

SUPPORT THROUGH COURT

England & Wales · Charity number 1090781

Details

Other names	COURT BASED PERSONAL SUPPORT, PERSONAL SUPPORT UNIT
Status	Registered
Legal form	Charitable company
Company number	04360133
Registered	2002-02-26
Register	View on the Charity Commission register

Contact

Address	Royal Courts Of Justice Strand London WC2A 2LL
Phone	0300 400 0142
Email	Fundraising@Supportthroughcourt.org
Website	www.supportthroughcourt.org/

Activities

Objects: A) TO PURSUE CHARITABLE PURPOSES BY THE PROVISION OF PERSONAL SUPPORT AND ASSISTANCE WITHOUT REGARD TO RACE, GENDER, SEXUALITY, AGE OR DISABILITY FOR (1) 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, THE STRAND, LONDON OR ELSEWHERE IN THE UNITED KINGDOM, AND (11) 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

Activities: Support Through Court aim to reduce the disadvantage of people facing the civil and family justice system without a lawyer, enabling them to access justice. We believe that no one should face court alone and so we work to provide immediate support to everyone who comes to us.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** Other Charitable Purposes
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** UNITED KINGDOM AND ELSEWHERE
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,400,199	£1,340,788	£499,366	32
2024-03-31	£1,357,861	£1,471,500	£439,955	34
2023-03-31	£1,218,183	£1,505,406	£553,594	35
2022-03-31	£1,523,513	£1,583,863	£840,817	40
2021-03-31	£1,562,926	£1,399,063	£901,167	40

Trustees

Name	Role	Appointed
Dr Katherine Jane Milliken	Chair	2025-05-28
Alexander Peter Hulbert		2021-07-01
Anthony Leonard Rupert Fincham		2021-07-01
Elizabeth Mary Meekison		2025-05-28
Judith Helen Lawrence		2023-12-04
Kay-dene Reanne Hyacinth Petgrave		2021-07-01
Robert Charles Pitt		2021-07-01
Stephen Adler		2019-07-09
Timothy Mark Nash		2019-07-09
Tristan Richard George Harvey		2025-05-28
Zubair Chaudhry		2021-07-01

Accounts



Justice, together:

How you're making access to justice a reality

Support Through Court

Amended Annual Report 2024-25

Report and financial statements for the year ended 31 March 2025

Introduction from Caroline Artis, Chair of the Board of trustees

It's been a busy year at Support Through Court. I'm delighted that we were able to support people facing court alone on over 45,000 occasions. We've been able to obtain a wider reach with the development of Support Through Court Online, supporting more people where there is no local office. We've been able to respond to people in a way that better suits their needs, no matter where they live across England and Wales.

After three years as Support Through Court's Chair of the Board, I'll be stepping down this Summer. It's been a huge privilege to be Chair of the Board for this brilliant charity. I'm proud of all that we've achieved together over the last three years – we've developed our remote services, expanded our Guardians Network and developed new partnerships with universities. These achievements have enabled us to support people facing court without representation on tens of thousands of occasions.

I've been so inspired by the persistence and commitment of our amazing staff and volunteers, who work tirelessly to help people access justice. I'd like to say a huge thank you to them for their dedication to empowering individuals disadvantaged by the system. I'm very grateful to you, our amazing supporters, for all your investment. As Chair, I've visited services and seen how truly necessary this service is. I've also seen how, thanks to your kind donations, we can be there for those disadvantaged by the court system. I look forward to continuing to support this remarkable charity as a Guardian.

Caroline Artis
May 2025

Introduction from Katherine Milliken, our new Chair of the Board of trustees

As I step into the role of Chair, I would like, on behalf of everyone involved with Support Through Court, to express our gratitude to Caroline, our outgoing Chair, for her leadership over the past three years. She has guided the charity with clarity and compassion in a challenging economic climate, leaving us with stronger foundations for the future.

In these early days I have been learning in greater detail about Support Through Court and its work. One aspect that has stood out for me is the commitment of Support Through Court's staff and volunteers. Their tireless work to ensure people are not alone in court and to help them navigate a daunting system with dignity is remarkable. I'd like to extend heartfelt thanks to everyone involved, and to you, our generous supporters, for the investment you've made in this mission. I've seen first-hand how vital this service is, and how your support directly empowers those most disadvantaged by the court process. It's an honour to join this exceptional community, and I look forward to meeting many more of you, and to championing this work, in the months and years ahead.

Katherine Milliken
May 2025

No one should face court alone

Every year, thousands of people in the UK face court alone. Often through no choice of their own, they must represent themselves at a moment that could have life-changing outcomes such as loss of access to children or homelessness. They may find themselves up against a party with legal representation. They are instantly at a disadvantage, often scared, confused, and overwhelmed by the enormity of the challenges they are up against. In a legal system that was not designed with laypeople in mind, amid rigid, complicated procedures and complex terminology, they are surrounded by legal professionals who have years of training and experience in the law. Anxiety about the frightening potential outcomes is compounded by this bewildering and intimidating environment. This can prove to be too much for people alone in court, leaving them desperate for somewhere to turn.

We provide a safe space, with volunteers who listen to each client's individual story, both in person and digitally. We help people to get their thoughts in order, problem solve and decide next steps, source relevant and reliable legal information, explain complex procedures, complete court forms and clearly present statements. Our digital, practical and emotional support alleviates clients' concerns about the complicated legal system. Our partnerships with legal clinics and third sector organisations enable us to source complimentary specialist support for clients, such as domestic abuse or homelessness charities, and legal support if it's available.

Our close work with His Majesty's Courts and Tribunals Service (HMCTS) and the judiciary also enables us to provide a more holistic support system for litigants in person (LiPs), who are often overwhelmed and up against short deadlines.

Everyone has a right to access justice. No one should have to face court alone.

Review of the year

This year, we provided support on over 45,000 occasions for people navigating the courts without legal representation. That's 45,000 moments of reassurance, clarity, and calm, made possible only through the dedication of our incredible volunteers and the generosity of our supporters. Behind every number is a real person facing an often intimidating process alone. Our volunteers are at the heart of what we do: offering not just practical guidance, but humanity and compassion when it's needed most. Whether it's standing beside someone in court or helping to complete daunting paperwork, their kindness makes a genuine and lasting impact.

We've continued to strengthen and grow our reach. A new partnership with the School of Law at St Mary's University, Twickenham has added fresh energy to our network of university partners. Student volunteers are helping to shape the future of our services, and their contribution is both vital and inspiring. In the new year we were honoured to welcome Dr. I. Stephanie Boyce, former President of the Law Society, as our newest patron. Her commitment to access to justice aligns perfectly with our mission, and her support is helping to raise awareness of the challenges people face in court, and how we can all help. Over in Cardiff, we've launched a Welsh-speaking service, offering sessions of support in Welsh, in addition to creating Welsh resources.

The events we've held this year have engaged both committed and new supporters. Gina Miller joined us to discuss addressing systemic injustice through law and advocacy, whilst this year's Family Law Breakfast focused on the use of AI in family law. We've also expanded our reach through public campaigns.

Broadcaster and mediator Joanna Gosling delivered a powerful BBC Radio 4 Appeal on our behalf, whilst our festive campaign shared the voices of those we've supported, offering insight, emotion, and a reminder of the power of human connection. Thanks to funding from The National Lottery Community Fund, we continued to develop and deliver our online support and launched a refreshed, more accessible website this year.

Our key focus in this past year has been building resilience, ensuring we can maintain quality services for vulnerable court users. We closed our part-time, volunteer-led London Satellite services at the start of the financial year to focus our resources on delivering assistance at our staff-led, face-to-face services at the Royal Courts of Justice and Central Family Court. These services are now staffed by one full-time member of staff. Our Sheffield service is now open part-time whilst our National Helpline is now based at Nottingham Trent University, alongside Support Through Court Online. With limited resources, these changes put us in a stronger financial position for this coming year and will increase impact for clients. Crucially, the Ministry of Justice and the Access to Justice Foundation's Improving Outcomes Through Legal Support (IOTLS) programme has been extended by a further year, underpinning our delivery of face-to-face services through to March 2026.

Alongside strengthening our financial position, we've also improved our systems. We've reviewed how we use our intranet, online booking and phone systems, as well as developing new policies, including an AI policy and a social media policy. Additionally, we've developed our volunteer offering, with the development of Volunteer Impact teams, designed to provide better support to volunteers locally, as well as to improve communication channels with the leadership team.

To all our supporters: thank you. Whether you've donated, volunteered, or joined us at events like Inequality and Injustice or our Spotlight evening with Lord David Wolfson, your support makes this work possible. You are the reason we're able to stand beside so many people in their hour of need. Together, we're creating a society where no one has to face court alone. We couldn't be more grateful.

Client feedback

'Invaluable support – I can't even begin to describe the relief I felt going through court with Support Through Court.' - Client, Sheffield

'It's a lifeline during such overwhelming chapters of our lives where we don't know how to navigate a path through.' - Client, London

The volunteer helped me to have more confidence

Yes: 95%

No: 5%

Total relevant responses: 2403

The volunteer helped me better understand the procedures

Yes: 96%

No: 4%

Total relevant responses: 2457

The volunteer helped me be better prepared

Yes: 96%

No: 4%

Total relevant responses: 2371

Who we've helped

The people we support often face complex and challenging personal circumstances. Our clients face the prospect of going through court without anyone to help them. But with our help and guidance, they are given an opportunity to represent themselves to the best of their abilities and have the best chance of accessing justice.

This year, 24% of our clients who completed our diversity monitoring form told us English was their second language, 22% were not in employment, and 38% reported serious health problems, with 43% identifying as ethnic minorities (excluding white minorities).

Types of case we've supported litigants through

We most often support people with money claims, housing, employment cases, child arrangements, divorce and non-molestation cases.

Case background	Percent of support sessions involving
Civil	51%
Family	49%

Client stories

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

Megan's story

Alys, one of our volunteers in Cardiff, shares her experience of one of her very first cases.

Megan is mum to a fifteen-year-old, Liam. She is unable to see her son very often at all, due to a court order after her initial mental health decline, and is not in regular communication with his father. She suffered a stroke, which left her with slow processing, and also very fragile mental health.

Megan explained to Alys the situation in detail. Megan had concerns about her son being with his father due to previous instances of verbal abuse, something which clearly affects her deeply. Megan was concerned for her son's health and showed Alys photographs of him being underweight and emails from his school that mentioned that he was not performing well. Attempts to communicate with Liam's father were in vain, as he did not respond to any emails she sent. She was desperate to support her son but the current orders in place meant she faced some challenging barriers. Megan told Alys that she felt like a shell of who she was before and the stress of her being unable to see her teenage son had taken over.

Support Through Court

Annual Report

For the year ended 31 March 2025

Alys was able to assist with Megan filling in her court forms to gain further access to her son. Alys said, 'I could see that by me simply listening, the immense pressure she was feeling was slightly relieved. This interaction displayed to me how rewarding volunteering work at Support Through Court is. At the end of our appointment, I was very proud of the strength she had to come in and fight for her son, whilst also suffering from various health issues. She was so grateful to us at Support Through Court and I am beyond happy we were able to help her.'

Chioma's story

Chioma is a single mum, unemployed, and relying on universal credit. She is originally from Nigeria. She suffers with mental health issues – both anxiety and depression. She has one child, her 12-year-old son, Femi. Chioma told us she used to be in a relationship with Femi's father but explained that he was not Femi's biological father.

After three years without contact from her ex-partner, Chioma was focused on moving forward with her life. One step in that journey was her wish to change her son's surname which he shared with her ex. Chioma made an application to court to change Femi's surname name to her own. She represented herself throughout the process. In an initial hearing, Chioma's ex, who thought of himself as Femi's father, verbally applied for contact with Femi.

At this point, Chioma reached out to us for support. One of our volunteers, Lucy, spoke with Chioma. Like many in her position, Chioma was finding the process of facing court alone deeply stressful, an experience intensified by her ongoing mental health challenges. Lucy attended a second and then a third hearing with Chioma. Lucy explained the court process, took notes and helped Chioma to feel calm. In the hearings, the question of a paternity test came up. Chioma's ex refused to take a paternity test. With Lucy's support, Chioma was able to speak in court, ask questions and get her thoughts in order.

Chioma personally requested that Lucy attend the final hearing with her. In the final hearing, Chioma's ex again refused to do the paternity test and Chioma's application for the name change was granted. It was agreed her ex would send Femi letters each month as a form of contact. The application being granted had a positive impact on not only Chioma but on her son, too, relieving stress and anxiety for them both. Femi was able to change his name, which he had really wanted to do. Chioma emailed afterwards: 'Thank you so much Lucy, I could not have done it without you, I appreciate you.'

Gianna's story

Gianna sought support via our remote service, Support Through Court Online.

Gianna booked a remote appointment. She was seeking an extension of an application for a non-molestation order – this was an order put in place to restrict contact with her father. Gianna's father had refused to engage with the court process, dragging it out. Gianna was extremely distressed and upset.

A series of hearings were arranged. We attended each hearing with Gianna. Hearings kept getting delayed and rearranged due to Gianna's father being late and not talking on the call. We spoke with Gianna prior to each hearing. We provided her with brief details of what to expect and we also spoke about how she was feeling.

As the first two hearings didn't go her way, we called her afterwards to provide emotional support. We also reassured her and answered any questions she had so she had further clarification.

Gianna told us via email that our support made a huge difference, as she was able to get reassurance and have any questions she had answered. This was an extremely stressful time for her, and she reiterated how much it helped having someone to turn to for help when questions arose.

Our five-year strategy: what we've achieved

We're four years into our five-year strategy: here's how we're doing so far.

Objectives 2021-2026	What we've achieved so far
We will double the number of client contacts from 80,000 in 2019/20 to 160,000 in 2025/26. <i>Please note this objective has been revised as part of a strategic review. We will maintain our client contact numbers in 2025/26.</i>	• We supported clients in person, over email, by video call or spoke with them over the phone 45,653 times during the last financial year • Given an uncertain external climate, and following a trustee-led strategic review, it has been agreed we will focus on building stability and resilience in the charity for the next two years, maintaining client contacts at 45,000
We will extend the geographic coverage of our service to provide a service to people using the civil and family courts throughout England and Wales.	• We had 12,363 contacts across England and Wales through our National Helpline in the last year • Support Through Court Online, our remote service, in partnership with Nottingham Trent University, supported 2104 people facing court alone
We will offer a range of ways to access our support through a multi-channel service, offering clients choice and tailoring our support to our clients' needs as far as we are able.	• We are grateful to our volunteers for their dedication and support in enabling us to now offer client appointments by phone, in person, by email, and by video call • We continue to work with We Are Digital to support people in completing online legal processes • Our online service enables video call and email support nationally and we offer remote hearing support from local offices
We will grow our income to achieve long term sustainability of our financial resources.	• Our income this year sits at £1,400,199 • We are delighted to have 55 Guardians in our network and 61 companies who have joined our community of Guardians championing the work we do • We welcomed St Mary's as our new London University partner
We will make more efficient use of our resources including volunteers, providing value for money, resulting in efficiency savings and enabling investment in service improvements.	• We have continued to recruit and train new student volunteers to increase our capacity • We've taken steps this year to reshape our service model, making us more resilient and better equipped to meet future demand. These changes allow us to provide consistent,

	high-quality support while making the most of every volunteer hour and donation • Staff and volunteers are properly equipped and supported in ensuring safeguarding for clients • We have invested in our staff with training such as time management, resilience, and train-the-trainer as well as 'all staff development day' meetings twice a year • We have increased our staff resources to help boost our provision with secondments, pro bono consultants and interns from partner universities • Three new trustees will join the Board in the coming financial year, including a new Chair of the Board • We had four six-month secondments from the civil service, which enabled us to develop a Website Improvement Cycle, review income opportunities and improve our intranet and our client data collection • Thanks to National Lottery funding, we were able to develop our digital offering and refresh our website
We will use our knowledge of the court system and the issues faced by LiPs to seek improvements for LiPs navigating the court system, offering a better opportunity to access justice.	• We've continued to build relationships with HMCTS and court staff in courts around our main service sites as well as sharing volunteer insights and client stories with HMCTS user groups and the wider legal support community • Our Pathfinder Project in Birmingham and Cardiff which aims to reform child arrangement cases by reducing its adversarial nature and prioritising the voice of the children • We have carried out a Domestic Abuse Protection Order pilot in Manchester and via our online service. We are working with the courts to ensure people experiencing abuse get the support they need

Looking ahead

In the coming year, we will build on the foundations we've put in place this year. We are aiming for a year of stability, with all services working to deliver an effective and efficient service. We're particularly looking at increasing capacity in our remote services. We'll strengthen and improve our services by introducing a new client record system, exploring how we triage clients to better meet client needs, and increasing support for service management where needed.

We will continue to invest in staff development and ensure organisational policies are up to date. Alongside prioritising our staff team wellbeing, we'll look at how we can better support and communicate with our volunteers. In the past year we've launched Volunteer Impact teams, with every service having a small volunteer team running meetings and feeding back to staff. We will look to develop these teams and ensure a strong feedback loop to ensure the voice of the volunteer helps shape the organisation.

In the coming year we will look to strengthen and grow our funding partnerships and further develop our Guardians Network. We will also build service partnerships, continuing to work closely with HMCTS. We will contribute to the HMCTS Engagement Groups and other legal support forums, representing our clients' voices and volunteer insight.

As well as focussing on how we can partner with others and strengthen our external work, we are looking at how we can make internal improvements. We plan to review how we can better support our clients, ensuring we are capturing how we work and the needs of our clients, which will help us develop our services and understand the impact we're having. This year, we will strengthen our cybersecurity measures to ensure we continue protecting the information entrusted to us. We'll improve controls and reduce risk to keep our systems secure. These steps reflect our ongoing commitment to keeping client, volunteer, and supporter data safe.

Fieldfisher and Baker McKenzie are supporting us through a joint research project in the coming year, aiming to better understand the needs and experiences of our clients. By working closely with these firms, we hope to gain deeper insight into the advice and support that local communities need most.

Thank you for empowering people facing court

We're enormously grateful to all our funders: individuals and businesses across the country, law firms, chambers, universities, trusts and foundations, as well as our Guardians, Champions, and the Business and Family Ambassadors Boards. Thank you for empowering people going through court and enabling them to access justice.

Support Through Court aims to maintain our quality service, helping people going through court without representation, for many years to come. We can only do this by working in partnership with others. The committed support of universities and HMCTS allows us to keep our costs low. We're extremely grateful to them for accommodation and utilities. This ongoing generosity will allow us to carry on providing our core service from bases in court buildings.

We value our partnerships with others involved in the justice system: 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, Lady Justice Asplin, and our Liaison Judges across England and Wales.

You're changing lives

To all those who have so generously donated to us: thank you. You're making a world of difference to people going through court without representation.

Corporate Supporters 24/25	Individuals	Universities
1 Crown Office Row	Lady Justice Asplin	Birmingham City University
1 Hare Court	Eleanor Brass	Bloomsbury Institute London
11KBW	Damien Byrne Hill	Cardiff University
12KBW	Lady Chief Justice Carr	City University, London
29 Bedford Row	Simon Davis	Leeds Beckett University

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1GC	Guy Fetherstonhaugh KC	Liverpool John Moores University
3VB	Sir Christopher Floyd KC	Manchester Metropolitan University
30 Park Place	Andrew Hochhauser KC	Nottingham Trent University
4PB	Sir Rupert Jackson	St Mary's University, Twickenham
5 Stone Buildings	Ali Malek KC	University of Essex
5RB	Mrs Justice McGowan	University of Sheffield
7BR	Lord Pannick KC	
36 Family	Lord Justice Richards	Trusts
AFP Bloom	Lord Sales	Essex Community Foundation
Ampla Finance	Michael Todd KC	Gerald Palmer Eling Trust Company
Anthony Gold	Philip Waller CBE	Inner London Magistrates' Courts' Poor Box And Feeder Charity
Atkin Chambers	Sir David Wootton	Pilkington Charities Fund
BCLP	Mr Justice Zacaroli	St Andrew Holborn & Stafford's Charity
Blackstone Chambers	Robin Abraham	The 29th May 1961 Charitable Trust
Burges Salmon	Lady Justice Andrews	The Adint Charitable Trust
CMS	Caroline Artis	The Anthony and Elizabeth Mellows Charitable Settlement
Cloud Gateway	Stephanie Barwise KC	The Elizabeth Frankland Moore and Star Foundation
Debevoise & Plimpton	Guy Beringer CBE	The Jones 1986 Charitable Trust
Deka Chambers	Camilla Bingham KC	The Mulberry Trust
Devereux	David Bradly KC	The National Lottery Community Fund
Doyle Clayton	Angela Camber	The Norton Rose Fulbright Charitable Foundation
etiCloud	Lord Carnwath	The Three Oaks Trust
Eversheds Sutherland	Katherine Cavallo	William A Cadbury Charitable Trust
Falcon Chambers	Professor Sara Chandler KC	
Farrer & Co	Mr Justice Constable	
Fountain Court Chambers	Lucy Colter	
Fourteen Grays Inn	Patrick H. Corr	
Freemans Solicitors	Cecily Crampin	
Grays Inn	Professor Peter Crisp	

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Henry Dannell	Sir Julian Flaux	
Herbert Smith Freehills	Mr Justice Goss	
Hunters Law	John Gould	
Inner Temple	Marcus Haywood	
Irwin Mitchell	Javan Herberg KC	
Keating	Mr Justice Holgate	
Landmark Chambers	Mr James Howells KC	
Lewis Silkin	Mrs Justice Hill	
Lincoln's Inn	Graham Huntley	
Littleton Chambers	Phillippa Kaufmann KC	
Macfarlanes	Christopher Kennedy KC	
Middle Temple	James Kessler KC	
Mills & Reeves	Henry King KC	
Old Square Chambers	Jenny and Stephen Kingsley	
OurFamilyWizard	Paul Kirtley	
Payne Hicks Beach	Tina Kyriakides KC	
Radiant Law	Matthew Lavy KC	
Rhea Family Finance	Helen Lawrence	
Ropewalk Chambers	David Lewis KC	
Sedgwick	Richard Liddell KC	
Selborne Chambers	Richard Lissack KC	
Serjeants' Inn	Elisabeth Long	
Sentry Funding	Duncan Matthews KC	
Simpson Thacher & Bartlett	Mr Justice Murray	
South Square Chambers	Sir Vivian Ramsey	
Stephenson Harwood	Murray Rosen KC	
The Bar Standards Board	Audley Sheppard KC	
Watson Farley & Williams	Tom Smith KC	
White & Case	Roger Stewart KC	
Wilberforce Chambers	Lord Justice Stuart-Smith	
	Michael Todd KC	
	Nigel Tozzi KC	
	Niranjana Venkatesan	
	Lord Justice Warby	
	Joanne Wicks KC	
	Mr Thomas Seager Berry	
	William Norris	
	Colin Liebenrood	
	Mrs Jean Edwards	

Help us transform more lives

Could you help us reach more people facing court alone by volunteering, fundraising or partnering with us? Visit: www.supportthroughcourt.org or email us: fundraising@supportthroughcourt.org

Please consider making a donation so that we can secure our financial future and continue to be there for those alone in court: www.supportthroughcourt.org/donate

Let's help more people to effectively represent themselves and access justice. Thank you.

Where to find us

[All our locations can be found on our website.](#)

Who we are

Trustees

The trustees, who are also directors of Support Through Court for the purposes of company law, are:

Alexander Hulbert
Anthony Fincham
Benjamin Moore, until 30 June 2024
Caroline Artis, Chair until 31 May 2025
David Wilkin, Vice Chair until 15 July 2024
Judith Helen Lawrence
Kay-Dene Petgrave
Robert Pitt
Samantha Gargaro
Stephen Adler, Vice Chair from 15 July 2024
Timothy Nash
Zubair Chaudhry, Treasurer

Founder

The late Diana Copisarow OBE

Patrons

The Rt. Hon. The Lord Burnett of Maldon
The Rt. Hon. The Baroness Butler-Sloss, GBE PC
The Rt. Hon. Lord Dyson, PC
The late The Rt. Hon. Sir Terence Etherton
The Rt. Hon. The Baroness Hale of Richmond, DBE PC FBA
Martin Lewis, CBE
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 Reed of Allermuir, PC FRSE
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. Dame Sarah Asplin

Chief Executive: Emma Taylor

Company Secretary: Ingela Ekstrom

Registered Address: C/O Sayer Vincent LLP, 110 Golden Lane, London, EC1Y 0TG

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, 110 Golden Lane, London, EC1Y 0TG

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 on the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Financial review

Our income this year sits at £1,400,199. We've received income from the following sources:

Source of funding 2024/25	£	%
University partnerships	308,967	22.1%
Trust	303,428	21.7%
Government	293,375	21.0%
Corporate	257,902	18.4%
Individual	182,837	13.1%
Community	25,720	1.8%
Investment	21,871	1.6%
Earned Income	6,099	0.4%
Total	1,400,199	100%

Our total expenditure sits at £1,340,788. Aiming to be less reliant on government funding, we have increased funding from other sources over the last couple of years. We have strengthened partnerships with universities, developed our Guardians Network and worked with new trusts and funders. We successfully applied for the Ministry of Justice and the Access to Justice Foundation's IOTLS programme, which has provided some certainty for the coming financial year. The grant was extended for a further period ending March 2026. The grant extension represents 21% of the total income budget for 2025/26.

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 utilises a comprehensive risk register which is updated on a quarterly basis and reviewed by the trustees. The Board pays particular attention to those risks with critical and high-risk scoring (based on impact and probability) and whether there have been any changes in the score since the previous review. The Board also questions and analyses the existing controls and planned actions.

Safeguarding and data protection incidents are reported on to the trustees as standing agenda items during the Audit and Risk Committee meetings. Two Trustee Safeguarding Champions were appointed during the year and attended trustee safeguarding training sessions.

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

Risk	Mitigating actions
Significant reduction or loss of income; delays in funding decisions and inability to replace funding for strategic objectives in the short term.	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 reviewed target of four and a half months reserves provides enough time to consider options and take action to maintain a viable service in line with a changing funding environment. Income and risk are assessed monthly. Fundraising pipelines and plans are in place to establish new funding streams and targets and progress are reviewed by the Fundraising Committee quarterly.
Front line wellbeing and safeguarding	Safeguarding is an ongoing risk for the charity and we are continuing to monitor our responses to clients' needs. We have a new safeguarding team and policy which will be renewed annually. Two Trustee Safeguarding Champions were appointed in the year. Student volunteers work in pairs to support clients and each other. Last year staff were offered flexible working opportunities and a wellbeing day, as well as training on resilience, time management and a presentation from LawCare who provide support for staff and volunteers.
System security and permissions compromised (virus, hackers, cyberattack). Data compromised.	All main systems are cloud-based and delivered by providers with appropriate accreditations and cyber security. Permission and set up/deletion of cloud accounts is restricted to nominated authorised staff only. Our website has been refreshed, at the same time strengthening security. Homeworking data protection and acceptable use policies are in place.

Reserves policy

The trustees consider it appropriate for Support Through Court to hold a general reserve, primarily to maintain its service if funding is disrupted through the ebb and flow in fundraising streams.

