



## **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  
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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

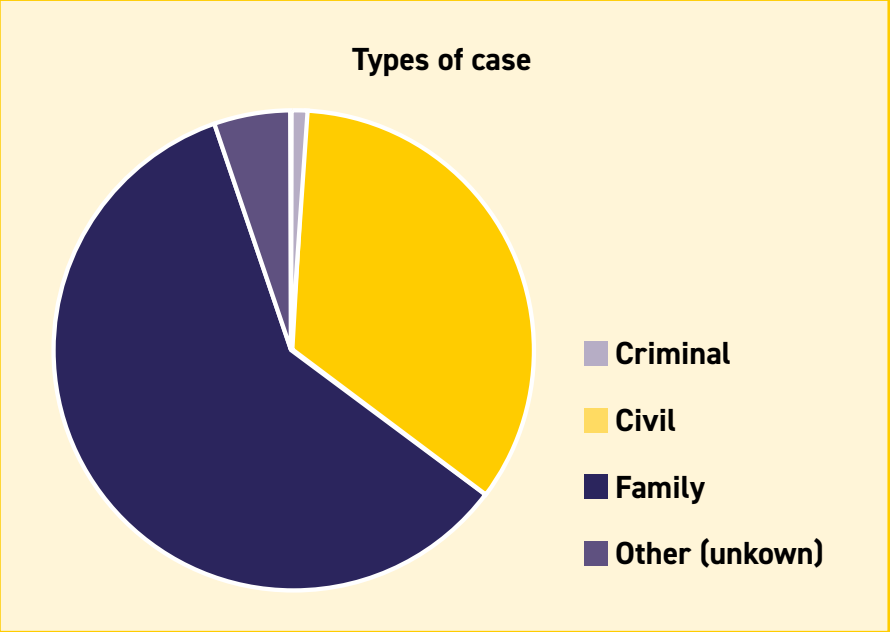


# Who we've helped

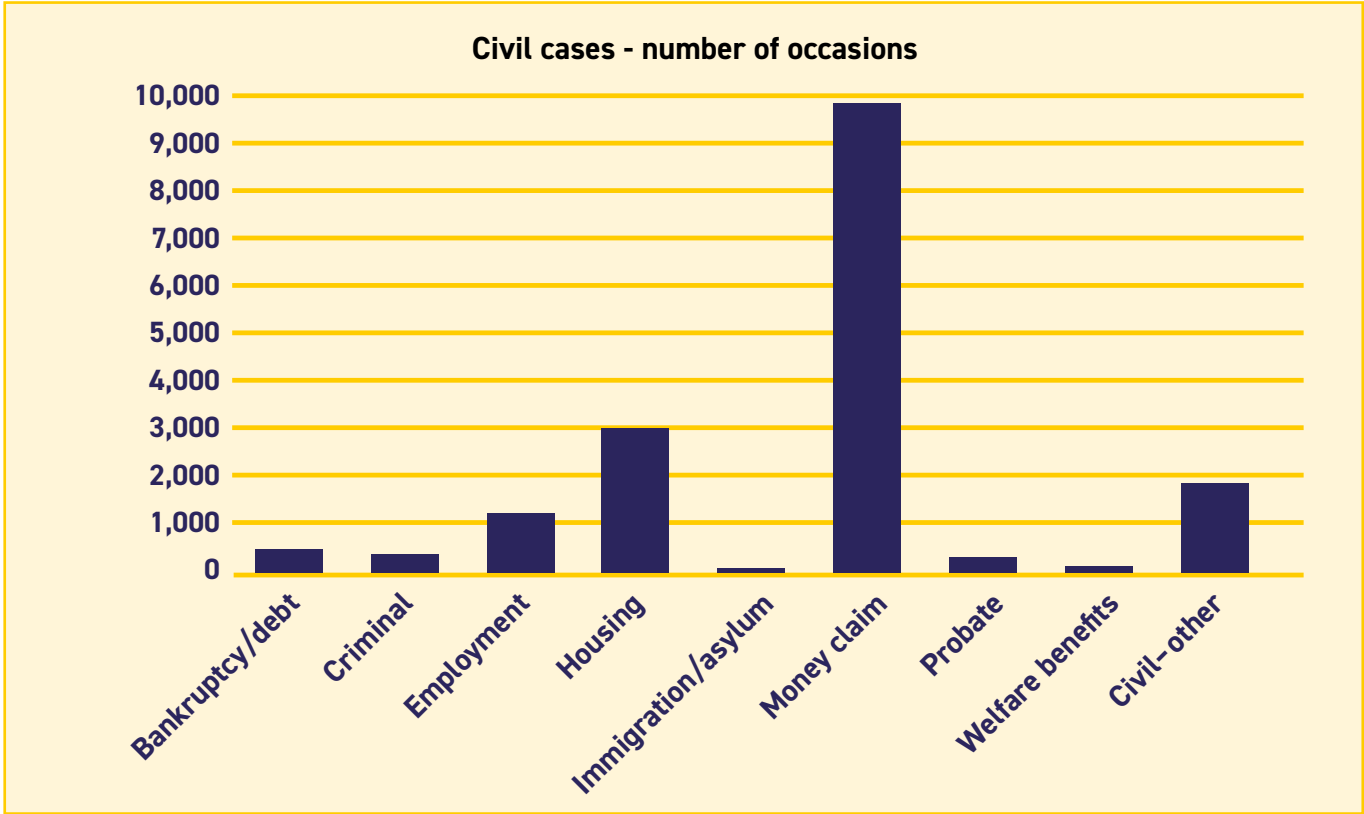
Many people who come to us for support face desperately challenging personal circumstances.

