	

If you would like to help people facing court alone by volunteering, donating, or fundraising, please...

go to our website: www.supportthroughcourt.org

or email: fundraising@supportthroughcourt.org

Our clients' stories

Elaine, a mother of three, came to us defending a money claim made against her by her father

Elaine was getting a divorce from her husband, with whom she had a good-natured relationship, but her divorce had been complicated by her father: he had controlled and abused her all her life and had elected to control the divorce proceedings, by paying for the services of a solicitor on her behalf. Elaine's relationship with her father broke down completely and in 2019, she cut ties with him. Her father no longer wished to pay for the solicitor and went further in bringing a claim against Elaine for several thousand pounds for the costs of the divorce proceedings to date. Unfortunately, Elaine missed the notification of the hearing, so had not defended her father's claim against her - but she was able to complete an online appeal, resulting in a further opportunity to defend herself.

After assistance from Citizens Advice with making her statement, she was referred to Support Through Court. She called us two days before her remote hearing and was relieved that someone would attend the hearing alongside her but was very distressed at the prospect of going to court, never having been involved in

anything like this before. She felt the whole system was against her and she couldn't understand why the court had awarded the money to her father, especially during the difficulties of lockdown.

The day before the hearing, the volunteer explained the purpose of the hearing, which was her opportunity to appeal for a chance to defend the original claim because she had not been able to submit her defence in time. Together they went through her evidence. On the morning of the hearing, the volunteer called to check in with the client, and found her very worried and distressed. The volunteer helped her calm down so that she could put forward her argument with more confidence.

The Judgment was set aside because the Judge was satisfied that Elaine had behaved reasonably and, given the opportunity to defend herself against the money claim, would "have a real prospect of success". After the hearing, Elaine discussed the next steps with the volunteer on the phone, to prepare her defence against the claim itself.

“ It gave me confidence knowing the volunteer was there taking notes and able to explain things I didn't understand in the follow-up phone call. ”

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

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Individuals

Anthony du Boulay Charitable Trust
 Lady Justice Andrews
 Lady Justice Asplin
 Guy Beringer
 Eleanor Brass
 Damien Byrne Hill
 The Rt. Hon. Lord Carnwath of Notting Hill
 Professor Sara Chandler QC
 Lady Justice Carr
 Simon Davis
 Jean Edwards
 Guy Fetherstonhaugh QC
 Sir Christopher Floyd PC
 Andrew Hochhauser QC
 Sir Rupert Jackson
 Pieter Knook and Anne Wolff
 Sarah Lee
 Martin Lewis OBE
 Ali Malek QC
 Mrs Justice McGowan
 William Norris
 Lord Pannick QC
 Lord Justice David Richards
 Lord Sales
 Thomas Seager Berry
 Michael Todd QC

Philip Waller CBE

Sir David Wootton

Mr Justice Zacaroli

Universities

Anglia Ruskin University
 Birmingham City University
 Bloomsbury Institute London
 Kings College London
 Liverpool John Moores University
 Manchester Metropolitan University
 Newman University
 Northumbria University
 Nottingham Trent University
 Sheffield Hallam University
 The Open University
 The University of Leeds
 The University of Nottingham
 The University of Sheffield

Trusts

City of London Solicitors' Company
 Elizabeth Frankland Moore and Star Foundation
 April Trust
 Loppylugs & Barbara Morrison Charitable Trust
 Mercers' Charitable Foundation

Who we are

Trusts continued...

Moondance Foundation
 The Brook Trust
 The G & K Boyes Charitable Trust
 The Gosling Foundation
 London Community Response
 Essex Community Foundation
 The Three Oaks Trust
 The Swire Charitable Trust
 Adint Charitable Trust
 Tudor Trust
 Zochonis Charitable Trust

Trustees

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

Peter Crisp, Chair
 Kirit Naik, Treasurer
 Stephen Adler, Volunteer
 Angela Camber, Volunteer

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

Trustees continued...