Our reserve is available to support in-year short-term cash flow issues arising from intermittent income receipts. Taking this into account, the trustees have agreed to target an unrestricted reserve equating to four and a half months of the charity's expected running costs for the following financial year. The trustees understand that the level of reserves will fluctuate as strategic aims are met and have agreed that the general unrestricted reserve should not fall below two and a half months of the charity's expected running costs for the following financial year. The trustees have put trigger points in place to ensure that there is enough time to consider and take the best course of action 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, CFO and CEO (under the scrutiny of the Audit & Risk Assurance 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. Trigger points alert the

trustees to any deteriorating reserves position. The charity's running costs for the year to 31 March 2026 are expected to be £1,441,382 (2025: £1,340,788). The restricted reserve at 31 March 2025 was £nil (2024: £nil), while the unrestricted reserve was £499,366 (2024: 439,955) which equates to 4.2 months of 2025-26 total running costs (2024: 3.6).

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. Support Through Court successfully applied for the IOTLS grant offered by the Access to Justice Foundation which has provided some certainty for the period ending 31 March 2025. The grant was extended for a further period ending March 2026. The grant extension represents 21% of the total income budget for 2025/26.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, plans are in place to deal with any significant losses in income and to mitigate against this key risk, the charity has been taking several steps, including fundraising to increase its non-government income, optimising the use of the funds it has and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

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

Investment policy

The trustees have the power to invest monies not immediately required. Given the level of reserves, whose primary use is to ensure that a continuous service can be maintained, and 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 and CAF Charity Deposit Platform. These accounts are kept under review by the Treasurer, CFO and CEO (under the scrutiny of the Audit & Risk Assurance Committee) regarding levels of interest provided by these and alternative accounts. Changes to location of investments can be made in-year by the Treasurer, CFO and CEO, having sought the agreement of the Audit & Risk Assurance 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 seven to the accounts.

Trustee appointment and induction

The term of office of a trustee is three years from 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. A Nominations Committee is in place to improve trustee recruitment practice and support equality and diversity within the trustee group. One of the trustees in office is currently a service volunteer within the charity and two are former volunteers.

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 members of the Nominations Committee (serving trustees) 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 leadership team arranges induction visits to the offices of the charity for new trustees and briefs them about the operation of the charity.

Since 2020/21 the Nominations Committee have achieved their aim of producing a more diverse Board addressing factors including age, gender, and ethnicity.

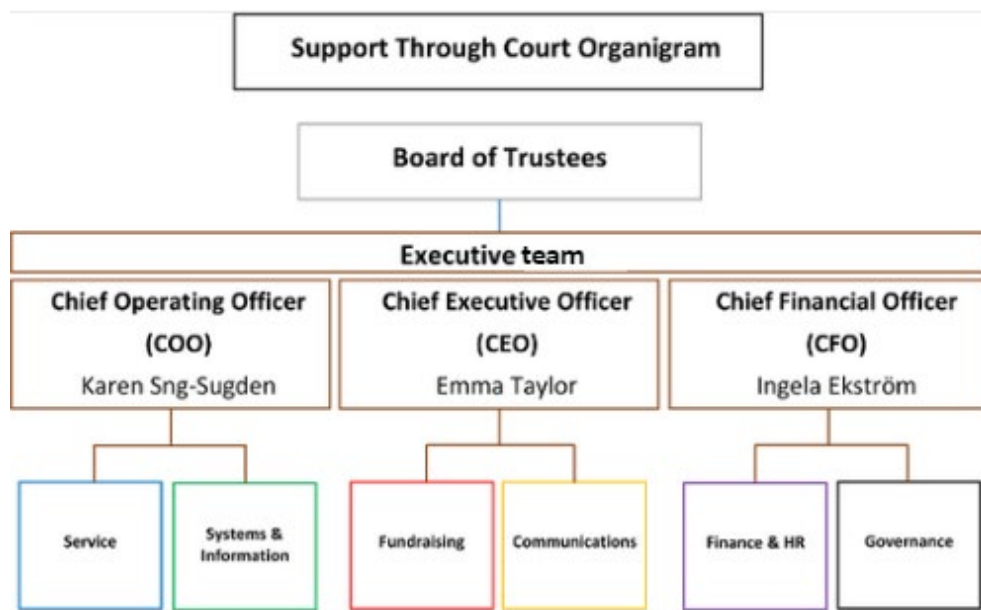
Organisational structure

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 our service.

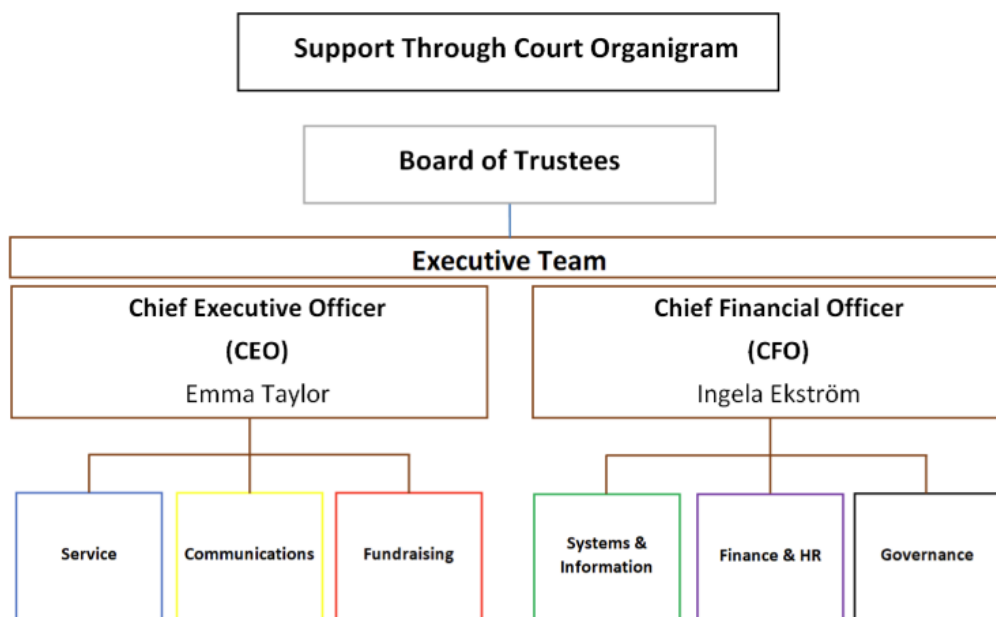
As a charity that complies with the charity code of governance, the trustees are responsible for the governance of the charity and for setting its strategic direction, meeting as a Board four times a year as a minimum. The Executive team is responsible for the overall management of the charity and reports 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, a volunteer representative, the CEO, and the CFO. A trustee chairs the Audit & Risk Assurance Committee of the Board, which comprises three trustees, the Treasurer, Chair, and Executive team, 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.

As part of the restructure the COO role was removed at the end of January and services went under the CEO and systems and information under the CFO.



From January 2025:



Volunteers engaged in the provision of the charity's services are supported by paid staff. Each service has a dedicated Service Manager and some have an additional Volunteer Support Coordinator. Where a service is a "satellite" service, a lead volunteer coordinates the service and support is provided by a Service Manager at another service. We have one satellite service in Southend County and Family Court.

Volunteers are encouraged to share their views with their Service Manager. Volunteers are also encouraged to form impact groups to provide feedback and are formally invited throughout the year to feedback via an annual survey and national meeting with senior charity staff to review plans and share good practice. The charity regularly reviews all governance arrangements.

Related parties and relationships with other organisations

Support Through Court has ongoing relationships across England and Wales with universities and their law clinics, HMCTS, the judiciary and other agencies, (Citizens Advice, housing, debt advice) offering cross referral and support for LiPs.

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. No fundraising complaints were received last year. The charity has a privacy policy and complies with data protection law and has a Donor Policy. 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 pages 11-13 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 (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

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. In addition, trustees are responsible for feeding into the direction of the charity via our Service Committee, the Audit and Risk Committee, and our Fundraising Committee.

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 on 31 March 2025 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 14 July 2025 and signed on their behalf by

Katherine Milliken
Chair (as of 1st June 2025)

Opinion

We have audited the financial statements of Support Through Court (the 'charitable company') for the year ended 31 March 2025 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 2025 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

Independent auditor's report
To the members of
Support Through Court

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
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' Annual Report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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 judgments 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.

**Independent auditor's report
To the members of
Support Through Court**

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Orchard (Senior statutory auditor)

Date: 2 September 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Where to find Support Through Court volunteers

If you're facing court alone, get in touch by calling our National Helpline, or via a local service.

Support Through Court National Helpline 03000 810 006

A list of our face-to-face services and opening hours can be found on our website: [Our locations](#)

Support Through Court. Registered charity No. 1090781
A company limited by guarantee registered in England and Wales no. 04360133
Registered Office: C/O Sayer Vincent LLP, 110 Golden Lane, London, EC1Y 0TG
Principal Office: Royal Courts of Justice, Strand, London, WC2A 2LL
Tel: 0300 400 0142 E-mail: enquires@supportthroughcourt.org www.supportthroughcourt.org

Support Through Court

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	758,912	45,475	804,387	732,628	97,852	830,480
Charitable activities	3						
Local services		-	404,339	404,339	-	426,678	426,678
National helpline		-	45,500	45,500	-	-	-
Support Through Court Online		-	110,299	110,299	-	-	-
Other trading activities	4	13,803	-	13,803	77,366	-	77,366
Investments		21,871	-	21,871	23,337	-	23,337
Total income		794,586	605,613	1,400,199	833,331	524,530	1,357,861
Expenditure on:							
Raising funds	5b	508,440	55	508,495	585,042	897	585,939
Charitable activities	5b						
Local services		157,003	449,759	606,762	233,528	513,633	747,161
National helpline		26,154	45,500	71,654	70,876	-	70,876
Support Through Court Online		43,578	110,299	153,877	57,524	10,000	67,524
Total expenditure		735,175	605,613	1,340,788	946,970	524,530	1,471,500
Net movement in funds		59,411	-	59,411	(113,639)	-	(113,639)
Net movement in funds		59,411	-	59,411	(113,639)	-	(113,639)
Reconciliation of funds:							
Total funds brought forward		439,955	-	439,955	553,594	-	553,594
Total funds carried forward		499,366	-	499,366	439,955	-	439,955

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 15a to the financial statements.

Support Through Court

Balance sheet

Company no. 04360133

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets			-		-
			-		-
Current assets:					
Debtors	11	61,484		25,641	
Short term deposits		357,171		363,956	
Cash at bank and in hand		331,927		357,313	
		750,582		746,910	
Liabilities:					
Creditors: amounts falling due within one year	12	(251,216)		(306,955)	
Net current assets			499,366		439,955
Total net assets			499,366		439,955
The funds of the charity:	15a				
Restricted income funds			-		-
Unrestricted income funds:					
Designated funds		-		-	
General funds		499,366		439,955	
General unrestricted funds			499,366		439,955
Total charity funds			499,366		439,955

Approved by the trustees on 14 July 2025 and signed on their behalf by

Katherine Milliken
Chair

Support Through Court

Statement of cash flows

For the year ended 31 March 2025

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2025 £	2024 £
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	59,411	(113,639)
Depreciation charges	-	-
Dividends, interest and rent from investments	(21,871)	(23,337)
Decrease / (increase) in debtors	(35,843)	(7,008)
Increase / (decrease) in creditors	(55,739)	34,387
Net cash (used in) / provided by operating activities	(54,042)	(109,597)

	2025 £	2024 £
Cash flows from operating activities		
Net cash provided by operating activities	(54,042)	(109,597)
Cash flows from investing activities:		
Interest received	21,871	23,337
Net cash provided by investing activities	21,871	23,337
Change in cash and cash equivalents in the year	(32,171)	(86,260)
Cash and cash equivalents at the beginning of the year	721,269	807,529
Cash and cash equivalents at the end of the year	689,098	721,269

Analysis of cash and cash equivalents

	At 1 April 2024 £	Cash flows £	Other changes £	At 31 March 2025 £
Cash at bank and in hand	357,313	(25,386)	-	331,927
Short term deposits	363,956	(6,785)	-	357,171
Total cash and cash equivalents	721,269	(32,171)	-	689,098

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 c/o Sayer Vincent LLP, 110 Golden Lane, London EC1Y 0TG

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.

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. Support Through Court successfully applied for the Improving Outcomes Through Legal Support grant offered by the Access to Justice Foundation which has provided some certainty for the period ending 31 March 2025. The grant was extended for a further period ending March 2026. The grant extension represents 21% of the total income budget for 2025/26.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, plans are in place to deal with any significant losses in income and to mitigate against this key risk, the charity has been taking several steps, including fundraising to increase its non-government income, optimising the use of the funds it has and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

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

1 Accounting policies (continued)

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.

1 Accounting policies (continued)

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.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff head count attributable to each activity.

☐ Local services	52%
☐ National Helpline	6%
☐ Support Through Court Online	6%
☐ Raising Funds	36%

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
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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.

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

2 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Gifts	413,280	45,475	458,755	447,450	87,852	535,302
Gifts from legacies	-	-	-	-	10,000	10,000
Grants	345,632	-	345,632	285,178	-	285,178
	<u>758,912</u>	<u>45,475</u>	<u>804,387</u>	<u>732,628</u>	<u>97,852</u>	<u>830,480</u>

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Grants	-	266,763	266,763	-	176,702	176,702
Grants from the Ministry of Justice	-	-	-	-	37,500	37,500
Help Accessing Legal Support	-	293,375	293,375	-	212,476	212,476
Improving Outcomes Through Legal	-	-	-	-	-	-
Total income from charitable activities	<u>-</u>	<u>560,138</u>	<u>560,138</u>	<u>-</u>	<u>426,678</u>	<u>426,678</u>

4 Income from other trading activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Fundraising Events	13,803	-	13,803	77,366	-	77,366
	<u>13,803</u>	<u>-</u>	<u>13,803</u>	<u>77,366</u>	<u>-</u>	<u>77,366</u>

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

5a Analysis of expenditure (current year)

	Charitable activities							
	Raising funds £	Local services £	National Helpline £	Support Through Court Online	Governance costs £	Support costs £	2025 Total £	2024 Total £
Salary costs (Note 7)	327,170	343,039	33,657	82,627	14,705	345,850	1,147,048	1,276,556
Other staff costs	3,709	6,562	114	391	-	11,462	22,238	10,539
Legal and professional	-	-	1,074	3,472	-	5,967	10,513	6,259
Recruitment costs	-	373	-	260	586	2,607	3,826	1,001
Fundraising costs	5,050	-	-	-	-	-	5,050	69,567
Marketing costs	595	-	-	-	-	-	595	350
IT costs	616	7,051	10,772	40,996	-	65,102	124,537	75,749
Volunteer costs	-	7,805	68	35	-	-	7,908	12,643
Office costs	120	2,715	3	130	-	1,034	4,002	5,243
Depreciation	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	356	3,212	3,568	2,793
Audit Fees	-	-	-	-	11,500	-	11,500	10,500
Trustee expenses	-	-	-	-	3	-	3	300
	337,260	367,545	45,688	127,911	27,150	435,234	1,340,788	1,471,500
Support costs	162,185	224,407	24,321	24,321	-	(435,234)	-	-
Governance costs	9,050	14,810	1,645	1,645	(27,150)	-	-	-
Total expenditure 2025	508,495	606,762	71,654	153,877	-	-	1,340,788	

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

5b Analysis of expenditure (previous year)

	Charitable activities					Support costs £	2024 Total £
	Raising funds £	Local services £	National Helpline £	Support Through Court Online	Governance costs £		
Salary costs (Note 7)	332,713	443,736	43,178	39,786	15,004	402,139	1,276,556
Other staff costs	913	7,809	396	476	-	945	10,539
Legal and professional	-	-	-	-	-	6,259	6,259
Recruitment costs	-	597	-	18	-	386	1,001
Fundraising costs	69,567	-	-	-	-	-	69,567
Marketing costs	350	-	-	-	-	-	350
IT costs	192	26,858	4,491	4,354	-	39,854	75,749
Volunteer costs	-	12,643	-	-	-	-	12,643
Office costs	23	1,849	37	112	-	3,222	5,243
Depreciation	-	-	-	-	-	-	-
Insurance	-	-	-	-	320	2,473	2,793
Audit Fees	-	-	-	-	10,500	-	10,500
Trustee expenses	-	-	-	-	300	-	300
	403,758	493,492	48,102	44,746	26,124	455,278	1,471,500
Support costs	171,731	240,607	21,468	21,472	-	(455,278)	-
Governance costs	10,450	13,062	1,306	1,306	(26,124)	-	-
Total expenditure 2024	585,939	747,161	70,876	67,524	-	-	1,471,500

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2025 £	2024 £
Depreciation	-	-
Auditor's remuneration (excluding VAT):		
Audit	9,150	8,750

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	966,001	1,076,404
Redundancy and termination costs	2,325	-
Social security costs	94,905	106,985
Employer's contribution to defined contribution pension schemes	83,817	93,167
	1,147,048	1,276,556

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

	2025 No.	2024 No.
£60,000 - £69,999	-	-
£70,000 - £79,999	-	3
£80,000 - £89,999	2	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £288,164 (2024: £278,543).

The charity Trustees were neither paid nor received any other benefits from employment with the charity in the year (2024: £nil). No charity Trustee received payment for professional or other services supplied to the charity (2024: £nil).

Trustees' expenses represents the payment or reimbursement of travel, subsistence and training costs totalling £3 (2024: £300) incurred by 1 (2024: 2) member.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 31.6 (2024: 34).

The average number of employees (head count based on equivalent number of full-time staff) during the year was 26.9 (2024: 30.8).

9 Related party transactions

There are no related party transactions to disclose for 2025.

Aggregate donations from related parties were £52,599 (2024: £68,911).

10 Taxation

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

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

11 Debtors

	2025 £	2024 £
Other debtors	61,484	12,471
Accrued income	-	13,170
	61,484	25,641

12 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	24,785	34,393
Taxation and social security	22,157	25,164
Accruals	13,825	10,500
Deferred income (note 13)	190,449	236,898
	251,216	306,955

13 Deferred income

	2025 £	2024 £
Balance at the beginning of the year	236,898	221,557
Amount released to income in the year	(196,189)	(219,757)
Amount deferred in the year	149,740	235,098
	190,449	236,898

14a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	703,391	-	47,191	750,582
Current liabilities	(204,025)	-	(47,191)	(251,216)
Net assets at 31 March 2025	499,366	-	-	499,366

14b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	535,353	-	211,557	746,910
Current liabilities	(95,398)	-	(211,557)	(306,955)
Net assets at 31 March 2024	439,955	-	-	439,955

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

15a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2025 £
Restricted funds:					
National Helpline		45,500	(45,500)	-	-
Support Through Court Online	-	110,299	(110,299)	-	-
Local services					
Birmingham	-	67,797	(67,797)	-	-
Caerdydd/ Cardiff	-	58,290	(58,290)	-	-
Chelmsford/ Southend	-	59,647	(59,647)	-	-
Leeds	-	52,101	(52,101)	-	-
Liverpool	-	54,715	(54,715)	-	-
London Services:					
Central Family Court	-	42,013	(42,013)	-	-
Royal Courts of Justice	-	46,314	(46,314)	-	-
Manchester	-	57,202	(57,202)	-	-
Nottingham	-	4,180	(4,180)	-	-
Sheffield	-	7,500	(7,500)	-	-
Other funds	-	55	(55)	-	-
Total restricted funds	-	605,613	(605,613)	-	-
Unrestricted funds:					
General funds	439,955	794,586	(735,175)	-	499,366
Total unrestricted funds	439,955	794,586	(735,175)	-	499,366
Total funds	439,955	1,400,199	(1,340,788)	-	499,366

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

15b Movements in funds (prior year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 30 March 2024 £
Restricted funds:					
Support Through Court Online		10,000	(10,000)		-
Local services					
Birmingham	-	48,722	(48,722)	-	-
Caerdydd/ Cardiff	-	60,552	(60,552)	-	-
Chelmsford/ Southend	-	68,946	(68,946)	-	-
Leeds	-	38,881	(38,881)	-	-
Liverpool	-	38,438	(38,438)	-	-
London Services:					
Barnet Civil and Family Courts		993	(993)	-	-
Central Family Court	-	75,191	(75,191)	-	-
Royal Courts of Justice	-	81,683	(81,683)	-	-
West London Family Court	-	1,500	(1,500)	-	-
Manchester	-	43,350	(43,350)	-	-
Nottingham	-	10,860	(10,860)	-	-
Sheffield	-	7,000	(7,000)	-	-
Other service funds	-	11,593	(11,593)	-	-
Other funds	-	26,821	(26,821)	-	-
Total restricted funds	-	524,530	(524,530)	-	-
Unrestricted funds:					
General funds	553,594	833,331	(946,970)	-	439,955
Total unrestricted funds	553,594	833,331	(946,970)	-	439,955
Total funds	553,594	1,357,861	(1,471,500)	-	439,955

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.

Support Through Court Online, is an extension of our current service supporting people alone in the courts. People that currently do not live near one of our existing court-based or university-based services will be able to meet with a volunteer remotely and get practical and emotional support by email and videocall.

Other service and other funds cover expenditure on budget relieving gifts in kind.

Investment pot for development: Over the next five years we're looking to make significant changes in the way that we work, so that we can double the number of clients we're working alongside. An investment pot will enable this development. The investment we're making will help us to improve our systems and tech, launch a new remote service that allows us to reach clients anywhere across England and Wales, and grow as a team so we have the capacity to meet this need.

Support Through Court Online: Our investment in new technology and a Support Through Court Online Service Manager will enable us to reach more people.

Developing technology and systems: We will use technology to connect with more people, in more places, more cost effectively. The investment in new technologies and telephony systems will support our National Helpline and Support Through Court Online, our new remote service. The Trustees agreed to transfer £28,000 of these funds into general reserves as we are now looking to obtain funding for the client data base and volunteer rota externally.

Investing in our team: We will invest in recruiting and training staff and volunteers; this pot will enable the training required for volunteers as we launch a new remote service.

16 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.

Accounts



The change we've made

Support Through Court's Annual Report 2023-24

Report and financial statements for the year ended 31 March 2024

Company number: 04360133
Charity number: 1090781

Introduction from Caroline Artis, Chair of the Board of trustees

Looking back at another busy year for Support Through Court, it's so important to reflect on how we're doing. Despite challenges for many charities with inflation rises and the cost-of-living crisis, I have been delighted to see how many litigants in person (LiPs) we've helped, and to hear and read the stories from volunteers and clients alike. It continues to be a privilege to be Chair of this incredible charity and to be able to be involved with this crucial work. I'm now well into my second year as Chair and I'm even more inspired and impressed by what I have heard and seen, only a fraction of which ends up in a report like this one. My hope is that you, too, enjoy taking the time to read the stories shared in this report.

I want to thank the charity's staff and volunteers for their commitment to our work. We are hugely grateful for our partners and this coming year we look forward to collaborating more closely with others to achieve our mutual aims. It's amazing to see our services grow and adapt as we work in partnership with universities; these services have gone from strength to strength this year and we're delighted to have launched Support Through Court Online, a service which enhances our remote support to clients across England and Wales. Of course, all of this wouldn't be possible without our supporters. A big 'thank you' to them for giving their time, energy and money to enable people to access justice throughout England and Wales.

We are grateful for the funding and partnerships that have enabled us to do what we do and for what it will enable us to do in the coming year. Fiscal responsibility remains at the top of the agenda in Board meetings as the cost-of-living crisis continues and the need for our services grows. The Executive team and Board are committed to maintaining financial stability, with an increased focus on ensuring funding is used as effectively as possible in the months ahead. Meanwhile, we hope that we will continue to see the fruit of working alongside others, as we are able to support more LiPs both practically and emotionally through our collaborative efforts. We are so grateful to be able to achieve more by joining forces with our partners and supporters, long may it continue.

Caroline Artis, Chair of the Board of trustees
May 2024

No one should face court alone

Every year, thousands of people in the UK face court alone. Often through no choice of their own, they must represent themselves at a moment that could have life-changing outcomes such as loss of access to children or homelessness. They may find themselves up against a party with legal representation. They are instantly at a disadvantage, often scared, confused, and overwhelmed by the enormity of the challenges they are up against. In a legal system that was not designed with laypeople in mind, amid rigid, complicated procedures and complex terminology, they are surrounded by legal professionals who have years of training and experience in the law. Clients' anxiety about the frightening potential outcomes is compounded by this bewildering and intimidating environment. This can prove to be too much for people alone in court, leaving them desperate for somewhere to turn.

We provide a safe space, with volunteers who listen to each client's individual story. We help people to get their thoughts in order, problem solve and decide next steps, source relevant and reliable legal information, explain complex procedures, complete court forms and clearly present statements. Our practical and emotional support alleviates clients' concerns about the complicated legal system. Our partnerships with legal clinics and third sector organisations enable us to source complimentary specialist support for clients, such as domestic abuse or homelessness charities, and legal support if it's available.

Our close work with HMCTS (His Majesty's Courts and Tribunals Service) and the judiciary also enables us to provide a more holistic support system for LiPs, who are often overwhelmed and up against short deadlines.

Everyone has a right to access justice. No one should have to face court alone.

Review of the year

This year, we've been delighted to see the partnerships with universities we launched in the previous financial year grow and flourish. By working with Birmingham City University, Cardiff University, Leeds Beckett University, Liverpool John Moores, Manchester Metropolitan University, Nottingham Trent University, and University of Sheffield we have been able to support many more people facing court alone, whilst providing students with opportunities to volunteer and gain first-hand experience of providing support to people going through court without a lawyer as LiPs. Whilst this work has meant a shift away from our court-based services, with some services moving to university premises, this move has enabled us to work more flexibly and creatively, ultimately enabling us to deliver high quality, person-centred support. Thanks to this innovative work, we were shortlisted for and highly commended at the 2023 Charity Awards.

We were delighted to launch our National Online service in 2023. Like our National Helpline, Support Through Court Online supports anyone in England and Wales who is unable to access one of our local services. Clients can book appointments to receive support via phone or video, or receive help by email. This service, which was set up in partnership with Nottingham Trent University less than a year ago, has so far held 705 support sessions.

Even in the face of funding changes, we've seen the need for our support grow. We provided 51,178 support sessions last year, with 19,048 of these being through our National Helpline which enables us to reach people, irrespective of where they live in England or Wales. This service means that people do not need to live near a local office to benefit from our volunteers' support.

The fundraising team have been working on creating an estimate of the total gift in kind value across our court and university spaces. Not including the valuable time commitment of our 600+ volunteers, this work aims to demonstrate the value of gifted space across each service. Totalling £718,611, this figure is hugely impactful in illustrating the significance of these contributions.

We really value this amazing contribution, and we continue to support the amazing work our volunteers do. We've spent time investing in our staff and volunteers, developing policies and practices, e.g. improving the way we train new staff and ensuring that we have rigorous safeguarding policies in place.

