

The Personal Support Unit



Annual Report for the year
ended 31st March 2015

A BIG
THANK
YOU

A white icon of two stylized human figures sitting on the ground and facing each other, appearing to be in conversation. The figures are simple, with circular heads and rectangular bodies. They are positioned within the lower right portion of the large letter 'U' in the word 'YOU'.

TO OUR VOLUNTEERS

CELEBRATING OUR VOLUNTEERS

The PSU volunteers help people facing civil or family court cases, who cannot afford a lawyer and must represent themselves in court. With the reduced availability of legal aid, this situation is becoming increasingly common: over a quarter of people in the county courts now find that they will be alone at this stressful time. We expect that these figures will continue to rise.

Over the last year, the PSU has responded positively to this challenge and we have extended our reach. We opened a new Unit in Sheffield and are now operating in twelve court centres across England and Wales. The total number of people we help each year has grown dramatically, from 21,508 in 2013/14 to 38,595 in 2014/15 - an increase of 79%. Despite our growth, we have maintained the quality and cost effectiveness of our service: it costs under £25 for each client we support, and client feedback consistently shows a satisfaction level of over 95%.

The backbone of our work is our team of skilled volunteers. Without them we cannot deliver our service. They listen, guide, provide practical advice and information and offer emotional support at a time of great anxiety for our clients. They are central to the coordinated Litigants in Person Strategy, which enables the PSU to work even more closely with other organisations committed to providing much needed assistance for people facing court alone. We now have 500 volunteers working across the PSU, providing instant support and access to help for those who ask.

In 2014 we won the Guardian Charity Award, awarded for an outstanding contribution to social welfare, excellence and innovation among small and medium sized charities. Thanks in no small part to our volunteers.

In December 2014, I was delighted when we won the Guardian Charity Award 2014, awarded for an outstanding contribution to social welfare, excellence and innovation among small and medium sized charities. This recognises the dedication of our volunteers, coordinators and staff, who strive to provide the best possible help for everyone who walks through our doors. I, and my fellow Trustees, thank you all for your unstinting and dedicated service. In this context I must particularly mention Judith March MBE, who, after achieving so much for the PSU, stepped down as Director this June. We would all like to wish her every happiness in the future. I am pleased to say that Nick Gallagher will act as Interim Director. Nick is well known to many involved with the PSU

through his time as interim CEO at LawWorks and the Bar Pro Bono Unit. He will lead the PSU's ambitious strategy of expansion and ensure we provide our dedicated service to clients until Judith's successor is appointed.

I know that demand for our service is still growing and the increase in our client numbers is testament to the need we aim to meet. As we embark on this coming year, I look forward to our continued expansion and the progress and opportunities which I know this will bring.



Robert Heslett, Chairman PSU



THE NEED FOR OUR WORK

It is hard to imagine facing court on your own. Yet this is the reality for our clients, many of whom face life-changing situations: bankruptcy, eviction, deportation or loss of contact with children. Many thousands of people who cannot afford a lawyer, and are unable to secure legal aid, must represent themselves in court.

The court system can be very confusing. There are protocols to follow, set forms to complete, desks where papers must be handed in, counters with varying opening times. On top of this, our clients can often find that they are arguing their case against an experienced barrister in court.

“They helped me out when I felt I had no one to turn to.”

PSU client, Newcastle, 2014

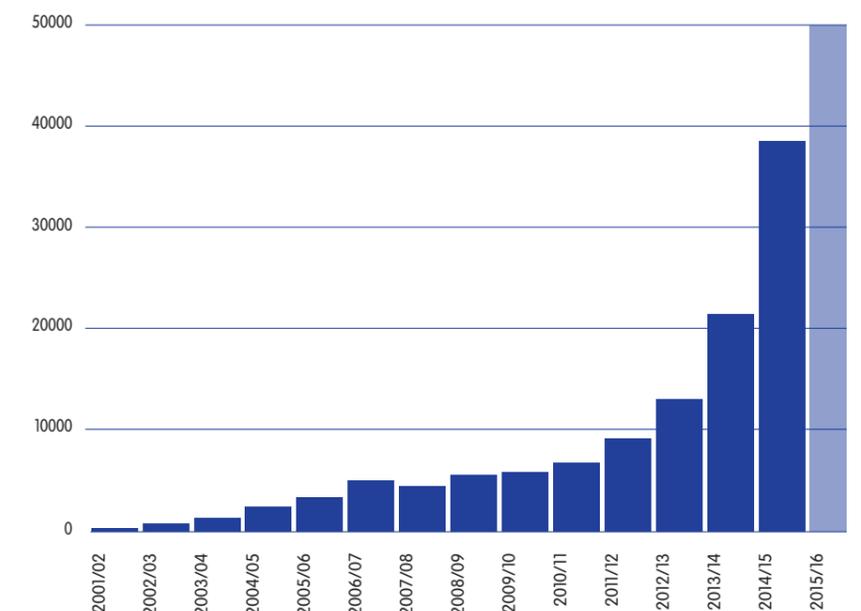
We will help anyone who comes to us free of charge and for as long as they need. Our volunteers give people a much better chance of representing themselves well in court. We know the systems and the buildings; volunteers are familiar with forms and can check they are suitably filled in. We can explain court protocol, help people practise what they want to say, go with them to court to explain what is going on and simply provide a reassuring presence.

