

The Personal Support Unit



Report and financial statements for the year ended 31 March 2017

A dense, repeating pattern of legal and court-related terms in a light blue font, covering the bottom two-thirds of the page. The text is arranged in horizontal lines, creating a textured background. The terms include: Absolute Divorce, Acceptance of Service, Acknowledgment, Affiant, Affidavit, Alimony, Alternate Dispute, Resolution, Annulment, Appeal, Appellant, Appellee, Arbitration, Bar Bench, Child Custody, Child Custody Mediation, Civil Action Number, Civil Case, Civil Clerk's Office, Civil Court, Civil Procedure, Complaint, Contempt, Counterclaim, Court Costs, Custody Decision, Decree, Default Judgment, Defendant, Discovery, Divorce from Bed and Board, Equitable Distribution, Evidence, Ex parte, Exhibit, Family Court, Case Manager, Final Judgment, Grounds, Guardian Ad Litem, Hearing, Indigent, Legal custody, Legitimation, Marital property, Modification, Motion, Order, Party, Plaintiff, Postseparation support, Pro Se, Res Judicata, Rule or Ruling, Separate property, Service of Process, Statutes, Summons, Verification.



HELPING PEOPLE FACING COURT ALONE

After six years in post I shall step down from my role as Chair of the PSU in September 2017. Over six years the need for PSU services has grown exponentially* and in turn the PSU has expanded to meet that need.

In times of austerity the reduced availability of legal aid has meant that thousands more people face the civil courts alone. This is where the PSU comes in, providing comfort, support and guidance. Six years ago our then 200 volunteers helped our clients on just over 9,000 occasions. In our last full year our more than 700 volunteers helped people on just over 56,000 occasions. This represents twenty five per cent of all those who have received help from the PSU since the charity's foundation sixteen years ago.

The PSU is now based in 20 courts in 16 cities. This report allows me the opportunity to thank our 733 committed volunteers and their predecessors. The PSU's incredible service is only possible because of their time and dedication and the varied experience of life that they bring to bear when helping our clients. So many of those clients face multiple disadvantages: 23% suffer health problems, 22% do not use English as their first language, and 58% are not in employment.

***In 2009-10, more than 470,000 people received advice or assistance for social welfare issues. By 2013-14, the year after the government's reforms to legal aid came into force, that number had fallen to less than 53,000 – a drop of nearly 90%.** Legal Aid Agency, September 2015

PSU volunteers provide both reassurance and direction, so that our clients have the very best chance of securing a just result before the Courts. The PSU is a core member of the emerging strategy developed by the Civil Justice Council aimed at helping litigants in person. Through its senior management team it liaises closely with the Judiciary, Courts Service, and Courts staff at a time when many changes are in store to make the route to justice easier, including the digitalisation of documents and processes and the online court. I know that the PSU is well placed to provide the help that will be needed as a result of these very welcome developments.

Peter Crisp, the retiring Dean and CEO of BPP University Law School, will take over from me in September and will be backed by a renewed Trustee Board committed to meeting the challenges ahead. I have been fortunate in chairing a Board of quite exceptional and talented people who as Trustees have given selflessly of their time, and have brought great wisdom to bear on the development and direction of the Charity.

The PSU has a great team of committed managers across the Country who provide a secure and steady platform for the delivery of help through our volunteers. Our senior management team of Ingela Ekström, Emma Taylor and Lizzie Iron never fail to impress me in their commitment to the PSU. I cannot and must not close this report without mention of our Chief Executive Nick Gallagher and the professionalism and leadership he has brought to bear from appointment. It has been a privilege to know and work with everyone.

Within the PSU we all know that there are many more courts without any provision for litigants in person who face the civil courts alone. The PSU's vision remains that no one should have to suffer such a fate. With the help of our individual donors, our corporate supporters, major donors and organisations who share that vision, the PSU aims to make it a reality.



Robert Heslett, Chairman PSU



THE NEED FOR OUR WORK

The rapid rise in our client numbers demonstrates the extent of the need we meet:

In February 2017 the PSU reached the milestone of having helped on over 200,000 occasions. In 2016-17 we helped clients on a record 56,119 occasions, over one quarter of the total help we've provided since we started in 2001.

