

# The Personal Support Unit



Annual Report for the year  
ended 31st March 2016



At the outset, litigants in person face the civil courts without legal help, and often with little understanding of the complexities of the court system.

# Supporting those who face court alone

Based in Court, we collaborate with other agencies, and play a lead role in an overall strategy to support litigants in person. PSU volunteers provide both reassurance and direction so that our clients have the very best chance of securing a just result before the Court. We guide them through a court system historically designed for professional interpretation. Many face multiple disadvantages: 23% suffer health problems of some kind, and 10% are registered disabled; 23% do not use English as their first language, and 40% are unemployed.

Our help is given through 567 volunteers based in 16 Courts across England and Wales. These exceptional people may be retired or in work, or are students. They all have a shared commitment to provide help, and an ability to engender calm, to explain and to make a stressful situation manageable. Without them there would be no service, and this annual report allows me to thank them for their time and dedication.

Over the last year we have continued to expand our reach, against a background of promised and welcome change to the civil justice system, establishing new PSUs in Preston, Nottingham, Chelmsford and Exeter. Across the country, our Coordinators provided skilled support to our volunteers, enabling them to help people 44,480 times during the year. First class leadership is required to meet the dual challenge of increasing client need and changes in the courts. I and my fellow Trustees are delighted to have secured the services of Nick Gallagher as our new CEO. We are in no doubt that Nick is the ideal leader to guide the PSU through our ambitious expansion programme in the years ahead.

The Trustees are, of course, dedicated to the continuing success of the PSU and are unstinting in their contribution to the Charity's development - none more so than Edward Copisarow, our longest serving Trustee, who stepped down from the Board at the end of March. His commitment to the Charity has been remarkable and I am very pleased to be able to thank him publicly for his contribution over many years.

The PSU needs to be flexible and fleet of foot to meet and match the changes that will soon be to hand in the civil courts. The ambition of everyone connected with the charity is to ensure that we succeed in that, and continue to meet effectively and economically the needs of the many thousands depending on our support.



Robert Heslett, Chairman PSU

## The need for our work

**"In the next three years, 50% of people in England and Wales will experience a civil justice problem."**

Taken from *Legal Needs, Legal Capability and the Role of Public Legal Education* Report from Law for Life, October 2015

The rapid rise in our client numbers demonstrates the extent of the need we are meeting: in two years, the number of times we helped people rose by 107%. Across our 16 sites, PSU volunteers helped people over 3,700 times each month. We are proud to have coped with this additional pressure without any decrease in the quality of our service: over 97% of clients are completely satisfied.

Attending court alone is daunting. Those we support are usually unable to access any formal legal help, yet need to be able to present their own case clearly and without emotion - often facing professional barristers in court. At a time of great stress, this can seem an insurmountable task.

Court processes and procedures are not always straightforward: when entering a court building people may need to file documents, report to specific counters and appear in court before a judge. These court protocols are unfamiliar to most people. To compound matters, many courts no longer offer a counter service, where litigants could previously have asked questions of court staff. When people are in court to tackle hugely emotive subjects including eviction, bankruptcy and access to children, it is easy to see why our service is invaluable.

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

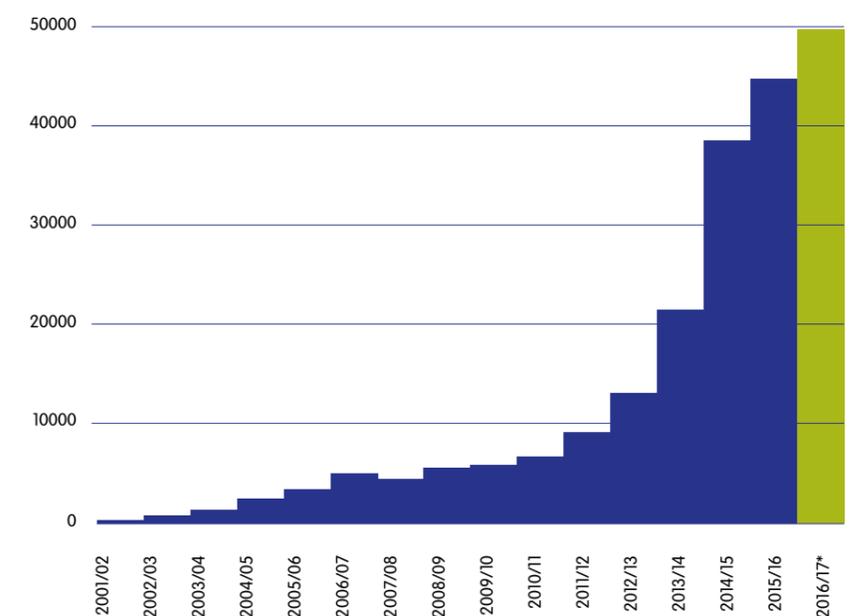
**"I was told information that I would not have even known to ask."** PSU client

### Where you can find a PSU



\* Central Family Court  
County Court at Central London  
London outreach service  
Royal Courts of Justice  
Wandsworth County Court

### Total number of times we helped people per year



\* Predicted figure based on steady growth across all PSUs and the introduction of four new PSUs starting services staggered throughout the year.

# Who we helped

We continue to help people whose disadvantages stretch beyond finding themselves at court alone.

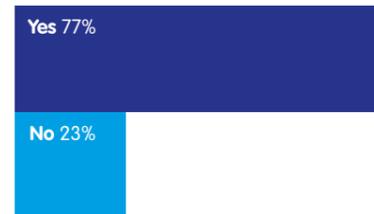
Many of our clients are battling difficult personal circumstances: 23% do not speak English as a first language, 23% have a serious health problem and 10% are registered disabled. 40% are unemployed, some are homeless, some struggle with literacy issues, and many do not have telephones or internet access.

**“The PSU service is simple but effective. I’ve seen first-hand the difference a PSU volunteer makes. Trained volunteers taking the time to listen to and support the client’s individual needs has a real impact on the life of the client.”**

Lord Thomas, Lord Chief Justice of England and Wales

## Client vulnerability

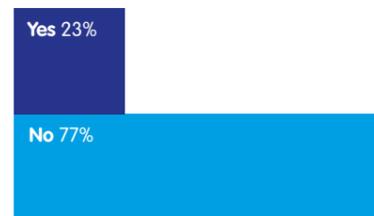
Is English your first language?