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.

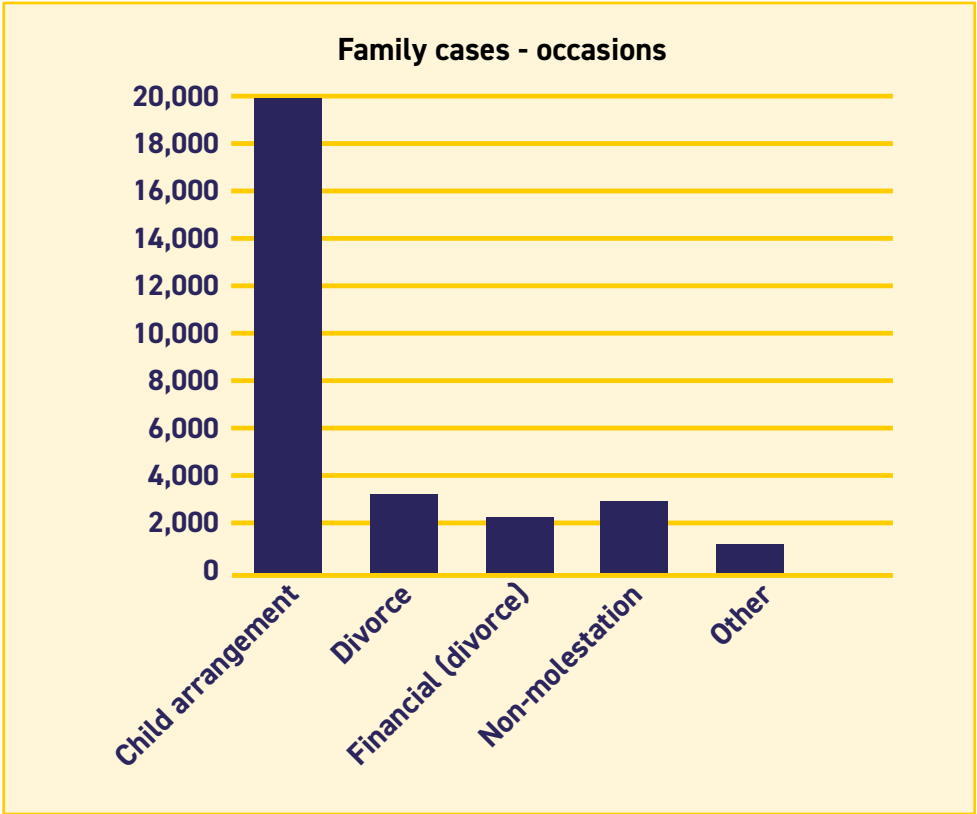
This year, 77% of the clients we saw told us English was their first language. 49% told us they were in employment (with the remainder either unemployed or self-employed). 26% reported serious health problems, with 10% registered as disabled.