Across our 20 sites, PSU volunteers helped people, on average, over 4,600 times each month. By the end of the year we were helping over 5,000 times a month. We are proud to have coped with this additional pressure without any decrease in the quality of our service: 97% of clients are completely satisfied with the service they received.

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. Our volunteers help clients order their thoughts and think about what they need to say in court so that they can represent themselves to the best of their ability.

Court processes and procedures are unfamiliar and not always straightforward: when entering a court building people may need to complete forms and file documents, report to specific counters and appear in court before a judge. 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, helping with these challenges, is invaluable.

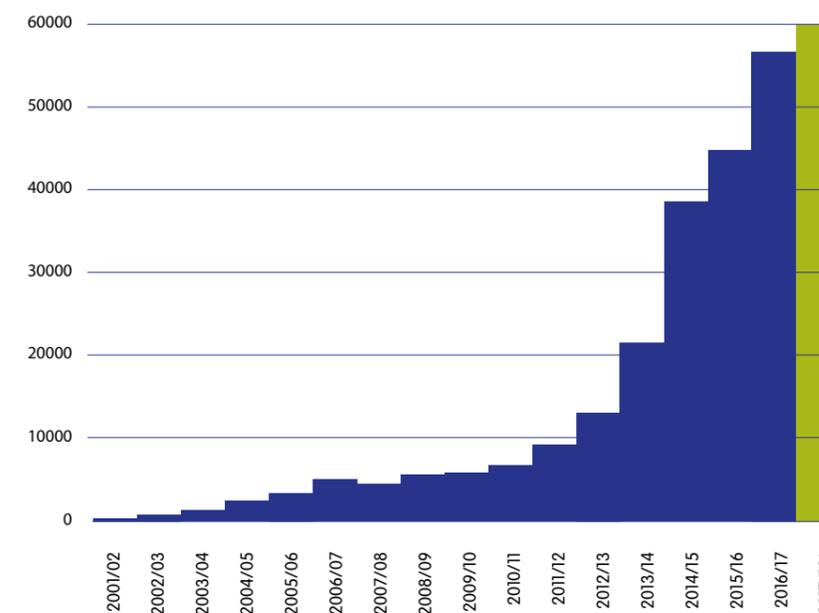
Our aim is to provide immediate support to everyone who comes to us. Our service is free and readily accessible. We provide reassurance and practical help; we talk our clients through the legal processes and we help them understand what will happen in the court room. In short, we aim to help our clients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

Where you can find a PSU



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

Total number of times we helped people per year



* Predicted figure based on steady growth across all PSUs

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:

22% do not speak English as a first language, 23% have a serious health problem and 10% are disabled. 58% are not employed, 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

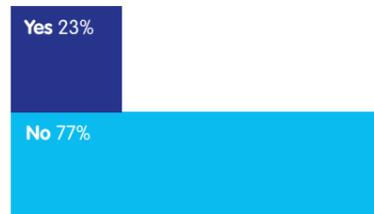
Is English your first language?



Clients' employment status



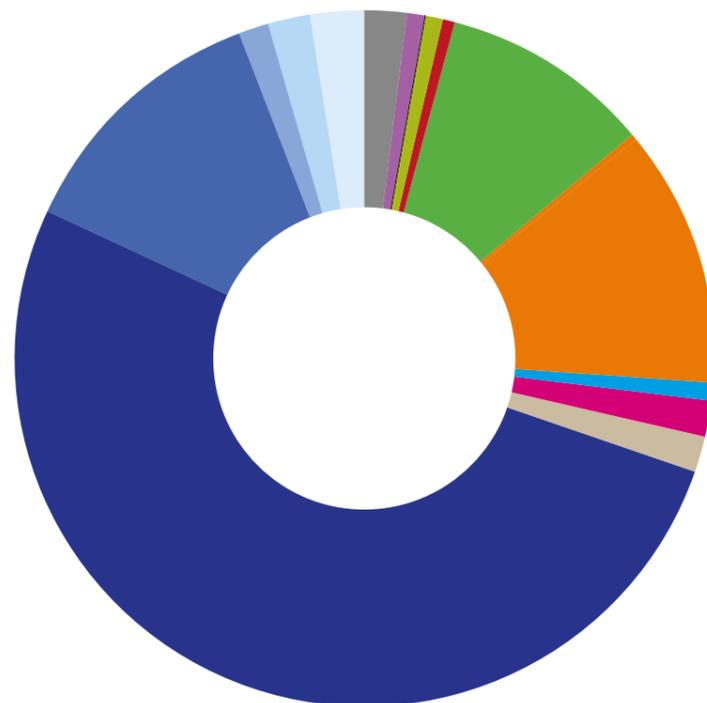
Clients stating they have a serious health problem/disability