Clients’ employment status



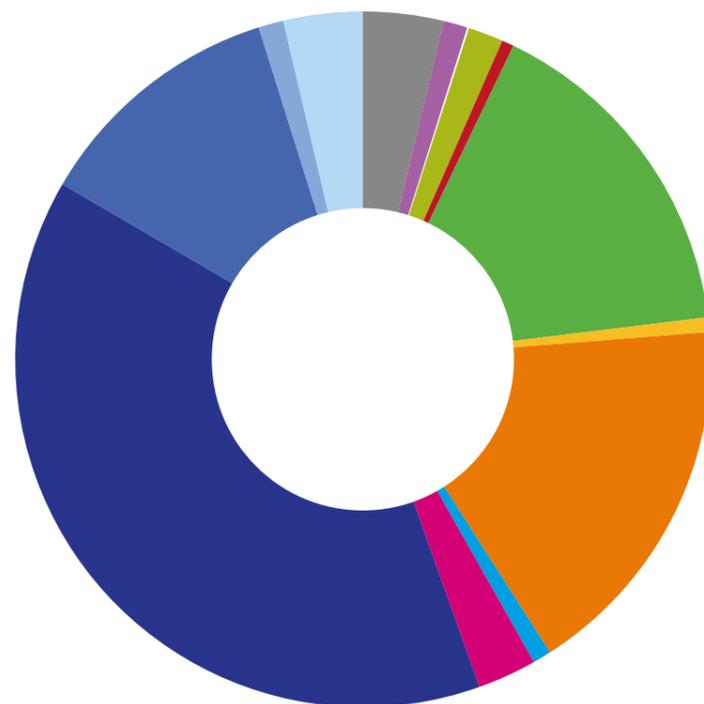
Clients stating they have a serious health problem/disability



Clients registered as disabled



## Types of cases in 2015/16



Case background	No. of clients	%
bankruptcy/debt	1,523	3.74%
criminal	456	1.12%
education	34	0.08%
employment	662	1.63%
health	229	0.56%
housing	6,490	15.94%
immigration/asylum	275	0.68%
money claim	7,006	17.20%
welfare benefits	350	0.86%
other*	1,117	2.74%
<b>Family:</b>		
divorce (family)	15,813	70.03%
children (family)	4,796	21.24%
probate (family)	473	2.09%
other (family)	1,498	6.63%
<b>Total family cases</b>	<b>22,580</b>	<b>55.45%</b>
<b>Total responses:</b>	<b>40,722</b>	

\* new data field added July 2015

# How we help

Our 550 volunteers are united by the desire to make the courts more accessible and to help people in a time of great stress.

Some volunteers have been with us for many years: often they are retired professionals, while others are law students, who not only give their time to us, but also gain valuable experience of court life.

**“Having been a volunteer throughout my academic year, I feel that PSU Cardiff has been a tremendous experience for me. As a volunteer, learning is constant as you are helping walk-in clients with varying issues and no two days are the same.”**

Volunteer, PSU Cardiff

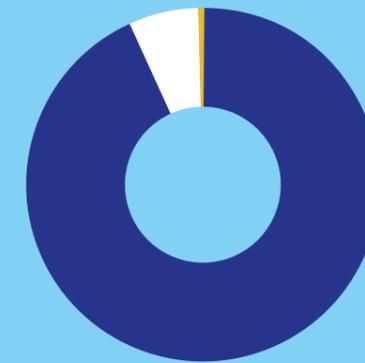
What our volunteers do depends on who asks them for help - typically, they:

- Help people sort out their paperwork and complete forms that need to be handed in
- Make sure all paperwork is handed to the correct desk or court counter at the right time
- Guide clients round the (often vast) court buildings to ensure appointments are kept
- Go through the facts of each case, helping clients to separate their emotions from the factual evidence they will need to present in court
- Help clients to practise what they wish to say in court
- Explain the court procedures, who will be in court and what their role is, and any protocol our clients will need to observe
- Attend court with clients, and then meet with them after the court hearing to go through what has happened and help them to move on, regardless of the verdict

**“I am so very grateful for the kindness, interest, compassion, professional knowledge and enthusiasm to help and support me given by PSU volunteers.”**

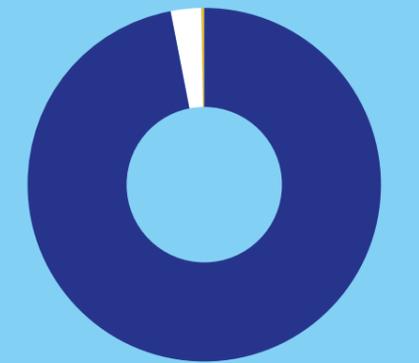
PSU client, Cardiff

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



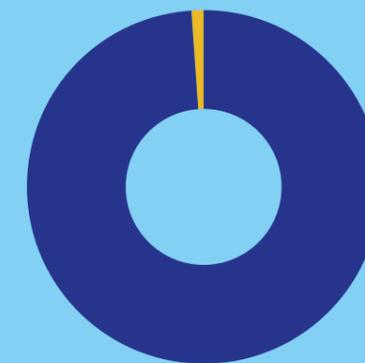
93.2% Felt less anxious after  
6.3% Felt equally anxious before and after  
0.5% Felt more anxious after

How satisfied were you with the help from the PSU?



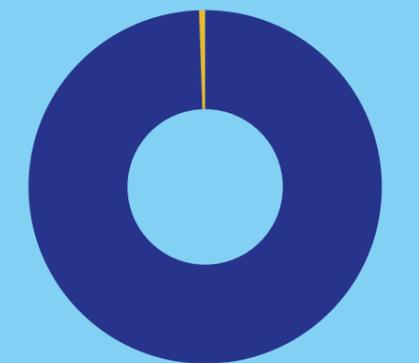
97.07% Completely satisfied  
2.8% Partly satisfied  
0.1% Not satisfied