Elisabeth Davies, Vice Chair
 Samantha Gargaro
 Caroline Field, Volunteer
 Elisabeth Long, former Volunteer
 Tim Nash
 David Wilkin

Founder

The late Diana Copisarow OBE

Patrons

Martin Lewis, OBE
 The Rt. Hon. Sir Terence Etherton, Master of the Rolls (until January 2021)
 The Rt. Hon. Lord Dyson, PC
 The Rt. Hon. The Baroness Butler-Sloss, GBE PC
 The Rt. Hon. The Baroness Hale of Richmond, DBE PC FBA

Patrons continued...

The Rt. Hon. The Lord Burnett of Maldon, the Lord Chief Justice of England and Wales
 The Rt. Hon. The Lord Clarke of Stone-cum-Ebony, Kt PC QC
 The Rt. Hon. The Lord Judge, Kt PC
 The Rt. Hon. The Lord Neuberger, PC GBS HonFRS
 The Rt. Hon. The Lord Phillips of Worth Matravers, KG PC
 The Rt. Hon. The Lord Thomas of Cwmgiedd, Kt PC
 The Rt. Hon. The Lord Woolf, CH PC FBA FMedSci

Liaison Judge

The Rt. Hon. Lady Justice Asplin

Chief Executive and Company Secretary

Eileen Pereira

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

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

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

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

Our clients' stories

Carly's daughter no longer wanted to visit her dad

Carly is the mother of two children by her ex-husband. Her children were having contact with the father under a previous court order, but her elder daughter no longer wanted to go. The father had started enforcement proceedings and Carly was unsure of what to do and did not have the money for a lawyer.

Due to social distancing, Carly was called to a remote hearing, and she requested support from our volunteers. We spoke to her before the hearing and helped her to collect her thoughts and set them out in logical notes that she could refer to during the hearing, so she felt better prepared and had a structure for what she wanted to say.

With a second hearing scheduled, we were able to arrange for Carly to have 30 minutes of free advice from a local solicitor, so she could receive some expert legal advice about her rights and responsibilities.

At the final hearing, the parties were able to reach agreement about ongoing contact. The Chair of the Magistrates thanked us for supporting Carly and commented on the amazing role we play in supporting clients. It was lovely to also get a 'thank you' email from Carly.

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Client stories as told by 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. The Charity's Covid-19 activities come under its existing objects and aims.

Financial review

The launch of the National Helpline had a limited impact on expenditure being funded by grants received. This project has proven invaluable in providing ongoing service delivery as we faced the Covid-19 outbreak. Due to 3 national and many local lockdowns, we were not able to provide our usual face-to-face services and our client contact numbers dropped by 50,000. Subsequently our cost-per-client-contact figure increase to £49.69

Our income decreased in 2020/21 to 1,562,926, 14.9% less than the previous year. This was in part due to the end of a time-limited project with the MOJ to improve Domestic Abuse support for Litigants in Person. The fundraised income from non-MOJ sources dropped as community fundraising and events were no longer able to take place and funders shifted priorities to frontline Covid-19 charities.

The charity benefitted from the government furlough scheme, using it to support staff who could not do their roles during lockdown, and ensure our services were there to reopen. The organisation has maintained strong control of expenditure as well, ending the year with an underspend of £68,934 against the set budget.

The Charity holds its reserves in cash, utilising interest-bearing bank accounts. Whilst the Covid-19 pandemic has affected the investment markets our reserves have remained intact. Our pension is with Royal London, who are keeping us informed of the Covid-19 measures they are taking. The pension is not a defined liability policy, and no liability will arise from the current financial climate.

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.