Client feedback

'You were not judgemental, you listened to me and there was never any doubt that you would help' - Client, National Helpline

'As a single parent on benefits with a disabled son, I felt supported. Things are really tough. I'm terrified of my ex-husband, but I was reassured and we are speaking again.' Client, London

'The advice I received and answers provided to my questions were invaluable and left me feeling far more reassured and prepared with regards to my impending court hearing.' Client, Chelmsford

The volunteer helped me to have more confidence

Yes: 95%

No: 5%

Total relevant responses: 883

The volunteer helped me better understand the procedures

Yes: 95%

No: 5%

Total relevant responses: 929

The volunteer helped me be better prepared?

Yes: 95%

No: 5%

Total relevant responses: 907

Who we've helped

The people we support often face complex and challenging personal circumstances. Our clients face the prospect of going through court without anyone to help them. But with our help and guidance, they are given an opportunity to represent themselves to the best of their abilities and have the best chance of accessing justice.

This year, 24% of our clients who completed our diversity monitoring form told us English was their second language, 37% were not in employment, and 34% reported serious health problems, with 38% describing themselves as BAME.

Types of case we've supported litigants through

We most often support people with money claims, housing, employment cases, child arrangements, divorce and non-molestation cases.

Case background	Percent of support sessions involving:
Civil	52%
Family	49%

Helping people to access justice

Total number of support sessions provided

Year	Number of contacts
2020/21	28,154
2021/22	49,346
2022/23	57,383
2023/24	51,178

These numbers are based on information gathered after each client session. The figure for 2021/22 has been adjusted based on calendar appointments and email logs.

Client stories

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

Sameer's story

Sameer and his ex-wife had an agreement about their daughter's care. He was able to see his daughter every other weekend and facetime her weekly on a predetermined date.

One day, out of the blue, his daughter messaged to say she did not want to see him anymore, despite being perfectly happy and comfortable during her previous visits. He was concerned as she had recently started staying at her mother's new partner's house and he expressed safeguarding concerns about her general hygiene. His ex also moved his daughter's school without informing him, which caused a lot of distress and anxiety.

We listened to Sameer as he shared his anxiety and frustration of the previous weeks, and ultimate sadness for not being able to see his daughter. He had already spent £10,000 in legal fees and was no longer in the position to engage any further legal support. We signposted him to appropriate advice agencies and helped him to piece together all the information. We set out a plan for his next steps and directed him to the correct forms to start the process.

Sameer was happy to have his voice heard and felt confident that he finally had options to get his daughter back.

Molly's story

Molly recently left her partner, who had been abusing her. Molly had shared a business with her ex-partner, so leaving him meant losing both her home and her income. After she'd left, her ex decided to take her to court about the living arrangements of the pet they owned together. She felt this was his last-ditch attempt to keep control over her and it made her extremely anxious and stressed.

When Molly first came to us, she was extremely emotional and intimidated by the court process ahead of her. We listened to Molly's story and acknowledged that she had been through a lot. This gave Molly a space to cry and unload her anxieties at a time when she felt increasingly alone.

We took Molly through the free help that was on offer for survivors of domestic abuse and empowered her to contact these services. We also explained that she could write to the courts to let them know about her PTSD and any other circumstances that would make the hearing even more stressful. This also included advising them of her experience with domestic violence and giving her the option not to see her ex if the hearing was in court.

We also reassured Molly that she could have a volunteer attend the trial with her, so she didn't have to digest all the information by herself. After the session, we sent through an email with suggested next steps, so she had a record of what to do which she mentioned was extremely helpful for her.

Molly was visibly relieved to have someone there to listen to her story. She felt calmer knowing that she had options and places to turn to and, crucially, didn't have to go through the whole process alone.

Henry's story

Eleanor, a social worker, called our National Helpline on behalf of Henry. Eleanor described Henry as extremely vulnerable, suffering from mental health conditions and a learning disability. He was facing a Section 21 Eviction Notice and needed some help and information on the next steps, such as whether he was completing the correct court forms. Although this was a short interaction, Eleanor expressed how helpful the information and signposting provided by one of our volunteers was. Eleanor explained that this was an incredibly vulnerable client facing a very tough situation and she showed her gratitude for the help and support we were able to give at a difficult time.

Our five-year strategy: what we've achieved

We're three years into our five-year strategy: here's how we're doing so far.

Objectives 2021-2026	What we've achieved so far
We will double the number of client contacts from 80,000 in 2019/20 to 160,000 in 2025/26.	- We supported clients in person, email, by video call or spoke with them over the phone 51,178 times during the last financial year. - We've grown volunteer numbers from 500 to 600 and will continue to recruit in the coming year to replace those leaving. Face-to-face volunteers now work in pairs to better support clients and each other. - Given an uncertain external climate, and following a trustee-led strategic review, it has been agreed we will focus on building stability and resilience in the charity rather than increasing client numbers at this time.
We will extend the geographic coverage of our service to provide a service to people using the civil and family courts throughout England and Wales.	- We had 19,048 contacts through our National Helpline in the last year. - We opened Support Through Court Online, our new remote service, in partnership with Nottingham Trent University. - We have reached more courts that were previously unaware of our services e.g. Norwich and Hull.
We will offer a range of ways to access our support through a multi-channel service, offering clients choice and tailoring our support to our clients' needs as far as we are able.	- We are grateful to our volunteers for their dedication and support in enabling us to now offer client appointments by phone, in person, by email, and by video call. - We continue to work with We Are Digital to support people in completing online legal processes. - Our National Helpline continues to go from strength to strength: calls to the Helpline this year represented 37% of all support sessions and over 2000 more calls than we received last year. - Our Online Service enables video call and email support nationally. - Offering remote hearing support from local offices.
We will grow our income to achieve long term sustainability of our financial resources.	- Our income this year sits at £1,357,861. - We are delighted to have 67 Guardians in our network and 59 companies who have joined our community of Guardians championing the work we do. - We restructured the fundraising team to focus on partnership working.
We will make more efficient use of our resources including volunteers, providing value for money,	We have continued to recruit and train new student volunteers to increase our capacity.

resulting in efficiency savings and enabling investment in service improvements.	• Staff and volunteers are properly equipped and supported in ensuring safeguarding for clients. • We have invested in our staff with training such as time management, resilience, and train the trainer as well as all staff development day meetings twice a year. • We have increased our staff resources to help boost our provision with secondments, pro bono consultants and interns from partner universities. A six-month secondment from the civil service enabled us to migrate our volunteer records onto our CRM database. • We have effectively used the phone system 3CX to support volunteers and enable volunteers to support in different areas.
We will use our knowledge of the court system and the issues faced by LiPs to seek improvements for LiPs navigating the court system, offering a better opportunity to access justice.	• We've continued to build relationships with HMCTS and court staff in courts around our main service sites. • We had funding from the National Lottery Cost of Living Fund to create training on 'Breathing Space' for our volunteers. This training will enable us to better support and inform clients on the new debt respite scheme. • We were asked to support with Pathfinder Project in Birmingham and Cardiff which aims to reform child arrangement cases by reducing its adversarial nature and prioritising the voice of the children. • We were asked to support on a DAPO (Domestic Abuse Protection Order) pilot in Manchester and via our Online Service. We are working with the courts to ensure people experiencing abuse get the support they need.

Looking ahead

This year we are focusing on building our internal resilience and optimising the funds we have to help the most clients in a sustainable way. We will close our part-time volunteer led London Satellite services at the start of the financial year to focus our resources on delivering services at our staff led face-to-face services at the Royal Courts of Justice and Central Family Court. Clients who are unable to reach those will be encouraged to contact our remote services for support.

We are looking to continually develop our services for the benefit of our clients. Many have been affected by the increased cost-of-living and, thanks to a National Lottery Community Fund grant, we have strengthened our service provision in this area at our service in the Royal Courts of Justice. In addition, we developed a new project to create a step change in the housing and debt support we can give vulnerable court users going forward. Our volunteers will be able to make referrals to external organisations where appropriate and we look forward to collaborating with others, providing more in-depth and holistic support for our clients. We have also received funding from the National Lottery Community Fund in Wales to enable our Cardiff face-to-face service to deliver services in Welsh.

Support Through Court

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In our Nottingham office, we have joined HMCTS in piloting their Special Measures Court project to ensure that vulnerable clients and survivors of abuse are supported to have special measures at their court hearings. This is a part of our long-term plans to ensure the charity is trauma informed to provide the right support to those who need it. We have recruited new volunteers to be present in the court once a week to help facilitate the smooth running of hearings where the parties have requested special measures. We will be assisting by doing things like: collecting clients from separate entrances and helping clients move around the building safely, providing emotional support before the hearing starts, and making sure that their special measure requests are implemented, such as the use of screens.

In the coming year we will look to strengthen and grow our funding partnerships, whilst developing our Guardians Network. We will also build service partnerships, continuing to work closely with HMCTS. We will contribute to the HMCTS Engagement Groups and other legal support forums, representing our clients' voices and our staff and volunteer insight.

As well as focussing on how we can partner with others and strengthen our external work, we are looking at how we can make internal improvements. We plan to review our monitoring and evaluation, ensuring we are capturing how we work and needs of our clients, which will help us develop our services and understand the impact we're having.

Thank you for empowering people facing court

We're enormously grateful to all our funders: individuals across the country, law firms, chambers, universities, trusts and foundations, as well as our Guardians, Champions, and the Business and Family Ambassadors Boards. Thank you for empowering people going through court and enabling them to access justice.

Support Through Court aims to maintain our quality service whilst helping even more people going through court without representation, for many years to come. We can only do this by working in partnership with others. The committed support of universities and HMCTS allows us to keep our costs low. We're extremely grateful to them for accommodation and utilities. This ongoing generosity will allow us to carry on providing our core service from bases in court buildings.

We value our partnerships with others involved in the justice system: 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, Lady Justice Asplin, and our Liaison Judges across England and Wales.

You're changing lives

To all those who have so generously donated to us: thank you. You're making a world of difference to people going through court without representation.

Corporate supporters	Individuals	Universities
1 Crown Office Row	Ali Malek KC	Birmingham City University
1 Hare Court	Andrew Hochhauser KC	Bloomsbury Institute London
11KBW	Angela Camber	Cardiff University
12 King's Bench Walk	Audley Sheppard KC	City University, London

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1GC	Caroline Artis	Leeds Beckett University
1KBW	Cecily Crampin	Liverpool John Moores University
2 Bedford Row	Colin Liebenrood	Manchester Metropolitan University
29 Bedford Row	Damien Byrne Hill	Nottingham Trent University
3 Verulam Buildings	David Lewis KC	St Mary's University, Twickenham
30 Park Place	Duncan Matthews KC	University of Essex
36 Family	Eleanor Brass	University of Sheffield
3C Foundation	Elisabeth Long	
4PB	Emily Wood KC	Trusts
5 Stone Buildings	Graham Huntley	Adint Charitable Trust
5RB	Guy Beringer	Alchemy Foundation
7 Bedford Row	Guy Fetherstonhaugh KC	Alfred Haines Charitable Trust
9 St Johns Street Chambers	Helen Lawrence	Amelia Chadwick Trust
AFP Bloom	Henrietta Hill KC	Anthony and Elizabeth Mellows Charitable Settlement
Ampla Finance	Henry King KC	Bernard Sunley Charitable Foundation
Anthony Gold	James Goss	Big Lottery Cost of Living Fund
Atkin Chambers	James Kessler	Bower Trust
Bar Standards Board	James Howells KC	Charles S French Charitable Trust
Blackstone Chambers	Javan Herberg KC	Charlotte Bonham-Carter Charitable Trust
Brown Rudnick	Jean Edwards	City of London Solicitors' Company
Bryan Cave Leighton Paisner	Jenny and Stephen Kingsley	CPF Trust
Burges Salmon	Joanne Wicks KC	Edward and Dorothy Cadbury Trust
Cilex	John Gould	Essex Community Foundation
Clifford Chance	Lady Justice Andrews	Freshgate Trust Foundation
Cloud Gateway	Lady Justice Asplin	Garden Court Chambers
CMS	Lady Chief Justice Carr	Gerald Palmer Eling Trust Company
Cooley	Lady Diana Copisarow OBE	Gowling WILG (UK) Charitable Trust
Debevoise & Plimpton	Lord Justice David Richards	Grimmit Trust
Deka Chambers	Lord Justice Nugee	James Neill Trust Fund
Devereux Chambers	Lord Justice Stuart-Smith	Jessie Spencer Trust
Doyle Clayton	Lord Justice Warby	Jomati Foundation
etiCloud LTD.	Lord (David) Wolfson KC	Lady Hind
Eversheds Sutherland	Lord Pannick KC	Loppylugs & Barbara Morrison Foundation
Falcon Chambers	Lord Sales	M T and S D Burton Charitable Settlement
Farrer	Marcus Haywood	Matrix Chambers
Forsters	Martin Lewis CBE	Michael Marsh Charitable Trust
Fountain Court Chambers	Matthew Lavy KC	Mulberry Trust

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Fourteen	Michael Todd KC	Persula Foundation
Freemans	Michael Zuckerman	Pilkington Charities Fund
Harcourt	Mr Justice Constable	Schroder Charity Trust
Henry Dannel	Mr Justice Holgate	Stevenson Family's CT
Herbert Smith Freehills	Mr Justice Murray	The Aylesford Family Charitable Trust
Hunters	Mr Justice Zacaroli	The Drapers' Company
Irwin Mitchell	Mrs Justice McGowan	The G D Herbert Charitable Trust
Keating	Murray Rosen	The Hemby Trust
Landmark Chambers	Nigel Tozzi KC	The J G Graves Charitable Trust
Laura Devine Immigration	Niranjan Venkatesan	The Jones 1986 CT
Lewis Silkin	Patrick H. Corr	The Lord Austin Trust
Littleton Chambers	Peter Crisp	The Pat Newman Memorial Trust
Mills & Reeve	Philip Waller CBE	The Souter Charitable Trust
Monckton Chambers	Pieter Knook and Anne Wolff	The Worshipful Company of Arbitrators
Old Square Chambers	Professor Sara Chandler KC	Thomas Farr Charity
Our Family Wizard	Richard Liddell KC	Thomas Sivewright Catto Charitable Settlement
Payne Hicks Beach	Richard Lissack KC	Three Oaks Trust
QEB	Robin Abraham	Zochonis
Radiant Law	Sean Wilken KC	
Rhea Family Finance	Simon Davis	
Ropewalk Chambers	Sir Christopher Floyd PC	
Sedgwick	Sir David Wootton	
Selborne Chambers	Sir Julian Flaux	
Sentry Funding	Sir Rupert Jackson	
Serjeants' Inn	Sir Vivian Ramsey	
Simpson Thacher & Bartlett	Stephanie Barwise KC	
South Square	The Rt. Hon. Lord Carnwath of Notting Hill	
Stephenson Harwood	Thomas Seager Berry	
Weil Gotshal & Manges	Tina Kyriakides KC	
White & Case	Tom Smith KC	
	William Norris	

Help us transform more lives

Could you help us reach more people facing court alone by volunteering, fundraising or partnering with us visit: www.supportthroughcourt.org or email us: fundraising@supportthroughcourt.org

Please consider making a donation so that we can secure our financial future and continue to be there for those alone in court: www.supportthroughcourt.org/donate

Let's help more people to effectively represent themselves and access justice. Thank you.

Where to find us

[All our locations can be found on our website.](#)

Who we are

Trustees

The trustees, who are also directors of Support Through Court for the purposes of company law, are:

Alexander Hulbert
Anthony Fincham
Benjamin Moore, until 30 June 2024
Caroline Artis, Chair
David Wilkin, Vice Chair
Judith Helen Lawrence, from 4 December 2023
Kay-Dene Petgrave
Robert Pitt
Samantha Gargaro
Stephen Adler
Timothy Nash
Zubair Chaudhry, Treasurer

Founder

The late Diana Copisarow OBE

Patrons

The Rt. Hon. The Lord Burnett of Maldon
The Rt. Hon. The Baroness Butler-Sloss, GBE PC
The Rt. Hon. Lord Dyson, PC
The Rt. Hon. Sir Terence Etherton
The Rt. Hon. The Baroness Hale of Richmond, DBE PC FBA
Martin Lewis, CBE
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 Reed of Allermuir, PC FRSE
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. Dame Sarah Asplin

Chief Executive: Emma Taylor

Company Secretary: Ingela Ekstrom

Registered Address: C/O Sayer Vincent LLP, 110 Golden Lane, London, EC1Y 0TG

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, 110 Golden Lane, London, EC1Y 0TG

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

Our income this year sits at £1,357,861. We've received income from the following sources:

Source of funding 2023/24	£	%
Friends and individuals	296,718	21.9
University partnerships	291,192	21.4
Corporate	251,015	18.5
Government	249,976	18.4
Trusts	210,904	15.5
Community	30,946	2.3
Investments	23,337	1.7
Earned income	3,773	0.3
Total	1,357,861	100.0

We received 16% of our income from the Ministry of Justice, via the Access to Justice Foundation through Improving Outcomes Through Legal Support (IOTLS) fund to deliver our services to LiPs in the courts.

Our total expenditure sits at £1,471,500. We restructured our fundraising team to focus on areas that would generate income for our services while cutting costs. We invested in our first gala event which generated £45,000 profit. We have invested in our systems; we are now able to record and access volunteer information more easily. The organisation has maintained strong control of expenditure as well, ending the year with an underspend of £150,963 against the set budget. The charity holds its reserves in cash, utilising interest-bearing bank accounts.

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 utilises a comprehensive risk register which is updated on a quarterly basis and reviewed by the trustees. The Board pays particular attention to those risks with critical and high-risk scoring (based on impact and probability) and whether there have been any changes in the score since the previous review. The Board also questions and analyses the existing controls and planned actions.

Safeguarding and data protection incidents are reported on to the trustees as standing agenda items during the Audit and Risk Committee meetings. Two Trustee Safeguarding Champions were appointed during the year and attended trustee safeguarding training sessions.

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

Risk	Mitigating actions
Significant reduction or loss of income; delays in funding decisions and inability to replace funding for strategic objectives in the short term.	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 reviewed target of four and a half months reserves provides enough time to consider options and take action to maintain a viable service in line with a changing funding environment. Income and risk are assessed monthly. Fundraising pipelines and plans are in place to establish new funding streams and targets and progress are reviewed by the Fundraising Committee quarterly.
Front line wellbeing and safeguarding	Safeguarding is an ongoing risk for the charity and we are continuing to monitor our responses to clients' needs. We have a new safeguarding team and policy which will be renewed annually. Two Trustee Safeguarding Champions were appointed in the year. Student volunteers work in pairs to support clients and each other. Last year staff were offered flexible working opportunities and a wellbeing day, as well as training on resilience, time management and a presentation from LawCare who provide support for staff and volunteers.
System security and permissions compromised (virus, hackers, cyberattack) Data compromised.	All main systems are cloud based and delivered by providers with appropriate accreditations and cyber security. Permission and set up/deletion of cloud accounts is restricted to nominated authorised staff only. Homeworking data protection and acceptable use policies are in place. This coming year our website will be updated, and we are reviewing our processes to improve how we work.

Reserves policy

The trustees consider it appropriate for Support Through Court to hold a general reserve, primarily to maintain its service if funding is disrupted through the ebb and flow in fundraising streams.

Our reserve is available to support in-year short-term cash flow issues arising from intermittent income receipts. Taking this into account, the trustees have agreed to target an unrestricted reserve equating to four and a half months of the charity's expected running costs for the following financial year. The trustees understand that the level of reserves will fluctuate as strategic aims are met and have agreed that the general unrestricted reserve should not fall below two and a half months of the charity's expected running costs for the following financial year. The trustees have put trigger points in place to ensure that there is enough time to consider and take the best course of action 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, CFO and CEO (under the scrutiny of the Audit & Risk Assurance 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. Trigger points alert the trustees to any deteriorating reserves position. The charity's running costs for the year to 31 March 2025

are expected to be £1,477,073 (2023: £1,471,500). The restricted reserve at 31 March 2024 was £nil (2023: £nil), while the unrestricted reserve was £439,955 (2023 £553,594) which equates to 3.6 months of 2024-25 total running costs (2023: 4.5).

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. We successfully applied for the Improving Outcomes Through Legal Support grant offered by the Access to Justice Foundation which has provided some certainty for the period ending 31 March 2025. The grant represents 21% of the total income budget for 2024/25.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, we have plans in place to deal with any significant losses and to mitigate against this key risk, the charity has been taking several steps, including fundraising to increase its non-government income, optimising the use of the funds it has and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

The trustees do not consider that there are any sources of estimation of 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 and CAF Charity Deposit Platform. These accounts are kept under review by the Treasurer, CFO and CEO (under the scrutiny of the Audit & Risk Assurance Committee) regarding levels of interest provided by these and alternative accounts. Changes to location of investments can be made in-year by the Treasurer, CFO and CEO, having sought the agreement of the Audit & Risk Assurance 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 seven to the accounts.

Trustee appointment and induction

The term of office of a trustee is three years from 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. A Nominations Committee is in place to improve trustee recruitment practice and support equality and diversity within the trustee group. One of the trustees in office is currently a service volunteer within the charity and two are former volunteers.

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 members of the Nominations Committee (serving trustees) 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 Executive team arranges induction visits to the offices of the charity for new trustees and briefs them about the operation of the charity.

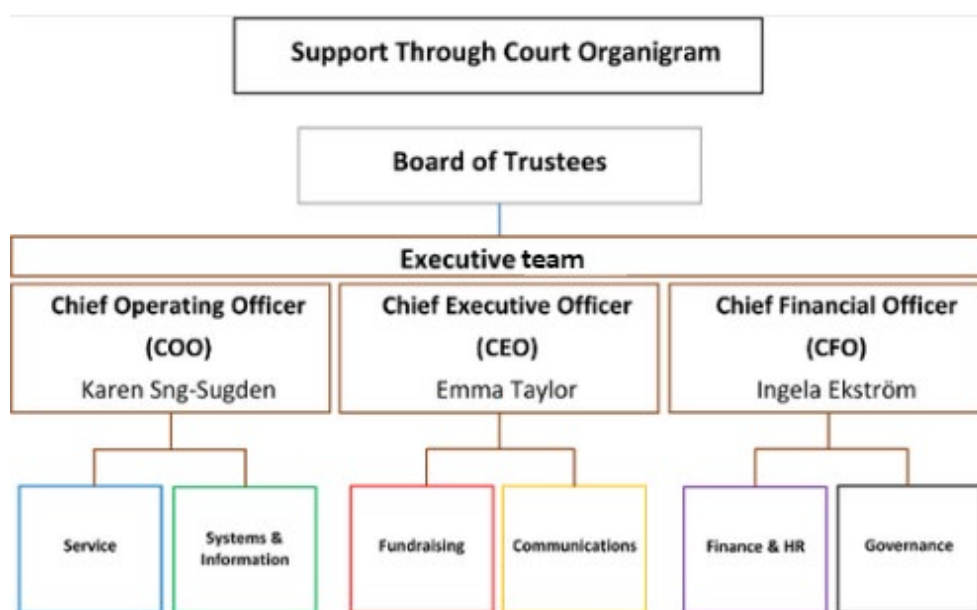
Since 2020/21 the Nominations Committee have achieved their aim of producing a more diverse Board addressing factors including age, gender, and ethnicity.

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 our service.

As a charity that complies with the charity code of governance, 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 Executive team 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, and the CFO. A trustee chairs the Audit & Risk Assurance Committee of the Board, which comprises three trustees, the Treasurer, Chair, and Executive team, 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.



Volunteers engaged in the provision of the charity's services are supported by paid staff. Each service has a dedicated Service Manager and some have an additional Volunteer Support Coordinator. Where a service is a "satellite" service, a lead volunteer coordinates the service and support is provided by a Service Manager at another service. This year, our satellite services were located in Barnet Civil and Family Courts Centre, Southend County and Family Court, Wandsworth County Court, and West London Family Court.

Volunteers are encouraged to share their views with their Service Manager. Volunteers are also encouraged to form impact groups to provide feedback and are formally invited throughout the year to feedback via an annual survey and national meeting with senior charity staff to review plans and share good practice. The charity regularly reviews all governance arrangements.

Related parties and relationships with other organisations

Support Through Court has ongoing relationships across England and Wales with universities and their law clinics, HMCTS, the judiciary and other agencies, (Citizens Advice, housing, debt advice) offering cross referral and support for LiPs.

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 continued to consult on our Gala event and one to fill an employment gap when a Fundraiser Manager role was unable to be filled for several months. Both fundraisers follow the Fundraising Regulators Code of Practice and their progress was monitored with regular catch-ups. No fundraising complaints were received last year. The charity has a privacy policy and complies with data protection law and has a Donor Policy. 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 pages 11-13 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

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 on 31 March 2024 was 12. 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 15 July 2024 and signed on their behalf by

Caroline Artis
Support Through Court Chair

Independent auditor's report
To the members of
Support Through Court

Opinion

We have audited the financial statements of Support Through Court (the 'charitable company') for the year ended 31 March 2024 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 2024 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

Independent auditor's report
To the members of
Support Through Court

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
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Independent auditor's report
To the members of
Support Through Court

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 judgments 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.

Independent auditor's report
To the members of
Support Through Court

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Orchard (Senior statutory auditor)

Date: 11 September 2024

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Where to find Support Through Court volunteers

If you're facing court alone, get in touch by calling our National Helpline, or via a local service.

Support Through Court National Helpline 03000 810 006

A list of our face-to-face services and opening hours can be found on our website: [Our locations](#)

Support Through Court. Registered charity No. 1090781
A company limited by guarantee registered in England and Wales no. 04360133
Registered Office: C/O Sayer Vincent LLP, 110 Golden Lane, London, EC1Y 0TG
Principal Office: Royal Courts of Justice, Strand, London, WC2A 2LL
Tel: 0300 400 0142 E-mail: enquires@supportthroughcourt.org www.supportthroughcourt.org

Support Through Court

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

		Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
	Note						
Income from:							
Donations and legacies	2	732,628	97,852	830,480	564,130	79,630	643,760
Charitable activities	3						
Local services		-	426,678	426,678	-	469,628	469,628
National helpline		-	-	-	-	12,135	12,135
Support Through Court Online		-	-	-	-	-	-
Legal Support For Litigants in Person		-	-	-	-	70,197	70,197
Other trading activities	4	77,366	-	77,366	11,248	-	11,248
Investments		23,337	-	23,337	11,215	-	11,215
Total income		833,331	524,530	1,357,861	586,593	631,590	1,218,183
Expenditure on:							
Raising funds	5b	585,042	897	585,939	526,623	2,205	528,828
Charitable activities							
Local services	5b	233,528	513,633	747,161	262,318	547,053	809,371
National helpline		70,876	-	70,876	67,009	12,135	79,144
Support Through Court Online		57,524	10,000	67,524	17,866	-	17,866
Legal Support For Litigants in Person		-	-	-	-	70,197	70,197
Total expenditure		946,970	524,530	1,471,500	873,816	631,590	1,505,406
Net movement in funds		(113,639)	-	(113,639)	(287,223)	-	(287,223)
Net movement in funds		(113,639)	-	(113,639)	(287,223)	-	(287,223)
Reconciliation of funds:							
Total funds brought forward		553,594	-	553,594	840,817	-	840,817
Total funds carried forward		439,955	-	439,955	553,594	-	553,594

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 15a to the financial statements.