When our clients walk into court, we want them to feel prepared and calm. In short, we aim to help them engage with the justice system and, regardless of the outcome of their case, feel that they did their best.

Where you can find a PSU



Total clients helped per year



WHO WE HELPED

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

Many of our clients are battling difficult personal circumstances: 37% are unemployed, one in four speaks English as a second language and one in five has some form of serious health complaint – factors which complicate already stressful proceedings.

The need for PSU help in family cases continues to rise. Last year, family cases increased from 10,000 to over 15,000 and now account for 50% of our workload. Worryingly, 2 in 3 of our family cases are about children.

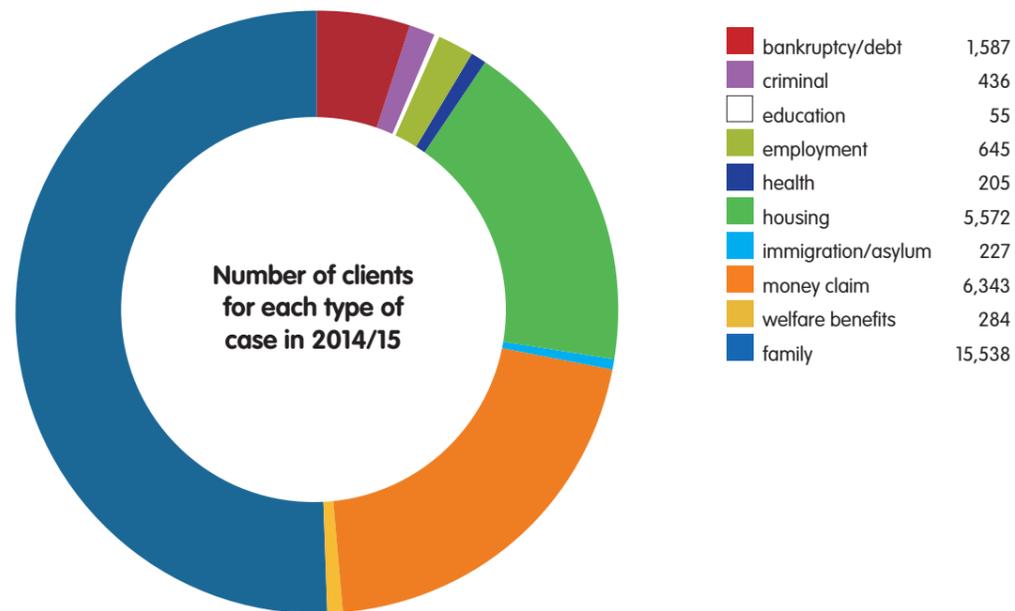
In immediate response to this increasing need, we have appointed a Coordinator at the Central Family Court to help support volunteers dealing with these

emotionally challenging cases. We give all our volunteers the tools to help in positive, practical ways, even when clients are deeply upset, while retaining the detachment necessary to provide strong emotional support.

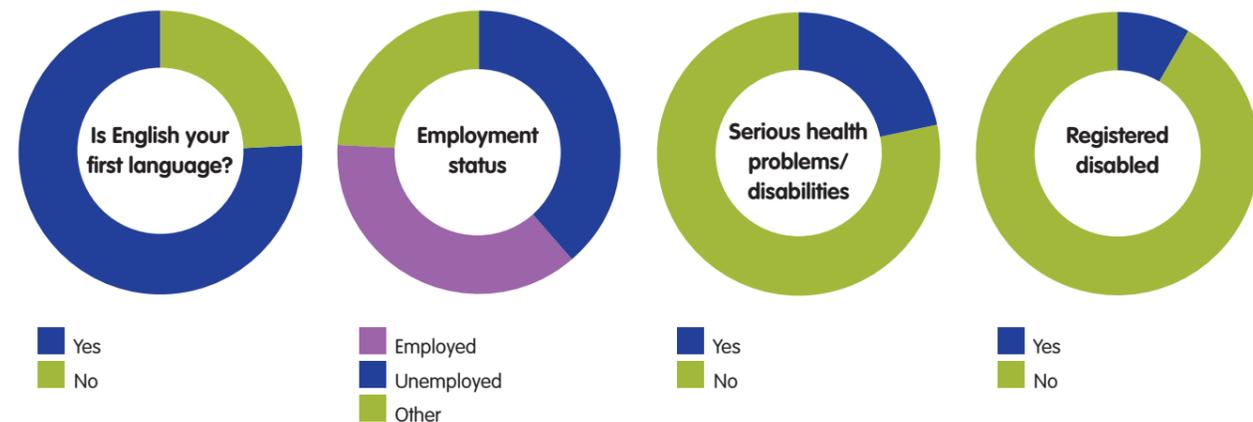
“They are very helpful and patient and helped me with the forms as I cannot read or write.”