Support Through Court produces a comprehensive corporate risk register which is reviewed during 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>Adequacy and irregularity of income streams - The Charity's income streams are neither predictable nor regular, with funding being received intermittently. The economic effects of Covid-19 outbreak add to that uncertainty, fundraising in this climate is an unknown quantity</p>	<p>The Charity'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 enough time to consider options and take action to maintain a viable service in line with a changing 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.</p> <p>The pandemic has had little effect within the reporting period, however, looking forward into the new financial year the Head of Fundraising has produced a risk assessment of the income projections to the Board. We have assessed the nature of funders and activities; postponing events to the latter six months of the year, reaching out to funders and maintaining closer links with Individual donors. Actual pledged, required income and the risk assessment are reviewed monthly within the management account reporting processes. At the same time, the Charity has taken advantage of the Covid-19 Job Retention Scheme, which offers some support to the cashflow position at this time.</p>
<p>Volunteer retention and recruitment</p>	<p>The Charity reached its highest level of volunteer participation in 2019/20, with 880 people supporting and delivering our work. The temporary closure of our Court Based services due to Covid-19 has meant that many of those volunteering with the Charity are no longer able to do so. The risk of a significant number not returning to our services is being considered by the Leadership Team. All Service Managers are reaching out to their volunteers to ensure their continued engagement. Over 100 volunteers are manning the duty rota for the National Helpline and we hope to engage more volunteers as lines increase.</p>
<p>Safeguarding - The Charity'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>The CEO's safeguarding review was presented to the Trustees in March 2020. Subject to policy amendments the Trustees noted that they accepted the review and recommendations.</p> <p>Safeguarding is an ongoing risk for the Charity, and we are continuing to monitor our responses to client need. Staff and volunteers are aware of contact details for Adult Safeguarding Boards. Also, each service builds a close working relationship with local court security services. Where clients are being supported at courts away from the local service 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>Data protection - Ensuring understanding of latest legislation and good practice across the Charity</p>	<p>Policies and procedures are regularly reviewed for best practice and legislative updates. Risks under current data protection legislation (e.g. Data Protection Act of 2018, UK GDPR, etc.) continue to be reviewed within the Audit and Risk Committee. Trustees are kept up to date with all data protection activity.</p>

The effect of Covid-19 outbreak in 2019/20 led to the first lockdown taking place a few days after we temporarily closed our offices on 20 March 2020. We entered the financial year 2020/21 in lockdown and we moved swiftly to remote working through our National Helpline, email and service phone lines. The charity has been agile in its approach to change and in 2020/21 we were constantly reviewing our delivery model, as we recognise that capacity to deliver face to face work will be more difficult in the post-COVID-19 climate. We aim to use the learning from the past years to introduce a new multichannel model in the coming two to three years.

Reserves policy

The Trustees consider it is appropriate for Support Through Court to maintain a general reserve, primarily to maintain its service if funding is disrupted. Most of the charity'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 enough 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) quarterly. 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 years expenditure fall below 3 months. During the first six months of the pandemic period, the Board met monthly to review our position. Trigger points are in place at which the Trustees must be alerted to any deteriorating reserves position.

The Charity's running costs for the year to 31 March 2022 are expected to be **£1,652,911** (2021: £1,437,912). The restricted reserve at 31 March 2021 was **£2,933** (2020: £5,595) while the unrestricted reserve was **£898,234** (2020: £731,709) which equates to 6.5 months of 2021-22 total running costs (2020: 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 Charity has been taking several 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.

Over the course of the year 2020/21, the Trustees have taken steps to maintain the financial stability of the Charity in the face of the pandemic and will continue to maintain those steps and a watching brief over the coming year. The results for the year to 2020/21 indicate that the Charity is maintaining funding at optimum levels.

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 intending 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) regarding 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 the 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 can offer that complement those of continuing Trustees. Three of the Trustees in office in 2020-21 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.

In keeping with good governance, the Board of Trustees has engaged in succession planning over the past three months, looking ahead to September 2021 when four Trustees will step down including the current Chair of the Board. A nominations committee was convened, chaired by the Deputy Chair of the Board. Terms of reference were agreed by the full Board and work commenced. The need to increase the diversity of the board was a strong driver in the selection process alongside a good understanding of the skill sets required to support the management of the Charity. A good outcome was achieved and six new Trustees including a Chair-Elect have been appointed following an open and transparent recruitment process including applications, short-listing, interviews and the taking up of two references for each appointee. The nominations committee have achieved their aim of producing a more diverse board addressing a number of factors including age, gender, and ethnicity. The new trustees will take up their roles in July 2021 allowing a short handover period before the current post holders retire from office.

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 service unit of the Charity.

The Trustees are responsible for the 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.