Clients registered as disabled



Types of cases in 2016/17



Case background	No. of clients	%
bankruptcy/debt	1,701	3.18%
criminal	474	0.89%
education	47	0.09%
employment	759	1.42%
health	293	0.55%
housing	7,434	13.88%
immigration/asylum	323	0.60%
money claim	9,097	16.99%
welfare benefits	689	1.29%
civil - other	1,223	2.28%
other	1,336	2.50%
Family:		
children (family)	22,384	74.20%
divorce (family)	5,270	17.47%
probate (family)	705	2.34%
unknown (family)	794	2.63%
other (family)	1,014	3.36%
Total family cases	30,617	56.34%
Total responses:	53,543	

HOW WE HELP

Our 733 volunteers are united by the desire to make the courts more accessible and to help people in times 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.

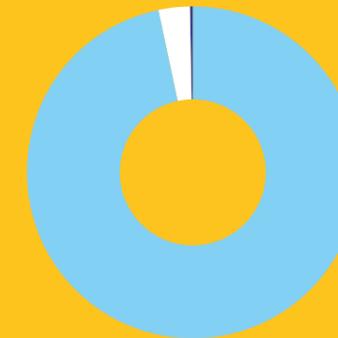
What our volunteers do depends on who asks them for help - typically, they:

- Help people sort out their paperwork and complete forms
- 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, calming people down and helping them 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 court procedures, who will be in court and what their role is, and any protocol our clients will need to observe
- Access the internet for information and point people to potential sources of free legal advice
- 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 was able to get my views across with PSU help and they were so patient and kind throughout the proceedings. Brilliant result for me. Thank you."

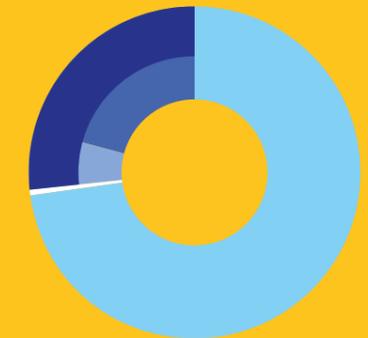
PSU London outreach service client.

How satisfied were you with the help from the PSU?



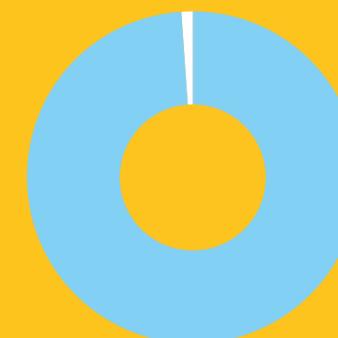
96.72% Completely satisfied
3.21% Partly satisfied
0.07% Not satisfied

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



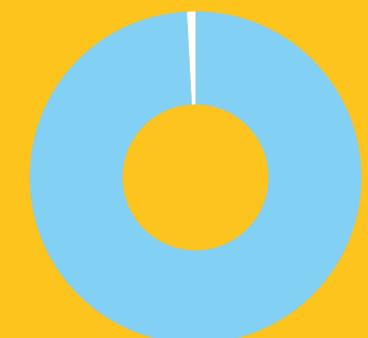
72.98% Felt less anxious after
0.53% Felt more anxious after
26.49% Felt equally anxious before and after
21.64% of those remained anxious
78.36% of those remained calm

The PSU volunteer helped me to have more confidence*



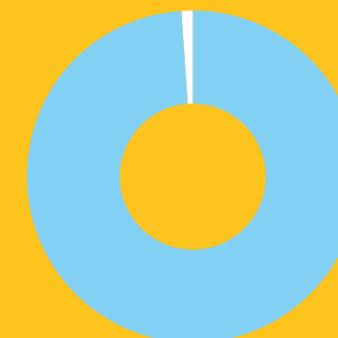
Yes 99.11% No 0.89%

The PSU volunteer helped make the procedures clearer to me*



Yes 99.31% No 0.69%

The PSU volunteer helped me be better prepared*



Yes 99.12% No 0.88%

The PSU volunteer helped me get a fairer hearing*



Yes 97.06% No 2.94%

* Responses from those who said this was relevant.