PSU client, Leeds, 2014

Types of cases in 2014/15



Client vulnerability



HOW WE HELP

Our volunteers are a broad mix of people, united by the desire to make the courts more accessible, and to help people at times of great stress.

Some are law students - trainee barristers and solicitors - who not only give their time, but also appreciate the extensive hands-on experience they gain of court life. Many other volunteers have been with us for several years: many are retired from careers such as teaching or business, and have an interest in the law, or simply a desire to help.

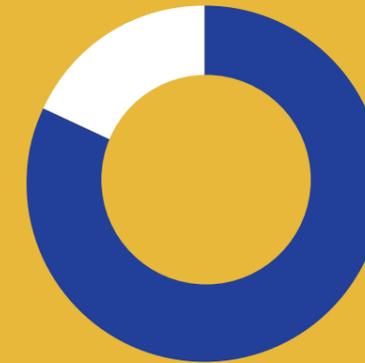
What our volunteers do depends on what clients ask for, but typically, they:

- help people sort out their paperwork and complete any forms
- make sure that all paperwork is handed to the correct desk or counter at the correct time
- guide our clients around the (often confusing) court buildings to ensure all appointments are kept
- go through the facts of each case, helping our clients to separate their emotions from the factual evidence they will need to present in court
- help our clients to practise what they wish to say in court
- explain the court procedures, who will be in court, what their roles are and any protocol our clients will need to observe
- sit in court with clients, and then meet with them after the court case, to go through what has happened and help them understand the outcome

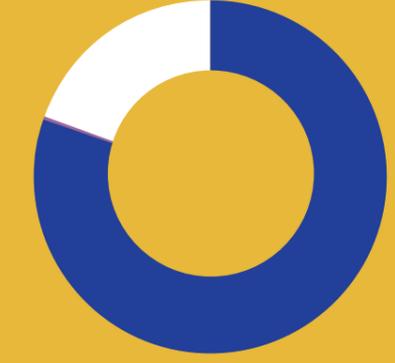
“Everyone listened to what I had to say, supported me in what I felt was a hopeless situation. I felt safe. Thank you for everything.”

Royal Courts of Justice client, 2014

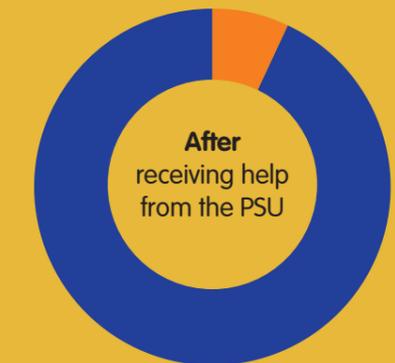
The PSU volunteer helped me to be better prepared



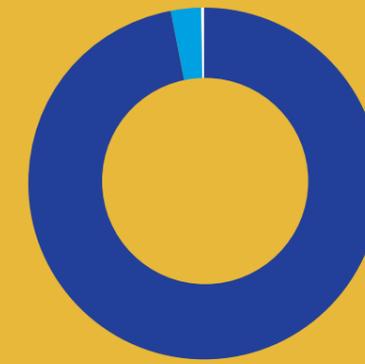
The PSU volunteer helped me to have more confidence



Emotional state of client:



How satisfied were you with the help from the PSU?



OUR VOLUNTEERS' STORIES

"Volunteering at the PSU is quite incredible. You never go into a day knowing how it will pan out. Sometimes you will be in the office all day, others you will be in and out of court. You never know who will walk through the door, what case they will have or indeed what help they will need."

PSU Volunteer, 2015

A volunteer's day

I arrived early to find the office open already and another volunteer, Sheila, looking at what we had in store for the day. It looked like a busy day of appointments, plus the extra people I knew who would be referred by court staff, or just call in.

Sheila went into a court hearing with a client. I remained in the office to help those who came to see us that day. They included a lady who needed help to complete a form to put her elderly mother's affairs in order, and a man who was disheartened and struggling to pay £400 in court fees. We looked together to find the application for court fee reductions - a lot of our work is filling out forms with people and encouraging them so they can take charge of their cases.

There are always people that stay in your mind, where you are able to make a real difference to a person's life. On this day, it was a man who had split up from his partner and was desperate to see his son.