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.

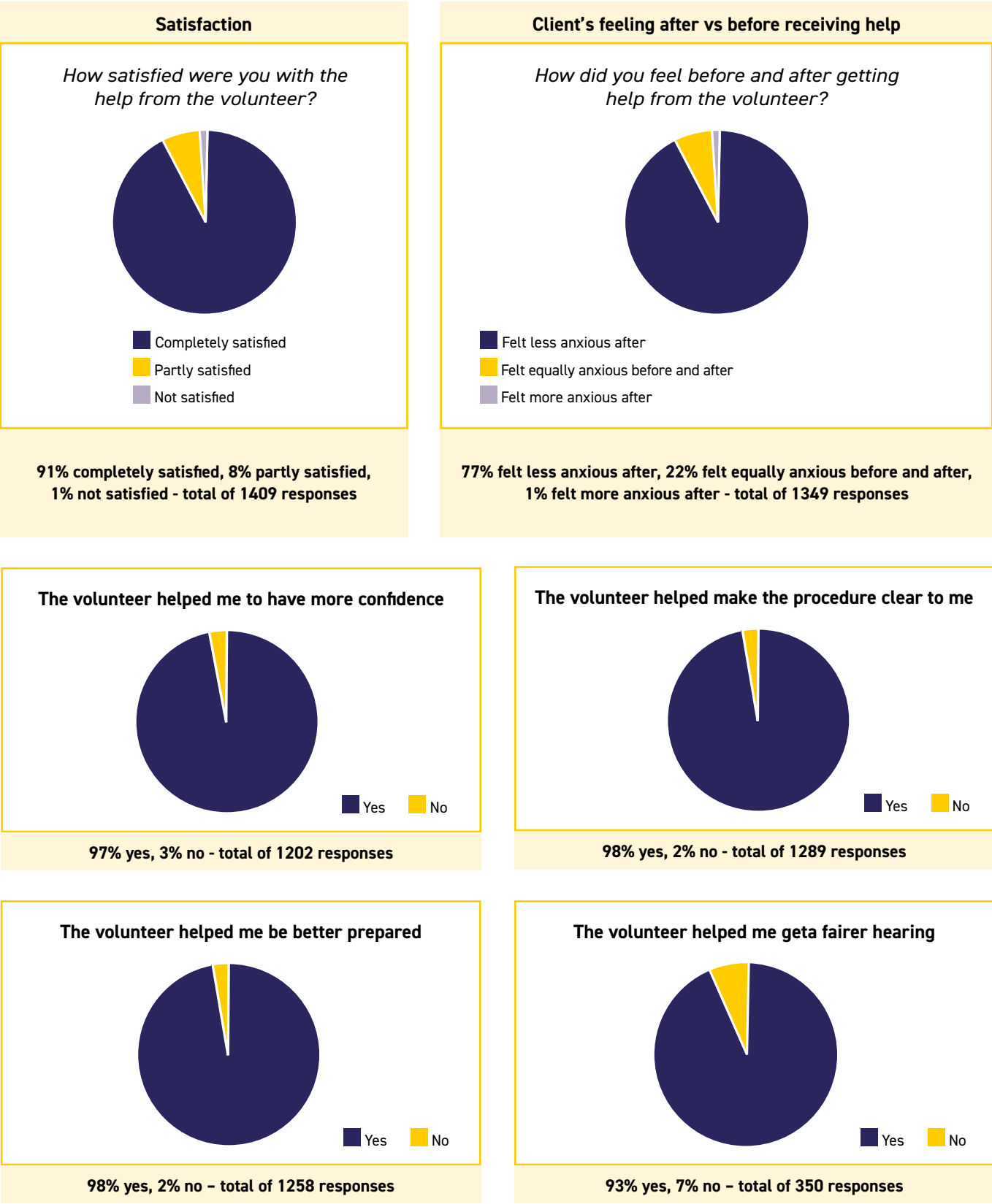
Through our Safe Spaces partnership project, Khadeja was able to obtain legal advice from the RCJ Advice solicitor and with her help, she was able to check her forms and contact the court. Khadeja now feels less anxious and more confident about the future actions she needs to take to stop her ex-husband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