The PSU volunteer helped me to have more confidence



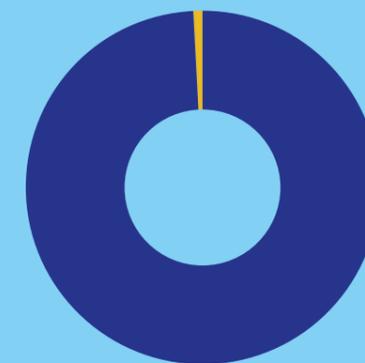
Yes 99.1% No 0.9%

The PSU volunteer helped make the procedures clearer to me



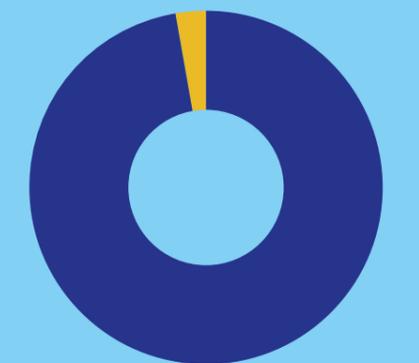
Yes 99.5% No 0.5%

The PSU volunteer helped me be better prepared



Yes 99.4% No 0.6%

The PSU volunteer helped me get a fairer hearing



Yes 97.3% No 2.7%

# Our clients' stories

## Nate's story

**Nate\* arrived at the PSU in Nottingham extremely upset and emotionally drained. His ex-partner had moved away, with their daughter, to somewhere in London. Nate wanted to apply for a contact order so he could see his daughter regularly.**

After talking and listening, to get a clearer understanding of the situation, Nate's volunteer then explained how to complete the necessary form, and supported Nate while he filled it in. He had already made a start on it before he came to us, but it was very extensive, with lots of legal jargon, and Nate couldn't decipher which parts he should fill out.

Without the PSU, Nate would have had to seek help elsewhere - possibly from someone equally unknowledgeable about the form, such as a friend or family member - or by consulting a solicitor, which he would have struggled to pay for. This is a common situation at the PSU.

**"I don't know the outcome of his case, but I know that Nate desperately wanted contact with his daughter and, through volunteering at the PSU that day, I was able to help him take a step in the right direction. It's always a pleasure to see somebody who seemed so lost and confused when they arrived at the PSU leaving with more confidence and understanding."** PSU volunteer



**'I suffer from Mental Health problems and when I arrived, I was overwhelmed and did not think I would be able to cope. Jasmine made it possible to get through the day. A Big Thank You!'** Liverpool client

## Jean's story

**Jean\* first came to the PSU with a case involving her 27 year old son, Theo,\* who has life-long learning difficulties and autism. As Theo is an adult, she wasn't being included in important decisions about his care.**

She was worried because she could see the level of care he was receiving was causing his health to deteriorate, and she wanted the court to appoint her as his 'Deputy' so she could make decisions on his behalf.

When Jean arrived at the PSU, a volunteer named Dan\* helped her prepare the complex court files for the case, and together they researched online how to put them together.

In court, Jean faced two barristers, a solicitor and a court-appointed guardian:

**"I was overwhelmed, intimidated and felt very alone. My son's healthcare provider was trying to deflect their inadequacies by criticising me - I was accused of interfering and being too controlling. It's demoralising to hear people say negative things about you, especially in a court-room. The situation was so stressful and overwhelming that I began to feel ill, experiencing chest pains, indigestion and stomach problems."**

**"If you can't afford legal representation, it's very easy to feel lost in the court system. Thanks to the PSU, I had support in court and during the pre-court negotiations with legal professionals for the other side."**

**"My volunteer encouraged me to speak out with more confidence, even when I felt terrified and intimidated. At first I felt the judge related more to the opposing barrister than me, but the PSU talked me through how to address him and how to present my case in a factual way. By the end I felt I had earned his respect."**

**"Whenever I visited the PSU to discuss my case, complete forms and write statements, the office was always busy with people like me asking for help. Unless you have dealings with the courts, you just don't realise how many people in this situation exist."**

**"When you can't afford legal representation it can be very difficult conducting a case in court alone, but the PSU offers a tremendous service. The PSU team are a dedicated group of people doing a great job. I am very grateful to Dan and the PSU for offering me support when I needed it most."**



**'I found them most helpful and reassuring... I would recommend them to anybody. The charity is something all courts need.'** Chelmsford client

## Paresh's story

**Paresh\* came to the PSU in Birmingham. He was extremely anxious, as he could not understand what was happening to him and was worried he was going to lose his home.**

He came with a court order, served on him for unpaid rent, which he believed he did not owe. Paresh thought he had paid all his rent on time and for the correct amounts. He said: *"They keep putting notes through my door, telling me to go to court because my rent arrears are increasing."* Paresh had brought one of these notes with him, which said he needed to go to court to apply for a "variation."

A volunteer looked through all the payment records with Paresh and agreed it was confusing, as he was indeed paying £20 a week, as previously ordered. After looking at the rent account with Paresh, our volunteer could see the problem: Paresh's housing benefit was £10 short of his weekly rent, and, although he was paying regularly, this shortfall meant a deficit had built up.

The volunteer then worked with Paresh to find a solution. They could see from his income that he couldn't afford an extra £10 each week but, if the original rent order was reduced to the £20 Paresh was able to pay, the situation would be resolved.

Together they contacted the housing department, who agreed not to oppose Paresh's application to have his payments reduced. During the call, it also emerged that Paresh's housing benefit was about to end because he had not provided up-to-date details of his income. He explained he had not responded to their requests because of his nervousness with the system, and so had not been aware of the impending crisis. The volunteer explained the situation to him and helped arrange an appointment for him at his local community office to get this resolved.

**"I helped him save his home."** PSU volunteer

\*Names changed to protect confidentiality.

# Achievements and performance

**2015/16 was another very successful year for the PSU: our reach now stretches from Newcastle to Exeter and from Cardiff to Chelmsford. We delivered help on significantly more occasions while maintaining high client satisfaction rates. We raised more money from voluntary fundraising than ever before and still used funds effectively to keep our unit costs down.**

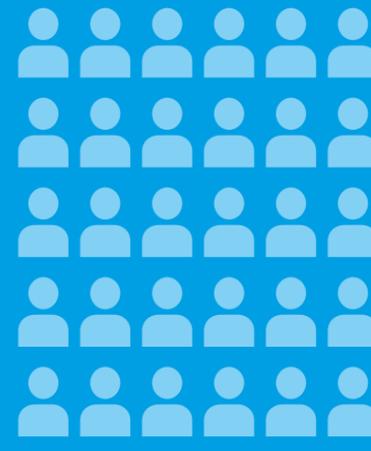
We have attracted more, highly skilled and dedicated volunteers to provide our service. This includes student volunteers recruited through a growing number of rich partnerships with universities and law colleges. We now have two active volunteers serving as trustees, bringing a strong volunteering perspective to the work of the Board.

We continue to share the experiences of litigants in person with both Government and the Courts Service. We helped develop the new, more user-friendly Help with Fees court form and we are closely engaged with the reform of the civil courts and the development of digital processes.