At a previous hearing, contact times had been agreed, but despite this, the man's ex-partner was not allowing him to see his son, or talk to him on the phone. He was at court to try to gain the access he so badly wanted, and needed to write up a court document. English was not his first language and he was struggling to express himself. Despite the language

barrier he had drafted a few sentences, and I helped to put these into simple English. I was so pleased to be there to help. I helped him find the court office to file the final papers.

This was another typical but amazing day. It went by like a flash and was hectic and challenging, but we did some good. You never know what new situation will arise, or who will walk through the door, but you always feel as though you can make a real difference to the lives of those who would otherwise be alone in court."

Yasmin's story

(as told by our volunteer)

I was coming back from my lunch and found Yasmin looking lost and upset in the main waiting area.

When I talked to her I found out that she was trying to get an emergency hearing. Her ex-partner had been violent when they were together, often in front of their son. She had moved away to escape him. Yasmin hadn't seen her ex-partner in several years until he recently appeared saying he wanted contact with his son. She decided to allow him some contact. However, he had failed to return their son after a recent visit. She spent two days trying to get her son back, but was unsuccessful. She was particularly concerned because of the previous abuse and also because the boy was not attending school.

I took Yasmin to the court counter and picked up the forms required. We filled them in as quickly as possible, as she wanted to see a judge that day. I then took her back to the counter to submit the paperwork. We then just had to wait until a judge was available. We waited about an hour - Yasmin was getting more and more nervous. I tried to chat to her about her son and keep her as calm as possible. I helped her make some notes about the key points she wanted to raise with the judge.

I went with Yasmin into court where the judge made an emergency prohibited steps order for the child to be returned to her within 48 hours. If the child was not returned the police could be called.

I found out that Yasmin had previously been rejected for legal aid on the basis that there was not enough evidence of domestic violence. While we were waiting for the order to be typed, I found details of a local agency that might be able to support her in getting the required evidence for legal aid.

Despite the judgment, she became nervous again because there would have to be another hearing to review the emergency order, and her ex-partner would be attending. I reassured her that she could wait away from him in the PSU office and that someone would be able to attend with her if she had not been able to get legal aid. She felt a lot better about this, as having a PSU volunteer with her meant she did not have to face the ordeal alone. The PSU office would also act as a safe place where she could relax before and after the hearing, away from her ex-partner. She left feeling more confident and able to get the help she vitally needed.

Client name changed to protect confidentiality.



Above: Nick, a PSU volunteer, helps Rachel prepare for her hearing.

A SUCCESSFUL YEAR

This has been another year of significant success for the PSU as we work to increase access to justice for litigants in person at courts across the country.

As well as achieving the majority of the targets we set ourselves a year ago, we also worked with partner agencies across

the pro bono and advice communities to support the development of a joint strategy for litigants in person, leading to significant investment in our vital front-line services by the Ministry of Justice, complementing our established funding streams. The strategy commits us to working closely with charities including LawWorks, the Bar Pro Bono Unit, the

RCJ Advice Bureau and Law for Life, to ensure the full range of needs of litigants in person are met, and that people are appropriately signposted for the help they need. Our role within the strategy recognises the reach and effectiveness of the PSU approach, which is reflected in the report below on our progress over the year:

We said we would:



Enable our volunteers to increase the number of clients we support to 28,000, a third more than the previous year

What we did: Our volunteers helped 38,595 clients in the year, 79.4% more than in the previous 12 months



Open new PSU centres in Sheffield and one other city with a high level of need

What we did: PSU Sheffield opened in November 2014 and saw 70 clients in its first month. We began recruitment for PSU Nottingham in March 2015



Maintain above 95% completely satisfied ratings from clients in all PSUs

What we did: 97.15% of our clients were completely satisfied with our service, and a further 2.83% were partially satisfied



Conduct three peer reviews to ensure the consistent quality of our work between PSU offices

What we did: Two peer reviews were conducted, covering our Leeds and Bristol offices. The team took time to share the learning from these reviews to enhance the process, to ensure it is fit for purpose for the future



Enhance our ability to capture experiences from clients through electronic channels, with 30% of respondents able to provide data in this way

What we did: We piloted the use of SurveyGizmo for capturing client feedback, with our team supporting clients to complete surveys online where needed, giving us the platform to gather more data electronically in the future



Disseminate evidence of the clients' experiences of the court process and of the courts' experiences of our involvement to policy-makers and all our stakeholders

What we did: We have represented the experience of our clients to a wide range of decision-makers, including giving evidence to the Justice Select Committee. The impact of this work can be seen in practical changes we contributed feedback to, such as the improvements to the C100 form which was causing difficulties for significant numbers of our clients



Embed our growing 'Volunteer Voice' structures so front-line experience shapes the delivery of the PSU's services to clients

What we did: All PSU sites now have a volunteer representative or committee in place and all regions were represented at our first 'Volunteer Voice' meeting in May 2014, with feedback going direct to our Trustee Board to inform our development plans



