

CEO Nick Gallagher shares a message of thanks from a PSU client.

Nick writes: I feel that sometimes the best way to understand the difference our volunteers can make is to read directly what our clients say about them. The following are the words of Stephanie who was supported by volunteers at the PSU in Liverpool.*

“The PSU volunteers treated me with understanding and empathy, which gave me the courage to continue through the court processes. With their advice, I gained a better understanding of what to expect and what was expected of me.

Their support helped me to feel less daunted in court. Having more confidence allowed me to present my case with clarity to the judges.

I was able to rely on the emotional support of the volunteers and their assistance in hearings and whilst preparing and waiting for hearings. They provided an unbiased and compassionate listening ear as I faced some of my most challenging times. They helped me to process my own experiences, thoughts and feelings, which helped me to write my personal statements with all the necessary details.

The complexities of our family issues meant our court hearings took over 3 years, however, the support of the volunteers was unending. The PSU office became a haven to me during my many days at court. With their steadfast and consistent support and encouragement, I was able to navigate the court process and I now feel the best court result for my family has been achieved. *I am indebted to the work of the PSU and the generosity of its volunteers and supporters.*”

*name changed for confidentiality reasons

A big thank you to our Tough Mudders

Eight Nottingham PSU volunteers completed [Tough Mudder](#) in May. Huge congratulations to all the participants who raised a fantastic £1,337 and got very, very muddy.



Leeds Law Society supports Leeds PSU

On 9 March, PSU CEO Nick Gallagher spoke at the Leeds Law Society’s annual dinner. Thanks to the generosity of the members, over £3,000 was raised in the night for Leeds PSU. Special thanks to President Sue Harris who made us her charity of the year.

Our upcoming events

Visit: www.thepsu.org.uk/events

Contact: events@thepsu.org.uk

How to make friends and influence difficult people

21 June, Webinar

Lawrence Alexander, Digital Strategy Director at Home shares his most successful tactics for identifying and diffusing difficult situations. Tickets are £5 and available on the [PSU website](#).

Sahara Desert Trek

11-19 November

Trekking across the varied and stunning landscape of the Sahara Desert will provide you with an unbelievable experience you will never forget. Find out more [online](#).

Friends thank you event

15 November, The Royal Courts of Justice

Friends can sign up for this complimentary event on our [website](#), or by calling Alice on 0207 073 1703. To find out more about becoming a Friend visit our [website](#) or email Friends@thepsu.org.uk.



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Izzy Canning, shares her experience of volunteering at the PSU



"I changed careers in my thirties and, although I was fascinated by the law and passionate about it on an academic level, my experience was in very different commercial areas. The PSU gave me a great insight into the workings of the legal system and a familiarity with processes and procedures, which has been invaluable in my professional life. I cannot think of another way that I could have gained a similar range and depth of professional experience.

Perhaps the most important insight that volunteering with the PSU gives is into the human face of the legal system.

It is unusual, for obvious reasons, for solicitors in practice to engage with litigants in person directly so it is easy to forget how unwieldy and intimidating the legal world can be to the uninitiated. I like to believe that I will be a better solicitor when I qualify because I hold on to this knowledge and endeavour to relate to all my clients with empathy and patience.

I will remember my time at the PSU fondly and I have no doubt that some of the clients and their stories will stay with me for many years to come."

Izzy now works as a Paralegal at Averta Employment Lawyers LLP.

The PSU has 733 volunteers donating their time to help thanks to the generosity of our supporters. Thank you.

How you can help:

Volunteer for us: The PSU's support for clients is delivered by our trained volunteers. If you can spare 2 days a month in 1 of our locations, we'd like to hear from you.

PSU is now in Bournemouth and Southampton

In October 2016, the Bournemouth PSU office opened its doors to the public in the Bournemouth Crown and County Court. With a small but dedicated group of volunteers, the office has grown quickly and is now open 3 and a half days a week and has supported over 750 people free of charge.

In May of this year, the PSU also opened another office in the Southampton Crown and County Court. Its opening hours are Tuesday and Wednesday mornings from 9.30-1.30. Despite being in its infancy, it has already supported a number of people, mostly with emergency applications to prevent them from being evicted.

The aim is to grow both Bournemouth and Southampton to become full time offices, offering support Monday to Friday from 9.30-4.30.

In order to achieve this we are in real need of volunteers for both locations.

No previous knowledge is required to take on this highly rewarding role. There is more information about volunteering on our website www.thepsu.org.uk

I manage the Bournemouth and Southampton offices and can be contacted to discuss the support we can offer and make appointments in either office, as well as to discuss the volunteering roles. You can contact me on 01202 417606 / bournemouth@thepsu.org.uk for the Bournemouth office, and 02380 829862 / southampton@thepsu.org.uk for the Southampton office.

By Amy Metters, Service Manager at Bournemouth and Southampton PSU



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Donate: Donate online, or by a cheque made payable to 'Court Based Personal Support' and posted to PSU, Royal Courts of Justice, Strand, WC2A 2LL.