

## Nick Gallagher appointed as the Charity's new CEO

I am very pleased to announce that the PSU has appointed a new Chief Executive Officer. Nick Gallagher, who has acted as interim CEO since June 2015, has accepted the Trustees' invitation to lead the Charity on a permanent basis. Nick replaces Judith March, who stepped down in 2015 as PSU Director after 12 years in the role.

Nick joins the PSU at a time when the need for our Charity's services increases every month, changes to the courts are anticipated, and the PSU is playing a crucial role in the development of a coordinated strategy, with other organisations in our sector. He understands the changing context in which the PSU's volunteers provide practical and emotional support to people facing the justice system alone.

Nick has nearly 20 years of management experience in the charitable sector. His steady guidance over the last 9 months has enabled the PSU's ambitious programme of expansion to continue, without any loss of momentum in our plans. Nick's considerable experience of the pro bono legal world and of leading charities during times of change, most recently as Interim CEO of Law Works (the Solicitors Pro Bono Group) and the Bar Pro Bono Unit, makes him ideally suited for the role.

I and the Trustees are delighted that we have been able to secure the continuity of skill and experience which we believe is vitally important for the organisation at this exciting time.

Yours sincerely,



**Bob Heslett**  
PSU Chair



We celebrated Valentine's at the Honourable Society of Gray's Inn, with musical performances from *Fever Pitch*

## Our upcoming events from around the country

Visit: [thepsu.org/events/](http://thepsu.org/events/)

Contact: [events@thepsu.org.uk](mailto:events@thepsu.org.uk)

### London Quiz Night, 8<sup>th</sup> June

Come along for a creative and interactive quiz night at one of London's unique venues – the Royal Courts of Justice. Tickets cost only £15pp (and that includes wine and nibbles).

### Birmingham Annual Charter Dinner, 11<sup>th</sup> June

Join us for the Chinatown Lions Club annual charter dinner at Edgbaston Cricket Ground. Tickets cost £40pp, including a 3 course menu and a drink on arrival, with proceeds donated to the PSU.

### Lytham Walk the Proms, 18<sup>th</sup> June

Family justice professionals and their friends and families are invited to walk the Proms to raise money for the PSU Preston and Child Action North West.

### Sheffield Colour Obstacle Rush, 25<sup>th</sup> June

Join us at Rother Valley Country Park this June for an explosion of colour and a 5k run. There are 20 new obstacles, 8 colour stations and lots more.



Follow us on Twitter:

[twitter.com/CourtBasedPSU](https://twitter.com/CourtBasedPSU)



Connect with us on LinkedIn:

[linkedin.com/company/the-personal-support-unit](https://linkedin.com/company/the-personal-support-unit)

## Helping Rab find justice

When Rab\* came to the PSU at the Royal Courts of Justice looking for assistance, he was clearly very stressed. Ellie\*, a PSU volunteer, understanding that he was agitated, offered him a cup of tea, some biscuits and a calm environment to relax in. Rab was Hungarian and had a limited grasp of English, so Ellie talked with him in order to understand what support he needed.

Rab tried to explain his situation, but there was a significant language barrier, so Ellie asked to look through his papers. It soon became clear that he was an electrician who had been contracted for a job - which he had completed - but had not been paid for. Understandably, he was frustrated about this, and he explained to Ellie that he was relying on the money so he could pay rent for the flat his family lived in.

Rab provided Ellie with documents that showed he had completed the work and the receipts he had submitted to his employer for payment. He also had the follow up emails he had sent to his employer, which had been written on his behalf by a friend.

He had already raised a grievance with his employer, so Ellie explained that his next steps were to take his employer to a tribunal and to notify Acas (an organisation that provides independent support to help sort out employment disputes). Ellie wanted to make sure that Rab fully understood what actions he should take, so she printed off the relevant information in English and Hungarian (which she'd translated through an online tool).

Rab left the PSU that day feeling much more confident and reassured. He was extremely grateful for the time the PSU had taken to go through his situation and for providing him with his next steps.

**Rab is just one of many people we help across England and Wales, who feel lost or intimidated by the civil and family justice system. Last year, 24% of those we helped did not speak English as a first language, while 22% described themselves as having a serious health condition and 8% were registered disabled. Thanks to volunteers like Ellie, the PSU is there for people who might otherwise go without the help they need.**

\*names changed for confidentiality

### How you can help:

**Volunteer for us:** Become a Volunteer and help the many people facing court alone. ([thepsu.org/support/volunteer-for-us](http://thepsu.org/support/volunteer-for-us))

## Support us by taking part in a Legal Walk

Take part in one of the Legal Walks happening across the country and raise much needed funds for the PSU.

**Newcastle**, 23<sup>rd</sup> May. **Birmingham**, 6<sup>th</sup> June. **Exeter**, 6<sup>th</sup> June. **Leeds**, 13<sup>th</sup> June. **Chelmsford**, 20<sup>th</sup> June. **Manchester**, 29<sup>th</sup> September. **Liverpool**, 4<sup>th</sup> October.

For more details on how to get involved, email [events@thepsu.org.uk](mailto:events@thepsu.org.uk)

## My favourite thing about volunteering at the PSU is...

...the diversity of people and cases that we work with. I love people's amazed reactions when they learn we are helping on a voluntary basis.

- **Daryn, Cardiff**

...being able to offer actual support to people who want and need it.

- **Nicoleen, Nottingham**

...meeting people from all walks of life, helping them to solve their problems and never knowing what challenge is going to come through the door next.

- **Hannah, Bristol**

...the diversity. Every day is different.

- **Kirsty and Zelia, Leeds**

...seeing the relief on someone's face when they realise you will help them.

- **Mohammed, Birmingham**

...helping people while they are dealing with court matters and being able to do something for them.

- **Zadie, Royal Courts of Justice, London**

If you would like to share your volunteering experience with us, contact Anna at [anna.foley@thepsu.org.uk](mailto:anna.foley@thepsu.org.uk)

**Donate:** Donate online ([thepsu.org/support/donate](http://thepsu.org/support/donate)) or by a cheque made payable to 'Court Based Personal Support'.