Conduct two 'spot surveys' to engage client feedback on particular topics

What we did: We completed two surveys in the year, focused on whether and where clients had sought help before approaching us, with this data being used to inform our partners about the needs of clients

£25

Invest in our capacity to sustain the expansion of our services while ensuring our cost per client stays below £25

What we did: While investing in our growth, we have managed to maintain our cost effectiveness, achieving a cost per client figure of £18.73 (a decrease from the £23.02 in the previous year)

£ +25%

Increase our annual income by 25-30% to support our continued expansion

What we did: We made significant progress in increasing investment in the PSU to achieve our aims of expanding to meet client need, with income of £938,550 achieved for the year, a 71.2% increase on the previous year



Double the amount we raise ourselves through community events at each PSU

What we did: Our staff and volunteers across the country stepped up to the fundraising challenge, raising £30,845 through community events over the year (115% more than the year before)

LOOKING AHEAD

In 2015/16, we will maintain our focus on increasing our reach, maintaining our quality, and improving access to justice for litigants in person across England and Wales, as well as being an effective partner within the national strategy for supporting litigants in person. Over the coming year we will:

- enable our volunteers to increase the number of clients we support by over 25% from the previous year (to over 50,000)
- open four new PSU locations
- maintain satisfaction ratings of over 95% from clients in all PSUs
- conduct three peer reviews based on our new quality indicators, helping to improve our services to clients

- gather data from three surveys over the year to ensure the experiences of our clients are used to influence policy-makers

- 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

- 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

- continue our focus on efficiency in our work, keeping our cost per client below £25 even as we invest in the further expansion of our services

- increase our income to over £1.1 million to support our planned expansion

- 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.

After 12 fantastic years leading the PSU, I am now leaving the charity, but look forward to hearing about the team’s success in achieving the objectives above. I know that with your continued support they, and the PSU, will be able to rise to the growing demand from litigants in person across the country. Thank you for all that you do, and have done, for the PSU – we simply couldn’t do this without you.



Judith March MBE, Director of the PSU
2003-June 2015

MAKING THE PSU POSSIBLE

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

Source of funding	£
Trusts	297,890
Government	475,302
Corporate	87,654
Friends and individuals	54,021
Community	30,695
Investments	1,057
Total	941,618

The PSU received 50% of our funding from the Ministry of Justice (MOJ) to enable us to develop our infrastructure to extend our geographical spread more quickly across England and Wales. This is part of the Litigants in Person Support Strategy, which also includes the RCJ Advice Bureau, LawWorks, LawforLife, and the Access to Justice Foundation. We wish to thank all of those we work with to serve litigants in person.

We value our partnership with many others involved in the justice system, without whom we could not help so many people in need: the courts, who provide us with valuable support in the form of free office space and utilities, which allows us to keep our core costs to a minimum; court staff all over the country and at all levels, who so generously devote time and energy to enabling our service to flourish in their courts; the judiciary, who consistently

support our work, in particular our Liaison Judge in the Royal Courts of Justice, Lord Justice Briggs, for his championing of what we do, and the PSU Liaison Judges across England and Wales.

We would like to thank all the hundreds of individuals and organisations who supported us during the year with funds and in kind. We also say thank you to all our partners in law firms and chambers, trusts, foundations and individuals all across the country, our Carey Club members and Friends of the PSU who generously support our appeals and events.

If you would like to help the PSU by volunteering, donating, or fundraising, please go to our website:
www.thepsu.org
or email: 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
- 5RB
- Akin Gump Strauss Hauer & Feld LLP
- Bloomberg
- Falcon Chambers
- Farrer & Co LLP
- Herbert Smith Freehill LLP
- Landmark Chambers
- Law Society Charity
- Olswang LLP
- Taylor Rose LLP
- The Guardian
- The Honourable Society of Gray’s Inn
- The Honourable Society of Lincoln’s Inn
- The Honourable Society of the Inner Temple
- The Honourable Society of the Middle Temple

Universities

- Northumbria University
 - Nottingham Trent University
 - Sheffield Hallam University*
 - University of Nottingham*
 - University of Sheffield
 - University of Warwick
- * contribution to be shown in 2015/16 accounts