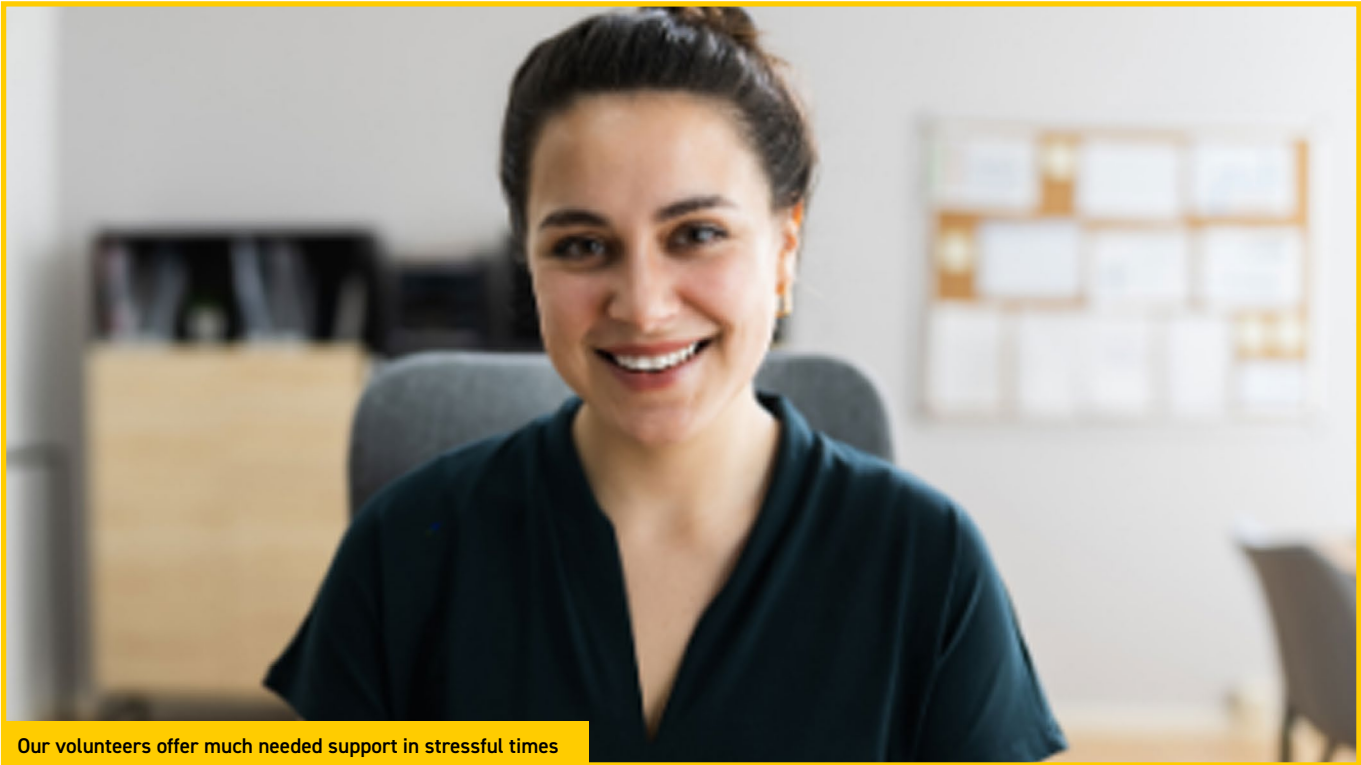
Client stories as told by volunteers.  
Names have been changed to protect confidentiality.