We have been able to work ever more closely with our partners in the Litigant in Person Support Strategy group, to increase provision of free legal advice, connect more litigants to opportunities for free representation and to access quality guidance materials for litigants in person.

None of this would have been possible without dedicated and energetic work by the volunteers, staff and trustees of the PSU and the support of many individuals, universities, law firms and chambers. Testimony to their contributions is shown in the stories of Paresh, Jean and Nate included in this report. My deep thanks goes to all of them.

We said we would:	We did:	
Enable our volunteers to increase the number of clients we support by over 25% from the previous year.	Numbers of clients rose more slowly than predicted, suggesting that the full effects of the changes to provision of legal aid, started in 2012, are now visible in the system. We continue to promote our service and to expand the number of units around the country so that many more people can benefit from PSU support.	<p><b>We helped 38,595 people in 2015</b></p> <p><b>We helped 44,480 people in 2016</b></p>
Open four new PSU locations.	We opened four new PSUs in Nottingham, Preston, Chelmsford and Exeter.	
Maintain satisfaction ratings of over 95% from clients in all PSUs.	We beat our target in 2016, maintaining satisfaction ratings of 97%.	<p><b>95% satisfaction target</b></p> <p><b>97% satisfaction in 2016</b></p>
Conduct three peer reviews based on our quality indicators, helping to improve our services to clients.	We carried out peer reviews at PSUs in Newcastle, London and Cardiff, and shared best practice, including 'volunteer exchange' meetings to compare knowledge and experiences, use of online rotas, and visible fundraising display boards.	

We said we would:	We did:	
Gather data from three surveys over the year, to ensure the experiences of our clients are used to influence policy-makers.	We completed three surveys, focused mainly on how clients sought help before visiting a PSU, and included the findings in the Litigant in Person Support Strategy report to the Ministry of Justice. Our experiences also contributed to Justice's 'What is a Court?' project.	
Enhance the client journey through better coordination of services with other agencies, embedding measures for this in our peer review process and setting individual targets for each PSU centre, monitored on a regular quarterly basis.	In association with LawWorks, we helped develop and administer legal advice clinics in Cardiff and Bristol court centres; we worked with Citizens Advice at the Royal Courts of Justice and Central Family Court to pilot fast-track access to legal advice for litigants in person; we used spot surveys to find out more about clients' journeys and shared this information with Litigants in Person Support Strategy partners; we introduced targets for Coordinators to achieve a minimum of 10% of referrals from external sources.	
Discuss ideas for the future with volunteer representatives of each PSU at an annual 'Volunteer Voice' meeting, and complete and evaluate a survey of staff and volunteers' views over the year.	We held our second annual 'Volunteer Voice' meeting, with feedback going to our Trustee Board to inform our development plans. We also appointed a second current volunteer to the Board. Our survey attracted a 45% response rate. We held meetings with volunteers to address the survey findings: improvements included local induction arrangements, and more material on referral agencies to help litigants in person. We have also focussed on communications, with the intranet rolled out to volunteers in all PSUs and plans for increasing access.	
Continue our focus on efficiency in our work, keeping our cost per client-contact below £25 even as we invest in the further expansion of our services.	We kept our costs even lower at £20.87 per client contact.	<p><b>£25 target</b></p> <p><b>Actual figure = £20.87</b></p>
Increase our income to over £1.1 million to support our planned expansion.	Thanks to our great supporters, we raised over £1million in total and over £500,000 in voluntary fundraising - an increase of 14% on the previous year. Our total income was £1,068,969.	<b>£ +14%</b>
Increase by two-thirds the amount of funding we raise through our own community activities at each PSU, bringing in over £50,000 for the year.	We increased our fundraising through community activities to £39,319.	<p><b>£30,695 in 2014/15</b></p> <p><b>£39,319 in 2016/17</b></p>

# Plans for the future

**We operate in an ever-changing context: changes in legal aid provision have radically altered people's experiences of the civil and family justice systems. Imminent changes to the number and nature of courts give us challenges and opportunities to improve the lives of people we help.**

**Our long term aim** remains to provide face-to-face practical and emotional support to litigants in person in more places. With the generous support of Her Majesty's Courts and Tribunals Service, we will continue to base ourselves in court buildings. Volunteers will continue to be at the heart of what we do, and our tried and tested model provides a service that our clients value.

In addition to opening new PSUs, we will work more flexibly, reaching more people in more places for a given level of resource. We will: develop appointment-based outreach services in a range of courts in cities where we are already established; test the provision of early-stage support by 'phone in more rural areas, before clients travel to court-based PSUs for further support; and examine the feasibility of satellite services in neighbouring towns, from well-established units.

We will seek to maximise help for litigants in person through jointly developing support from a range of organisations and individuals. We will continue to seek, and take up, opportunities to use our knowledge and client experiences, to improve the justice system for people facing court alone.

We will continue to invest in generating funds, to provide a sustainable service into the future.



Nick Gallagher, CEO

## Our objectives for the coming year are:

### Enable more people to help themselves in the civil and family justice system

- Provide a new PSU service at 4 locations.
- Increase the number of times our volunteers support clients to 49,000.
- Create a new, more client-focused website, to promote our service.

### Deliver a quality service that meets the needs of the people we serve, and is sustainable

- Maintain satisfaction ratings of over 95% from clients across all PSUs.
- Conduct and act on 3 peer reviews, and continue to improve our services to clients.
- Hold a national 'Volunteer Voice' meeting and continue to develop our local volunteer representation.
- Complete, evaluate and act on a survey of staff and volunteers' views.
- Continue to develop IT and information provision for volunteers, including remote access to our intranet.

### Secure the resources we need and use them well

- Keep our cost per contact at or below £25, while still investing in further expansion.
- Raise more than £650,000 in non-government funding, ensuring that this is a growing proportion of our overall income year on year.
- Increase by over 15% the amount raised through Corporate, Trusts & Foundations and Community fundraising.

### Engage with developments in the justice sector, so that our clients' voices are represented and our services remain relevant to all stakeholders

- Maintain and develop relationships with key stakeholders at local and national levels.
- Continue to develop the monitoring and evaluation of our clients' needs, and delivery of our service, through participation in the Litigants in Person Support Strategy.
- Conduct and evaluate 3 relevant spot surveys.