Trusts

- 1989 Willan Charitable Trust
- Access To Justice Foundation
- Adint Charitable Trust
- Anne Duchess of Westminster’s Charity
- Anthony du Boulay Charitable Trust
- Charlotte Bonham-Carter Charitable Trust
- CHK Charities Ltd
- City of London Corporation
- Community Foundation serving Tyne & Wear and Northumberland
- Dentons UKMEA LLP Charitable Trust
- Evan Cornish Foundation
- George Fentham Birmingham Charity
- Gwendoline and Margaret Davies Charity
- Hadrian Trust
- J Paul Getty Jnr Charitable Trust
- John Ellerman Foundation
- Lady Hind Charitable Trust
- London Legal Support Trust
- Loppylugs & Barbara Morrison Charitable Trust
- Michael Marsh Charitable Trust
- Misses Barrie Charitable Trust
- North West Legal Support Trust
- Oakdale Trust
- Penny Gluckstein Charity
- Pilkington Charitable Trust
- Quartet Community Foundation
- Rayne Foundation
- Scurrah Wainwright Charitable Trust
- Simmons & Simmons Charitable Foundation
- The Eveson Charitable Trust
- The Freemasons’ Grand Charity
- The Joicey Trust
- The Leathersellers’ Company Charitable Fund

- The Legal Education Foundation
- The Rainford Trust
- The Swire Charitable Trust
- The Trust For London
- The William Leech Charity
- Three Oaks Trust
- Tudor Trust

Individuals

- William Norris
- Genevieve Muinzer
- Antony Zaccaroli QC

Other

- Ministry of Justice

In kind support

- Heather Burke for nominating the PSU to receive a donation from the Bloomberg’s volunteer fund
- The Hon Mr Justice Foskett for nominating the PSU to receive speaker fees
- The Rt Hon the Lord Neuberger of Abbotsbury, President of The Supreme Court of the United Kingdom, for nominating the PSU to receive speaker fees
- Anthony Collins Solicitors for providing meeting rooms for PSU Birmingham
- BPP Law School and University of Law for hosting training sessions across the PSU Network
- Clifford Chance LLP for hosting our ‘Blast from the Past’ event
- Eversheds LLP for hosting our staff training
- MNCTS for extensive practical help, space and specialist advice
- McGuire Woods LLP for hosting our Board meetings
- Olswang LLP for providing expert clerks to take minutes at our Board meetings
- The Honourable Society of Middle Temple for hosting our staff training
- The Honourable Society of Gray’s Inn for hosting our Friends event
- TLT Solicitors for giving PSU Bristol use of their offices for our wine-tasting event
- Trinity Chambers for offering use of their training rooms to PSU Newcastle
- University of Law for hosting volunteer training sessions for PSU Bristol
- Weil, Gotshal & Manges LLP for HR consultancy

Trustees’ report

Court Based Personal Support operates under the name of The Personal Support Unit.

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
- Vanessa Davies
- Angela Foskett
- Peter Crisp (appointed 9 March 2015)
- 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
- The Rt. Hon. The Lord Judge
- The Rt. Hon. The Lord Woolf
- The Rt. Hon. The Baroness Butler-Sloss GBE
- 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, Master of the Rolls

Liaison Judge

- The Rt. Hon. Lord Justice Briggs

Director and Company Secretary

- Judith March MBE

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

- CAFCash 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 object 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.

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. Three of the ten current Trustees have worked as client service volunteers within the Charity, and the chair of the RCJ Volunteers' Committee automatically serves as a Trustee during their term of office.

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 Director before being recommended for appointment. Following appointment to the Board, or one of its sub-committees, each receives all relevant Charity Commission guidance, as well as the most recently published annual report and other management information necessary to exercise fully their governance role.

The Director arranges induction visits to the offices of the charity for new Trustees and briefs them fully about the operation of the Charity.

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 Director 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 Director and the fundraising team.

The Treasurer chairs the Audit Committee of the Board, which comprises four Trustees, the Director and finance staff and scrutinises financial matters, principally with regard to risk, control and policy.

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

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 in Wandsworth PSU 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 student volunteer representative from each PSU meet annually with senior PSU staff to review plans and share good practice.

The Charity regularly reviews all governance arrangements as it grows.

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.

Fundraising

To ensure that future revenues continue to meet the anticipated costs of the planned expanded services, the Trustees have invested further in fundraising resource in 2014/15.

Reserves policy

The Trustees consider that it is appropriate for the PSU to maintain a general reserve. The primary reason is that it allows the Charity to maintain its service in the event that funding is disrupted. The majority of the PSU's fundraising streams are not predictable. Taking this into account and the expressed intention to expand the service in the future, the Trustees have agreed to maintain a general reserve that equates to six months of

the total expected running cost of the Charity. 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 that will allow the charity to maintain a level of service commensurate with any change in its funding environment. The running costs of the Charity are expected to be £1,021,210 for the year to 31st March 2016. The general reserve at 31st March 2015 was £488,807 (2014: £280,996) which equates to 5.7 months of total running costs (2014: 4.8).

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 the Charities Aid Foundation Bank and other reputable institutions.

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.

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.

Auditors

A resolution to appoint auditors and to authorise the Trustees to fix their remuneration will be proposed at the Meeting of the Board of Trustees on 29 June 2015.

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 29 June 2015.