# 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

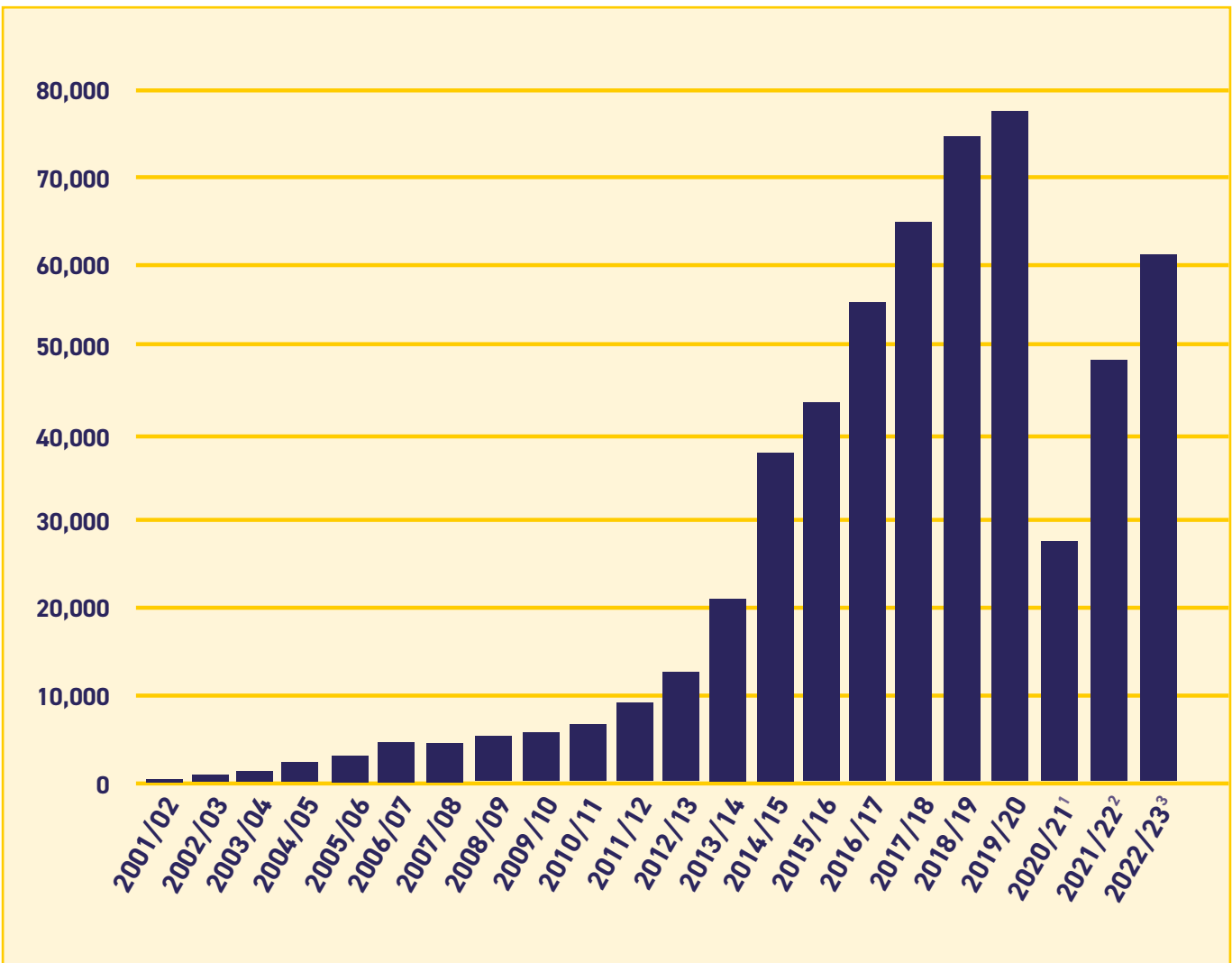
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# A recovery year