A Trustee chairs the Fundraising Committee of the Board, which comprises three Trustees, the CEO, the Head of Finance and Resources and the Head of Fundraising. A Trustee chairs the Audit & Risk Committee of the Board, which comprises five Trustees, the CEO and finance staff, and scrutinises financial matters, principally regarding 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 based on 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 concerning other factors such as the cost of living. The Board sets remuneration for the CEO, again benchmarked against the charitable sector.

During the lockdown, Trustee committees met remotely, and the full Board met monthly to review risk and cash flow. Volunteers engaged in the provision of the Charity's services are supported by paid Managers, except at Support Through Court Wandsworth and Support Through Court West London Family Court, where the Coordinators are volunteers supported by the Service Managers. Volunteers have representative committees in more established Support Through Court services, whilst others use various ways to ensure the voice of volunteers is heard. Volunteer representatives from each service are usually invited to meet annually with the senior staff to review plans and share good practice. With the impact of Covid-19, we have rapidly got used to video calls to communicate across the network and will increase virtual meetings with volunteers to gather views. A Volunteer Strategy group reviewed how volunteers engage with the Charity and looked at ways they wish to contribute and that enhance the charity's purposes.

The Charity regularly reviews all governance arrangements.

Related parties and relationships with other organisations

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

Fundraising statement

Support Through Court's fundraising is done by an in-house team of staff who comply with the code of fundraising practice laid out by the fundraising regulator. No street fundraising or

telephone fundraising took place. One third party fundraiser was hired to consult on a new fundraising appeal and recruit new supporters for that appeal. The fundraiser follows the Fundraising Regulators Code of Practice and their progress was monitored with regular catch-ups with the Head of Fundraising and a shared progress database. No complaints were received last year. The Charity has a privacy policy and complies with data protection law. Fundraisers do not put undue pressure on individuals (vulnerable or otherwise), are clear in communications about who they are, and are open and honest about the service provided and fundraising activities.

Compliance with statutory requirements

Reference and administrative information set out on page 15 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. This trustees' annual report includes a directors' report as required by company law.

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Support Through Court 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.

Support Through Court's organisational structure

Trustees

CEO, Eileen Pereira

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

Independent auditor's report

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 2020 was 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.

Auditor

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

The Trustees' annual report was approved by the Trustees on 22 June 2021 and signed on their behalf by:



Peter Crisp,
Support Through Court Chair

Opinion

We have audited the financial statements of Support through Court (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2021 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Support through Court's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. 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.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Trustees' annual report, including the strategic 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 including the strategic 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

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions

reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities.

This description forms part of our auditor's report.

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.

Sayer Vincent LLP

Jonathan Orchard,
Senior statutory auditor

6 July 2021 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 2021

	2021			2020			
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total	
Note	£	£	£	£	£	£	
Income from:							
Donations and legacies	2	655,565	60,343	715,908	416,327	82,307	498,634
Charitable activities	3						
Court-based services		-	686,071	686,071	-	861,725	861,725
National helpline		-	45,603	45,603	-	10,000	10,000
Legal Support For Litigants in Person		-	91,576	91,576	-	-	-
Domestic abuse project		-	-	-	-	400,000	400,000
Other trading activities	4	19,751	-	19,751	61,586	437	62,023
Investments		4,017	-	4,017	3,430	-	3,430
Total income		679,333	883,593	1,562,926	481,343	1,354,469	1,835,812
Expenditure on:							
Raising funds	5a	369,415	103	369,519	349,681	39,393	389,074
Charitable activities							
Court-based services	5a	143,393	750,133	893,526	12,350	908,229	920,579
National helpline		-	44,443	44,443	-	28,593	28,593
Legal Support For Litigants in Person		-	91,576	91,576	-	-	-
Domestic abuse project		-	-	-	-	400,000	400,000
Total expenditure		512,808	886,255	1,399,063	362,031	1,376,215	1,738,246
Net movement in funds		166,525	(2,662)	163,863	119,312	(21,746)	97,566
Reconciliation of funds:							
Total funds brought forward		731,709	5,595	737,304	612,397	27,341	639,738
Total funds carried forward		898,234	2,933	901,167	731,709	5,595	737,304