Robert Heslett

Chairman of the Board of Trustees

Independent auditor's report

We have audited the financial statements of Court Based Personal Support for the year ended 31 March 2015 which comprise the Statement of Financial Activities, the Balance Sheet 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 April 2008) (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 the previous page, 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 2015, 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

2015

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 2015

(Incorporating Income and Expenditure Account)

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2015	Total Funds 2014
		£	£	£	£
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	139,623	284,770	424,393	337,845
Activities for generating funds					
Fundraising events		39,002	1,864	40,866	8,814
Investment Income		1,057	-	1,057	1,564
Incoming resources from charitable activities					
Grants receivable	3	475,302	-	475,302	200,000
		654,984	286,634	941,618	548,223
RESOURCES EXPENDED					
Cost of generating funds					
Cost of generating voluntary income	4	107,958	2,951	110,909	83,414
Charitable activities					
Governance costs	6	13,136	-	13,136	10,273
TOTAL RESOURCES EXPENDED		464,298	266,442	730,740	495,125
NET INCOMING RESOURCES					
	7	190,686	20,192	210,878	53,098
Fund balances brought forward at 1 April 2014		268,102	12,894	280,996	227,898
Fund balances carried forward at 31 March 2015		£458,788	£33,086	£491,874	£280,996

Balance sheet as at 31 March 2015

	Notes	2015		2014	
		£	£	£	£
FIXED ASSETS					
Tangible Fixed Assets	9		217		592
CURRENT ASSETS					
Debtors	10	24,183		9,068	
Cash at Bank and in Hand		488,176		276,578	
		512,359		285,646	
CREDITORS					
Amounts falling due within one year	11	20,702		5,242	
NET CURRENT ASSETS			491,657		280,404
NET ASSETS			£491,874		£280,996
REPRESENTED BY:					
Restricted funds	12		33,086		12,894
Unrestricted funds	13		458,788		268,102
TOTAL FUNDS			£491,874		£280,996

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 April 2008).

Approved by the Trustees on 29 June 2015



D. Morgan
Trustee

The notes form part of these financial statements.

1. Accounting policies

a) Basis of Accounting

The Financial Statements have been prepared under the historical cost convention, the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Statement of Recommended Practice "Accounting and Reporting by Charities", issued in March 2005.

b) Income and Expenditure

All income is recognised in the period in which it is receivable and all expenditure is included in resources expended on an accruals basis. Credit is taken for grants receivable over the period to which they relate. Grants received in advance are included as deferred income.

c) Intangible Income

The Charity benefits from considerable voluntary assistance from a number of organisations and individuals who give their time and skills for free, the value of which

cannot easily be quantified. In particular, the Charity occupies rooms and benefits from furniture, other assistance, telephone and broadband services provided free of charge by Her Majesty's Courts and Tribunals Service on all ten court sites. As the benefit is not quantifiable, this intangible income is not reflected in the Statement of Financial Activities.

d) Allocation of Costs

Costs have been allocated between costs of generating funds, charitable activities and governance. Where costs cannot be specifically identified within one of the above categories an estimated allocation has been made.

e) Cost of Generating Funds

Costs of generating funds are those costs incurred in attracting voluntary income and fundraising.

f) Charitable Activities

Charitable activities include those costs incurred in achieving the Charity's main charitable objective.

g) Governance

These costs include those incurred in the governance of the charity and are primarily associated with its constitutional and statutory responsibilities.

h) Depreciation and 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 in which they are acquired.

i) Taxation

Court Based Personal Support is exempt from Corporation Tax on its charitable activities.

2. Voluntary income

	2015 Unrestricted	2015 Restricted	2015 Total	2014 Total
	£	£	£	£
Grants and donations	131,067	284,770	415,837	323,831
Other donations and Gift Aid	8,556	-	8,556	14,014
	£139,623	£284,770	£424,393	£337,845

3. Grants receivable

	2015	2014
	£	£
Unrestricted: Ministry of Justice	£475,302	£200,000

4. Costs of generating voluntary income

	2015 Unrestricted	2015 Restricted	2015 Total	2014 Total
	£	£	£	£
Direct costs	90,564	2,951	93,51	55,486
Support costs	17,394	-	17,394	27,928
	£107,958	£2,951	£110,909	£83,414

5. Charitable activities

	2015 Unrestricted	2015 Restricted	2015 Total	2014 Total
	£	£	£	£
COSTS DIRECTLY ALLOCATED TO ACTIVITIES				
Staff and volunteer costs	277,193	227,773	504,966	340,394
SUPPORT COSTS ALLOCATED TO ACTIVITIES				
Staff and volunteer costs	19,269	-	19,269	14,933
Legal and professional	8,987	-	8,987	3,703
IT costs	27,146	23,344	50,490	22,163
Marketing costs	5,225	564	5,789	2,626
Office costs	5,167	11,652	16,819	16,917
Depreciation	217	158	375	702
	£343,204	£263,491	£606,695	£401,438