# Celebrating our supporters

## The PSU received funding from the following sources during the year:

Source of funding	£
Trusts	278,271
Government	539,130
Corporate	110,834
Friends and individuals	99,271
Community	39,319
Investments	2,144
<b>Total</b>	<b>1,068,969</b>

Non budget relieving gifts in kind £10,488.70

At the end of the financial year, the number of active volunteers delivering services in our PSUs was 567. With an average of 45 volunteers per day helping clients, this represents 11,340 working days, or a full time equivalent of 50 people.

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

The PSU received 50% of our funding from the Ministry of Justice, through the Litigant in Person Support Strategy, to enable us to develop our infrastructure to extend our geographical spread more quickly. We wish to thank all of those we work with to serve litigants in person.

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

If you would like to help the PSU by volunteering, donating, or fundraising, please go to our website [www.thepsu.org.uk](http://www.thepsu.org.uk), or email [friends@thepsu.org.uk](mailto:friends@thepsu.org.uk)

## Financial support

### Those listed below have donated over £1,000 in the last financial year.

#### Companies and the legal community

11 KBW  
3 Verulam Buildings  
Bloomberg  
Dentons LLP  
Falcon Chambers  
Farrer & Co LLP  
Fountain Court Chambers  
Herbert Smith Freehills LLP  
Landmark Chambers  
The Law Society  
The Honourable Society of Gray's Inn  
The Honourable Society of Lincoln's Inn  
The Honourable Society of the Middle Temple  
The Honourable Society of the Inner Temple

#### Universities

Nottingham Trent University  
Sheffield Hallam University  
University of Central Lancashire  
University of Northumbria  
University of Nottingham  
University of Sheffield  
University of Warwick

#### Trusts

The A B Charitable Trust  
The Access To Justice Foundation  
The Burden Trust  
The Charles Littlewood Hill Trust

The City of London Corporation  
The City of London Solicitors' Company  
Col W W Pilkington Will Trusts - The General Charity Fund  
Community Foundation For Merseyside  
The Dulverton Trust  
Eastern Legal Support Trust  
Eleanor Rathbone Charitable Trust  
Ernest Hecht Charitable Foundation  
Eveson Charitable Trust  
G J W Turner Trust  
Gerald Palmer Eling Trust Company  
J N Derbyshire Trust  
John Ellerman Foundation  
The Jones 1986 Charitable Trust  
The Legal Education Foundation  
The Leonard Laity Stoaate Charitable Trust  
London Legal Support Trust  
The Lopylugs and Barbara Morrison Charitable Trust  
The Lord Austin Trust  
The Manchester Guardian Society Charitable Trust  
The Michael Marsh Charitable Trust  
Prudential Plc Small Donations Fund  
The Ravensdale Trust  
The Robert Gavron Charitable Trust  
Sir George Martin Trust  
The Sir James Knott Trust  
Sir John Eastwood Foundation  
Souter Charitable Trust  
South West Legal Support Trust  
St James's Place Foundation  
Susanna Peake Charitable Trust  
The Swire Charitable Trust  
The Three Oaks Trust

Trust For London  
The WO Street Charitable Foundation  
The Zochonis Charitable Trust

#### Individuals

Thomas Seager Berry  
Anthony and Judith du Boulay  
Penelope Gluckstein  
William and Catherine Norris  
Tom Birch Reynardson Esq  
Mr J Stephenson  
Antony Zaccaroli QC

#### In kind support

BPP University  
Coram Chambers  
Family Law Group  
Hardwicke Chambers  
Harmless  
HMCTS  
Hopkins Solicitors LLP  
Irwin Mitchell LLP  
Jordan Publishing  
Midlands Mediation  
McGuire Woods LLP  
Nottingham Community Voluntary Service  
Nottingham Law School  
Olswang LLP  
Sheffield Hallam University  
The Foundry Climbing Centre  
The Honourable Society of Gray's Inn  
The Honourable Society of Lincoln's Inn  
The Lord Dyson, PC, Master of the Rolls  
University of Central Lancashire  
University of Law  
University of Nottingham

## Trustees' report

Trustees' report 1 April 2015 to 31 March 2016  
Court Based Personal Support operates under the name of The Personal Support Unit.  
Charity number 1090781 Company number 4360133

### Trustees

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

Robert Heslett, Chairman  
Lucas Wilson, Vice-Chairman  
Daniel Morgan, Treasurer  
Peter Atherton  
Angela Brown  
Edward Copisarow (until 31 March 2016)  
Peter Crisp  
Vanessa Davies  
Caroline Field (from 21 March 2016)  
Angela Foskett  
Peter Handcock (from 9 June 2015)

### Founder and Life President

Diana Copisarow OBE

### President

The Rt. Hon Sir James Munby, President of the Family Division

### Patrons

The Rt. Hon. The Lord Thomas of Cwmgiedd, the Lord Chief Justice of England and Wales  
The Rt. Hon. The Lord Phillips of Worth Matravers, KG, PC  
The Rt. Hon. The Lord Judge  
The Rt. Hon. The Lord Woolf  
The Rt. Hon. The Baroness Butler-Sloss GBE, PC  
The Rt. Hon. The Lord Neuberger, President of the Supreme Court  
The Rt. Hon. The Lord Clarke of Stone-cum-Ebony  
The Rt. Hon. Lord Dyson, PC, Master of the Rolls

### Liaison Judge

The Rt. Hon. Lord Justice Jackson

### Chief Executive and Company Secretary

Nick Gallagher

### Registered Address

Norman House, 8 Burnell Road, Sutton, Surrey SM1 4B

### Principal Office

Room M104, Royal Courts of Justice, Strand, London WC2A 2LL

### Bankers

National Westminster Bank plc Law Courts, Temple Bar Branch, 217 Strand, London WC2R 1AL

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

### Auditors

Myrus Smith, Chartered Accountants, Norman House, 8 Burnell Road, Sutton, Surrey SM1 4BW

## Structure, governance and management

### Objects

**The Charity's objects are:**

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, The 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

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.

### Governing document

The Charity is a company limited by guarantee, incorporated on 24 January 2002 and not having a share capital and is governed by its memorandum and articles of association. It was registered as a charity on 26 February 2002. The terms of reference for the governing body were reviewed in 2015/16. The term of office of a Trustee is three years from his/her date of appointment. Trustees retiring at the end of a first term of office of three years may be re-appointed 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.

### Trustee appointment and induction

The selection of Trustees is made based on vacancies arising, sympathy with the objects of the Charity and the additional skills and experience that potential new Trustees are able to offer. Four of the Trustees in office in 2015/16 have worked as, or are currently, service volunteers within the Charity. The chair of the RCJ Volunteers' Committee automatically serves as a Trustee during their term of office

and a second Volunteer Trustee was appointed, following an open selection process among volunteers outside London, in March 2016.