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 2021

	2021			2020		
Note	£	£	£	£	£	£
Fixed assets:						
Tangible assets	11	-	-	-	-	964
						964
Current assets:						
Debtors	12	83,611	-	-	31,529	-
Cash at bank and in hand		904,564	-	-	832,037	-
		988,175	-	-	863,566	-
Liabilities:						
Creditors: amounts falling due within one year	13	(87,008)	-	-	(127,225)	-
Net current assets				901,167		736,341
Total net assets				901,167		737,305
The funds of the charity:	15a					
Restricted income fund				2,933		5,595
Unrestricted income funds:						
General funds		898,234			731,709	
General unrestricted funds				898,234		731,709
Total charity funds				901,167		737,304

Approved by the trustees on 22 June 2021 and signed on their behalf by:

Peter Crisp, Chair

Notes to the financial statements

For the year ended 31 March 2021

STATEMENT OF CASH FLOWS

Reconciliation of net income / (expenditure) to net cash flow from operating activities.	2021	2020
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	163,863	97,566
Depreciation charges	964	964
Dividends, interest and rent from investments	(4,017)	(3,430)
(Decrease) / increase in debtors	(52,082)	121
(Increase) / decrease in creditors	(40,217)	14,755
Net cash provided by operating activities	68,510	109,976

	2021		2020	
	£	£	£	£
Cash flows from operating activities				
Net cash provided by operating activities		68,510		109,976
Cash flows from investing activities:				
Interest received	4,017		3,430	
Net cash provided by investing activities		4,017		3,430
Change in cash and cash equivalents in the year		72,527		113,406
Cash and cash equivalents at the beginning of the year		832,037		718,631
Cash and cash equivalents at the end of the year		904,564		832,037

Analysis of cash and cash equivalents	At 1 April 2020	Cash flows	Other changes	At 31 March 2021
	£	£	£	£
Cash at bank and in hand	832,037	72,527	-	904,564
Total cash and cash equivalents	832,037	72,527	-	904,564

For the year ended 31 March 2021

1. ACCOUNTING POLICIES

a) Statutory information

Support Through Court 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 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) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 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, Support Through Court 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 have taken steps to maintain the financial stability of the Charity in the face of the Covid-19 pandemic and believe these will ensure the viability of the Charity going forward. In recognising the changed financial climate that the virus has led to, the Trustees have worked with the Fundraising team to manage risk; contact has been made with funders, trusts, individuals and partners to assess funding opportunities going forward. Each area of Fundraising has been reviewed and risk assessed, with ongoing risk assessments performed on a monthly basis and discussed with the Chair of the Fundraising Committee. The Charity is taking advantage of the support provided by the Coronavirus Job Retention Scheme (CJRS) while staff are unable to provide services in the court based units. Budgets have been redrawn based on the changes arising from the temporary closure of our court-based services, offering savings that together with the CJRC income support, the conservative use of funds throughout the Covid period has left the organisation in a better position than originally predicted. The Trustees' aim is to be in a position to reopen court based services in the coming three months with all staff in place and ready to support the deluge of cases expected in this 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.

1. ACCOUNTING POLICIES (CONTINUED)

For the year ended 31 March 2021

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.

Designated funds are unrestricted funds earmarked by the Trustees for particular 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.

For the year ended 31 March 2020

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on overall direct cost, of the amount attributable to each activity

- **Court-based services 71%**
- **Raising Funds 29%**

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

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Gifts	243,609	60,343	303,952	240,327	79,255	319,582
Grants	143,700	-	143,700	176,000	-	176,000
Coronavirus Job Retention Grant	268,256	-	268,256	-	-	-
Donated services	-	-	-	-	3,052	3,052
	655,565	60,343	715,908	416,327	82,307	498,634

For the year ended 31 March 2021

3. INCOME FROM CHARITABLE ACTIVITIES

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Grants	-	192,534	192,534	-	332,585	332,585
Grants from the Ministry of Justice						
Litigants in Person Support Strategy	-	539,140	539,140	-	539,140	539,140
Legal Support For Litigants in Person	-	91,576	91,576	-	-	-
Domestic Abuse Project	-	-	-	-	400,000	400,000
Total income from charitable activities	-	823,250	823,250	-	1,271,725	1,271,725