Total number of occasions we've helped



<sup>1</sup> Covid Year, three national and further local lockdowns  
<sup>2</sup> Planned Covid recovery year  
<sup>3</sup> 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	<ul style="list-style-type: none"><li>• 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.</li><li>• We have focussed on student training in line with the new SQE (Solicitors Qualifying Examination) route.</li><li>• We have a total of 497 volunteers and will continue to recruit in the coming year to replace those leaving.</li></ul>
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	<ul style="list-style-type: none"><li>• 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.</li><li>• We have begun work to extend our coverage digitally by reviewing and building our IT capacity to facilitate Support Through Court Online.</li><li>• 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.</li><li>• We've continued to build relationships with HMCTS and court staff in cluster courts around our main service sites.</li><li>• A newly recruited Communications Manager is working on a strategy to promote our services, enabling us to reach more people in more places.</li></ul>
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	<ul style="list-style-type: none"><li>• We are grateful to volunteers for their flexibility, enabling us to offer client appointments by phone, in person, by email and by video call.</li><li>• Our National Helpline continues to go from strength to strength: calls to the Helpline this year represented 28% of all recorded client contacts.</li><li>• We have liaised with universities, seeking a partner to host a fully remote service.</li><li>• 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.</li></ul>
We will grow our income to achieve long term sustainability of our financial resources	<ul style="list-style-type: none"><li>• Our income this year sits at £1,523,513.</li><li>• 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.</li><li>• Our Communications Manager is working to develop our brand and raise the profile of the organisation.</li></ul>
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	<ul style="list-style-type: none"><li>• We have invested in systems that enable us to improve efficiency eg our new 3CX phone system.</li><li>• 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.</li><li>• We are reviewing how we monitor and evaluate our services.</li><li>• Volunteers have supported our communication development, analysing our website and tracking, providing supporter copy and developing a crisis communications plan for hypothetical situations.</li></ul>
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	<ul style="list-style-type: none"><li>• We continued to contribute to consultations both with partners in the LIPSS group and individually.</li><li>• 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.</li><li>• We submitted consultation responses about court processes and cross-examination in the Family Courts.</li><li>• We are contributing to the use of more accessible language in new online court procedures.</li></ul>