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 meets with at least two other Trustees and the CEO before being recommended for appointment. Following appointment to the Board, each receives all relevant Charity Commission guidance, as well as the most recently published annual report, the Board 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 subcommittee 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.

### Organisation structure

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

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

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

Volunteers engaged in the provision of the Charity's services are supported by paid Coordinators, except at PSU Wandsworth, where the Coordinator is a volunteer supported by the Coordinator at the Royal Courts. Volunteers have representative committees in more established PSUs: the Royal Courts (with an elected representative from Wandsworth), Manchester and Birmingham, whilst others

are establishing ways of ensuring the voice of volunteers is heard. A core and a student volunteer representative from each PSU are invited to meet annually with senior PSU staff to review plans and share good practice.

The Charity regularly reviews all governance arrangements as it grows. The Board has agreed that a Finance Committee will be established in the coming year. The Committee will have responsibility for overseeing the development of policies and accounting systems that ensure sound governance of finances, as well as overseeing the organisation's financial management and systems, including month-end reconciliations, annual re-budget and preparation of annual income and expenditure budget, and ensuring these are reported to Trustees in a timely manner.

### Wider network

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

### Environmental social governance policy

The PSU will develop an environmental social policy in the coming year.

### Risks

At every meeting, the Board considers the main risks to the Charity and actions to be taken. Policies and procedures, especially Personal Safety, are reviewed regularly. Insurance covers professional indemnity, employer's liability and Trustees' indemnity. The ongoing financial climate means it is not possible for the government to commit to long-term funding. To mitigate this key risk, the PSU has been investing in fundraising, to increase its voluntary fundraising income, and works closely with partners in the Litigants in Person Support Strategy.

## Financial review

### Expenditure

As we opened four new PSUs and invested in core infrastructure, our total expenditure rose from £730,740 to £928,315. While investing in our growth, we have managed to maintain our cost effectiveness, achieving a cost per client-contact figure of £20.87.

A Pay Committee comprising three Trustees and the CEO has been established, which annually scrutinises remuneration proposals made by the CEO, and makes recommendations to the Board, benchmarked

against similar organisations including those in the charitable sector, and with regard to other factors such as the cost of living. The Board sets remuneration for the CEO, again benchmarked against the charitable sector.

### Fundraising

Fundraising income increased in 2015/16 to a record £1,068,969, an increase of 14%, and the Trustees expect to see further impact in 2016/17 from the full year effect of the previous year's investments. To ensure that future revenues continue to meet the anticipated costs of the planned expanded services, the Trustees continue to invest in diversifying fundraising resource, with further new investment made in February 2016. In 2015/16 the Board agreed ethical donation, conflict of interest and data protection policies, to protect donors and the charity.

### Reserves policy

The Trustees consider it is appropriate for the PSU to maintain a general reserve, primarily to maintain its service in the event that funding is disrupted. The majority of the PSU's fundraising streams are not predictable, or regular. Additionally, our programme of expansion causes the Charity's expenditure and commitments to increase year on year, and four new PSUs are planned in 2016/17. Taking this into account, the Trustees have agreed to maintain an unrestricted reserve equating to six months of the Charity's expected running costs for the following financial year. Our reserve is also available in-year to resolve short-term cash flow issues, arising from funding being received intermittently. The Trustees believe that this is a sufficient period of time to consider the courses of action available to them, and to select the most appropriate to allow the Charity to maintain a level of service commensurate with any change in its funding environment. The Charity's running costs for the year to 31st March 2017 are expected to be £1,214,882. The restricted reserve at 31st March 2016 was £4,925 (2015: £33,086) while the unrestricted reserve was £627,603 (2015: £458,788) which equates to 6.2 months of 2016/17 total running costs (2015: 5.6).

### Investment policy

The Trustees have the power to invest monies not immediately required. Given the level of reserves, whose primary use is to ensure that a continuous service can be maintained, and with the intention to expand the service geographically, the Trustees have decided to keep any monies not immediately required in interest-bearing accounts with CAF Bank, Virgin Money Plc (Charity Deposit Account), Shawbrook Bank Ltd (100 Day Notice Charity & Trust Account) and Scottish Widows via CAF Bank (90 Day Notice Account) and these are monitored by the Board and the new Finance Committee (when constituted).

### Auditors

At the Board meeting on 13th June 2016 the Trustees resolved to appoint auditors through a tender process.

## Statement of Trustees' responsibilities

The Trustees (who are also directors of Court Based Personal Support for the purposes of company law) are responsible for preparing the Trustees' 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 the year.

### 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 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 charitable company 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.
- safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- 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.

## PSU structure

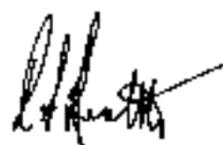
Trustees			
CEO			
Head of Service	Head of Fundraising	Finance & Business Manager	Systems & Information Manager
Service Team	Fundraising Team	Finance & HR Team	

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

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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.

#### Exemption statement

The Trustees' Report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006. Approved and signed on behalf of the Trustees on 13 June 2016.



**Robert Heslett**  
Chairman of the Board of Trustees

## Independent Auditors' Report

We have audited the financial statements of Court Based Personal Support for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet, The Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective January 2015) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

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 its members as a body, for our audit work, for this report, or for the opinions we have formed.

#### Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on page 18, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

#### Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

#### Opinion on financial statements

##### 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 2016, 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 applicable to smaller entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or

• the financial statements are not in agreement with the accounting records and returns; or

• certain disclosures of trustees' remuneration specified by law are not made; or

• we have not received all the information and explanations we require for our audit; or

• the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption from the requirement to prepare a strategic report or in preparing the Trustees' Annual Report.



**S.A. Jones (Senior Statutory Auditor)**

For and on behalf of Myrus Smith,  
Chartered Accountants and Statutory Auditors  
Norman House,  
8 Burnell Road,  
Sutton, Surrey,  
SM1 4BW

13 June 2016

#### Note:

The maintenance and integrity of the Court Based Personal Support website is the responsibility of the trustees; the work carried out by the auditors does not involve consideration of these matters and, accordingly, the auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website.