ACHIEVEMENTS AND PERFORMANCE

2016-17 was a year of success for the PSU, even among the challenges of a difficult fundraising environment and ever-increasing need.

We added four locations to our network, and now provide a service in Bournemouth, at West London Family Court, and in Newport and Chester. By the end of the year, we helped people facing court alone on more than 5,000 occasions a month. We have continued to attract skilled and dedicated volunteers, so that by March 2017, 733 of them were providing support across the country. Our estimate of the 'in-kind' value of their contribution is £1.36m.

As we have grown, we have strengthened our management

arrangements to help ensure we are running our service efficiently and maintaining quality, whilst continuing to be highly cost-effective. When surveyed, 97% of responding clients told us they were completely satisfied with the service they received, and a similar number felt they had managed to get a fairer hearing as a result of our support. We have managed to maintain these levels while keeping our cost per contact at £20.26, even less than last year's figure.

We continue to play a leading role in the Litigant in Person Support Strategy and are highly engaged with the court reform programme. Working alongside colleagues from the courts service, we have provided valuable information about the 'real-life' experiences of court users and offered practical help with

new systems. We are also involved with planning groups at all levels, to help shape the reforms to the benefit of litigants in person.

We could do none of this without financial support. Many charities report having struggled to raise funds in the last year. Even in this difficult environment, we have continued to move our fundraising forward. We owe a huge debt of gratitude to all the individuals and bodies that have provided funds this year, and to the staff and volunteers across the organisation who have worked hard to secure those funds.

Without this generosity and hard work, it would have been simply impossible to provide the help that we now do: a level of help that just a few years ago would have been unimaginable.

2016/17 objective

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

Provide a new PSU service at 4 locations.

PSUs opened at Bournemouth and West London Family Court.

Satellites opened at Newport and Chester

Increase the number of times our volunteers support clients to 49,000.

The number of client contacts rose to 56,119

Create a new, more client-focused website, to promote our service.

Thanks to support from The Legal Education Foundation, we launched our new website in February: www.thepsu.org.uk

Secure the resources we need and use them well

Keep our cost per contact at or below £25, while still investing in further expansion.

Our cost per contact was kept even lower.

Raise more than £650,000 in non-government funding, ensuring that this is a growing proportion of our overall income year on year.

Thanks to our great supporters, we raised over £1.3 million in total, £886,000 in non-government funding (or £534,793 excluding gifts in wills).

Increase by over 15% the amount raised through Corporate, Trusts & Foundations and Community fundraising.

In a difficult fundraising environment we still managed to increase fundraising in these areas by 12.5%.

What we did

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.

Developed a regional structure, including new Assistant Manager roles, to increase capacity and support Managers across the network

Conduct and act on 3 peer reviews, and continue to improve our services to clients.

We beat our target in 2017, maintaining satisfaction ratings of 96.7%

We carried out 3 peer reviews at PSUs and shared best practice, including local training initiatives and fundraising ideas.

Hold a national 'Volunteer Voice' meeting and continue to develop our local volunteer representation.

We held our 3rd annual 'Volunteer Voice' meeting, with feedback going to our Trustee Board to inform our development plans; and a second Volunteer Trustee joined the Board.

Complete, evaluate and act on a survey of staff and volunteers' views.

We surveyed volunteers and conducted a staff wellbeing review.

Our volunteer survey attracted a 45% response rate: volunteers have a positive experience with the PSU, though they would like more training, and enjoy sharing experiences between PSUs.

Continue to develop IT and information provision for volunteers, including remote access to our intranet.

Tablets rolled out to all offices and provision of individual accounts for remote access to intranet began in Exeter.

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.

The PSU contributed to the Civil Justice Council LiP Engagement Group, Civil Procedure Rules Committee, shadow online rules committee, HMCTS Customer Forum LiP sub-group, and Court of the Future Group. We developed a MoU with HMCTS. We continue to attract the support of prominent patrons.

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.