4. INCOME FROM OTHER TRADING ACTIVITIES

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising events	19,751	-	19,751	61,586	437	62,023
	19,751	-	19,751	61,586	437	62,023

5A. ANALYSIS OF EXPENDITURE

	Charitable activities						2021 Total	2020 Total
	Raising funds	Court-based services	National Helpline	Legal Support For Litigants in Person	Governance costs	Support costs		
	£	£	£	£	£	£	£	
Salary costs (Note 7)	272,484	643,860	39,509	65,562	13,851	232,650	1,472,848	
Other staff costs	893	1,173	502	9,125	-	4,021	57,198	
Legal and professional	-	-	-	-	-	5,864	9,019	
Recruitment costs	-	248	-	1,344	-	1,956	15,872	
Fundraising costs	4,288	40	-	-	-	-	27,937	
Marketing costs	125	-	-	-	-	3,840	18,260	
IT costs	32	16,746	450	7,324	-	34,155	22,190	
Volunteer costs	-	2,298	-	23	-	-	79,023	
Office costs	111	7,701	3,982	8,198	-	5,098	24,657	
Depreciation	-	-	-	-	-	964	964	
Insurance	-	-	-	-	602	1,228	1,815	
Audit Fees	-	-	-	-	8,142	-	7,980	
Trustee expenses	-	-	-	-	674	-	484	
	277,933	672,066	44,443	91,576	23,269	289,776	1,738,247	
Support costs	84,778	204,998	-	-	-	(289,776)	-	
Governance costs	6,808	16,462	-	-	(23,269)	-	-	
Total expenditure 2021	369,519	893,526	44,443	91,576	-	-	1,738,247	

For the year ended 31 March 2021

5B. ANALYSIS OF EXPENDITURE

	Charitable activities						2020 Total
	Raising funds	Court-based services	National Helpline	Domestic Abuse Project	Governance costs	Support costs	
	£	£	£	£	£	£	£
Salary costs (Note 7)	268,300	611,949	26,239	353,784	13,234	199,342	1,472,848
Other staff costs	1,694	25,789	338	25,217	-	4,160	57,198
Legal and professional	-	-	-	-	150	8,869	9,019
Recruitment costs	-	1,621	146	321	-	13,784	15,872
Fundraising costs	25,705	2,232	-	-	-	-	27,937
Marketing costs	9,074	498	-	-	-	8,688	18,260
IT costs	-	845	1,515	1,427	-	18,403	22,190
Volunteer costs	154	63,187	-	15,682	-	-	79,023
Office costs	1,452	18,794	355	1,569	-	2,487	24,657
Depreciation	-	-	-	-	-	964	964
Insurance	-	-	-	-	602	1,213	1,815
Audit Fees	-	-	-	-	7,980	-	7,980
Trustee expenses	-	-	-	-	484	-	484
	306,379	724,915	28,593	398,000	22,450	257,910	1,738,247
Support costs	76,620	181,290	-	-	-	(257,910)	-
Governance costs	6,075	14,375	-	2,000	(22,450)	-	-
Total expenditure 2020	389,074	920,580	28,593	400,000	-	-	1,738,247

6. NET INCOME / ANALYSIS OF EXPENDITURE (PRIOR YEAR)

This is started after charging / (crediting):

	2021	2020
	£	£
Depreciation	964	964
Auditor's remuneration (excluding VAT): Audit	8,142	7,980

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

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	1,118,185	1,280,204
Redundancy and termination costs	-	22,889
Social security costs	102,245	114,496
Employer's contribution to defined contribution pension schemes	47,486	55,259
	1,267,916	1,472,848

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

	2021	2020
	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 £252,894 (2020: £243,531). The charity Trustees were neither paid nor received any other benefits from employment with the charity in the year (2020: £nil). No charity Trustee received payment for professional or other services supplied to the charity (2020: £nil). Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2020: £484) incurred by nil (2020: 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 (2020: 50).

9. RELATED PARTY TRANSACTION

There are no related party transactions to disclose for 2021. Aggregate donations from related parties were £7,731 (2020: £34,639).

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

All of the above assets were used for charitable purposes.