## Statement of financial activities for the year ended 31 March 2016

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2016	Total Funds 2015
		£	£	£	£
<b>INCOME FROM:</b>					
Voluntary income	2a	764,802	302,023	1,066,825	940,561
Investments	2b	2,144	-	2,144	1,057
<b>TOTAL INCOME</b>		<b>766,946</b>	<b>302,023</b>	<b>1,068,969</b>	<b>941,618</b>
<b>EXPENDITURE ON:</b>					
Raising funds	3	160,351	-	160,351	110,909
Charitable activities	4	437,780	330,184	767,964	619,831
<b>TOTAL EXPENDITURE</b>		<b>598,131</b>	<b>330,184</b>	<b>928,315</b>	<b>730,740</b>
<b>NET INCOME/(EXPENDITURE)</b>	<b>10</b>	<b>168,815</b>	<b>(28,161)</b>	<b>140,654</b>	<b>210,878</b>
<b>RECONCILIATION OF FUNDS</b>					
Fund balances brought forward at 1 April 2015		458,788	33,086	491,874	280,996
Fund balances carried forward at 31 March 2016		£627,603	£4,925	£632,528	£491,874

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

## Balance sheet as at 31 March 2016

	Notes	2016		2015	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Fixed Assets	11		-		217
<b>CURRENT ASSETS</b>					
Debtors	12	53,299		24,183	
Cash at Bank and in Hand		618,025		488,176	
		671,324		512,359	
<b>CREDITORS: Amounts falling due within one year</b>	<b>13</b>	<b>38,796</b>		<b>20,702</b>	
<b>NET CURRENT ASSETS</b>	<b>16</b>		<b>632,528</b>		<b>491,657</b>
<b>NET ASSETS</b>			<b>£632,528</b>		<b>£491,874</b>
<b>REPRESENTED BY:</b>					
Restricted funds	14		4,925		33,086
Unrestricted funds	15		627,603		458,788
<b>TOTAL FUNDS</b>			<b>£632,528</b>		<b>£491,874</b>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

Approved by the Trustees on 13 June 2016



**D. Morgan, Trustee**

The notes form part of these financial statements.

## Statement of cash flows for the year ended 31 March 2016

	Notes	2016 £	2015 £
Tangible Fixed Assets	19	127,705	210,541
Cash flows from other sources			
Interest received		2,144	1,057
NET INCREASE IN CASH		129,849	211,598
NET CURRENT ASSETS		632,528	491,657
Cash at Bank brought forward		488,176	33,086
CASH AT BANK CARRIED FORWARD		£618,025	£488,176

### 1. Accounting Policies

#### 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 for Smaller Entities (effective January 2015) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

#### Income recognition policies

Items of income are recognised and included in the accounts when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity.
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

#### Expenditure recognition

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 comprise the costs associated with seeking donations and grants for the purpose of the Charity.
- Expenditure on charitable activities includes the costs undertaken to further the purposes of the Charity and their associated support costs.

#### Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

#### Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes. Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

#### Tangible fixed assets

Depreciation is provided on computer equipment purchased on a straight line basis over 3 years. Individual fixed assets costing less than £500 are written off in the year they are acquired.

#### 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. Analysis of income

	Unrestricted Funds £	Restricted Funds £	Total 2016 £	Total 2015 £
a) Donations and legacies:				
Donations	136,100	2,490	138,590	84,715
Grants	628,702	299,533	928,235	855,846
	£764,802	£302,023	£1,066,825	£940,561

Of the £940,561 received in 2015, £286,634 was restricted funds and £653,927 was unrestricted funds.

b) Investment income:				
Bank deposit interest	£2,144	£Nil	£2,144	£1,057

All of the £1,057 received in 2015 related to unrestricted funds.

### 3. Cost of raising funds

	Direct Costs £	Support Costs £	Total 2016 £	Total 2015 £
Fundraising and events	£160,351	£Nil	£160,351	£110,909

Of the £619,831 expenditure in 2015, £356,340 was charged to unrestricted funds and £263,491 was charged to restricted funds

### 4. Expenditure on charitable activities

	Direct Costs £	Support Costs £	Total 2016 £	Total 2015 £
Personal support service	£649,082	£118,882	£767,964	£619,831

Of the £619,831 expenditure in 2015, £356,340 was charged to unrestricted funds and £263,491 was charged to restricted funds.

### 5. Analysis of direct costs

	Raising funds £	Charitable activities £	Total 2016 £	Total 2015 £
Staff costs	153,226	615,055	768,281	568,489
Volunteer costs	-	34,027	34,027	29,992
Other costs	7,125	-	7,125	17,394
	£160,351	£649,082	£809,433	£615,875

### 6. Analysis of support costs

	Raising funds £	Charitable activities £	Total 2016 £	Total 2015 £
Staff costs	-	13,872	13,872	19,269
Legal and professional fees	-	13,171	13,171	8,987
Recruitment costs	-	10,710	10,710	-
IT costs	-	26,951	26,951	50,490
Marketing costs	-	14,594	14,594	5,789
Office costs	-	21,767	21,767	16,819
Depreciation	-	217	217	375
Insurance	-	1,377	1,377	1,178
Insurance	-	16,223	16,223	11,958
	£Nil	£118,882	£118,882	£114,865

### 7. Governance costs

	2016 £	2015 £
Staff costs	12,105	8,466
Audit fees	3,960	3,492
Trustee expenses	158	-
	£16,223	£11,958

### 8. Staff Costs

	2016 £	2015 £
Salaries	685,228	503,604
Social Security Costs	61,338	44,542
Pension Contributions	26,528	23,633
	773,094	571,779
Staff Expenses	21,165	24,444
	£794,259	£596,223

No employee received emoluments of more than £60,000. The average weekly number of employees during the period, calculated on the basis of full-time equivalents, was 28.25 (2015: 18.70). Volunteers are not employees of the Charity.

### 9. Trustees Remuneration and Expenses

One trustee (2015: Nil) was reimbursed costs for travelling of £158. The trustees received no remuneration during the year (2015: £Nil).