All feedback requirements completed; active participation in LiP Support Strategy at CEO and Head of Service levels.

Conduct and evaluate 3 relevant spot surveys.

We completed the annual LiPSS survey for reporting to the MOJ; we ran 2 iterations of a survey on the potential impact of online court services on LiPs, and shared the findings with interested agencies.

PLANS FOR THE FUTURE

We continue to believe that no one should have to face court alone. We will continue to look for opportunities to expand the number of locations from which we provide a service, and to develop these as funding allows. Our next new location will be Southampton, opening in the first quarter of the new financial year. Volunteers will remain at the heart of our effective model of service provision.

We will continue to invest in generating funds, to allow us take up new opportunities and to sustain the service that we already provide.

With the generous support of Her Majesty's Courts and Tribunals Service, we will continue to base ourselves in court buildings. Alongside colleagues from sister organisations, we will also continue to invest time and energy in reflecting to the Courts Service and to the Ministry of Justice the experiences of our clients, to help shape reforms to the benefit of people facing court without a lawyer.

We recognise that we must provide an efficient and effective service and this can only be done through regular review of what we do. In recent years we have undergone considerable expansion. This year we will carry out a thorough review of all our processes and procedures to ensure we are maximising the efficiency and effectiveness of our work.



Nick Gallagher, CEO

2017/18 objectives

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

- Provide help to clients on more than 60,000 occasions.
- Continue to look for opportunities to expand the number of locations from which we provide a service, and develop as funding allows.

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

- Consolidate our work through thorough review of processes, policy and procedures, including: pilot service models, intranet & website usage, data protection, etc.
- Maintain satisfaction ratings of over 95% from clients across all PSUs.
- Conduct, evaluate and act on 3 peer reviews based on our quality indicators so that we

continue to improve our services and share best practice across the expanding network.

- Hold a national annual 'Volunteer Voice' meeting and continue to develop our local volunteer representation.
- Complete, evaluate and act on a staff survey and continue to act in response to 2016-17 volunteer survey, especially in the areas of training and information sharing.

- Review and improve on our intranet & website usage.

Secure the resources we need and use them well

- Keep our cost per contact below £25.
- Raise more than £578,500 in non-government and non-legacy funding, ensuring that this is a growing proportion of our overall income year on year.

- Increase the amount raised through Corporate, Individuals and Community fundraising by at least 15%.

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, especially in relation to the Court Reform Programme.
- Carry out, evaluate and disseminate three spot surveys of clients on relevant topics, including the annual LIP Support Strategy survey.

MY FAVOURITE THING ABOUT VOLUNTEERING AT THE PSU IS...

...being able to help and support people who need it most and seeing the difference the slightest bit of help makes. They're always so thankful and grateful. Felicia

...seeing clients involved in highly emotional proceedings become calmer, less anxious and therefore more capable of effectively representing themselves in court.

Sarah

...the pleasure I get from helping people who think they are beyond help and believe that there is no one out there who wants to help them. Daryn

...finding someone sat on their own outside a court room, going into court with them to provide support and feeling like I've made a real difference. Dawn

...when clients say, 'I didn't know what to do. Thank goodness for the PSU.' Eileen

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

Mohammed

...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 G

...seeing a client enter unhappy and worried and leave with a smile on their face. Hannah E



OUR CLIENTS' STORIES

Catherine's Story



Catherine* visited the PSU after having over £4,000 stolen from her bank account by hackers. A national company suffered a cyber-attack which resulted in the personal details of thousands of customers being obtained by hackers. Subsequently, Catherine, an elderly pensioner, fell victim to a sophisticated telephone fraud.

She was tricked into giving the hackers a 3-digit code needed to authorise payments from her online bank account. She decided to take the Company to court, requesting that they pay her the money she lost as a result of the fraud. Her case was that this would not have happened had the Company not allowed their data protection to become compromised in the cyber-attack.

Catherine then decided to visit the PSU. Once we sat down, we were able to discuss her situation and see how best I could help her. I provided information on the procedure required to make a claim to the County Court and answered her queries regarding costs. I then accompanied her into the hearing.