Support Through Court

Balance sheet

Company no. 04360133

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets			-		-
			-		-
Current assets:					
Debtors	11	25,641		18,633	
Short term deposits		363,956		295,530	
Cash at bank and in hand		357,313		511,999	
		746,910		826,162	
Liabilities:					
Creditors: amounts falling due within one year	12	(306,955)		(272,568)	
Net current assets			439,955		553,594
Total net assets			439,955		553,594
The funds of the charity:	15a				
Restricted income funds			-		-
Unrestricted income funds:					
Designated funds		-		-	
General funds		439,955		553,594	
General unrestricted funds			439,955		553,594
Total charity funds			439,955		553,594

Approved by the trustees on 15 July 2024 and signed on their behalf by

Caroline Artis
Chair

Support Through Court

Statement of cash flows

For the year ended 31 March 2024

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2024 £	2023 £
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	(113,639)	(287,223)
Depreciation charges	-	-
Dividends, interest and rent from investments	(23,337)	(11,215)
(Profit)/loss on the disposal of fixed assets	-	-
Decrease / (increase) in debtors	(7,008)	10,382
Increase / (decrease) in creditors	34,387	197,248
Net cash (used in) / provided by operating activities	(109,597)	(90,808)

	2024 £	2023 £
Cash flows from operating activities		
Net cash provided by operating activities	(109,597)	(90,808)
Cash flows from investing activities:		
Interest received	23,337	11,215
Net cash provided by investing activities	23,337	11,215
Change in cash and cash equivalents in the year	(86,260)	(79,593)
Cash and cash equivalents at the beginning of the year	807,529	887,122
Change in cash and cash equivalents due to exchange rate movements	-	-
Cash and cash equivalents at the end of the year	721,269	807,529

Analysis of cash and cash equivalents

	At 1 April 2023 £	Cash flows £	Other changes £	At 31 March 2024 £
Cash at bank and in hand	807,529	(86,260)	-	721,269
Total cash and cash equivalents	807,529	(86,260)	-	721,269

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 c/o Sayer Vincent LLP, 110 Golden Lane, London EC1Y 0TG

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.

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

Despite the uncertainties in the funding environment noted above, the trustees are confident that there are viable plans in place to ensure that STC remains a going concern for the period of 12 months from the date of approval of the financial statements.

The ability of the charity to continue in its current shape is dependent on its ability to secure funding. Following the decision of the Ministry of Justice (MoJ) to change the funding regime under which the charity has been funded over the past 11 years, we have been moved to a new MoJ department. The extension of the Help Accessing Legal Support grant and the new Improving Outcomes Through Legal Support through the Access to Justice Foundation, represented 18% of income in 2023/24. The final grant of the Improving Outcomes Through Legal Support has provided some certainty for the period ending 31 March 2025. The grant represents and 20% of total income for 2024/25.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, we have plans in place to deal with any significant losses in other income streams and to mitigate against this key risk, the charity has been taking several steps, including investing in fundraising to increase its non-government income and targeting a level of reserves that the board believes provides the charity with a suitable breathing period.

The Trustees do not consider that there are any sources of estimation of 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)

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.

1 Accounting policies (continued)

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.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff head count attributable to each activity.

☐ Local services	51%
☐ National Helpline	5%
☐ Support Through Court Online	5%
☐ Raising Funds	40%

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

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Gifts	447,450	87,852	535,302	387,581	78,415	465,996
Gifts from legacies	-	10,000	10,000	-	-	-
Grants	285,178	-	285,178	176,549	-	176,549
Donated services	-	-	-	-	1,215	1,215
	732,628	97,852	830,480	564,130	79,630	643,760

3 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Grants	-	176,702	176,702	-	124,691	124,691
Grants from the Ministry of Justice						-
Litigants in Person Support Strategy	-	-	-	-	282,070	282,070
Legal Support For Litigants in Person	-	-	-	-	70,197	70,197
Help Accessing Legal Support	-	37,500	37,500	-	75,000	75,000
Improving Outcomes Through Legal		212,476	212,476	-	-	-
Total income from charitable activities	-	426,678	426,678	-	551,958	551,958

4 Income from other trading activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Fundraising Events	77,366	-	77,366	11,248	-	11,248
	77,366	-	77,366	11,248	-	11,248

Support Through Court

Notes to the financial statements

For the year ended 31 March 2024

5a Analysis of expenditure (current year)

	Charitable activities								
	Raising funds £	Local services £	National Helpline £	Support Through Court Online	Legal Support For Litigants in Person £	Governance costs £	Support costs £	2024 Total £	2023 Total £
Salary costs (Note 7)	332,713	443,736	43,178	39,786	-	15,004	402,139	1,276,556	1,357,507
Other staff costs	913	7,809	396	476	-	-	945	10,539	19,082
Legal and professional	-	-	-	-	-	-	6,259	6,259	6,008
Recruitment costs	-	597	-	18	-	-	386	1,001	3,283
Fundraising costs	69,567	-	-	-	-	-	-	69,567	14,831
Marketing costs	350	-	-	-	-	-	-	350	4,898
IT costs	192	26,858	4,491	4,354	-	-	39,854	75,749	60,023
Volunteer costs	-	12,643	-	-	-	-	-	12,643	12,555
Office costs	23	1,849	37	112	-	-	3,222	5,243	14,370
Depreciation	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	320	2,473	2,793	2,805
Audit Fees	-	-	-	-	-	10,500	-	10,500	9,840
Trustee expenses	-	-	-	-	-	300	-	300	204
	403,758	493,492	48,102	44,746	-	26,124	455,278	1,471,500	1,505,406
Support costs	171,731	240,607	21,468	21,472	-	-	(455,278)	-	
Governance costs	10,450	13,062	1,306	1,306	-	(26,124)	-	-	
Total expenditure 2024	585,939	747,161	70,876	67,524	-	-	-	1,471,500	

Support Through Court

Notes to the financial statements

For the year ended 31 March 2024

5b Analysis of expenditure (previous year)

	Charitable activities							
	Raising funds £	Local services £	National Helpline £	Support Through Court Online	Legal Support For Litigants in Person £	Governance costs £	Support costs £	2023 Total £
Salary costs (Note 7)	368,045	541,076	52,192	9,677	60,463	14,541	311,513	1,357,507
Other staff costs	1,287	6,935	259	3	5,744	-	4,854	19,082
Legal and professional	-	-	-	-	-	-	6,008	6,008
Recruitment costs	-	746	-	624	-	-	1,913	3,283
Fundraising costs	12,899	1,873	59	-	-	-	-	14,831
Marketing costs	439	540	44	-	-	-	3,875	4,898
IT costs	-	16,190	4,412	2,626	2,200	-	34,595	60,023
Volunteer costs	-	11,441	114	-	1,000	-	-	12,555
Office costs	48	6,950	197	-	790	-	6,385	14,370
Depreciation	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	296	2,509	2,805
Audit Fees	-	-	-	-	-	9,840	-	9,840
Trustee expenses	-	-	-	-	-	204	-	204
	382,718	585,751	57,277	12,930	70,197	24,881	371,652	1,505,406
Support costs	136,942	209,589	20,495	4,626	-	-	(371,652)	-
Governance costs	9,168	14,031	1,372	310	-	(24,881)	-	-
Total expenditure 2023	528,828	809,371	79,144	17,866	70,197	-	-	1,505,406

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2024 £	2023 £
Depreciation	-	-
Auditor's remuneration (excluding VAT):		
Audit	8,750	8,200

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	1,076,404	1,136,302
Redundancy and termination costs	-	13,059
Social security costs	106,985	116,169
Employer's contribution to defined contribution pension schemes	93,167	91,977
	1,276,556	1,357,507

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

	2024 No.	2023 No.
£60,000 - £69,999	-	1
£70,000 - £79,999	3	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £278,543 (2023: £293,626).

The charity Trustees were neither paid nor received any other benefits from employment with the charity in the year (2023: £nil). No charity Trustee received payment for professional or other services supplied to the charity (2023: £nil).

Trustees' expenses represents the payment or reimbursement of travel, subsistence and training costs totalling £300 (2023: £204) incurred by 2 (2023: 2) members relating to training for the two Trustee Safeguarding Champions.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 34 (2023: 35).

The average number of employees (head count based on equivalent number of full-time staff) during the year was 30.8 (2023: 32.6).

9 Related party transactions

There are no related party transactions to disclose for 2024.

Aggregate donations from related parties were £68,911 (2023: £34,807).

10 Taxation

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

Support Through Court

Notes to the financial statements

For the year ended 31 March 2024

11 Debtors

	2024 £	2023 £
Other debtors	12,471	11,784
Accrued income	13,170	6,849
	25,641	18,633

12 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	34,393	9,847
Taxation and social security	25,164	29,754
Accruals	10,500	9,840
Deferred income (note 13)	236,898	221,557
	306,955	270,998

13 Deferred income

	2024 £	2023 £
Balance at the beginning of the year	221,557	14,500
Amount released to income in the year	(219,757)	(4,500)
Amount deferred in the year	235,098	211,557
	236,898	221,557

14a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	535,353	-	211,557	746,910
Current liabilities	(95,398)	-	(211,557)	(306,955)
Net assets at 31 March 2024	439,955	-	-	439,955

14b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	824,592	-	-	824,592
Current liabilities	(270,998)	-	-	(270,998)
Net assets at 31 March 2023	553,594	-	-	553,594

Support Through Court

Notes to the financial statements

For the year ended 31 March 2024

15a Movements in funds (current year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
Support Through Court Online		10,000	(10,000)		-
Local services					
Birmingham	-	48,722	(48,722)	-	-
Caerdydd/ Cardiff	-	60,552	(60,552)	-	-
Chelmsford/ Southend	-	68,946	(68,946)	-	-
Leeds	-	38,881	(38,881)	-	-
Liverpool	-	38,438	(38,438)	-	-
London Services:					
Barnet Civil and Family Courts		993	(993)	-	-
Central Family Court	-	75,191	(75,191)	-	-
Royal Courts of Justice	-	81,683	(81,683)	-	-
West London Family Court	-	1,500	(1,500)	-	-
Manchester	-	43,350	(43,350)	-	-
Nottingham	-	10,860	(10,860)	-	-
Sheffield	-	7,000	(7,000)	-	-
Other service funds	-	11,593	(11,593)	-	-
Other funds	-	26,821	(26,821)	-	-
Total restricted funds	-	524,530	(524,530)	-	-
Unrestricted funds:					
General funds	553,594	833,331	(946,970)	-	439,955
Total unrestricted funds	553,594	833,331	(946,970)	-	439,955
Total funds	553,594	1,357,861	(1,471,500)	-	439,955

Support Through Court

Notes to the financial statements

For the year ended 31 March 2024

15b Movements in funds (prior year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
Local services					
Birmingham	-	13,705	(13,705)	-	-
Bristol	-	8,300	(8,300)	-	-
Caerdydd/ Cardiff	-	39,500	(39,500)	-	-
Chelmsford	-	9,670	(9,670)	-	-
Exeter	-	2,000	(2,000)	-	-
Leeds	-	1,116	(1,116)	-	-
Liverpool	-	22,184	(22,184)	-	-
London Services:					
Central Family Court	-	57,268	(57,268)	-	-
Royal Courts of Justice	-	12,010	(12,010)	-	-
West London Family Court	-	1,615	(1,615)	-	-
Manchester	-	9,970	(9,970)	-	-
Newcastle	-	11,515	(11,515)	-	-
Nottingham	-	10,518	(10,518)	-	-
Other service funds	-	81,030	(81,030)	-	-
National Helpline	-	12,135	(12,135)	-	-
Legal Support For Litigants in Person	-	70,197	(70,197)	-	-
Other funds	-	268,857	(268,857)	-	-
Total restricted funds	-	631,590	(631,590)	-	-
Unrestricted funds:					
Designated funds:					
Support Through Court Online	17,866	-	(17,866)	-	-
Developing technology and systems	40,926	-	(12,926)	(28,000)	-
Investing in our team	92,673	-	(92,673)	-	-
Total designated funds	151,465	-	(123,465)	(28,000)	-
General funds	689,352	586,593	(750,351)	28,000	553,594
Total unrestricted funds	840,817	586,593	(873,816)	-	553,594
Total funds	840,817	1,218,183	(1,505,406)	-	553,594

Support Through Court

Notes to the financial statements

For the year ended 31 March 2024

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.

Support Through Court Online, is an extension of our current service supporting people alone in the courts. People that currently do not live near one of our existing court-based or university-based services will be able to meet with a volunteer remotely and get practical and emotional support by email and videocall.

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

Other service and other funds cover expenditure of the Help Accessing Legal Support grants on salaries for service and support staff as well as funds restricted to specific items, such as IT equipment and budget relieving gifts in kind.

Investment pot for development: Over the next five years we're looking to make significant changes in the way that we work, so that we can double the number of clients we're working alongside. An investment pot will enable this development. The investment we're making will help us to improve our systems and tech, launch a new remote service that allows us to reach clients anywhere across England and Wales, and grow as a team so we have the capacity to meet this need.

Support Through Court Online: Our investment in new technology and a Support Through Court Online Service Manager will enable us to reach more people.

Developing technology and systems: We will use technology to connect with more people, in more places, more cost effectively. The investment in new technologies and telephony systems will support our National Helpline and Support Through Court Online, our new remote service. The Trustees agreed to transfer £28,000 of these funds into general reserves as we are now looking to obtain funding for the client data base and volunteer rota externally.

Investing in our team: We will invest in recruiting and training staff and volunteers; this pot will enable the training required for volunteers as we launch a new remote service.

16 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.

Accounts



The change we've made

Support Through Court's Annual Report 2022-23

Report and financial statements for the year ended 31 March 2023

Company number: 4360133
Charity number: 1090781

Introduction from Caroline Artis, Chair of the Board of trustees

I am delighted to have joined the charity as Chair of the Board of trustees last Summer, offering all that I can to support people facing court alone. It's a privilege to be involved in this important work and I look forward to meeting many of you in the months to come.

It has been a significant year for Support Through Court and I have been impressed by the creativity, adaptability, and sheer determination of the charity's staff and volunteers. Thank you to the university staff and service managers who have worked tirelessly to set up and relaunch partnership services. Thank you to the volunteers that have adapted, working in new ways to ensure that we can continue to be there when people need us the most. Thank you to our fundraising team and support staff who have enabled this work, as well as seeking vital funding for the future. And thank you to you, our supporters, for all you give, whether that's time, energy, or money. I'm personally very grateful.

You have all gone above and beyond to find solutions to the challenges we've faced and overcome. Your ingenuity has enabled us to develop and implement new models of working seamlessly, and in such a short time frame.

We're thrilled to have developed close partnerships with universities across the country. So far, we have set up partnerships with Nottingham Trent University, Cardiff University, Birmingham City University, Leeds Beckett University, Liverpool John Moores University, Manchester Metropolitan University, and the University of Sheffield. These partnerships offer us sustainability and the ability to plan further ahead. As well as hosting Support Through Court Nottingham, Nottingham Trent University will host our new remote service: Support Through Court Online. This exciting new service will launch in summer 2023 and is a result of countless hours of research, development, and collaboration. It represents a significant milestone for us and our ability to reach more people across England and Wales.

We have seen the need for our support grow in recent years and now more than ever, our services are vital, as the cost-of-living crisis throws more people into desperate situations. We're incredibly grateful to our university partners for their support, collaboration, and funding, which is enabling us to step up to the challenge and provide hope to more people facing court alone.

Caroline Artis, Chair of the Board of trustees

No one should face court alone

Every year, thousands of people in the UK face court alone. Often through no choice of their own, they must represent themselves at a moment that could have life-changing outcomes such as loss of access to children or homelessness. They may find themselves up against a party with legal representation. They are instantly at a disadvantage, often scared, confused, and overwhelmed by the enormity of the challenges they are up against. In a legal system that was not designed with laypeople in mind, amid rigid, complicated procedures and complex terminology, they are surrounded by legal professionals who have years of training and experience in the law. Clients' anxiety about the frightening potential outcomes is compounded by this bewildering and intimidating environment. This can prove to be too much for people alone in court, leaving them desperate for somewhere to turn.

We provide a safe space, with volunteers who listen to each client's individual story. We help people to get their thoughts in order, problem solve and decide next steps, source relevant and reliable legal information, explain complex procedures, complete court forms and clearly present statements. Our practical and emotional support alleviates clients' concerns about the complicated legal system. Our partnerships with legal clinics and third sector organisations enable us to source complimentary specialist support for clients, such as domestic abuse or homelessness charities, and legal support if it's available.

Our close work with HMCTS and the judiciary, also enable us to provide a more holistic support system for litigants in person, who are often overwhelmed and up against short deadlines.

Everyone has a right to access justice. No one should have to face court alone.

Review of the year

Last summer, our biggest funder, the Ministry of Justice (MoJ), made changes to the way it was distributing funding to access to justice charities. We would no longer receive the annual funding we'd relied upon for a decade and needed a contingency plan. Thanks to our incredible supporters, we raised over £100,000 with our Urgent Appeal, whilst we restructured and looked to find ways of becoming more sustainable. We have worked hard on our university partnerships, which have gone from strength to strength, and offered some financial security for the coming years. Our efforts will continue to focus on increasing this, to ensure we secure the charity's future.

Even in the face of funding changes, we've seen the need for our support grow. We helped clients on 57,383 occasions last year, with 17,031 of these contacts being through our National Helpline which enables us to reach people, irrespective of where they live in England or Wales. This service means that people do not need to live near a local office to benefit from our volunteers' support.

The high call volume and low delivery cost also mean our cost-per-client-contact for the National Helpline was just £4.65. We're confident that demand will continue to grow, highlighting the importance of planning for remote support in the future.

Last summer our CEO and Head of Service left after several years dedicated work at Support Through Court. We restructured, with a streamlined senior leadership team. Our newly formed Executive Team consists of Emma Taylor, CEO, who also continues her role in leading the Fundraising Team. Karen Sng-Sugden, previous Head of IT and Systems, has, in addition, taken on the role of Chief Operating Officer, whilst our

Head of Finance and Resources, Ingela Ekström, is now our Chief Financial Officer. We were delighted to welcome Caroline Artis as our new Chair of the Board of trustees last Summer and appreciate her extensive expertise and experience.

Our Guardians Network has continued to grow: Guardians commit to investing in what we do, helping to bring our plans into reality. It's been great to meet with our Guardians throughout the year and consider future aspirations for the charity. With continuing uncertainty about future funding from the MoJ, our Guardians are more important than ever. Thank you to all our Guardians for your part in securing the charity's future.

We've enjoyed celebrations with supporters at events such as our summer garden party and at our annual festive celebration at the Royal Courts of Justice. Alongside our in-person events, we've continued to run online events which allow greater diversity and number of attendees. We enjoyed a Legal Tech Breakfast and a Family Law Breakfast focusing on transparency in the Family Courts, 'Breaking the News with the British Library', and a book event with Leslie Thomas KC. We're grateful to everyone who's taken part and for all those individuals who have put their time and effort into holding their own fundraising events across the country. Every £1 raised enables us to support more people alone in the courts. [Find out more about fundraising for us.](#)

Client feedback

"I received help quickly and had a meeting which didn't feel rushed - I felt like everything was explained very carefully and clearly. I felt respected and supported. The help I received went beyond my expectations. I'm very grateful."

"I am representing myself in court and was feeling lost and overwhelmed. The volunteer found out things I was unsure of, he emailed valuable links and went through them. He was extremely thorough and on a personal level, he put the spring back in my step and has given me the confidence I needed to see this process through."

"This service has helped me immeasurably and given me the tools I need to approach the hearing with more confidence and less anxiety."

I was so nervous and shaking. I couldn't have done it without you. Thank you from the bottom of my heart. You've really helped me, and I feel so grateful. I couldn't have done it without you.

"It's easy to get caught up in the legal aspects, especially when English isn't fully understood -you help people understand the legal system."

"The staff and volunteers are friendly, helpful, knowledgeable about the process and have provided me with the information and guidance I have needed. They have stood beside me every step of the way. I will always be grateful for their support."

"They have done so much for me! I am so grateful. As a domestic violence and PTSD survivor, this help has been so helpful. I can easily imagine that I'd have had a breakdown if this help hadn't been there."

Who we've helped

The people we support often face complex and challenging personal circumstances. Our clients face the prospect of going through court without anyone to help them. But with our help and guidance, they are given an opportunity to represent themselves to the best of their abilities and have the best chance of accessing justice.

This year, 19% of our clients who completed our diversity monitoring form told us English was their second language, 54% were unemployed or retired, and 29% reported serious health problems, with 11% registered as disabled.

Types of case we've supported litigants through

Number of client contacts recorded for each type of case (contact case sheets)		
Types of cases	# of contacts	% of contacts
Bankruptcy/debt	656	1%
Criminal	404	<1%
Employment	1,011	2%
Housing	3,976	9%
Immigration/asylum	104	<1%
Money claim	11,050	24%
Probate	312	<1%
Welfare benefits	163	<1%
Civil - other	2,017	4%
Other (describe)	2,182	5%
Total unique family cases	24,011	52%
<i>family - children</i>	16,098	67%
<i>family - divorce</i>	2,729	11%
<i>family - financial (as part of divorce)</i>	1,766	7%
<i>family - non molestation</i>	2,788	12%
<i>family - other</i>	630	3%
TOTAL UNIQUE RESPONSES:		45,886

How we've helped people facing court alone

We ask our clients to give us feedback on our service. This year's results are provided below:

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	984	75%
Felt more anxious after	36	3%
Felt equally anxious before and after	300	23%
Felt equally anxious before and after (Felt at least some anxiety before)	91	30%
Felt equally anxious before (Felt calm before, and remained calm after)	209	70%
TOTAL RESPONSES with before and after responses:	1,320	

Helped client have more confidence (Feedback)		
The volunteer helped me to have more confidence	# of clients	% of responses
Yes	1,047	96%
No	47	4%
TOTAL RESPONSES:	1,094	

Helped make procedures clearer to client (Feedback)		
The volunteer helped make the procedures clearer to me	# of clients	% of responses
Yes	1,119	96%
No	43	4%
TOTAL RESPONSES:	1,162	

Helped client be better prepared (Feedback)		
The volunteer helped me be better prepared	# of clients	% of responses
Yes	1,079	96%
No	47	4%
TOTAL RESPONSES:	1,126	

Helped client get a fairer hearing (Feedback)		
The volunteer helped me get a fairer hearing	# of clients	% of responses
Yes	292	88%
No	39	12%
TOTAL RESPONSES:	331	

Helping people to access justice

I first came across Support Through Court under its previous name, Personal Support Unit, when I worked at Manchester County Court in the noughties. My initial reaction was a little negative as I couldn't really see how a volunteer could practically help a litigant if they weren't able to give them legal advice or represent them. My opinion changed, as I began to realise the benefits of having a volunteer assisting a litigant in person both to the litigant and the court.

Over the course of my career, I have seen a huge increase in the numbers of litigants who are not legally represented. There are many reasons for this, but one is the significant restriction in the breadth of legal aid provision over many years and the other is the reduction in funding for advice agencies which has decimated provision. This means that a significant proportion of court users now cannot afford legal representation and must navigate the complex procedures involved unaided. Of those unrepresented court users, many are elderly, some speak only limited English and others have significant mental health issues. If they can get help filling in the relevant forms, marshalling their documents, preparing for a hearing and perhaps even having support during the hearing they have a much better chance of putting the case effectively before the court so that a fair outcome can be reached.

Some court users are very anxious about the whole process. My experience has been that if the litigant has somebody with them, calmly helping them find the right document and giving them support with how to address the court and deal with the issues then they put their case forward much more effectively. This means the Judge has a much better opportunity to make a fair decision having had all the relevant evidence put before them in a business-like way. I have often been very grateful for the assistance of the Support Through Court volunteer as their calming influence has made the hearing much more effective and helped me reach what I hope is a fair decision that I then have the chance to communicate to the court user.

We are currently undergoing a reform programme which involves the digitisation of court procedures. I can see that particularly with the elderly and those who have English as a second language, help with navigating and completing the digital court forms will be invaluable.

His Honour Judge Gosnell, Designated Civil Judge for North and West Yorkshire.

Post-COVID recovery

Total number of occasions we've helped

Year	Number of contacts
2020/21 (Covid Year, three national and further local lockdowns)	28,154
2021/22	49,346
2022/23	57,383
Predicted 2023/24	70,000

These numbers are based on information gathered after each client session. In some instances, the figure for 2021/22 has been adjusted based on calendar appointments and email logs.

Client Stories

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

Sheila's story

Sheila is a grandmother to two children. One is her son's child and the other is his partner's child. Sheila has been caring for them since they were only a few months old because they were not cared for appropriately and were neglected. With parental consent, Sheila took them in and provided for them as though they were her own children. However, she had no legal rights to the children.

Sheila was seeking a special guardianship order to give her some rights. She hoped this would be simple as the parents had agreed this would be the best for the children. During a court hearing, however, the mother said that she would want some custody, although she couldn't say exactly what. The case became more complex.

When we first met Sheila, she broke down in tears. She was overwhelmed with stress, exhausted, and miserable with not knowing what she faced with the court procedure and hearings. We explained how the court system works, and helped Sheila write her statement clearly and in an appropriate format. This enabled Sheila to represent herself effectively at the court hearing.

Our help reduced Sheila's stress and alleviated her worries about court procedures, which freed up her time and energy to do more for the children. Her increased clarity and well-being helped her to represent herself more effectively and get the outcome best for her grandchildren.

The magistrates thanked us for what we had done to help them deliver justice.

Donovan's story

Donovan is a single parent, to a young child. When we met him, he had just started a new job after a period of unemployment. He was already the subject of a suspended possession order due to rent arrears. Donovan was waiting for his first wage packet and, as a result, had missed a payment due under the previous court order. As his benefit payments had stopped, a gap in income meant he needed a little extra time to get the money. He had every intention of paying. His landlord had obtained an eviction warrant, which would make Donovan and his child homeless in a matter of days.

We helped Donovan to complete a form to apply to suspend the warrant. This enabled him to offer to pay a lump sum off the arrears as soon as he was paid, and then regular monthly payments on top of his rent thereafter. Donovan was able to show the Judge that he was working hard to resolve the situation and that it wouldn't be long until his new job enabled him to pay reliably.

Donovan returned to our service the following week to tell us that his landlord had accepted his proposal and the eviction had been cancelled, thus enabling him and his child to stay in their home. His furrowed brow of concern had transformed into a beaming smile of hope, and he thanked us for our help.

Janet's Story

Janet came to us when her ex-partner refused to return their 13-year-old daughter, Annabelle. Annabelle's father did not allow her to contact her mother or her other siblings. Janet was worried for their daughter as she had called her secretly and would speak very quietly so as not to be heard by her father and would cut off the call quickly. Janet explained that her ex-partner could be aggressive, and this was the reason for the breakdown in their relationship. Janet was understandably very upset and worried.

We directed Janet to a solicitor at RCJ Advice. The solicitor advised Janet to apply to the family court for a specific issue order for Annabelle to be returned to her care. They also explained that should the father try

and remove Annabelle from her care again, she could apply to the family court for a prohibited steps order as well.