For the year ended 31 March 2021

12. DEBTORS

	2021	2020
	£	£
Other debtors	83,611	31,528
	83,611	31,528

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	13,787	10,664
Accruals	8,141	26,853
Deferred income	65,080	89,708
	87,008	127,225

14. DEFERRED INCOME

	2021	2020
	£	£
Balance at the beginning of the year	89,708	45,250
Amount released to income in the year	(40,603)	(45,250)
Amount deferred in the year	15,975	89,708
Balance at the end of the year	65,080	89,708

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

	General Unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	-	-	-
Current assets	920,162	68,013	988,175
Current liabilities	(21,928)	(65,080)	(87,008)
Net assets at 31 March 2021	898,234	2,933	901,167

For the year ended 31 March 2021

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

	General Unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	964	-	964
Current assets	857,970	5,595	863,565
Current liabilities	(127,225)	-	(127,225)
Net assets at 31 March 2020	731,709	5,595	737,304

16A. MOVEMENTS IN FUNDS (CURRENT YEAR)

	At 1 April 2020	Income & gains	Expenditure & losses	Transfers	At 31 March 2021
	£	£	£	£	£
Restricted funds:					
Court-based services					
Birmingham	-	49,166	(49,055)	-	111
Bournemouth	-	-	-	-	-
Bristol	-	22,377	(22,377)	-	-
Caerdydd/ Cardiff	-	25,352	(25,352)	-	-
Chelmsford	-	17,508	(17,508)	-	-
Chester	-	2,000	(2,000)	-	-
Coventry	1,810	-	(1,810)	-	-
Exeter	-	1,507	(1,507)	-	-
Leeds	-	24,607	(24,607)	-	-
Liverpool	-	17,572	(17,572)	-	-
London services:					
Barnet Civil and Family Court	3,785	641	(4,426)	-	-
Central Family Court	-	38,241	(38,241)	-	-
Royal Courts of Justice	-	43,729	(43,729)	-	-
Wandsworth County Court	-	594	(594)	-	-
West London Family Court	-	15,094	(13,432)	-	1,662
Manchester	-	35,556	(35,556)	-	-
Newcastle	-	23,465	(23,465)	-	-
Newport	-	1,188	(1,188)	-	-
Nottingham	-	19,201	(19,201)	-	-
Preston	-	-	-	-	-
Sheffield	-	17,003	(17,003)	-	-
Southampton	-	-	-	-	-
Southend	-	-	-	-	-
Other service funds	-	100,015	(100,015)	-	-
National Helpline	-	45,603	(44,443)	-	1,160
Legal Support For Litigants in Person	-	91,576	(91,576)	-	-
Other funds	-	291,598	(291,598)	-	-
Total restricted funds	5,595	883,593	(886,255)	-	2,933
Unrestricted funds:					
General funds	731,709	679,333	(512,808)	-	898,234
Total funds	737,304	1,562,926	(1,399,063)	-	901,167

For the year ended 31 March 2021

16B. MOVEMENTS IN FUNDS (PRIOR YEAR)

	At 1 April 2019	Income & gains	Expenditure & losses	Transfers	At 31 March 2020
	£	£	£	£	£
Restricted funds:					
Court-based services					
Birmingham	-	44,336	(44,336)	-	-
Bournemouth	-	14,828	(14,828)	-	-
Bristol	2,348	24,939	(27,287)	-	-
Caerdydd/ Cardiff	5,241	26,840	(32,081)	-	-
Chelmsford	-	21,570	(21,570)	-	-
Chester	-	5,813	(5,813)	-	-
Coventry	-	9,260	(7,450)	-	1,810
Exeter	-	31,382	(31,382)	-	-
Leeds	-	34,684	(34,684)	-	-
Liverpool	-	29,885	(29,885)	-	-
London services:					
Barnet Civil and Family Court	-	13,877	(10,092)	-	3,785
Central Family Court	-	35,250	(35,250)	-	-
Royal Courts of Justice	-	32,655	(32,655)	-	-
Wandsworth County Court	-	2,500	(2,500)	-	-
West London Family Court	-	17,072	(17,072)	-	-
Manchester	-	52,412	(52,412)	-	-
Newcastle	-	34,800	(34,800)	-	-
Newport	-	376	(376)	-	-
Nottingham	-	30,772	(30,772)	-	-
Preston	-	20,603	(20,603)	-	-
Sheffield	-	35,107	(35,107)	-	-
Southampton	-	18,766	(18,766)	-	-
Southend	1,159	9,936	(11,095)	-	-
Other service funds	-	132,354	(132,354)	-	-
National Helpline	18,593	10,000	(28,593)	-	-
Domestic Abuse Project	-	400,000	(400,000)	-	-
Other funds	-	264,452	(264,452)	-	-
Total restricted funds	27,341	1,354,469	(1,376,215)	-	5,595
Unrestricted funds:					
General funds	612,397	481,343	(362,031)	-	731,709
Total funds	639,738	1,835,812	(1,738,246)	-	737,304