# Thank you for empowering people facing court

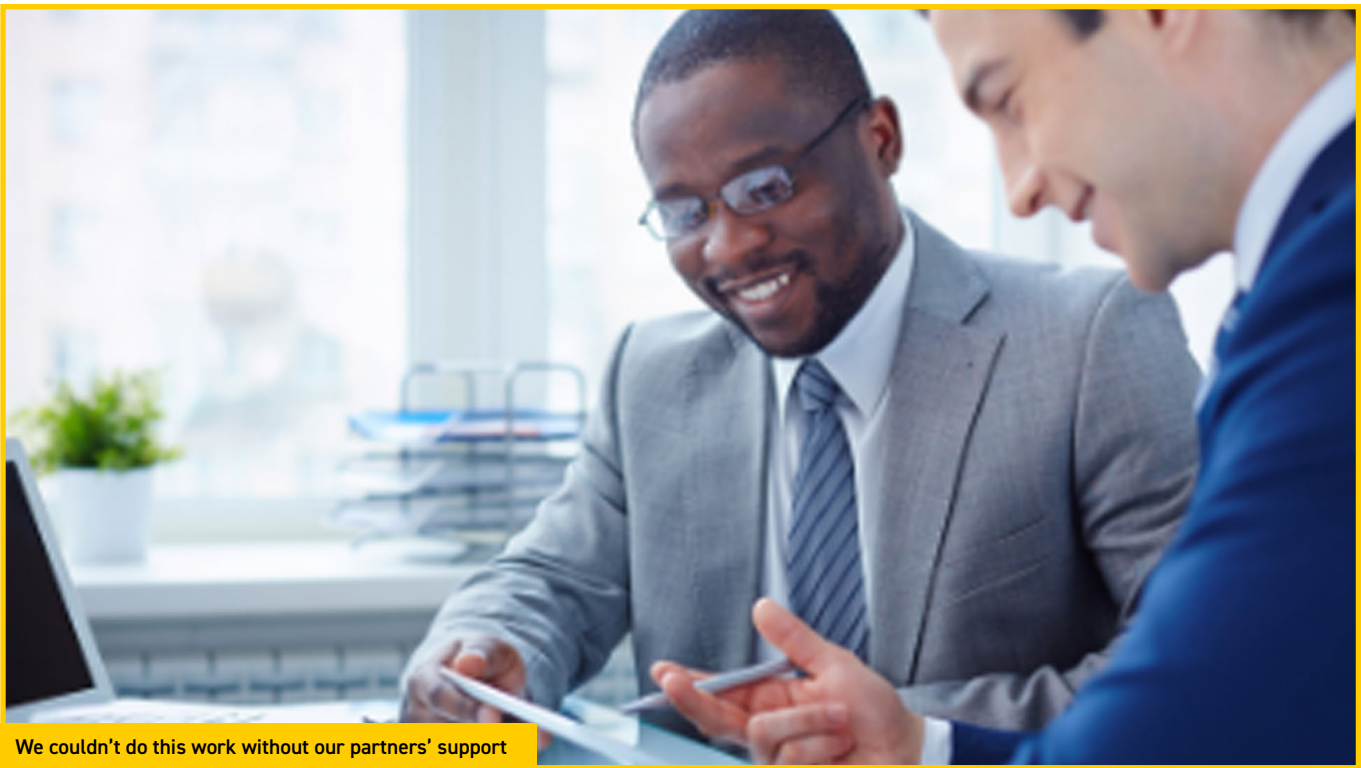
We're enormously grateful to all our funders: individuals across the country, law firms, chambers, universities, trusts and foundations, as well as our Guardians, Champions, Friends, Alumni, and the Business Board. Thank you for empowering people going through court, enabling them to access justice.

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

**or email us:**

**[fundraising@supportthroughcourt.org](mailto: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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29 Bedford Row  
3 Verulam Buildings  
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QEB  
Radiant Law  
Rhea Family Finance  
Ropewalk Chambers  
Simpson Thacher Bartlett  
South Square  
Weil, Gotshal & Manges LLP  
White & Case

## 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
<b>Total</b>	<b>1,523,513</b>	<b>100.0</b>

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

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

## BALANCE SHEET

**As at 31 March 2022**

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

## Support Through Court Exeter

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

**T: 01392 415 335**

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

## Support Through Court Leeds

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

**T: 0113 306 2764**

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

## Support Through Court Manchester

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

**T: 0161 240 5037**

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

## Support Through Court Newcastle

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

**T: 0191 261 8016**

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

## Cefnogaeth Trwy'r Llys Casnewydd / Support Through Court Newport

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

**T: 0292 034 3685**

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

## Support Through Court Nottingham

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

**T: 0115 947 3592**

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

## Support Through Court Sheffield

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

**T: 0114 281 2456**

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

## Support Through Court Southend

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

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

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**Support Through Court Helpline:** 03000 810 006

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

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