Janet said that before speaking to us, she did not know what she could do. Now she had the legal advice she needed and knew that we could support her with any applications she decided to make.

Sarika's story

Sarika has a 23-year-old disabled daughter. Last summer, Sarika bought an adapted bike from eBay for her daughter but, when it arrived, she discovered it didn't work properly; the brakes and gears were broken. Sarika contacted the seller, but they didn't respond. Sarika informed eBay and they got involved. As the seller wouldn't settle the dispute eBay refunded Sarika and told her she can keep the bike, as per eBay's guarantee. However, the seller wanted the money or the bike back. Sarika attended mediation with him, but this was unsuccessful, so a hearing was scheduled for June.

Sarika called our service, very anxious. We provided emotional support and calmed her down, as well as booking her an appointment in our court-based office. One of our volunteers helped Sarika to write a witness statement as required by the court. A few days before Sarika's hearing she emailed us to ask what she could expect at her hearing – some of the queries were dealt with by email. Our National Helpline team also got in touch to provide her with some helpful information and links to resources. As Sarika was nervous about her hearing, we booked a volunteer to go into her court hearing with her.

Sarika won the case and contacted us the next day, "Just a quick email to say a big THANK YOU TO YOU... for being by my side and chatting to me making me less nervous, anxious and taking my mind off the case."

We empowered Sarika to deal calmly and effectively with her case and she said she was now looking forward to focusing on looking after her daughter rather than the court case.

Our five-year strategy: what we've achieved

We're two years into our five-year strategy: here's how we're doing so far.

Objectives 2021-2026	What we've achieved so far
We will double the number of client contacts from 80,000 in 2019/20 to 160,000 in 2025/26.	- We supported clients in person, by video call or spoke with them over the phone 57,383 times during the last financial year, providing a solid platform for future growth. - With our new partnerships in place, we have focussed on recruiting new volunteers and on student training in line with the new SQE route. - We have over 500 volunteers and will continue to recruit in the coming year to replace those leaving.
We will extend the geographic coverage of our service to provide a service to people using the civil and family courts throughout England and Wales.	- We had 17,031 contacts through our National Helpline last year. This was 30% of all last year's contacts. - We have begun work to extend our coverage digitally by partnering with Nottingham Trent University to set up Support Through Court Online. We have appointed a service manager and we are building our IT capacity.
We will offer a range of ways to access our support through a multi-channel service, offering clients choice and tailoring our support to our clients' needs as far as we are able.	- We are grateful to our volunteers for their dedication and support in enabling us to offer client appointments by phone, in person, by email, and by video call. - Our National Helpline continues to go from strength to strength: calls to the Helpline this year represented 30% of all recorded client contacts. The success of our Helpline has resulted in our partnership with Birmingham City University, which hosts our National Helpline service, being renewed. Our systems have been updated to enable clients to request a support session through our website, and, in some locations, to book their own appointment times.
We will grow our income to achieve long term sustainability of our financial resources.	- Our income this year sits at £1,218,183. - We are delighted to have 59 Guardians in our network and 53 companies who have joined our community of Guardians championing the work we do. - New partnerships, such as our media partnership with Today's Family Lawyer, will enable us to further our reach to other potential funders. - We've invested in our fundraising team, with the recruitment of a new Supporters Manager.
We will make more efficient use of our resources including volunteers, providing value for money, resulting in efficiency savings and enabling investment in service improvements.	- We have recruited and trained new student volunteers in order to increase our capacity. - We have reviewed how we monitor and evaluate our services.

	• Our talented staff team will continue to grow in the coming year as we look to invest in the training and development of existing staff, ensuring that we are offering an informed service.
We will use our knowledge of the court system and the issues faced by Litigants in Person (LiPs) to seek improvements for LiPs navigating the court system, offering a better opportunity to access justice.	• We are contributing to the use of more accessible language in new online court procedures. • Although the Litigant in Person Support Strategy (LIPSS) funding ended, we continue to work with the other LIPSS organisations to provide joined up support to people going through court without legal representation. • We've continued to build relationships with HMCTS and court staff in cluster courts around our main service sites.

Looking ahead – our five-year strategy

We're looking to make some big changes in the way that we work so that we can support more clients than ever before. We won't lose sight of the importance of face-to-face work, but we'll take advantage of technology to connect with more people, in more places, more cost effectively.

By summer 2023, we'll have an online service, Support Through Court Online, which will support clients who may or may not live near an existing office, in England or Wales. Volunteers will guide clients by video call, working together on online forms and attending remote hearings with clients. Thank you to Nottingham Trent University for partnering with us on this project and for providing the facilities, and student volunteers, to make our online service a reality.

We will look to strengthen and grow our funding partnerships, increasing our University Partners, our Guardians network and hosting our first gala dinner. We will also build service partnerships, continuing to work closely with HMCTS. We have joined the HMCTS Strategic Engagement Group, representing our clients' voices as well as being active members of Network for Justice groups.

Thank you for empowering people facing court

We're enormously grateful to all our funders: individuals across the country, law firms, chambers, universities, trusts and foundations, as well as our Guardians, Champions, and the Business and Family Ambassadors Boards. Thank you for empowering people going through court and enabling them to access justice.

Support Through Court aims to maintain our quality service whilst helping even more people going through court without representation, for many years to come. We can only do this by working in partnership with others. The committed support of Her Majesty's Courts and Tribunals Service allows us to keep our costs low. We're extremely grateful to them for accommodation and utilities. This ongoing generosity will allow us to carry on providing our core service from bases in court buildings.

We value our partnerships with others involved in the justice system: 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, Lady Justice Asplin, and our Liaison Judges across England and Wales.

You're changing lives

To all those who have so generously donated to us: thank you. You're making a world of difference to people going through court without representation.

Corporate supporters	Individuals	Universities
1 Crown Office Row Chambers	Ali Malek KC	Birmingham City University
1 Hare Court	Andrew Hochhauser KC	Bloomsbury Institute London
11KBW	Angela Camber	Cardiff University
12 King's Bench Walk	Audley Sheppard KC	City University, London
29 Bedford Row	Brian Smith	Leeds Beckett University
3 Verulam Buildings	Caroline Artis	Liverpool John Moores University
30 Park Place	Cecily Crampin	Manchester Metropolitan University
5 Stone Buildings	Damien Byrne Hill	Nottingham Trent University
5RB	David Lewis	University of Essex
7BR	Diarmuid O'Hegarty	University of Sheffield
9 St John Street	Duncan Matthews KC	
Ampla Finance	Edna Young	Trusts
Anthony Gold	Eleanor Brass	Access to Justice Foundation
Atkin Chambers	Emily Wood	City of London Solicitors' Company
BCLP	Graham Huntley	Clifford Chance Charitable Foundation
Blackstone Chambers	Guy Beringer	Elizabeth Frankland Moore and Star Foundation
Brown Rudnick	Guy Fetherstonhaugh KC	Garfield Weston Foundation
Bryan Cave Leighton Paisner	Helen Lawrence	Gerald Palmer Eling Trust Company
Burges Salmon	Henrietta Hill KC	Ince Group Charitable Foundation
Chambers & Partners	James Goss	Irwin Mitchell Charitable Foundation
Cooley	James Kessler	Moondance Foundation
Debevoise & Plimpton	Javan Herberg	Mulberry Trust
Deka Chambers	Jean Edwards	The Jones 1986 Charitable Trust
Devereux Chambers	Jenny and Stephen Kingsly	PH Holt Foundation
Doyle Clayton	Joanne Wicks	The Stevenson Family's Charitable Trust
Edwin Coe LLP	John Gould	Zochonis Charitable Trust

Support Through Court

Annual Report

For the year ended 31 March 2023

etiCloud	Lady Justice Andrews	
Eversheds Sutherland	Lady Justice Asplin	
Faber & Faber (gift in kind raffle books)	Lady Justice Carr	
Falcon Chambers	Lis Long	
Fountain Court Chambers	Lord Justice David Richards	
Freemans Solicitors	Lord Justice Nugee	
Gray's Inn	Lord Justice Stuart-Smith	
Henry Dannel	Lord Pannick KC	
Herbert Smith Freehills LLP	Lord Sales	
Inner Temple	Marcus Haywood	
Keating Chambers	Mark Warby	
Landmark Chambers	Martin Lewis CBE	
Laura Devine Immigration	Michael Todd KC	
Lewis Silkin LLP	Michael Zuckerman	
Lincoln's Inn	Mr Justice Murray	
Littleton Chambers	Mr Justice Zacaroli	
Middle Temple	Mrs Justice McGowan	
Mills & Reeve	Murray Rosen	
Monckton Chambers	Nigel Tozzi KC	
Nine St John Street	Niranjan Venkatesan	
Old Square Chambers	Patrick Corr	
Old Square Chambers	Peter Crisp	
OurFamilyWizard	Philip Waller CBE	
Radiant Law	Pieter Knook and Anne Wolff	
Rhea Family Finance	Professor Sara Chandler KC	
Ropewalk Chambers	Richard Liddell	
Sedgwick		
Selborne Chambers	Richard Lissack KC	
Sentry Funding	Sean Wilken	
Simpson Thacher & Bartlett	Simon Davis	
South Square	Simon Hale	
Stephenson Harwood	Sir Christopher Floyd PC	
The Bar Standards Board	Sir David Wootton	
Weil, Gotshal & Manges	Sir Julian Flaux	
White & Case	Sir Rupert Jackson	
	Sir Vivian Ramsey	

	The Rt. Hon. Lord Carnwath of Notting Hill	
	Thomas Seager Berry	
	Tina Kyriakides	
	Tom Smith KC	
	William Norris	

Help us transform more lives

Could you help us reach more people facing court alone by volunteering, fundraising or partnering with us visit: www.supportthroughcourt.org or email us: fundraising@supportthroughcourt.org

Please consider making a donation so that we can secure our financial future and continue to be there for those alone in court: <https://bit.ly/3AsVOR6>

Let's help more people to effectively represent themselves and access justice. Thank you.

Where to find us

[All our locations can be found on our website.](#)

Who we are

Trustees

The trustees, who are also directors of Support Through Court for the purposes of company law, are:

Caroline Artis, Chair appointed 4 July

Peter Crisp, Chair resigned 4 July

Stephen Adler

Zubair Chaudhry, Treasurer

Anthony Fincham

Samantha Gargaro

Alexander Hulbert

Ben Moore

Tim Nash

Kay-Dene Petgrave

Robert Pitt

David Wilkin, Vice Chair

Founder

The late Diana Copisarow OBE

Patrons

Martin Lewis, CBE

The Rt. Hon. Sir Terence Etherton

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
The Rt. Hon. The Lord Burnett of Maldon, the Lord Chief Justice of England and Wales
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
The Rt. Hon. The Lord Reed of Allermuir, PC FRSE

Liaison Judge

The Rt. Hon. Dame Sarah Asplin

Chief Executive: Eileen Pereira (Jul 2022,) Emma Taylor, Interim (Jan 2023), CEO (Feb onwards)

Company Secretary: Eileen Pereira (Jul 2022) **Ingela Ekstrom** thereafter

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

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

Our income this year sits at £1,218,183. We've received income from the following sources:

Source of funding 2022/23	£	%
Trusts	167,841	13.8
Government	432,267	35.5
Corporate	204,910	16.8
University partnerships	139,107	11.4
Friends and individuals	242,815	19.9
Community	20,028	1.7
Investments	11,215	0.9
Total	£1,218,183	100.0
Non-budget relieving gifts in kind	6,267	

We received 23% of our funding in a bridging grant from the Ministry of Justice, via the Access to Justice Foundation through the Litigant in Person Support Strategy and 6% from the Ministry of Justice, via the Access to Justice Foundation through the Help Accessing Legal Support grant. This was to enable us to develop our infrastructure and sustain our existing services.

We received a total of £345,500 from our university partnerships in the year, however, £176,500 has been deferred to 2023/24 and £31,500 to 2024/25 to align with the academic year.

Our total expenditure sits at £1,505,406. We've invested in new staff positions, and training and development to retain existing staff. We also worked on our systems, including rolling out our phone system across all services.

The organisation has maintained strong control of expenditure as well, ending the year with an underspend of £154,242 against the set budget. The charity holds its reserves in cash, utilising interest-bearing bank accounts.

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 reviewed our approach to risk in the year and adopted a new and improved risk register. The comprehensive risk register is updated on a quarterly basis and reviewed by the trustees. The Board pays particular attention to those risks with critical and high-risk scoring (based on impact and probability) and whether there have been any changes in the score since the previous review. The Board also questions and analyses the existing controls and planned actions.

Safeguarding and data protection incidents are reported on to the trustees as standing agenda items during the Audit and Risk Committee meetings.

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

Risk	Mitigating actions
Significant reduction or loss of income; delays in funding decisions and inability to replace funding for strategic objectives in the short term.	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 reviewed target of four and a half months reserves provides enough time to consider options and take action to maintain a viable service in line with a changing funding environment. Pledged and required income and the risk assessment are reviewed monthly within the management account reporting processes. Fundraising pipelines and plans are in place to establish new funding streams and targets and progress are reviewed by the Fundraising Committee quarterly.
Client Support and Safeguarding - Change in complexity of cases and clients' needs resulting in staff and volunteers not having the skills needed.	Safeguarding is an ongoing risk for the charity, and we are continuing to monitor our responses to clients' needs. Staff and volunteers are aware of contact details for local Adult Safeguarding Boards. Also, each service builds a close working relationship with local court security services. Volunteers receive training regarding our safeguarding processes and policy. 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. Our safeguarding monitoring process ensures all safeguarding incidents are recorded and reviewed by the designated Safeguarding Officer.
System security and permissions compromised (virus, hackers, cyberattack) Data compromised.	All main systems are cloud based and delivered by providers with appropriate accreditations and cyber security. Permission and set up/deletion of cloud accounts is restricted to nominated authorised staff only. Homeworking data protection and acceptable use policies are in place.

Reserves policy

The trustees consider it appropriate for Support Through Court to hold a general reserve, primarily to maintain its service if funding is disrupted through the ebb and flow in fundraising streams. The remainder of the Designated Development Fund (DDF) set up in April 2021 was fully utilised in the year with £17,866 spent on setting up Support Through Court Online, £40,926 spent on developing our technology and systems and £92,673 invested in our team. The Trustees agreed to release £28,000 back into general reserves.

Our reserve is available to support in-year short-term cash flow issues arising from intermittent income receipts. Taking this into account, the trustees have agreed to target an unrestricted reserve equating to four and a half months of the charity's expected running costs for the following financial year. The trustees

understand that the level of reserves will fluctuate as strategic aims are met and have agreed that the general reserve should not fall below two and a half months of the charity's expected running costs for the following financial year. The trustees have put trigger points in place to ensure that there is enough time to consider and take the best course of action 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, CFO 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. Trigger points alert the trustees to any deteriorating reserves position. The charity's running costs for the year to 31 March 2024 are expected to be £1,622,463 (2022: £1,505,406). The restricted reserve at 31 March 2023 was £nil (2022: £nil), the designated reserves were £nil (2022: £151,465) while the unrestricted reserve was £553,594 (2022: £689,352) which equates to 4.1 months of 2023-24 total running costs (2022: 6.5).

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. Following the decision of the Ministry of Justice (MoJ) to change the funding regime under which the charity has been funded over the past 11 years, we have been moved to a new MoJ department. The extension of the LiPSS and the new Help Accessing Legal Support grants represented 29% of income in 2022/23. We successfully applied for the new Improving Outcomes Through Legal Support through the Access to Justice Foundation which has provided some certainty for the period ending 31 March 2025. The grant represents 17% of the total income budget for 2023/24 and 18% for 2024/25.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, we have plans in place to deal with any significant losses in other income streams and to mitigate against this key risk, the charity has been taking several steps, including investing in fundraising to increase its non-government income and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

The trustees do not consider that there are any sources of estimation of 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 and CAF Charity Deposit Platform. These accounts are kept under review by the Treasurer, CFO 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, CFO 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 eight to the accounts.

Trustee appointment and induction

The term of office of a trustee is three years from 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. In 2021/22 a Nominations Committee was introduced to improve trustee recruitment practice and support equality and diversity within the trustee group. Three of the trustees in office 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 members of the Nominations Committee (serving trustees) 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 about the operation of the charity.

In keeping with good governance, the Board of trustees engaged in succession planning prior to the Chair stepping down. The 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 our new Chair-Elect has been agreed and joined the Board in July 2022. The trustees engaged with an outside agency for this post, The Good Board, who supported the application process including advertising, review of applications, supporting short-listing, interviews, and the taking up of two references for the appointee. Since 2020/21 the Nominations Committee have achieved their aim of producing a more diverse Board addressing factors including age, gender, and ethnicity.

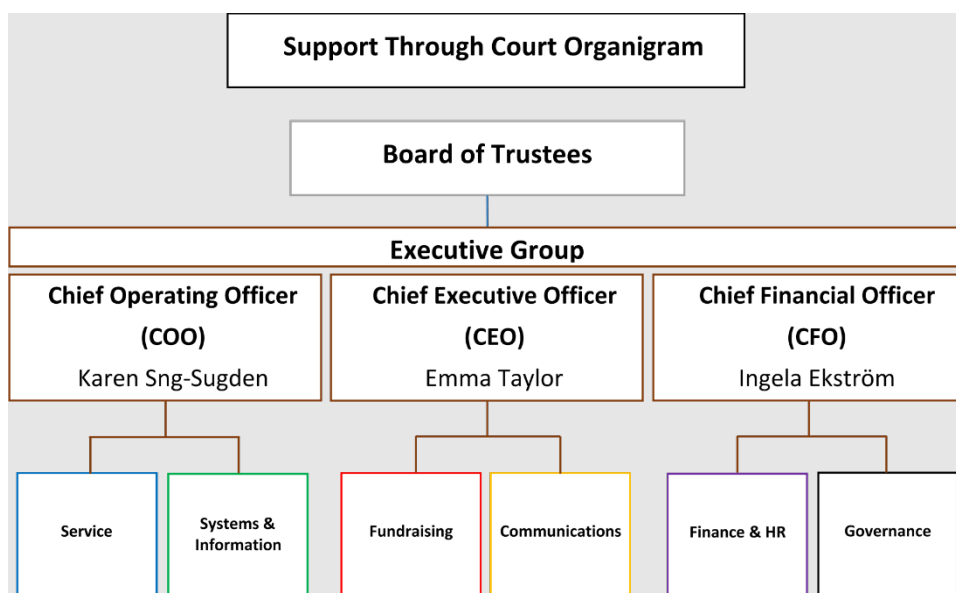
Organisational structure

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 our service.

As a charity that complies with the charity code of governance, 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, and the CFO. 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 Salary and Remuneration 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.



Volunteers engaged in the provision of the charity's services are supported by paid Service Managers, except at Support Through Court's Bristol, Southend, Exeter, Wandsworth, West London Family Court, and Barnet services, where volunteers coordinate these services, with the support of a local Service Manager. 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 senior charity staff to review plans and share good practice. The charity regularly reviews all governance arrangements.

Related parties and relationships with other organisations

Support Through Court was part of the LIPSS group which came to an end in September 2022, coordinating and collaborating with other independent charities to enhance the provision of support to people facing court alone, magnifying the delivery of our objectives. The CEOs of the LIPSS partners

continue to meet regularly and share opportunities and they are now part of HMCTS' Strategic Engagement Group.

Support Through Court has ongoing relationships across England and Wales with universities and their law clinics, HMCTS, the judiciary and other agencies, (Citizens Advice, housing, debt advice) offering cross referral and support for LiPs.

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 continued to consult on our fundraising appeal and recruit new supporters for that appeal. This fundraiser follows the Fundraising Regulators Code of Practice and their progress was monitored with regular catch-ups. No fundraising complaints were received last year. The charity has a privacy policy and complies with data protection law and has a Donor Policy. 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 13 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.

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 10 July 2023 and signed on their behalf by

Caroline Artis
Support Through Court Chair

Opinion

We have audited the financial statements of Support Through Court (the 'charitable company') for the year ended 31 March 2023 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 2022 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.

Independent auditor's report

To the members of

Support Through Court

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

Independent auditor's report

To the members of

Support Through Court

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 judgments 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.

Independent auditor's report

To the members of

Support Through Court

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Orchard (Senior statutory auditor)

18 September 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor

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

Where to find Support Through Court volunteers

Support Through Court Birmingham Birmingham Civil and Family Justice Hearing Centre, 33 Bull Street, Birmingham B4 6DS. Tel: 0121 285 2080 Email: birmingham@supportthroughcourt.org

Support Through Court Bristol Bristol Civil and Family Justice Centre, 2 Redcliff Street. Bristol, BS1 6GR. Tel: 0117 366 4809 Email: bristol@supportthroughcourt.org

Cefnogaeth Trwy'r Llys Caerdydd / Support Through Court Cardiff Canolfan y Llysoedd Sifil Caerdydd, 2 Stryd y Parc, Caerdydd CF10 1ET/ Cardiff Civil and Family Justice Centre, 2 Park Street, Cardiff CF10 1ET. Tel: 0292 034 3685 Email: cardiff@supportthroughcourt.org

Support Through Court Chelmsford Chelmsford Civil Justice Centre, Chelmsford County Court, Priory Place, New London Road, Chelmsford, Essex, CM2 0PP. Tel: 01245 245 527 Email: chelmsford@supportthroughcourt.org

Support Through Court Exeter Exeter Combined Court Centre, Southernhay Gardens, Exeter, EX1 1UH. Tel: 01392 415 335 Email: exeter@supportthroughcourt.org

Support Through Court Leeds Leeds Combined Court Centre, 1 Oxford Row, Leeds, LS1 3BG. Tel: 0113 306 2764 Email: leeds@supportthroughcourt.org

Support Through Court Liverpool Liverpool Civil and Family Court Hearing Centre, 35 Vernon Street, Liverpool, L2 2BX. Tel: 0151 296 2296 Email: 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. Tel: 020 7421 8533 Email: LondonCFC@supportthroughcourt.org

Support Through Court Central Family Court Central Family Court, First Avenue House, 42-49 High Holborn, London, WC1V 6NP. Tel: 020 7421 8533 Email: LondonCFC@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. Tel: 020 7947 7701 Email: rcj@supportthroughcourt.org

Support Through Court Wandsworth Wandsworth County Court, 76-78 Upper Richmond Road, London SW15 2UU. Tel: 020 8333 4366 Email: 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. Tel: 0208 8313 573 Email: wlfcc@supportthroughcourt.org

Support Through Court Manchester Room 2.15, Manchester Civil and Family Justice Centre, 1 Bridge Street West, Manchester M60 9DJ. Tel: 0161 240 5037 Email: manchester@supportthroughcourt.org

Cefnogaeth Trwy'r Llys Casnewydd / Support Through Court Newport Llys Sifil a Theulu Casnewydd, Tŷ Clarence, Casnewydd, NP19 7AA / Newport Civil and Family Court, Clarence House, Clarence Place, Newport, NP19 7AA. Tel: 0292 034 3685 Email: cardiff@supportthroughcourt.org

Support Through Court Nottingham Nottingham County Court, Canal Street, Nottingham, NG1 7EJ. Tel: 0115 947 3592 Email: nottingham@supportthroughcourt.org

Support Through Court Sheffield Sheffield Combined Court Centre, The Law Courts, 50 West Bar, Sheffield, S3 8PH. Tel: 0114 281 2456 Email: sheffield@supportthroughcourt.org

Support Through Court Southend The Court House, 80 Victoria Avenue, Southend on Sea, SS2 6EU Email: chelmsford@supportthroughcourt.org

Support Through Court National Helpline 03000 810 006

Support Through Court. Registered charity No. 1090781
A company limited by guarantee registered in England and Wales no. 4360133
Registered Office: Invicta House, 108-114 Golden Lane, London, EC1Y 0TL
Principal Office: Royal Courts of Justice, Strand, London, WC2A 2LL
Tel: 0300 400 0142 E-mail: enquires@supportthroughcourt.org www.supportthroughcourt.org

[Our locations](#)

Support Through Court

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

		Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
	Note						
Income from:							
Donations and legacies	2	564,130	79,630	643,760	521,487	82,400	603,887
Charitable activities	3						
Local services		-	469,628	469,628	-	711,017	711,017
National helpline		-	12,135	12,135	-	49,105	49,105
Support Through Court Online		-	-	-	-	-	-
Legal Support For Litigants in Person		-	70,197	70,197	-	154,113	154,113
Other trading activities	4	11,248	-	11,248	3,605	-	3,605
Investments		11,215	-	11,215	1,786	-	1,786
Total income		586,593	631,590	1,218,183	526,878	996,635	1,523,513
Expenditure on:							
Raising funds	5b	526,623	2,205	528,828	466,585	90	466,675
Charitable activities							
Local services	5b	262,318	547,053	809,371	96,899	795,100	891,999
National helpline		67,009	12,135	79,144	20,811	50,265	71,076
Support Through Court Online		17,866	-	17,866	-	-	-
Legal Support For Litigants in Person		-	70,197	70,197	-	154,113	154,113
Total expenditure		873,816	631,590	1,505,406	584,295	999,568	1,583,863
Net movement in funds		(287,223)	-	(287,223)	(57,417)	(2,933)	(60,350)
Net movement in funds		(287,223)	-	(287,223)	(57,417)	(2,933)	(60,350)
Reconciliation of funds:							
Total funds brought forward		840,817	-	840,817	898,234	2,933	901,167
Total funds carried forward		553,594	-	553,594	840,817	-	840,817

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 15a to the financial statements.

Support Through Court

Balance sheet

Company no. 4360133

As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets			-		-
			-		-
Current assets:					
Debtors	11	18,633		29,015	
Short term deposits		295,530		255,000	
Cash at bank and in hand		510,429		632,122	
		824,592		916,137	
Liabilities:					
Creditors: amounts falling due within one year	12	(270,998)		(75,320)	
Net current assets			553,594		840,817
Total net assets			553,594		840,817
The funds of the charity:	15a				
Restricted income funds			-		-
Unrestricted income funds:					
Designated funds		-		151,465	
General funds		553,594		689,352	
General unrestricted funds			553,594		840,817
Total charity funds			553,594		840,817

Approved by the trustees on 10 July 2023 and signed on their behalf by

Caroline Artis
Chair

Support Through Court

Statement of cash flows

For the year ended 31 March 2023

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2023 £	2022 £
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	(287,223)	(60,350)
Depreciation charges	-	-
Dividends, interest and rent from investments	(11,215)	(1,786)
(Profit)/loss on the disposal of fixed assets	-	-
Decrease / (increase) in debtors	10,382	54,596
Increase / (decrease) in creditors	195,678	(11,688)
Net cash (used in) / provided by operating activities	(92,378)	(19,228)

	2023 £	2022 £
Cash flows from operating activities		
Net cash provided by operating activities	(92,378)	(19,228)
Cash flows from investing activities:		
Interest received	11,215	1,786
Net cash provided by investing activities	11,215	1,786
Change in cash and cash equivalents in the year	(81,163)	(17,442)
Cash and cash equivalents at the beginning of the year	887,122	904,564
Change in cash and cash equivalents due to exchange rate movements	-	-
Cash and cash equivalents at the end of the year	805,959	887,122

Analysis of cash and cash equivalents

	At 1 April 2022 £	Cash flows £	Other changes £	At 31 March 2023 £
Cash at bank and in hand	887,122	(81,163)	-	805,959
Total cash and cash equivalents	887,122	(81,163)	-	805,959

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.