During the hearing, the Company's legal representative made an argument regarding Catherine's actions in the fraud. They argued that as she provided the 3 digit code to the fraudsters, it absolved them of any responsibility. Catherine did not fully understand what the lawyer had said so I repeated it, which gave her the time to grasp it more clearly. As a result of understanding this better, she was able to confidently explain her view to the judge: whilst she was partially to blame for enabling the fraud to take place, this did not make the Company blameless. Without Catherine's personal details being illegally obtained by fraudsters as a result of the company's negligence, the fraud could never have taken place.

The District Judge agreed. He decided that the Company were at fault due to negligence. The consequence of this was that 50% of what she originally lost as a result of the fraud would be awarded to her (approximately £2,000).

Catherine was delighted at the outcome. She was grateful for all the help she had received from the PSU.

Neil's Story

Going to court is one of the most nerve-racking and serious things that can happen in a person's life.

In my case I used the family courts. With the lack of legal aid, I was very concerned that I would make mistakes with the paperwork. There are people who offer to help, but they all charge for the service and in most cases you have no idea if they are competent.

I heard about the Personal Support Unit (PSU) during a visit to the family courts and decided to visit them for help. I was very pleased with the service. The staff were knowledgeable and friendly. It was very reassuring to get somebody to go through the paperwork with me. I can imagine that it could also save the court time and costs by having correctly filled-in forms.

I only wish that my local family court in Gloucester had a similar service. I feel that my children are relying on me to engage with the court in an appropriate way and the PSU service helped me to do so.

I would definitely recommend this service. It has the potential to change people's lives.



Aysha's Story

I found Aysha* crying in the court desk waiting area. She had come to the Leeds court to apply for an order which would stop her ex-husband from taking her two young sons abroad to live there permanently. Her ex-husband had moved without providing a contact number or address, and Aysha had not seen her children in almost a year. The children lived with their father, but there was no legal reason for him to stop her from seeing the boys. Aysha was contacted by the children's primary school and was warned that her ex-husband had booked flights to Morocco for himself and the children to move there.

As Aysha feared she would never see her children ever again, she was very nervous, and her poor understanding of English left her very confused. Aysha did not have her ex-husband's address and the court was unwilling to list the matter without it. She had also been told that her application did not qualify for an urgent hearing as there was no evidence of abuse. She was very upset, and explained that by the time the matter was listed, the children would have gone and there would be no way to contact them again.

I spoke to Aysha about her case and tried to reassure her. Although I was not in a position to provide legal advice, I calmed her by simply being understanding. This came as a relief as she had been frustrated about not being able to get her point across.

Together, we went back to the court staff, who came out from behind the counter and sat with us. I helped Aysha explain why this was urgent, and she was able to explain her husband's plan to leave the country. I also helped her complete the necessary forms to stop him taking her children abroad. The court ordered the children's school to disclose the Father's address via secure email.



Aysha's phone had run out of battery for her to receive the email so we also checked the internet to see where the nearest phone shop was.

On receiving the application and learning of her ex-husband's plans, the court and the judge reconsidered and decided the matter was urgent. Hearing this news, Aysha was very relieved and had a smile on her face.

Later, she left me a letter at the PSU thanking me for the support, and

explaining that she had been awarded another hearing to put her case forward. This was a very emotional case for me: there was a very serious risk that Aysha may never have seen her children again. It also struck me how easy it is for an application to be dismissed if the formalities are not followed.

*Names changed to protect confidentiality.

CELEBRATING OUR SUPPORTERS

The PSU received funding from the following sources during 2016/17:

Source of funding	£	%
Trusts	302,102	22
Government	539,130	40
Corporate	118,329	9
Friends and individuals	302,370	23
Community	61,588	5
Investments	2,404	1
Total	1,325,923	

Non budget relieving gifts in kind £19,027

Financial support

Those listed below have donated £1,000 and upwards in the last financial year.