## 10. Net income for the year

	2016	2015
	£	£
NET INCOME IS STATED AFTER CHARGING:		
Auditors remuneration	£3,960	£3,492
Depreciation	£217	£375

## 11. Tangible fixed assets

	Office computers	
	£	
COST		
Balance at 1 April 2015 and March 2016	7,144	
DEPRECIATION		
Balance at 1 April 2015	6,927	
Charge for year	217	
Balance at 31 March 2016	7,144	
NET BOOK VALUE		
As at 31 March 2016	£Nil	
As at 31 March 2015	£217	

## 12. Debtors

	2016	2015
	£	£
Other Debtors	45,965	19,310
Prepayments	7,334	4,873
	£53,299	£24,183

## 13. Creditors: Amounts falling due within one year

	2016	2015
	£	£
Other Creditors and Accruals	36,296	15,702
Deferred Income	2,500	5,000
	£38,796	£20,702

## 14. Restricted funds

	Balance at 1 April 2015	Movement in Resources		Balance at 31 March 2016
	£	Income	Expenditure	£
PSU Birmingham	-	15,540	15,540	-
PSU Bristol	189	33,462	33,651	-
UCP Caerdydd/ PSU Cardiff	12,203	1,000	13,203	-
PSU Chelmsford	-	3,750	3,750	-
PSU Exeter	-	25,000	25,000	-
PSU Leeds	-	2,600	2,600	-
PSU Liverpool	-	10,300	10,300	-
PSU London Services:	-	4,500	4,500	-
- Outreach Service	-	18,900	18,900	-
- Central Family Court	20,694	-	20,694	-
- Royal Courts of Justice	-	750	750	-
PSU Manchester	-	9,000	9,000	-
PSU Newcastle	-	15,900	15,900	-
PSU Nottingham	-	30,250	30,250	-
PSU Preston	-	5,000	5,000	-
PSU Sheffield	-	15,500	15,500	-
Other funds	-	110,571	105,646	4,925
	£33,086	£302,023	£330,184	£4,925

These restricted funds are created by the receipt of grants and donations to be spent on specific projects, or for specific purposes. Other funds include restricted income which is not restricted to a specific location, such as IT, marketing and salary for support staff.

## 15. Unrestricted funds

	Balance at 1 April 2015	Net Income	Balance at 31 March 2016
	£	£	£
General Funds	£458,788	£168,815	£627,603

## 16. Analysis of net assets between funds

	Unrestricted	Restricted	Total Funds
	£	£	£
Current assets	663,899	7,425	671,324
Current liabilities	(36,296)	(2,500)	(38,796)
	£627,603	£4,925	£632,528

## 17. Company status

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

## 18. Taxation

As a registered charity, Court Based Personal Support is exempt from taxation on its charitable activities.

## 19. Reconciliation of net income to net cash flow from operating activities

	2016	2015
	£	£
Net Income		
As statement for financial activities	140,654	210,878
Adjustments for:		
Depreciation	217	375
Interest received	(2,144)	(1,057)
Increase in Debtors	(29,116)	(15,115)
Increase in Creditors	18,094	15,460
NET CASH GENERATED FROM OPERATING ACTIVITIES	£127,705	£210,541

## 20. Related party transactions

On leaving employment with the Charity, a member of key management personnel contributed £10 towards computer equipment whose net book value was £327 but whose market value was considerably less than that.

# Where to find our volunteers

## **PSU Birmingham**

Birmingham Civil and Family Justice Hearing Centre, 33 Bull Street, Birmingham B4 6DS  
Tel: 0121 250 6354  
Email: [birmingham@thepsu.org.uk](mailto:birmingham@thepsu.org.uk)

## **PSU Bristol**

Bristol Civil and Family Justice Centre, 2 Redcliff Street, Bristol, BS1 6GR  
Tel: 0117 366 4809  
Email: [bristol@thepsu.org.uk](mailto:bristol@thepsu.org.uk)

## **UCP Caerdydd/PSU Cardiff**

Canolfan y Llysoedd Sifil Caerdydd, 2 Stryd y Parc, Caerdydd CF10 1ET/  
Cardiff Civil and Family Justice Centre, 2 Park Street, Cardiff CF10 1ET  
Tel: 0292 034 3685  
Email: [cardiff@thepsu.org.uk](mailto:cardiff@thepsu.org.uk)

## **PSU Chelmsford**

Chelmsford County Court, Priory Place, New London Road, Chelmsford, Essex, CM2 0PP  
Tel: 01245 245 527  
Email: [chelmsford@thepsu.org.uk](mailto:chelmsford@thepsu.org.uk)

## **PSU Exeter**

Exeter Combined Court Centre, Southernhay Gardens, Exeter, EX1 1UH  
Tel: 01392 415 335  
Email: [exeter@thepsu.org.uk](mailto:exeter@thepsu.org.uk)

## **PSU Leeds**

Leeds Combined Court Centre, 1 Oxford Row, Leeds, LS1 3BG  
Tel: 0113 306 2764  
Email: [leeds@thepsu.org.uk](mailto:leeds@thepsu.org.uk)

## **PSU Liverpool**

Liverpool Civil and Family Court Hearing Centre, 35 Vernon Street, Liverpool L2 2BX  
Tel: 0151 296 2296  
Email: [liverpool@thepsu.org.uk](mailto:liverpool@thepsu.org.uk)

## **In London:**

### **PSU Royal Courts of Justice**

Room M104, Royal Courts of Justice, Strand, London WC2A 2LL  
Tel: 020 7947 7701  
Email: [rcj@thepsu.org.uk](mailto:rcj@thepsu.org.uk)

### **PSU County Court at Central London**

Thomas More Building, Royal Courts of Justice, Strand, London, WC2A 2LL  
Tel: 020 7947 7701  
Email: [rcj@thepsu.org.uk](mailto:rcj@thepsu.org.uk)

### **PSU Central Family Court**

Central Family Court, First Avenue House, 42-49 High Holborn, London, WC1V 6NP  
Tel: 020 7421 8533  
Email: [londonCFC@thepsu.org.uk](mailto:londonCFC@thepsu.org.uk)

### **PSU London outreach service**

Room M106, Royal Courts of Justice, Strand, London WC2A 2LL  
Tel: 020 7073 4760  
Email: [london-service@thepsu.org.uk](mailto:london-service@thepsu.org.uk)

### **PSU Wandsworth**

Wandsworth County Court, 76-78 Upper Richmond Road, London SW15 2JU  
Tel: 020 8333 4366  
Email: [wandsworth@thepsu.org.uk](mailto:wandsworth@thepsu.org.uk)

## **PSU Manchester**

Room 2.15, Manchester Civil and Family Justice Centre, 1 Bridge Street West, Manchester M60 9DJ  
Tel: 0161 240 5037  
Email: [manchester@thepsu.org.uk](mailto:manchester@thepsu.org.uk)

## **PSU Newcastle**

Newcastle upon Tyne Combined Court Centre, The Law Courts, The Quayside, Newcastle-Upon-Tyne, Tyne & Wear, NE1 3LA  
Tel: 0191 261 8016  
Email: [newcastle@thepsu.org.uk](mailto:newcastle@thepsu.org.uk)

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