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. Following the decision of the Ministry of Justice (MoJ) to change the funding regime under which the charity has been funded over the past 11 years, we have been moved to a new MoJ department. The extension of the LiPSS and the new Help Accessing Legal Support grants represented 29% of income in 2022/23. We successfully applied for the new Improving Outcomes Through Legal Support through the Access to Justice Foundation which has provided some certainty for the period ending 31 March 2025. The grant represents 17% of the total income budget for 2023/24 and 18% for 2024/25.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, we have plans in place to deal with any significant losses in other income streams and to mitigate against this key risk, the charity has been taking several steps, including investing in fundraising to increase its non-government income and targeting a level of reserves that the board believes provides the charity with a suitable breathing period.

The Trustees do not consider that there are any sources of estimation of 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)

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.

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies (continued)

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.

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

☐ Local services	56%
☐ National Helpline	6%
☐ Support Through Court Online	1%
☐ Raising Funds	37%

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.

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

2 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Gifts	387,581	78,415	465,996	350,036	82,310	432,346
Grants	176,549	-	176,549	97,847	-	97,847
Coronavirus Job Retention Grant	-	-	-	73,604	-	73,604
Donated services	-	1,215	1,215	-	90	90
	564,130	79,630	643,760	521,487	82,400	603,887

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Grants	-	124,691	124,691	-	220,981	220,981
Grants from the Ministry of Justice						
Litigants in Person Support Strategy	-	282,070	282,070	-	539,140	539,140
Legal Support For Litigants in Person	-	70,197	70,197	-	154,113	154,113
Help Accessing Legal Support	-	75,000	75,000	-	-	-
Total income from charitable activities	-	551,958	551,958	-	914,234	914,234

4 Income from other trading activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Fundraising Events	11,248	-	11,248	3,605	-	3,605
	11,248	-	11,248	3,605	-	3,605

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

5a Analysis of expenditure (current year)

	Charitable activities								
	Raising funds £	Local services £	National Helpline £	Support Through Court Online	Legal Support For Litigants in Person £	Governance costs £	Support costs £	2023 Total £	2022 Total £
Salary costs (Note 7)	368,045	541,076	52,192	9,677	60,463	14,541	311,513	1,357,507	1,392,118
Other staff costs	1,287	6,935	259	3	5,744	-	4,854	19,082	22,073
Legal and professional	-	-	-	-	-	-	6,008	6,008	21,644
Recruitment costs	-	746	-	624	-	-	1,913	3,283	1,072
Fundraising costs	12,899	1,873	59	-	-	-	-	14,831	27,403
Marketing costs	439	540	44	-	-	-	3,875	4,898	4,591
IT costs	-	16,190	4,412	2,626	2,200	-	34,595	60,023	73,492
Volunteer costs	-	11,441	114	-	1,000	-	-	12,555	10,620
Office costs	48	6,950	197	-	790	-	6,385	14,370	19,263
Depreciation	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	296	2,509	2,805	2,986
Audit Fees	-	-	-	-	-	9,840	-	9,840	8,550
Trustee expenses	-	-	-	-	-	204	-	204	51
	382,718	585,751	57,277	12,930	70,197	24,881	371,652	1,505,406	1,583,863
Support costs	136,942	209,589	20,495	4,626	-	-	(371,652)	-	-
Governance costs	9,168	14,031	1,372	310	-	(24,881)	-	-	-
Total expenditure 2023	528,828	809,371	79,144	17,866	70,197	-	-	1,505,406	1,583,863

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

5b Analysis of expenditure (prior year)

	Charitable activities						
	Raising funds	Local services	National Helpline	Legal Support For Litigants in Person	Governance costs	Support costs	2022 Total
	£	£	£	£	£	£	£
Salary costs (Note 7)	307,477	604,402	43,141	127,878	15,343	293,877	1,392,118
Other staff costs	82	6,244	171	11,816	-	3,760	22,073
Legal and professional	-	-	-	-	15,600	6,044	21,644
Recruitment costs	-	107	26	-	-	939	1,072
Fundraising costs	26,239	1,164	-	-	-	-	27,403
Marketing costs	233	203	11	-	-	4,144	4,591
IT costs	474	11,947	441	11,314	-	49,316	73,492
Volunteer costs	-	8,966	4	1,650	-	-	10,620
Office costs	41	6,415	7,158	1,455	-	4,194	19,263
Depreciation	-	-	-	-	-	-	-
Insurance	-	-	-	-	602	2,384	2,986
Audit Fees	-	-	-	-	8,550	-	8,550
Trustee expenses	-	-	-	-	51	-	51
	334,546	639,448	50,952	154,113	40,146	364,658	1,583,863
Support costs	119,026	227,504	18,128	-	-	(364,658)	-
Governance costs	13,103.00	25,047.00	1,996	-	(40,146)	-	-
Total expenditure 2022	466,675	891,999	71,076	154,113	-	-	1,583,863

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2023 £	2022 £
Depreciation	-	-
Auditor's remuneration (excluding VAT): Audit	8,200	7,125

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	1,136,302	1,205,059
Redundancy and termination costs	13,059	-
Social security costs	116,169	111,581
Employer's contribution to defined contribution pension schemes	91,977	75,478
	1,357,507	1,392,118

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

	2023 No.	2022 No.
£60,000 - £69,999	1	2
£70,000 - £79,999	1	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £293,626 (2022: £356,358).

The charity Trustees were neither paid nor received any other benefits from employment with the charity in the year (2022: £nil). No charity Trustee received payment for professional or other services supplied to the charity (2022: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £204 (2022: £51) incurred by 2 (2022: 2) 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 35 (2022: 40).

The average number of employees (head count based on equivalent number of full-time staff) during the year was 32.6 (2022: 37.8).

9 Related party transactions

There are no related party transactions to disclose for 2023.

Aggregate donations from related parties were £7,051 (2022: £8,751).

10 Taxation

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

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

11 Debtors

	2023 £	2022 £
Other debtors	11,784	28,448
Accrued income	6,849	567
	<u>18,633</u>	<u>29,015</u>

12 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	9,847	40,213
Taxation and social security	29,754	230
Accruals	9,840	20,377
Deferred income (note 13)	221,557	14,500
	<u>270,998</u>	<u>75,320</u>

13 Deferred income

	2023 £	2022 £
Balance at the beginning of the year	14,500	65,080
Amount released to income in the year	(4,500)	(65,080)
Amount deferred in the year	211,557	14,500
Balance at the end of the year	<u>221,557</u>	<u>14,500</u>

14a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	824,592	-	-	824,592
Current liabilities	(270,998)	-	-	(270,998)
Net assets at 31 March 2023	<u>553,594</u>	<u>-</u>	<u>-</u>	<u>553,594</u>

14b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	750,172	151,465	14,500	916,137
Current liabilities	(60,820)	-	(14,500)	(75,320)
Net assets at 31 March 2022	<u>689,352</u>	<u>151,465</u>	<u>-</u>	<u>840,817</u>

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

15a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
Local services					
Birmingham	-	13,705	(13,705)	-	-
Bristol	-	8,300	(8,300)	-	-
Caerdydd/ Cardiff	-	39,500	(39,500)	-	-
Chelmsford	-	9,670	(9,670)	-	-
Exeter	-	2,000	(2,000)	-	-
Leeds	-	1,116	(1,116)	-	-
Liverpool	-	22,184	(22,184)	-	-
London Services:					
Central Family Court	-	57,268	(57,268)	-	-
Royal Courts of Justice	-	12,010	(12,010)	-	-
West London Family Court	-	1,615	(1,615)	-	-
Manchester	-	9,970	(9,970)	-	-
Newcastle	-	11,515	(11,515)	-	-
Nottingham	-	10,518	(10,518)	-	-
Other service funds	-	81,030	(81,030)	-	-
National Helpline	-	12,135	(12,135)	-	-
Legal Support For Litigants in Person	-	70,197	(70,197)	-	-
Other funds	-	268,857	(268,857)	-	-
Total restricted funds	-	631,590	(631,590)	-	-
Unrestricted funds:					
Designated funds:					
Support Through Court Online	17,866	-	(17,866)	-	-
Developing technology and systems	40,926	-	(12,926)	(28,000)	-
Investing in our team	92,673	-	(92,673)	-	-
Total designated funds	151,465	-	(123,465)	(28,000)	-
General funds	689,352	586,593	(750,351)	28,000	553,594
Total unrestricted funds	840,817	586,593	(873,816)	-	553,594
Total funds	840,817	1,218,183	(1,505,406)	-	553,594

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

15b Movements in funds (prior year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Local services					
Birmingham	111	46,718	(46,829)	-	-
Bristol	-	26,050	(26,050)	-	-
Caerdydd/ Cardiff	-	27,723	(27,723)	-	-
Chelmsford	-	29,576	(29,576)	-	-
Coventry	-	-	-	-	-
Exeter	-	4,200	(4,200)	-	-
Leeds	-	24,552	(24,552)	-	-
Liverpool	-	29,018	(29,018)	-	-
London Services:					
Barnet Civil and Family Court	-	-	-	-	-
Central Family Court	-	30,187	(30,187)	-	-
Royal Courts of Justice	-	45,846	(45,846)	-	-
Wandsworth County Court	-	126	(126)	-	-
West London Family Court	1,662	15,000	(16,662)	-	-
Manchester	-	45,840	(45,840)	-	-
Newcastle	-	25,774	(25,774)	-	-
Nottingham	-	21,628	(21,628)	-	-
Sheffield	-	23,500	(23,500)	-	-
Other service funds	-	123,063	(123,063)	-	-
National Helpline	1,160	49,105	(50,265)	-	-
Legal Support For Litigants in Person	-	154,113	(154,113)	-	-
Other funds	-	274,616	(274,616)	-	-
Total restricted funds	2,933	996,635	(999,568)	-	-
Unrestricted funds:					
Designated funds:					
Designated funds:					
Support Through Court Online	-	-	-	17,866	17,866
Developing technology and systems	-	-	(27,674)	68,600	40,926
Investing in our team	-	-	(82,993)	175,666	92,673
Total designated funds	-	-	(110,667)	262,132	151,465
General funds	898,234	526,878	(473,628)	(262,132)	689,352
Total unrestricted funds	898,234	526,878	(584,295)	-	840,817
Total funds	901,167	1,523,513	(1,583,863)	-	840,817

Support Through Court

Notes to the financial statements

For the year ended 31 March 2023

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.

Support Through Court Online, is an extension of our current service supporting people alone in the courts. People that currently don't live near one of our existing court-based or university-based services will be able to meet with a volunteer remotely and get practical and emotional support by email and videocall.

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

Other service and other funds cover expenditure of the Litigants in Person Support Strategy and Help Accessing Legal Support grants on salaries for service and support staff as well as other service and support costs, such as staff and volunteer expenses, audit fees, systems, insurance and stationery.

Investment pot for development: Over the next five years we're looking to make significant changes in the way that we work, so that we can double the number of clients we're working alongside. An investment pot will enable this development. The investment we're making will help us to improve our systems and tech, launch a new remote service that allows us to reach clients anywhere across England and Wales, and grow as a team so we have the capacity to meet this need.

Support Through Court Online: our investment in new technology and a Support Through Court Online Service Manager will enable us to reach more people.

Developing technology and systems: We'll use technology to connect with more people, in more places, more cost effectively. The investment in new technologies and telephony systems will support our National Helpline and Support Through Court Online, our new remote service. The Trustees agreed to transfer £28,000 of these funds into general reserves as we are now looking to obtain funding for the client data base and volunteer rota externally.

Investing in our team: We'll invest in recruiting and training staff and volunteers; this pot will enable the training required for volunteers as we launch a new remote service.

16 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.

Accounts



Support Through Court

**Report and financial statements
for the year ended 31 March 2022**

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



We are now 'Most Dedicated
Legal Support Provider -
England & Wales 2022'.

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.

T: 03000 810 006

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

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

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

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



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Introduction from Peter Crisp

CHAIR OF THE BOARD OF TRUSTEES

Support for people who have nowhere else to turn

It has been an unusual and challenging year for us all. I and the whole Board of trustees are very grateful to the Support Through Court team who have worked creatively to find a way that works for as many litigants in person as possible. Courts have not resumed operating as they did pre-pandemic.

Many are taking a hybrid approach. Remote hearings are here to stay, with HMCTS announcing further investment in new technologies to facilitate this. We have developed methods of working to reach more people in more ways. We are proud to report that, with your support, our volunteers have helped litigants in person on over 49,000 occasions over the last financial year.

Our National Helpline recorded over 13,000 client contacts in its second year. We continue to work with clients both face-to-face and over video calls. In December 2021, as the country faced the threat of a new Covid-19 variant, we decided to close our face-to-face services and we were fortunate to have the technology in place to allow us to operate remotely.

I would like to thank all our volunteers who have continued to help people facing court alone as litigants in person. We simply could not do what we do without our nearly 500 dedicated volunteers who donate their time and care to help people have a fair hearing and engage with the court system with dignity – thank you so much.

I am also very grateful to our funders and supporters who have enabled us to give vital help to thousands of vulnerable court users who have no access to legal representation in times of personal crisis. Our new Guardians Network has gone from strength to strength. I am truly delighted by the number of people joining this committed, caring community. Thank you for enabling us to continue our work to provide practical and emotional support to people who feel they have nowhere else to turn.

As I come to the end of my time as a Support Through Court trustee and Chair of the Board, I remain grateful that our crucial work exists for those who need us, and that it so effectively brings change and empowerment. Clients continue to report that they are less anxious. Legal professionals continue to tell us that the presence of a Support Through Court volunteer makes a world of difference in a court room.

As you read through this report, you will see stories of change. People going through court may face losing a child, fear imminent eviction, or be experiencing domestic abuse. That we can take some of the burden and anxiety away during such a stressful time is no small thing. We cannot underestimate the impact this work is having.



Professor Peter Crisp,
Support Through Court Chair

Welcome from our CEO

20 years of vital support through court

2021 marked the twentieth anniversary of Support Through Court. Despite the changing legal landscape, we remain committed to supporting people facing court alone to the best of our abilities. The lessons we learnt over the pandemic have proved to be enormously helpful this year. As we re-open our services in the courts, we continue to reach more litigants in person by using remote services alongside face-to-face support. We've been delighted to hold events in person again, and it's been great to meet both partners and supporters face-to-face.

This year saw the launch of our new five-year strategy. 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.

This year, I'm due to retire from my role as CEO. It's been a privilege to lead this charity. Tailored to each individual, our volunteers provide wide-ranging help: providing information, explaining what will happen in court, helping people fill out complicated legal forms, and supporting people as they plan what they would like to say to the judge. Many of our clients have no idea what to expect and the importance of these tasks cannot be underestimated.

It is the way in which our volunteers carry out these tasks that makes the world of difference. Our staff and volunteers remain true to the values of the charity: the voices of our clients are at the heart of all we do. We are engaged; everyone in our organisation has a voice and all voices are listened to. And we strive to live up to the confidence placed in us by the people we work with by delivering a high-quality service with commitment, welcome and respect. It is these core values, which have been at the heart of Support Through Court since its inception, that will propel us into the future. I look forward to passing on the baton of leadership, and watching this charity thrive in the months to come.



Eileen Pereira
CEO

No one should face court alone

Every year, thousands of people in the UK face court alone. Often through no choice of their own, they must represent themselves at a moment that could determine the rest of their life. They may face divorce, eviction from their home, or the loss of their children. In an unfamiliar courtroom, up against a party with legal representation, the process can be stressful and confusing.

We stand with those who have nowhere else to turn. We provide a free service across England and Wales, offering support and guidance before, during, and after court. We make sure people facing court are not alone and help them navigate a complex legal system with dignity and self-assurance. Our volunteers help clients put their thoughts in order, so they are clear about what they need to say in court and so that they can best represent themselves.

Everyone has a right to a fair hearing. We believe that any individual or family seeking help should feel listened to and understood. No one should have to face court alone.

“They gave me clear advice and support in an otherwise complex and lonely process.”

Client, National Helpline



A Support Through Court volunteer can make all the difference

Review of the year

After last year when Covid-19 severely affected our court-based services, with the three periods of national lockdown closing our face-to-face services, we are pleased that this year has seen more stability. Our local services have been largely open for face-to-face appointments, and we have also been able to help people remotely. It's great to have this flexibility and we've learnt a lot of lessons as we've worked to support people in ways that best suit them.

Following a year of lockdowns, we've seen the number of clients we support recover. We helped clients on 49,346 occasions, with the Helpline covering 13,701 of these contacts. This represents 28% of our overall client contact figures, with an average of 1,142 calls per month. The high call volume and low delivery cost also means our cost-per-client-contact for the Helpline was just £5.19. We're confident that demand will continue to grow, highlighting the importance of planning for remote support in the future.

We've been delighted to return to in-person events. Our Guardians Network has been a great success: Guardians commit to investing in what we do, helping us make our plans into reality. It was great to dream and plan together at a reception in September, discussing what it looks like to safeguard our future. An indefatigable supporter, The Rt. Hon. Lady Justice Andrews encouraged

guests to think about what it might be like to step into a courtroom if you've never been in one before, and expressed her own experiences of how Support Through Court volunteers add value in court.

Alongside our in-person events, we've continued to run online events which allow a greater number of people to join in. We enjoyed hosting two Law Breakfasts – one focussing on the impact of the pandemic and the other on employment law. We've also hosted a panel with the author and barrister Christian Weaver and journalist Catherine Baksi. We're grateful to everyone who's taken part and for all those who have held their own fundraising events which have enabled us to support more people going through court without representation.

In order to grow as an organisation over the coming years, we're taking the time to invest in the infrastructure necessary for growth. We're investing in our HR and Fundraising teams, ensuring we have the right personnel to allow for growth. A new HR Assistant joined us in the Summer and a Corporate Partnerships Manager and Corporate Partnerships Officer came on board in the Autumn. We're investing in our communications; this year we recruited a new Communications Manager and developed a strategic communications plan which will enable us to meet many of our objectives for the coming five years.



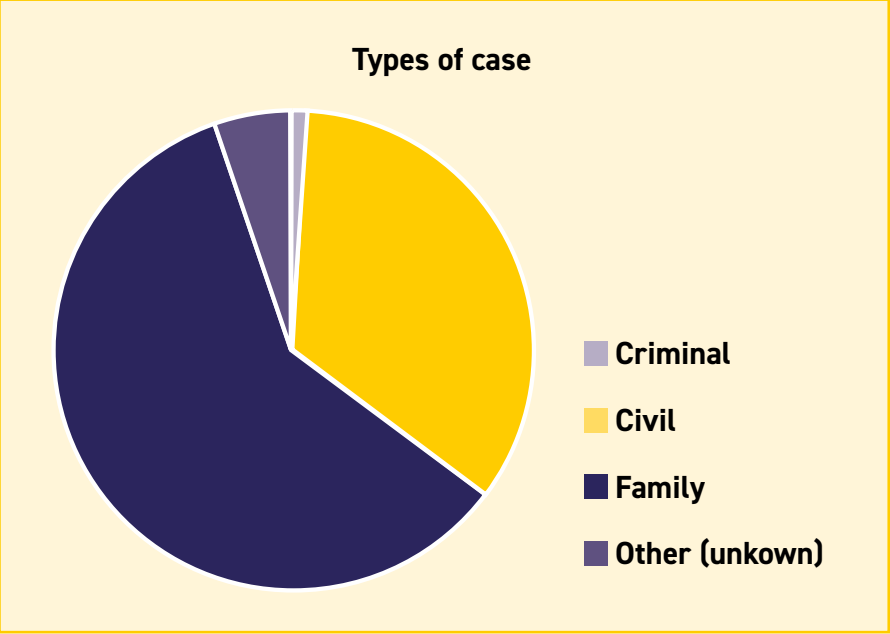
We've seen the number of clients we support recover

Who we've helped

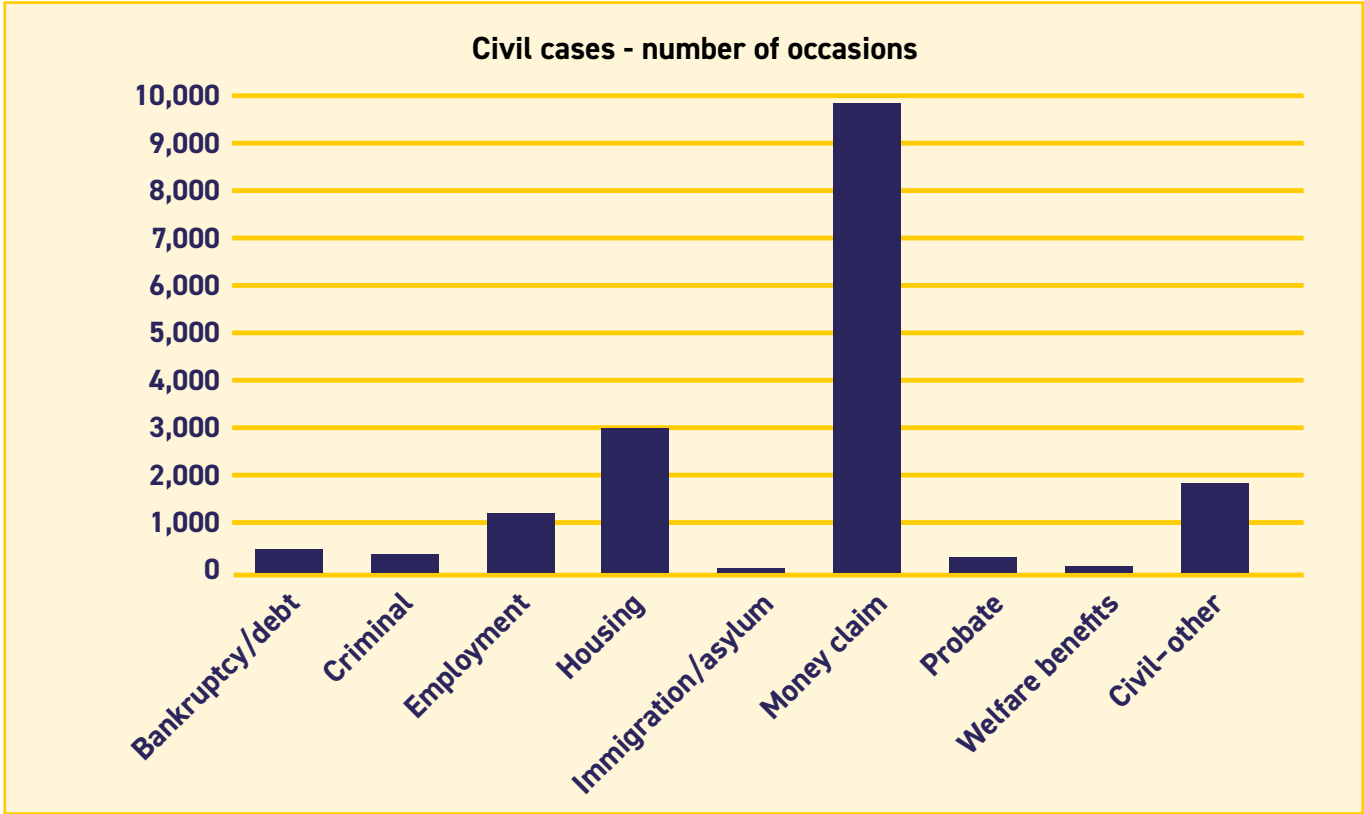
Many people who come to us for support face desperately challenging personal circumstances.

No matter what their background, or what they are experiencing, every client faces the prospect of going through court without anyone to help them. With our help and guidance, they are given an opportunity to represent themselves to the best of their abilities and have the best chance of a fair hearing.

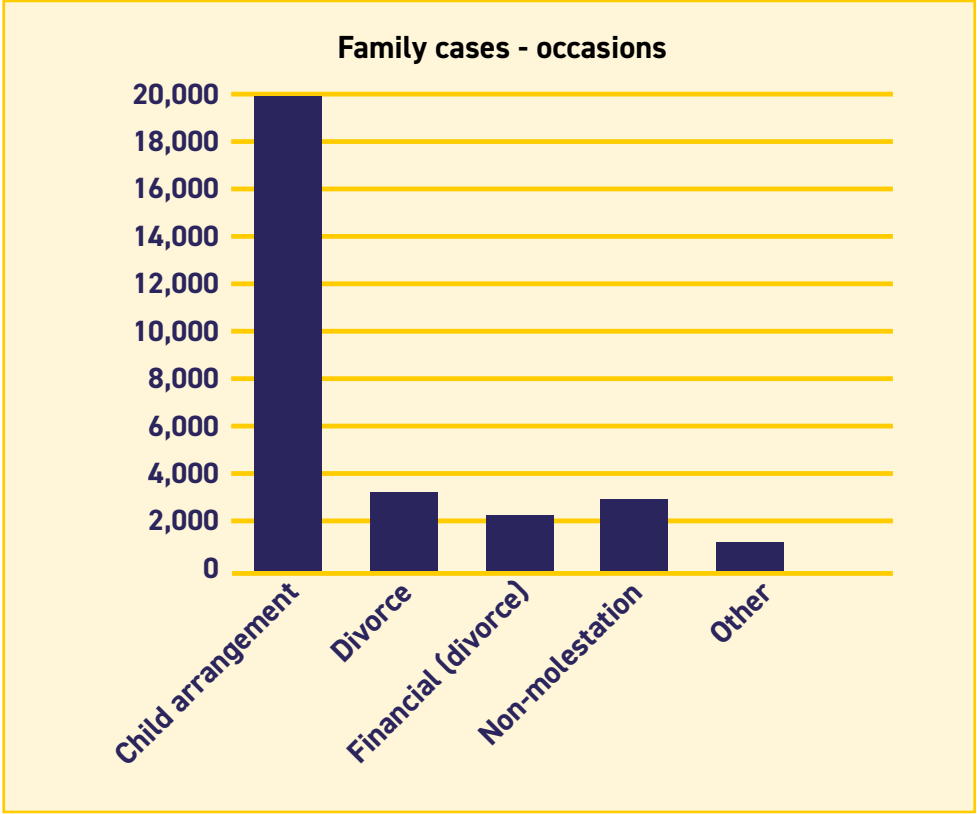
This year, 77% of the clients we saw told us English was their first language. 49% told us they were in employment (with the remainder either unemployed or self-employed). 26% reported serious health problems, with 10% registered as disabled.



Types of case we've supported litigants through



Number of occasions we've supported litigants in civil cases



With our help and guidance, they are given an opportunity to represent themselves to the best of their abilities



We empower clients, no matter what they're facing

Khadeja's story

I supported Khadeja...

Khadeja is a mother of a 4-year-old child; she is originally from Turkey and is divorced from her daughter's father. The father has contact with the daughter every weekend, but he usually works on those days and the paternal family look after the child. The father has verbally threatened Khadeja to remove the daughter from the UK and take her to Turkey; he has called her a 'bad mother' and on one occasion, the daughter stayed at the father's house longer than the weekend.