6. Governance costs

	2015	2014
	£	£
Staff costs	8,466	5,001
Audit fees	3,492	4,548
Insurance	1,178	724
	£13,136	£10,273

7. Net incoming resources for the year

	2015	2014
THIS IS STATED AFTER CHARGING:		
Depreciation	£375	£702
Auditors Remuneration	£3,492	£4,548

8. Staff Costs

	2015	2014
	Total	Total
	£	£
STAFF COSTS WERE AS FOLLOWS:		
Salaries	503,604	332,550
Social Security Costs	44,542	26,990
Pension Contributions	23,633	8,914
	571,779	368,454
Staff Expenses	24,444	21,746
Volunteers' Expenses	29,992	25,614
	£626,215	£415,814

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 18.70 (2014: 15.23). Volunteers are not employees of the Charity.

The Trustees received no remuneration and claimed no expenses during the year.

9. Tangible fixed assets

	Office computers
	£
COST	
Balance at 1 April 2014	7,144
Additions	-
Balance at 31 March 2015	7,144
DEPRECIATION	
Balance at 1 April 2014	6,552
Charge for year	375
Balance at 31 March 2015	6,927
NET BOOK VALUE	
As at 31 March 2015	£217
As at 31 March 2014	£592

10. Debtors

	2015	2014
	£	£
Other Debtors	19,310	5,050
Prepayments	4,873	4,018
	£24,183	£9,068

11. Creditors: Amounts falling due within one year

	2015	2014
	£	£
Other Creditors and Accruals	15,702	5,242
Deferred Income	5,000	-
	£20,702	£5,242

12. Restricted funds

	Balance at 1 April 2014	Movement in Resources		Balance at 31 March 2015
	£	Incoming £	Outgoing £	£
PSU Birmingham	-	19,605	19,605	-
PSU Bristol	12,894	4,210	16,915	189
UCP Caerdydd/ PSU Cardiff	-	23,000	10,797	12,203
PSU Leeds	-	8,650	8,650	-
PSU Liverpool	-	9,790	9,790	-
PSU London:				
- London Service	-	19,115	19,115	-
- London Wide	-	7,750	7,750	-
- Central Family Court	-	25,000	4,306	20,694
- Wandsworth	-	500	500	-
- Royal Courts of Justice	-	8,064	8,064	-
PSU Manchester	-	2,750	2,750	-
PSU Newcastle	-	19,200	19,200	-
PSU Nottingham	-	5,000	5,000	-
PSU Sheffield	-	5,000	5,000	-
Other funds	-	129,000	129,000	-
	£12,894	£286,634	£266,442	£33,086

These restricted funds are created by the receipt of grants and donations to be spent on specific projects, or for specific purposes.

Several donations were received during the year, specifically towards the salary costs of various individuals. These donations and associated expenditure are reported in a separate restricted fund.

13. Unrestricted funds

	Balance at 1 April 2014	Net Incoming Resources	Balance at 31 March 2015
	£	£	£
General Funds	£268,102	£190,686	£458,788

14. Analysis of net assets between funds

	Unrestricted	Restricted	Total Funds
	£	£	£
Tangible fixed assets	217	-	217
Current assets	474,273	38,086	512,359
Current liabilities	(15,702)	(5,000)	(20,702)
	£458,788	£33,086	£491,874

Where to find our volunteers

PSU Birmingham

Fourth Floor, Birmingham Civil and Family Justice Hearing Centre, 33 Bull Street, Birmingham B4 6DS
Tel: 0121 250 6354
Email: birmingham@theapsu.org.uk

PSU Bristol

Bristol Civil and Family Justice Centre, 2 Redcliff Street, Bristol, BS1 6GR
Tel: 0117 366 4809
Email: bristol@theapsu.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@theapsu.org.uk

PSU Leeds

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

PSU Liverpool

Liverpool Civil and Family Court Hearing Centre, 35 Vernon Street, Liverpool L2 2BX
Tel: 0151 296 2296
Email: liverpool@theapsu.org.uk

PSU Royal Courts of Justice

Room M104, Royal Courts of Justice, Strand, London WC2A 2LL
Tel: 020 7947 7701
Email: rcj@theapsu.org.uk

PSU County Court at Central London

Room M104, Royal Courts of Justice, Strand, London WC2A 2LL
Tel: 020 7947 7701
Email: rcj@theapsu.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@theapsu.org.uk

PSU London Service

Room M106, Royal Courts of Justice, Strand, London WC2A 2LL
Tel: 020 7073 4760
Email: londonservice@theapsu.org.uk

PSU Manchester

Room 2.15, Manchester Civil and Family Justice Centre, 1 Bridge Street West, Manchester M60 9DJ
Tel: 0161 240 5037
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PSU Newcastle

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

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PSU Sheffield

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PSU Wandsworth

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