Restricted funds have been restricted for use in specific geographical service locations, as shown above. The National Helpline provides support to people calling in to our service through a central phone number. The Legal Support for Litigants in Person project (LSLIP3) is designed to achieve joint working in a way that has not previously been addressed by the LIPs Support Strategy; piloting safe spaces; providing direct access to legal advice from our partner in this project, RCJ Advice, who have a dedicated LSLIP3 lawyer on hand for life of the project together with remote legal assistance which will improve the pathway to the vital range of support needed by LIPs including virtual/remote contact and access to digital packages. The project is further supported the LIPSS partnership and the wider LSLIP projects under streams 1 & 2. The Domestic Abuse Project recruited specialist support workers to improve our understanding of the impact of domestic abuse on our clients, leading to bespoke training and improved staff and volunteer engagement in this important field of work. Other service and other funds covers expenditure of the Litigants in Person Support Strategy grant on salaries for service and support staff as well as other service and support costs, such as staff and volunteer expenses, audit fees, insurance and stationery.

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

Support Through Court Birmingham

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

T: 0121 250 6354

E: birmingham@supportthroughcourt.org

Support Through Court Bristol

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

T: 0117 366 4809

E: bristol@supportthroughcourt.org

Cefnogaeth Trwy'r Llys Caerdydd / Support Through Court Cardiff

Canolfan y Llysoedd Sifl 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

Support Through Court Chelmsford

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

T: 01245 245 527

E: chelmsford@supportthroughcourt.org

Support Through Court Chester

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

T: 01244 404 299

E: liverpool@supportthroughcourt.org

Support Through Court Coventry

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

T: 0121 250 6354

E: birmingham@supportthroughcourt.org

Support Through Court Exeter

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

T: 01392 415 335

E: exeter@supportthroughcourt.org

Support Through Court Leeds

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

T: 0113 306 2764

E: leeds@supportthroughcourt.org

Support Through Court Liverpool

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

T: 0151 296 2296

E: liverpool@supportthroughcourt.org

In London

Support Through Court 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

Support Through Court Central Family Court

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

T: 020 7421 8533

E: LondonCFC@supportthroughcourt.org

Support Through Court London Service

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

T: 020 7073 4760

E: londonservice@supportthroughcourt.org

Support Through Court Royal Courts of Justice and Support Through Court County Court at Central London

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

T: 020 7947 7701

E: rcj@supportthroughcourt.org

Support Through Court Wandsworth

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

T: 020 8333 4366

E: wandsworth@supportthroughcourt.org

Support Through Court 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: wlfcc@supportthroughcourt.org

Support Through Court 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

Support Through Court 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

Cefnogaeth Trwy'r Llys Casnewydd / Support Through Court Newport

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

T: 0292 034 3685

E: cardiff@supportthroughcourt.org

Support Through Court Nottingham

Nottingham County Court, Canal Street, Nottingham, NG1 7EJ

T: 0115 947 3592

E: nottingham@supportthroughcourt.org

Support Through Court Sheffield

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

T: 0114 281 2456

E: sheffield@supportthroughcourt.org

Support Through Court Southend

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

T: 01245 245 527

E: chelmsford@supportthroughcourt.org

Support Through Court.

Registered Charity No. 1090781

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

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