Khadeja could not afford to pay a solicitor and after trying various organisations, she contacted Support Through Court. She was very concerned about the possibility of her daughter being removed from the UK. She had already filed a Child Arrangements Order, accompanied by an allegation of harm and domestic violence, and she

wanted to make sure her forms were correct, where to get further legal advice and recommendations for the future hearing.

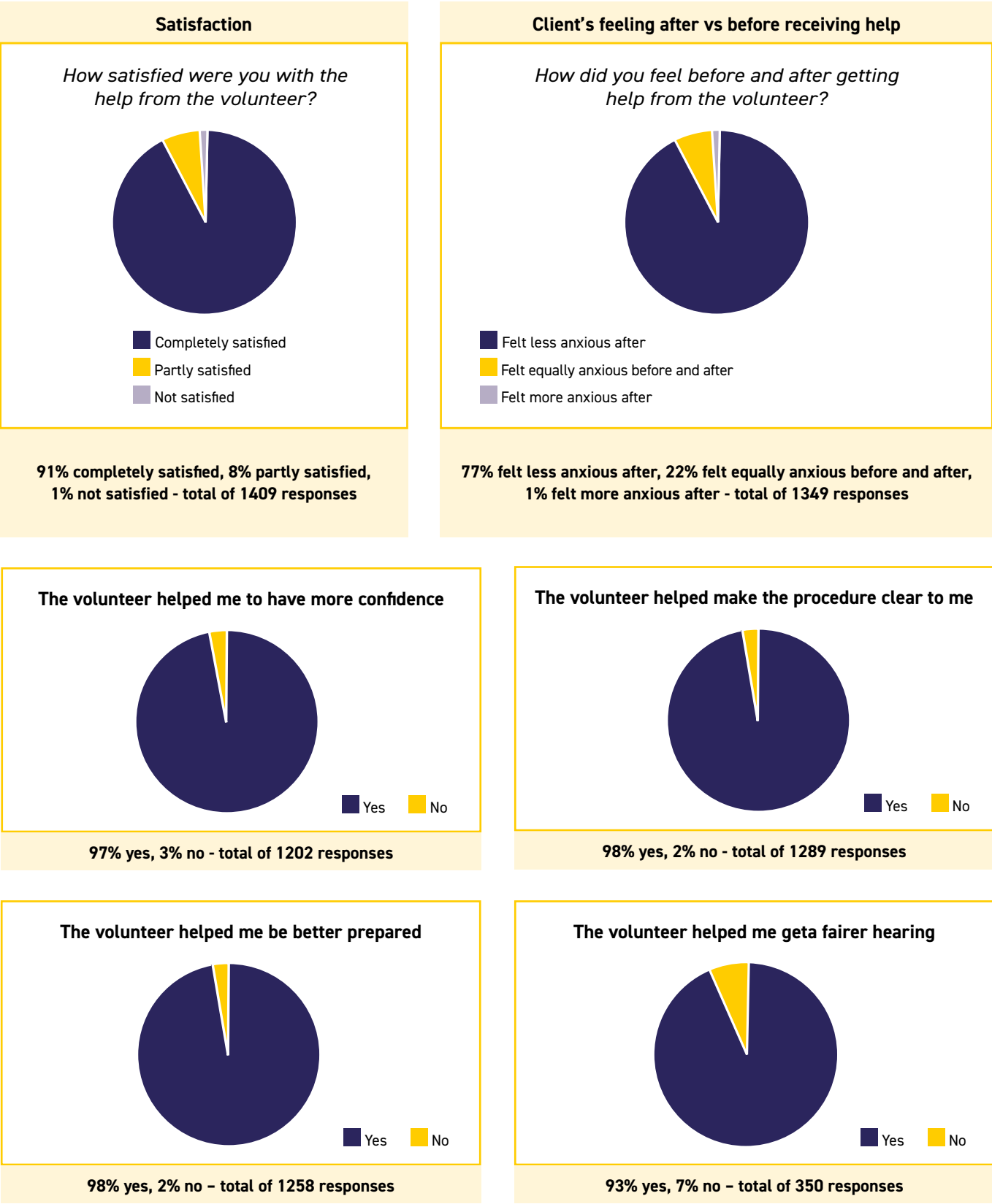
Through our Safe Spaces partnership project, Khadeja was able to obtain legal advice from the RCJ Advice solicitor and with her help, she was able to check her forms and contact the court. Khadeja now feels less anxious and more confident about the future actions she needs to take to stop her ex-husband removing their daughter from the UK.

Khadeja said: 'The case is still going, but the support provided to me has been very helpful, I would rate it 10/10'.

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

How we've helped people facing court alone

We ask our clients about their experiences with us. It matters to us that clients not only get a fairer hearing, but they also come away feeling listened to and more confident about what is ahead.



Hazel's story

Hazel was facing court alone...

Hazel came to us because she needed help completing forms for an upcoming child custody hearing. Hazel's eight-year-old daughter, Eleanor, has learning difficulties and so particular considerations needed to be made, making an already difficult child custody case that bit more challenging for Hazel. A further obstacle was that, although Hazel had access to a laptop, she had no previous experience of using the internet and digital platforms. The pandemic has meant a stronger dependency on technology and a rise in remote hearings but for some people, like Hazel, this has proved to be a real barrier.

Hazel came to us the day before her hearing, anxious because she'd run out of time to print forms and send them back, and so would need to send information digitally. Hazel

wasn't sure how to access the forms she needed and wasn't confident about how to send an email, so we helped her access the required forms and format legal correspondence. We were able to help Hazel talk through her next steps so she felt prepared for her hearing.

As a result of our meeting, Hazel was less stressed about her upcoming hearing and was able to complete all the necessary documents ahead of her court appearance which was a huge weight off her shoulders. Just having our volunteers listen and sympathise with Hazel's situation was very valuable to her and she was delighted with the technological assistance we could provide. She approached court feeling as though someone understood.

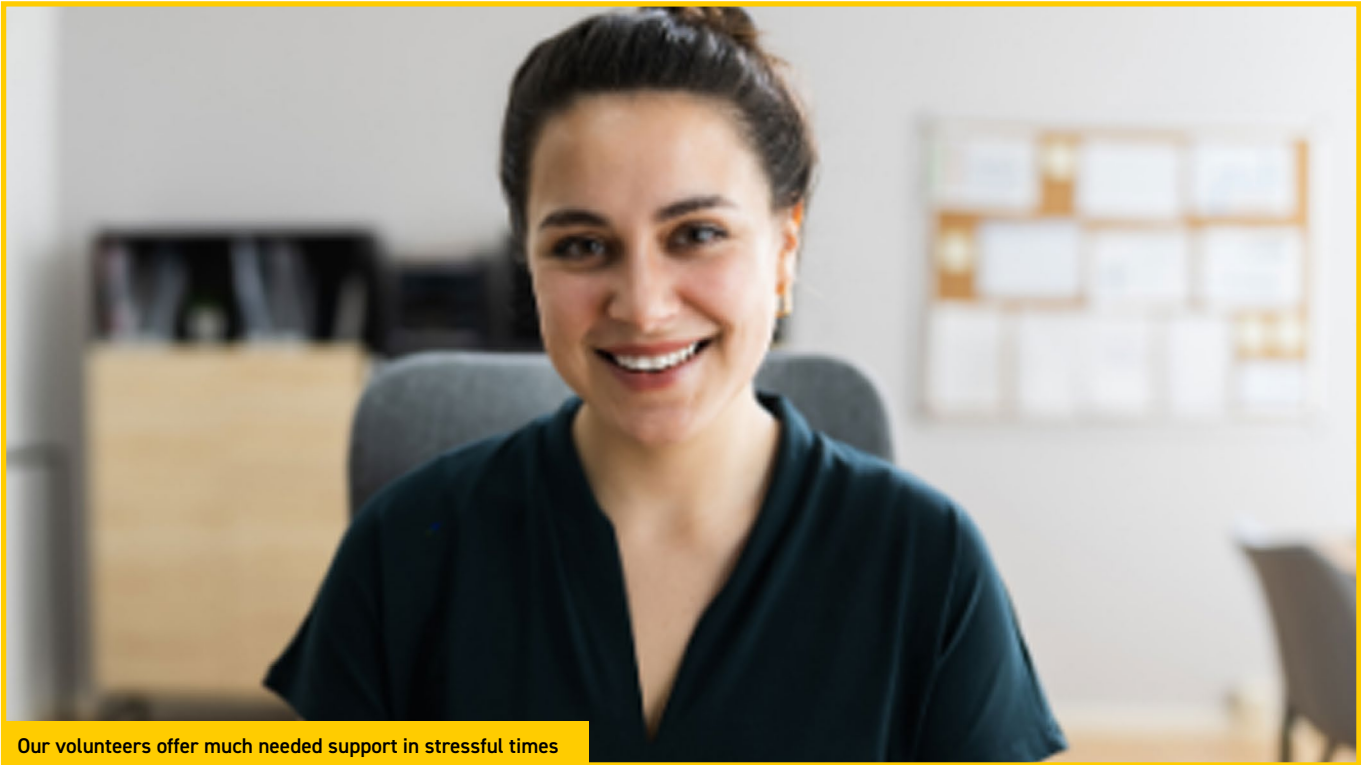
Client stories as told by volunteers.
Names have been changed to protect confidentiality.

People need help at times of great stress

Our volunteers are there to listen to people who contact us. Our volunteers give the time to listen, and then empower people to cope with the pressures of the court system.

- “Litigants in person often arrive at court for a hearing anxious, confused and uncertain as to what will happen in court and how. As judges we want to be able to understand what a litigant's position is, what they want and why.”
- “Support Through Court offers litigants in person help at court in how to get across what they want to say and how to organise any documentary evidence they bring with them. In addition, anxious litigants can have someone with them in court as support and this means that so often the nervous litigant is able to tell a court in more focused terms what their position is. This helps them and it certainly helps judges.”

His Honour Judge Nigel Godsmark QC



Our volunteers offer much needed support in stressful times

Callum's story

How we supported Callum

Callum, a full-time employed dad, works for his local authority. Callum was struggling financially as single parent, particularly having difficulties with getting suitable housing due to credit issues and being band A priority on the council list.

Callum wanted help with preparing a defence for a possession order hearing — a 'no-fault' eviction. His property was in a poor repair despite numerous evidenced complaints to the agency and directly to the landlord. Callum stated that a previous claim for possession had been struck out due to the landlord failing to supply correct gas safety certificates and valid EPCs. But Callum had never missed nor been late with a payment at any point during the tenancy.

We discussed with Callum the court process and the stages the process would go through for the landlord to attain possession of the property, right through to the landlord applying for eviction should Callum choose to not leave following the possession order.

We filled in the defence form with Callum, helping him present his need for more time to find a suitable property, as the current wait for a council property in Leeds is around 157 weeks on average. We then went with him and handed the defence form into the court service desks to ensure it was received before the deadline.

As Callum was struggling to make ends meet, one of our volunteers went through the 'Turn2us' benefits calculator with him, to make sure Callum was receiving all the help he is entitled to. They gave him information about estate agents who could help him further. In addition, we discussed the benefits of speaking to Step Change debt charity, as his debts were eating into his budget.

Callum was calmer knowing he could discuss his debts openly and impartially with Step Change and found some comfort in being able to talk to estate agents to find flexible landlords

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

What our clients tell us

We're delighted that we continue to receive excellent feedback from our clients...

“

I liked the charity's service because it empowered me and reduced my anxiety.

Client, remote hearing

”



“

It enabled me to bounce ideas regarding the things I need to do to prepare for trial.

Client, London

”



“

Being able to talk to somebody was really reassuring. It was good to know a bit more about what I could do next, thinking about positive actions going forward. Facing the legal system as a litigant in person can be intimidating. This service is vital in helping individuals who are not legal experts to get the help they need to access the justice system.

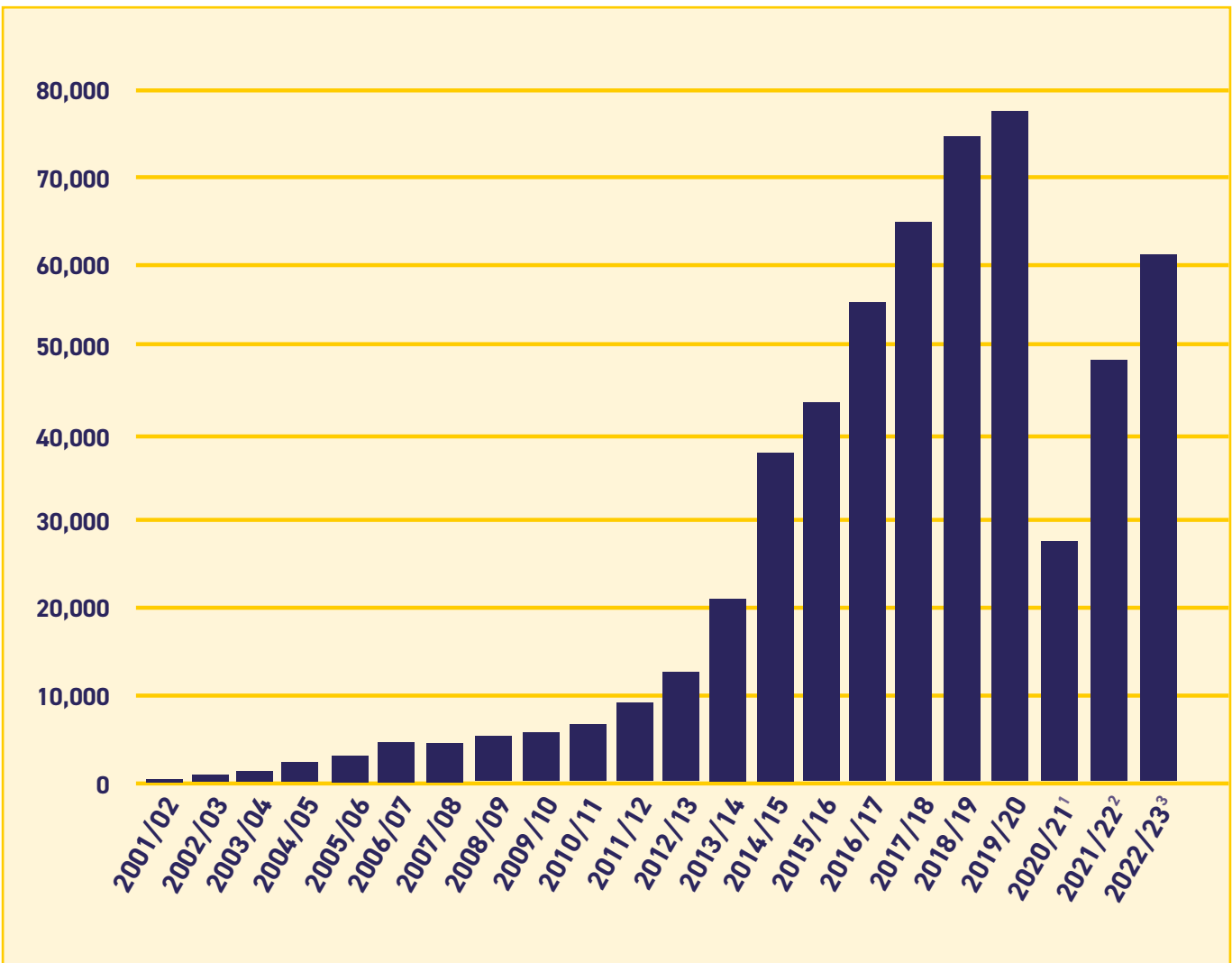
Client

”



A recovery year

Total number of occasions we've helped



¹ Covid Year, three national and further local lockdowns
² Planned Covid recovery year
³ Planned Covid recovery year 2

These numbers are based on information gathered after each client session. In some instances, the figure for 2021/22 has been adjusted based on calendar appointments and email logs.

Our five-year strategy



During the last two years we've learnt some key lessons, and we want to hold on to them going forward. We'll continue to stand alongside the most vulnerable people facing Civil and Family Court alone in England and Wales, doing our bit to ensure they can best represent themselves and secure just and fair outcomes.

In fact, over the coming years we're looking to make some big changes in the way that we work, so that we

can support more clients than ever before. We won't lose sight of the importance of face-to-face work, but we'll use technology to connect with more people, in more places, more cost effectively. We'll invest in recruiting and training more volunteers to empower people dealing with the stressful navigation of the court process, and we'll continue to ensure that clients are at the heart of all we do, so they know they're not alone.

Our five-year strategy

SUPPORT THROUGH COURT ONLINE

Soon we'll have an online service, Support Through Court Online, seamlessly supporting clients who may or may not live near an existing office. Anyone facing court anywhere in England or Wales will have access to our support. We'll offer help by phone, video and e-mail for people who can't attend in person. Our team of volunteers will guide clients by video call, work together on online forms and attend remote hearings with clients. We've put a tender out to universities to identify a partner for this service and have had a number of universities show interest.

DEVELOPING OUR TECHNOLOGY AND SYSTEMS

We're excited to grow, but aware that we won't get there without adapting our existing ways of working. We are committed to developing our systems and improving our tech so that we can offer help to more clients. We'll invest in our teams, training and developing our volunteers. We'll also work harder to evaluate outcomes so we can demonstrate maximum impact to attract more funding and ultimately help more people.

INVESTING IN OUR TEAM

We're committed to growing our team, investing in Fundraising, including a new Corporate Manager this year. Our talented staff team will continue to grow in the coming year as we look to employ a new Supporters Manager and invest in the training and development of existing staff. We are continuously reviewing training for Service staff and volunteers to ensure we are offering an up to date service, for instance this year HHJ Judge Philip Waller CBE provided training on the new divorce law.



We support clients in a way that works for them

What we've achieved so far

Objectives 2021-2026	What we've done so far
We will double the number of client contacts from 80,000 in 2019/20 to 160,000 in 2025/26	• We met with clients in person, by video call or spoke with them over the phone on 49,346 occasions during the last financial year, providing a solid platform for future growth. • We have focussed on student training in line with the new SQE (Solicitors Qualifying Examination) route. • We have a total of 497 volunteers and will continue to recruit in the coming year to replace those leaving.
We will extend the geographic coverage of our service to provide a service to people using the civil and family courts throughout England and Wales	• We have maintained a presence in each of our main court-based services, offering face-to-face and remote support, by phone, email or video call. • We have begun work to extend our coverage digitally by reviewing and building our IT capacity to facilitate Support Through Court Online. • We have continued to work in partnership with the Litigant in Person Support Strategy (LIPSS) organisations and LSLIPS grantees, to support people going through court without legal representation. • We've continued to build relationships with HMCTS and court staff in cluster courts around our main service sites. • A newly recruited Communications Manager is working on a strategy to promote our services, enabling us to reach more people in more places.
We will offer a range of ways to access our support through a multi-channel service, offering clients choice and tailoring our support to our clients' needs as far as we are able	• We are grateful to volunteers for their flexibility, enabling us to offer client appointments by phone, in person, by email and by video call. • Our National Helpline continues to go from strength to strength: calls to the Helpline this year represented 28% of all recorded client contacts. • We have liaised with universities, seeking a partner to host a fully remote service. • Our systems have been updated to enable clients to request a support session through our website, and, in some locations, to choose their own appointment times.
We will grow our income to achieve long term sustainability of our financial resources	• Our income this year sits at £1,523,513. • We are delighted to have 35 Guardians sign up to join our Network and 33 companies who have joined our community of Guardians championing the work we do. • Our Communications Manager is working to develop our brand and raise the profile of the organisation.
We will make more efficient use of our resources including in particular our volunteers, providing value for money, resulting in efficiency savings and enabling investment in service improvements	• We have invested in systems that enable us to improve efficiency eg our new 3CX phone system. • We have introduced a new call monitoring system that can be used to train volunteers, and can record calls to support volunteers and ensure quality of service. • We are reviewing how we monitor and evaluate our services. • Volunteers have supported our communication development, analysing our website and tracking, providing supporter copy and developing a crisis communications plan for hypothetical situations.
We will use our knowledge of the court system and the issues faced by LiPs to seek changes to make it easier for LiPs to navigate the court systems offering a better opportunity to access justice	• We continued to contribute to consultations both with partners in the LIPSS group and individually. • We've worked to make the needs and experiences of litigants in person more visible, eg contributing to HMCTS guidance on the non-molestation order (FL401) forms; raising an issue about how LiPs can pay their fees; and contributing to improvements in the civil courts. • We submitted consultation responses about court processes and cross-examination in the Family Courts. • We are contributing to the use of more accessible language in new online court procedures.

Thank you for empowering people facing court

We're enormously grateful to all our funders: individuals across the country, law firms, chambers, universities, trusts and foundations, as well as our Guardians, Champions, Friends, Alumni, and the Business Board. Thank you for empowering people going through court, enabling them to access justice.

Support Through Court aims to maintain our quality service whilst helping even more people going through court without representation. We can only do this by working in partnership with others. The committed support of Her Majesty's Courts and Tribunals Service allows us to keep our costs low. We're extremely grateful to them for accommodation and utilities. 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 been able to reach many people that we'd otherwise have been unable to support.

We value our partnerships with others involved in the justice system: 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, our national Liaison Judge, Lady Justice Laing, and our Liaison Judges across England and Wales.

Support Through Court aims to maintain our quality service whilst helping even more people going through court without representation. We can only do this by working in partnership with others.



We couldn't do this work without our partners' support

You can help us continue to transform lives

If you would like to help us make our vision to help more people facing court alone in the future a reality by volunteering, fundraising or partnering with us

visit:

www.supportthroughcourt.org

or email us:

fundraising@supportthroughcourt.org

If you'd like to make a donation, you can do so using the QR code below.



You will be ensuring we can provide emotional and practical support to clients throughout the court process, so that people facing court alone can represent themselves with dignity and fully take part in court to better access justice.

Thank you

You're changing lives

To all those who have so generously donated to us: thank you. You're making a world of difference to people going through court without representation.

Corporate supporters

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1COR
29 Bedford Row
3 Verulam Buildings
5RB
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The Bar Standards Board
Brown Rudnick
Bryan Cave Leighton Paisner
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Individuals

Lady Justice Andrews
Lady Justice Asplin
Guy Beringer
Eleanor Brass
Damien Byrne Hill
Angela Camber
The Rt. Hon. Lord Carnwath of Notting Hill
Professor Sara Chandler QC
Lady Justice Carr
Simon Davis
Jean Edwards
Guy Fetherstonhaugh QC
Sir Julian Flaux
Sir Christopher Floyd PC
Henrietta Hill QC
Andrew Hochhauser QC
Graham Huntley
Sir Rupert Jackson
Pieter Knook and Anne Wolff
Richard Lissack QC
Martin Lewis OBE
Ali Malek QC
Mrs Justice McGowan
Mr Justice Murray
William Norris
Lord Justice Nugee
Lord Pannick QC
Sir Vivian Ramsey
Lord Justice David Richards
Lord Sales
Thomas Seager Berry
Audley Sheppard QC
Tom Smith QC
Lord Justice Stuart-Smith
Michael Todd QC
Nigel Tozzi QC
Philip Waller CBE
Sir David Wootton
Mr Justice Zacaroli

Universities

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

Trusts

Access to Justice Foundation
Adint Charitable Trust
City of London Solicitors' Company
Essex Community Foundation
Gerald Palmer Eling Trust Company
Gwendoline and Margaret Davies Charity
Mercers' Charitable Foundation
Moondance Foundation
Mulberry Trust
Sir James Knott Trust
The Brook Trust
The Hobson Charity
The Jones 1986 Charitable Trust
The Three Oaks Trust
The Swire Charitable Trust
Zochonis Charitable Trust

Who we are

Trustees

The trustees (who are also directors of Support Through Court for the purposes of company law) are:

Peter Crisp, Chair
Stephen Adler
Angela Camber (Resigned 21 September 2021)
Zubair Chaudhry, Treasurer (Appointed 1 July 2021)
Elisabeth Davies, Vice Chair (Resigned 28 March 2022)
Caroline Field (Resigned 28 March 2022)
Anthony Fincham (Appointed 1 July 2021)
Samantha Gargaro
Alexander Hulbert (Appointed 1 July 2021)
Elizabeth Long (Resigned 21 September 2021)
Ben Moore (Appointed 1 July 2021)
Kirit Naik, Treasurer (Resigned 21 September 2021)
Tim Nash
Kay-Dene Petgrave (Appointed 1 July 2021)
Robert Pitt (Appointed 1 July 2021)
David Wilkin, Vice Chair

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

Founder

The late Diana Copisarow OBE

Patrons

Martin Lewis, OBE
The Rt. Hon. Sir Terence Etherton
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
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
The Rt Hon. The Lord Judge
The Rt Hon. The Lord Burnett of Maldon, Lord Chief Justice
The Rt Hon. The Lord Reed of Allermuir

Liaison Judge

The Rt. Hon. Dame Sarah 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**

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

Our income this year sits at £1,523,513. We’ve received income from the following sources:

Source of funding 2021/22	£	%
Trusts	302,932	19.9
Government	778,953	51.1
Corporate and university	231,944	15.2
Friends and individuals	181,449	11.9
Community	26,449	1.7
Investments	1,786	0.1
Total	1,523,513	100.0

We received 35% 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.

Our total expenditure sits at £1,583,863. We’ve invested in new staff positions, and training and development in order to retain existing staff. We’re also working on our systems, including configuring our database, implementing a new phone system, and IT for new members of staff.

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 £118,706 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
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	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 reviewed target of four and a half months reserves provides enough time to consider options and take action to maintain a viable service in line with a changing funding environment. A Designated Development Fund has been created from reserves within the year to support development of our five-year strategy. In addition, a prudent approach is taken to new projects or expansion in work requiring additional funds. These will not commence until funding based on full costs recovery has been confirmed and after scrutiny of cash-flow projections. 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. Pledged and required income and the risk assessment are reviewed monthly within the management account reporting processes. The charity has taken advantage of the Covid-19 Job Retention Scheme, which offers some support to the cash flow position at this time.
Volunteer retention and recruitment	At the start of the pandemic in March 2020, the charity had increased its volunteer numbers to 880. Temporary closures of court-based activity brought with it a loss of volunteers, including those who were vulnerable or unable to convert to new delivery methods. In 2021/22 we have rebuilt our volunteer numbers to 550, and are currently recruiting both student and core volunteers aiming for a cohort of around 1200 by the year 2024/25. We have improved our training and introduced a new training pack to track volunteers’ progress. Our new 3CX phone system supports training and ongoing volunteer client support. Many volunteers work both in units and continue to maintain their commitment to the National Helpline and we hope to engage more volunteers as lines increase.
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	Following a review in March 2020, in 2021/22 we created a new Safeguarding working group to review policy and procedure. Our IT team have introduced a streamlined recording process held centrally, for ease of analysis. 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.
Data protection - Ensuring understanding of latest legislation and good practice across the Charity	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.

Reserves policy

The trustees consider it is appropriate for Support Through Court to hold a general reserve, primarily to maintain its service if funding is disrupted through the ebb and flow in fundraising streams. We recognise that in periods of innovation and development general reserves may be required to support growth, and the trustees have agreed that a Designated Development Fund be created to support internal investment, with the DDF being held separately within the general reserves. Over the next five years we're looking to make significant changes in the way that we work, so that we can double the number of clients we're working alongside. We'll use technology to connect with more people, in more places, more cost effectively. We'll invest in recruiting and training staff and volunteers. An investment pot will enable this development. The investment we're making will help us to improve our systems and tech, launch a new remote service that allows us to reach clients anywhere across England and Wales, and grow as a team so we have the capacity to meet this need.

Our reserve is available to support in-year short-term cash flow issues arising from intermittent income receipts. Taking this into account, the trustees have agreed to target an unrestricted reserve equating to four and a half months of the charity's expected running costs for the following financial year. The trustees understand that the level of reserves will fluctuate as strategic aims are met and have agreed that the general reserve should not fall below two and a half months of the charity's expected running costs for the following financial year. The trustees have put trigger points in place to ensure that there 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. 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 2023 are expected to be £1,888,088 (2022: £1,583,863). The restricted reserve at 31 March 2022 was £nil (2021: £2,933), the designated reserves were £151,465 while the unrestricted reserve was £689,352 (2021: £898,234) which equates to 5.3 months of 2022-23 total running costs (2021: 6.8).

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. Following the decision of the Ministry of Justice (MoJ) to change the funding regime under which the charity has been funded over the past 11 years, we have been moved to a new MoJ department and will now take part in a new grant application for a three-year funding grant. The current grant represented 35% of income in 2021/22. While this brings a degree of financial uncertainty, we are confident that the charity remains a going concern and have plans in place to deal with any loss of income should we be unsuccessful in this grant round. 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. The trustees do not consider that there are any sources of estimation of 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 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 eight 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. In 2021/22 a Nominations Committee was introduced to improve trustee recruitment practice and support equality and diversity within the trustees group. 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 members of the Nominations Committee (serving trustees) 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 July 2022 when the Chair will step down. The 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 our new Chair-elect has been agreed and joined the Board on 1st May 2022 with a handover taking place formally at the Board meeting on 4th July 2022. The trustees engaged with an outside agency for this post, The Good Board, who supported the application process including advertising, review of applications, supporting short-listing, interviews and the taking up of two references for the appointee. Since 2020/21 the Nominations Committee

have achieved their aim of producing a more diverse board addressing a number of factors including age, gender, and ethnicity with six new trustees appointed in 2020/21 and the new Chair-Elect in 2021/22.

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.

As charity that complies with the Charity Code of Governance, 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 Resourcing 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 Salary and Remuneration Evaluation Committee and makes recommendations to the Board, benchmarked against similar organisations including those in the

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

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.

Volunteers engaged in the provision of the charity's services are supported by paid Managers, except at Support Through Court's Southend, Exeter, Wandsworth, West London Family Court, and Barnet services, 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 senior charity 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. 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 (LIPSS), coordinating and collaborating with other independent charities to enhance the provision of support to people facing court alone, magnifying the delivery of our objectives. As noted above the funding supporting the strategy is changing to a three-year grant application process and the LIPSS strategy will no longer be supported by the MoJ in the same way. The partners are in discussion around maintaining the partnership which benefits LIPS through cross referral, prevention of duplication of effort and sharing of knowledge. The CEOs of the LIPSS partners will continue to meet regularly and share opportunities to influence policy and engage in consultations as they arise.

Support Through Court has a number of ongoing relationships across England and Wales with universities, HMCTS, the judiciary and other agencies, (Citizens Advice, Housing, Debt advice) offering cross referral and support for LIPS

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 continued to consult on our 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.

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 4 July 2022 and signed on their behalf by

Professor Peter Crisp
Support Through Court Chair

Independent auditor’s report

Opinion

We have audited the financial statements of Support Through Court (the ‘charitable company’) for the year ended 31 March 2022 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 2022 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.

Jonathan Orchard,
Senior statutory auditor

**5 August 2022 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 2022

For the year ended 31 March 2022				2022			2021
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Note	£	£	£	£	£	£
Income from:							
Donations and legacies	2	521,487	82,400	603,887	655,565	60,343	715,908
Charitable activities	3						
Court-based services		-	711,017	711,017	-	686,071	686,071
National helpline		-	49,105	49,105	-	45,603	45,603
Legal Support For Litigants in Person		-	154,113	154,113	-	91,576	91,576
Other trading activities	4	3,605	-	3,605	19,751	-	19,751
Investments		1,786	-	1,786	4,017	-	4,017
Total income		526,878	996,635	1,523,513	679,333	883,593	1,562,926
Expenditure on:							
Raising funds	5a	466,585	90	466,675	369,415	103	369,518
Charitable activities							
Court-based services	5a	96,899	795,100	891,999	143,393	750,133	893,526
National helpline		20,811	50,265	71,076	-	44,443	44,443
Legal Support For Litigants in Person		-	154,113	154,113	-	91,576	91,576
Total expenditure		584,295	999,568	1,583,863	512,808	886,255	1,399,063
Net movement in funds		(57,417)	(2,933)	(60,350)	166,525	(2,662)	163,863
Reconciliation of funds:							
Total funds brought forward		898,234	2,933	901,167	731,709	5,595	737,304
Total funds carried forward		840,817	-	840,817	898,234	2,933	901,167

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 2022

As at 31 March 2022			2022	2021
	Note	£	£	£
Fixed assets:				
Tangible assets	11		-	-
			-	-
Current assets:				
Stock	18	-		-
Debtors	12	29,015		83,611
Short term deposits		255,000		-
Cash at bank and in hand		632,122		904,564
		916,137		988,175
Liabilities:				
Creditors: amounts falling due within one year	13	(75,320)		(87,008)
Net current assets			840,817	901,167
Total net assets			840,817	901,167
The funds of the charity:	15a			
Restricted income fund			-	2,933
Unrestricted income funds:				
Designated funds		151,465		-
General funds		689,352		898,234
General unrestricted funds			840,817	898,234
Total charity funds			840,817	901,167

Approved by the trustees on 4 July 2022 and signed on their behalf by

Peter Crisp, Chair
Company No. 4360133

STATEMENT OF CASH FLOWS

Reconciliation of net income / (expenditure) to net cash flow from operating activities.	2022	2021
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(60,350)	163,863
Depreciation charges	-	964
Dividends, interest and rent from investments	(1,786)	(4,017)
(Profit)/loss on the disposal of fixed assets	-	-
(Decrease) / increase in debtors	54,596	(52,082)
(Increase) / decrease in creditors	(11,688)	(40,217)
Net cash (used in) / provided by operating activities	(19,228)	68,510

	2022	2021
	£	£
Cash flows from operating activities		
Net cash provided by operating activities	(19,228)	68,510
Cash flows from investing activities:		
Interest received	1,786	4,017
Proceeds from the sale of fixed assets	-	-
Purchase of fixed assets	-	-
Proceeds from sale of investments	-	-
Purchase of investments	-	-
Net cash provided by investing activities	1,786	4,017
Change in cash and cash equivalents in the year	(17,442)	72,527
Cash and cash equivalents at the beginning of the year	904,564	832,037
Change in cash and cash equivalents due to exchange rate movements	-	-
Cash and cash equivalents at the end of the year	887,122	904,564

Analysis of cash and cash equivalents				
	At 1 April 2021	Cash flows	Other changes	At 31 March 2022
	£	£	£	£
Cash at bank and in hand	904,564	(17,442)	-	887,122
Total cash and cash equivalents	904,564	(17,442)	-	887,122

Notes to the financial statements

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. Following the decision of the Ministry of Justice (MoJ) to change the funding regime under which the charity has been funded over the past 11 years, we have been moved to a new MoJ department and will now take part in a new grant application for a three-year funding grant. The current grant represented 35% of income in 2021/22. While this brings a degree of financial uncertainty, we are confident that the charity remains a going concern and have plans in place to deal with any loss of income should we be unsuccessful in this grant round. 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.

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

e) Income

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

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

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

1. ACCOUNTING POLICIES (CONTINUED)

For the year ended 31 March 2022

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.

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 62%
- National Helpline 5%
- Raising Funds 33%

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.

For the year ended 31 March 2022

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

			2022				2021
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total	
	£	£	£	£	£	£	£
Gifts	350,036	82,310	432,346	243,609	60,343	303,952	
Grants	97,847	-	97,847	143,700	-	143,700	
Coronavirus Job Retention Grant	73,604	-	73,604	268,256	-	268,256	
Donated services	-	90	90	-	-	-	
	521,487	82,400	603,887	655,565	60,343	715,908	

For the year ended 31 March 2022

3. INCOME FROM CHARITABLE ACTIVITIES

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Grants	-	220,981	220,981	-	192,534	192,534
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	-	154,113	154,113	-	91,576	91,576
Total income from charitable activities	-	914,234	914,234	-	823,250	823,250

4. INCOME FROM OTHER TRADING ACTIVITIES

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising events	3,605	-	3,605	19,751	-	19,751
	3,605	-	3,605	19,751	-	19,751

5A. ANALYSIS OF EXPENDITURE

	Charitable activities						2022 Total	2021 Total
	Raising funds	Court-based services	National Helpline	Legal Support For Litigants in Person	Governance costs	Support costs		
	£	£	£	£	£	£	£	£
Salary costs (Note 7)	307,477	604,402	43,141	127,878	15,343	293,877	1,392,118	1,267,916
Other staff costs	82	6,244	171	11,816	-	3,760	22,073	15,714
Legal and professional	-	-	-	-	15,600	6,044	21,644	5,864
Recruitment costs	-	107	26	-	-	939	1,072	3,548
Fundraising costs	26,239	1,164	-	-	-	-	27,403	4,328
Marketing costs	233	203	11	-	-	4,144	4,591	3,965
IT costs	474	11,947	441	11,314	-	49,316	73,492	58,707
Volunteer costs	-	8,966	4	1,650	-	-	10,620	2,321
Office costs	41	6,415	7,158	1,455	-	4,194	19,263	25,090
Depreciation	-	-	-	-	-	-	-	964
Insurance	-	-	-	-	602	2,384	2,986	1,830
Audit Fees	-	-	-	-	8,550	-	8,550	8,142
Trustee expenses	-	-	-	-	51	-	51	674
	334,546	639,448	50,952	154,113	40,146	364,658	1,583,863	1,399,063
Support costs	119,026	227,504	18,128	-	-	(364,658)	-	-
Governance costs	13,103	25,047	1,996	-	(40,146)	-	-	-
Total expenditure 2022	466,675	891,999	71,076	154,113	-	-	1,583,863	1,399,063

For the year ended 31 March 2022

5B. ANALYSIS OF EXPENDITURE

	Charitable activities						2021 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	1,267,916
Other staff costs	893	1,173	502	9,125	-	4,021	15,714
Legal and professional	-	-	-	-	-	5,864	5,864
Recruitment costs	-	248	-	1,344	-	1,956	3,548
Fundraising costs	4,288	40	-	-	-	-	4,328
Marketing costs	125	-	-	-	-	3,840	3,965
IT costs	32	16,746	450	7,324	-	34,155	58,707
Volunteer costs	-	2,298	-	23	-	-	2,321
Office costs	111	7,701	3,982	8,198	-	5,098	25,090
Depreciation	-	-	-	-	-	964	964
Insurance	-	-	-	-	602	1,228	1,830
Audit Fees	-	-	-	-	8,142	-	8,142
Trustee expenses	-	-	-	-	674	-	674
	277,933	672,066	44,443	91,576	23,269	289,776	1,399,063
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	-	-	1,399,063

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

This is started after charging / (crediting):

	2022	2021
	£	£
Depreciation	-	964
Auditor's remuneration (excluding VAT): Audit	8,550	8,142

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

Staff costs were as follows:	2022	2021
	£	£
	1,205,059	1,118,185
	111,581	102,245
	75,478	47,486
	1,392,118	1,267,916

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:	2022	2021
	No.	No.
	2	1
	1	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £356,358 (2021: £315,447). The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2021: £nil). No charity Trustee received payment for professional or other services supplied to the charity (2021: £nil). Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £51 (2021: £nil) incurred by 2 (2021: nil) 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 (2021: 40). The average number of employees (head count based on equivalent number of full-time staff) during the year was 37.8 (2021: 37.2).

9. RELATED PARTY TRANSACTION

There are no related party transactions to disclose for 2022. Aggregate donations from related parties were £8,751 (2021: £7,731).

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	(2,892)	(2,892)
At the end of the year	-	-
Depreciation		
At the start of the year	2,892	2,892
Charge for the year	-	-
Eliminated on disposal	(2,892)	(2,892)
At the end of the year	-	-
Net book value	-	-
At the end of the year	-	-
At the start of the year	-	-

All of the above assets were used for charitable purposes.

12. DEBTORS

	2022	2021
	£	£
Other debtors	28,448	83,611
Accrued income	567	
	29,015	83,611

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	40,443	13,787
Accruals	20,377	8,141
Deferred income	14,500	65,080
	75,320	87,008

14. DEFERRED INCOME

	2022	2021
	£	£
Balance at the beginning of the year	65,080	89,708
Amount released to income in the year	(65,080)	(40,603)
Amount deferred in the year	14,500	15,975
Balance at the end of the year	14,500	65,080

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

	General Unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	-	-	-	-
Current assets	750,172	151,465	14,500	916,137
Current liabilities	(60,820)		(14,500)	(75,320)
Net assets at 31 March 2022	689,352	151,465	-	840,817

15B. ANAYLSIS OF NET ASSETS BETWEEN FUNDS (PRIOR 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

16A. MOVEMENTS IN FUNDS (CURRENT YEAR)

	At 1 April 2021	Income & gains	Expenditure & losses	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Court-based services					
Birmingham	111	46,718	(46,829)	-	-
Bristol	-	26,050	(26,050)	-	-
Caerdydd/ Cardiff	-	27,723	(27,723)	-	-
Chelmsford	-	29,576	(29,576)	-	-
Chester	-	-	-	-	-
Coventry	-	-	-	-	-
Exeter	-	4,200	(4,200)	-	-
Leeds	-	24,552	(24,552)	-	-
Liverpool	-	29,018	(29,018)	-	-
London services:					
Barnet Civil and Family Court	-	-	-	-	-
Central Family Court	-	30,187	(30,187)	-	-
Royal Courts of Justice	-	45,846	(45,846)	--	-
Wandsworth County Court	-	126	(126)	-	-
West London Family Court	1,662	15,000	(16,662)	-	-
Manchester	-	45,840	(45,840)	-	-
Newcastle	-	25,774	(25,774)	-	-
Newport	-	-	-	-	-
Nottingham	-	21,628	(21,628)	-	-
Sheffield	-	23,500	(23,500)	-	-
Southend	-	-	-	-	-
Other service funds	-	123,063	(123,063)	-	-
National Helpline	1,160	49,105	(50,265)	-	-
Legal Support For Litigants in Person	-	154,113	(154,113)	-	-
Other funds	-	274,616	(274,616)	-	-
Total restricted funds	2,933	996,635	(999,568)	-	-
Unrestricted funds:					
Designated funds:					
Support Through Court Online	-	-	-	17,866	17,866
Developing technology and systems	-	-	(27,674)	68,600	40,926
Investing in our team	-	-	(82,993)	175,666	92,673
Total designated funds	-	-	(110,667)	262,132	151,465
General funds	898,234	526,878	(473,628)	(262,132)	689,352
Total unrestricted funds	898,234	526,878	(584,295))	-	840,817
Total funds	901,167	1,523,513	(1,583,863)	-	840,817

16B. MOVEMENTS IN FUNDS (PRIOR 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
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)	-	-
Sheffield	-	17,003	(17,003)	-	-
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

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. Other service and other funds cover 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. Investment pot for development: Over the next five years we're looking to make significant changes in the way that we work, so that we can double the number of clients we're working alongside. An investment pot will enable this development. The investment we're making will help us to improve our systems and tech, launch a new remote service that allows us to reach clients anywhere across England and Wales, and grow as a team so we have the capacity to meet this need. **Support Through Court Online:** our investment in new technology and a Support Through Court Online Service Manager will enable us to reach more people. **Developing technology and systems:** We'll use technology to connect with more people, in more places, more cost effectively. The investment in new technologies and telephony systems will support our National Helpline and Support Through Court Online, our new remote service. **Investing in our team:** We'll invest in recruiting and training staff and volunteers; this pot will enable the training required for volunteers as we launch a new remote service.

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 us

Support Through Court Birmingham

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

T: 0121 285 2080

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

T: 01245 245 527

E: chelmsford@supportthroughcourt.org

Support Through Court 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 Exeter

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

T: 01392 415 335

Email: exeter@supportthroughcourt.org

Support Through Court Leeds

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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 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

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Support Through Court Newcastle

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Support Through Court Sheffield

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Support Through Court Southend

The Court House, 80 Victoria Avenue, Southend on Sea, SS2 6EU

E: chelmsford@supportthroughcourt.org

Support Through Court.

Registered Charity No. 1090781

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

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

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

Tel: 020 7947 7701

Email: enquiries@supportthroughcourt.org

Support Through Court Helpline: 03000 810 006

Monday to Friday 9:30am to 4:30pm (closed 12.30-1.30pm)

www.supportthroughcourt.org

Accounts



Report and financial statements for the year ended 31 March 2021

Company number: 4360133
Charity number: 1090781

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 have 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 many of whom have taken up supporting clients over the phone and 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 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

Barriers to justice in a pandemic year

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

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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

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%
<i>family - children</i>	<i>12,310</i>	<i>63%</i>
<i>family - divorce</i>	<i>2,003</i>	<i>10%</i>
<i>family - financial (as part of divorce)</i>	<i>1,287</i>	<i>7%</i>
<i>family - non molestation</i>	<i>1,815</i>	<i>9%</i>
<i>family - other</i>	<i>2,043</i>	<i>10%</i>
TOTAL UNIQUE RESPONSES: <i>Note: As cases can involve more than one area, more than one case type can be selected per a response.</i>	26,863	

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.

"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." Lord Burnett of Maldon, Support Through Court Patron

Support Through Court volunteers give emotional and practical assistance to people going through court alone. We offer our services free of charge, by phone and now by video, and we will return to face-to-face support in courts as soon as we can. 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.

"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)

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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	

People need help at times of great stress

Support Through Court Volunteers are there for whoever contacts us. Our volunteers give the time to listen, and then empower people to cope with the pressures of our court system. Here, three volunteers share how they helped...

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.

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

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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". Elaine

"Managing her expectations meant she was better prepared mentally for today (the hearing). My providing emotional and practical support to Elaine enabled her to successfully appeal against the judgement and helped her find a better place mentally to attend a future hearing and provide a full defence to the claim." Maria, Support Through Court Volunteer

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.

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.

Feedback from clients is excellent:

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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.'*

After working with the RCJ Advice lawyer: *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.*

Objectives 2018-2021	What we've done so far
PROVISION OF SERVICES TO LITIGANTS IN PERSON FACING COURT PROCEEDINGS	
We will continue to provide face-to-face support at court	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	- 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	- 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	- 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	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	- 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 LIPS 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	
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	• 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	• 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
We will make better use of partnership working with new and existing partners	• 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	• 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	
We will also make the best use of partnership opportunities with law firms	• 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	• 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

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We will make better use of our data and our legitimate voice to influence the wider policy environment more effectively	• 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	• 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	• We created a Communications Manager role and will recruit in the coming year
We will increase the promotion of our brand and our work	• 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

Thank you to everyone who has 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	

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.

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

Support Through Court

Trustees' Report

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

Corporate Supporters	Individuals	Universities
11KBW	Anthony du Boulay Charitable Trust	Anglia Ruskin University
3 Verulam Buildings	Lady Justice Andrews	Birmingham City University
Allen & Overy	Lady Justice Asplin	Bloomsbury Institute London
Bar Standards Board	Guy Beringer	Kings College London
Brown Rudnick	Eleanor Brass	Liverpool John Moores University
Bryan Cave Leighton Paisner	Damien Byrne Hill	Manchester Metropolitan University
CILEx	The Rt. Hon. Lord Carnwath of Notting Hill	Newman University
Dentons UKMEA LLP	Professor Sara Chandler QC	Northumbria University
Edwin Coe LLP	Lady Justice Carr	Nottingham Trent University
Falcon Chambers	Simon Davis	Sheffield Hallam University
Gray's Inn	Jean Edwards	The Open University
Herbert Smith Freehills LLP	Guy Fetherstonhaugh QC	The University of Leeds
Inner Temple	Sir Christopher Floyd PC	The University of Nottingham
Landmark chambers	Andrew Hochhauser QC	The University of Sheffield
Lewis Silkin LLP	Sir Rupert Jackson	Trusts
Lincoln's Inn	Pieter Knook and Anne Wolff	City of London Solicitors' Company
Macfarlanes	Sarah Lee	Elizabeth Frankland Moore and Star Foundation
Middle Temple	Martin Lewis OBE	April Trust
Monckton Chambers	Ali Malek QC	Loppylugs & Barbara Morrison Charitable Trust
Our Family Wizard	Mrs Justice McGowan	Mercers' Charitable Foundation
QEB	William Norris	Moondance Foundation
Skadden, Arps, Slate, Meagher & Flom LLP	Lord Pannick QC	The Brook Trust
South Square	Lord Justice David Richards	The G & K Boyes Charitable Trust
Tak Advisory Limited	Lord Sales	The Gosling Foundation
The Law Society	Thomas Seager Berry	London Community Response
Weil, Gotshal & Manges LLP	Michael Todd QC	Essex Community Foundation
White & Case	Philip Waller CBE	The Three Oaks Trust
	Sir David Wootton	The Swire Charitable Trust
	Mr Justice Zacaroli	Adint Charitable Trust
		Tudor Trust
		Zochonis Charitable Trust

Support Through Court

Trustees' Report

For the year ended 31 March 2021

Support Through Court

Charity number 1090781 Company number 4360133

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
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
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

Trustees' Report

For the year ended 31 March 2021

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

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
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	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. 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.

Volunteer Retention and recruitment	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.
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	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. 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.
Data protection – ensuring understanding of latest legislation and good practice across the charity	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.

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 20th 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

Trustees' Report

For the year ended 31 March 2021

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.

Support Through Court

Trustees' Report

For the year ended 31 March 2021

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 Resourcing 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.

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

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 senior charity 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

Trustees' Report

For the year ended 31 March 2021

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

Professor 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

Independent auditor's report

To the members of

Support Through Court

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

To the members of

Support Through Court

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.

Independent auditor's report

To the members of

Support Through Court

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.

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

Support Through Court

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
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.

Support Through Court

Balance sheet

Company no. 4360133

As at 31 March 2021

	Note	£	2021 £	£	2020 £
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 funds			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

Support Through Court

Statement of cash flows

For the year ended 31 March 2021

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net income 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

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)

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.

1 Accounting policies (continued)

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.

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
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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

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 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

3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 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

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Fundraising Events	19,751	–	19,751	61,586	437	62,023
	19,751	–	19,751	61,586	437	62,023

Support Through Court

Notes to the financial statements

For the year ended 31 March 2021

5a Analysis of expenditure

	Charitable activities							
	Raising funds £	Court-based services £	National Helpline £	Legal Support For Litigants in Person £	Governance costs £	Support costs £	2021 Total £	2020 Total £
Salary costs (Note 7)	272,484	643,860	39,509	65,562	13,851	232,650	1,267,916	1,472,848
Other staff costs	893	1,173	502	9,125	–	4,021	15,714	57,198
Legal and professional	–	–	–	–	–	5,864	5,864	9,019
Recruitment costs	–	248	–	1,344	–	1,956	3,548	15,872
Fundraising costs	4,288	40	–	–	–	–	4,328	27,937
Marketing costs	125	–	–	–	–	3,840	3,965	18,260
IT costs	32	16,746	450	7,324	–	34,155	58,707	22,190
Volunteer costs	–	2,298	–	23	–	–	2,321	79,023
Office costs	111	7,701	3,982	8,198	–	5,098	25,090	24,657
Depreciation	–	–	–	–	–	964	964	964
Insurance	–	–	–	–	602	1,228	1,830	1,815
Audit Fees	–	–	–	–	8,142	–	8,142	7,980
Trustee expenses	–	–	–	–	674	–	674	484
	277,933	672,066	44,443	91,576	23,269	289,776	1,399,063	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	–	–	1,399,063	1,738,247

Support Through Court

Notes to the financial statements

For the year ended 31 March 2021

5b Analysis of expenditure (prior year)

	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 / (expenditure) for the year

This is stated 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 No.	2020 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 transactions

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.

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

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

Support Through Court

Notes to the financial statements

For the year ended 31 March 2021

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	(44,443.00)	–	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

Support Through Court

Notes to the financial statements

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. Tel: 0121 250 6354 Email: birmingham@supportthroughcourt.org

Support Through Court Bristol Bristol Civil and Family Justice Centre, 2 Redcliff Street. Bristol, BS1 6GR. Tel: 0117 366 4809 Email: bristol@supportthroughcourt.org

Cefnogaeth Trwy'r Llys Caerdydd / Support Through Court Cardiff Canolfan y Llysoedd Sifil Caerdydd, 2 Stryd y Parc, Caerdydd CF10 1ET/ Cardiff Civil and Family Justice Centre, 2 Park Street, Cardiff CF10 1ET. Tel: 0292 034 3685 Email: cardiff@supportthroughcourt.org

Support Through Court Chelmsford Chelmsford County Court, Priory Place, New London Road, Chelmsford, Essex, CM2 0PP. Tel: 01245 245 527 Email: chelmsford@supportthroughcourt.org

Support Through Court Chester Chester Civil and Family Justice Centre, Trident House, Little St John St, Chester, CH1 1SN. Tel: 01244 404 299 Email: liverpool@supportthroughcourt.org

Support Through Court Coventry Coventry Combined Court, Much Park Street, Coventry, CV1 2SN. Tel: 0121 250 6354 Email: birmingham@supportthroughcourt.org

Support Through Court Exeter Exeter Combined Court Centre, Southernhay Gardens, Exeter, EX1 1UH. Tel: 01392 415 335 Email: exeter@supportthroughcourt.org

Support Through Court Leeds Leeds Combined Court Centre, 1 Oxford Row, Leeds, LS1 3BG. Tel: 0113 306 2764 Email: leeds@supportthroughcourt.org

Support Through Court Liverpool Liverpool Civil and Family Court Hearing Centre, 35 Vernon Street, Liverpool, L2 2BX. Tel: 0151 296 2296 Email: 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. Tel: 020 7421 8533 Email: LondonCFC@supportthroughcourt.org

Support Through Court Central Family Court Central Family Court, First Avenue House, 42-49 High Holborn, London, WC1V 6NP. Tel: 020 7421 8533 Email: LondonCFC@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. Tel: 020 7947 7701 Email: rcj@supportthroughcourt.org

Support Through Court Wandsworth Wandsworth County Court, 76-78 Upper Richmond Road, London SW15 2UU. Tel: 020 8333 4366 Email: 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. Tel: 0208 8313 573 Email: wafc@supportthroughcourt.org

Support Through Court Manchester Room 2.15, Manchester Civil and Family Justice Centre, 1 Bridge Street West, Manchester M60 9DJ. Tel: 0161 240 5037 Email: 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. Tel: 0191 261 8016 Email: newcastle@supportthroughcourt.org

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