Trusts, foundations and livery companies

Access To Justice Foundation
Adint Charitable Trust
April Trust
Awards For All England
The Camelia Trust
Charles Littlewood Hill Trust
CHK Charities Ltd
Christopher Holmes Charitable Fund
City of London Solicitors' Company
The David Gibbons Foundation
Duchy of Lancaster Benevolent Fund
Dulverton Trust
Eleanor Rathbone Charitable Trust
Exeter Board Community Fund
The Freshgate Trust Foundation
The Garfield Weston Foundation
George Fentham Birmingham Charity
Gerald Palmer Eling Trust Company
Gwendoline and Margaret Davies Charity
The John Ellerman Foundation
The Jones 1986 Charitable Trust
Liverpool Charity and Voluntary Services
London Legal Support Trust
Loppylugs & Barbara Morrison Charitable Trust
North West Legal Support Trust
Oakdale Trust
P H Holt Foundation

At the end of the financial year, the number of active volunteers delivering services in our PSUs was 733. This represents 106,736 hours, or 65 full-time-equivalent members of staff and a total volunteer in-kind contribution of £1,365,000 (based on a corresponding salary within the PSU).

The PSU would like to thank our volunteers and 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 41% 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 and to sustain our existing services. We wish to

Pilkington Charities Fund
Quartet Community Foundation
Sir John Eastwood Foundation
Sir Jules Thorn Charitable Trust
Souter Charitable Trust
The A B Charitable Trust
The Drapers' Company
The Expat Foundation
The Joicey Trust
The Legal Education Foundation
The Lord Austin Trust
The Swire Charitable Trust
Three Oaks Trust
The Van Neste Foundation
Zochonis Charitable Trust

Companies and the legal community

11KBW
39 Essex Chambers
Allen & Overy
Berwin Leighton Paisner
Element 26, as in-kind support
Farrer & Co
Herbert Smith Freehills
Institute of Fundraising, as in-kind support
Jomati Foundation
Matrix Chambers
Mishcon de Reya
Olswang LLP
The Law Society
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

thank the Ministry and 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, or email friends@thepsu.org.uk

Universities

Anglia Ruskin University
BPP Law School, as in-kind support
Manchester Metropolitan University
Northumbria University
Nottingham Trent University
Sheffield Hallam University
University of Exeter
University of Law (Chester)
University of Nottingham
University of Sheffield
University of Warwick

Individuals

Miss JM Bisgood Charitable Trust
Anthony du Boulay Charitable Trust
Penelope Gluckstein
Laurence Harbottle
Helge Magnussen
Antony Zaccaroli QC

Other

Ministry of Justice

Trustees' report 1 April 2016 to 31 March 2017

Court Based Personal Support operates under the name 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 (until 10/11/2016)
Angela Brown
Peter Crisp
Elisabeth Davies (from 22/07/2016)
Vanessa Davies (until 13/06/2016)
Caroline Field
Angela Foskett
Peter Handcock

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

Liaison Judge

The Rt. Hon. Lord Justice Jackson

Chief Executive and Company Secretary

Nick Gallagher

Registered Address: Invicta House, 108-114 Golden Lane, London, EC1Y 0TL

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

Bankers: CAF Bank Ltd, Kings Hill, West Malling, Kent ME19 4TA and Virgin Money Plc, Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL

Auditors: Sayer Vincent LLP, Chartered Accountants and Statutory Auditor, Invicta House, 108-114 Golden Lane, London, EC1Y 0TL

Objects and activities

The Charity's objects are:

a) to pursue charitable purposes by the provision of personal support and assistance, without regard to race, gender, sexuality, age or disability, for (i) those suffering or likely to suffer emotional or psychological stress or otherwise in need of such support or assistance by reason of their involvement with actual or anticipated legal proceedings at the Royal Courts of Justice, 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

b) to further all and any purposes which are charitable according to English law.

The Trustees have fully complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

The Trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The Trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the Trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Financial review

As we opened PSU services in four new courts and invested in core infrastructure, our total expenditure rose by £210,267 to £1,138,582. While investing in our growth, we have managed to maintain our cost effectiveness, achieving a cost per client-contact figure of £20.26.

Fundraising income increased in 2016-17 to a record £1,325,923, an increase of 24%. £251,356 of this comes from legacies that were left to the PSU and without this the non-government funding increased by only 1%. The Trustees expect to see more impact in 2017-18 from the full year effect of the previous year's investments and have budgeted for an 8% increase in funding not from the government or gifts in wills. 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 over the last financial year in community

corporate fundraising, trust fundraising, individual fundraising and a mobile-ready website.

Principal risks and uncertainties

The Trustees have overall responsibility for ensuring that the Charity has an appropriate system of controls, financial and otherwise. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As part of the Charity's risk management process the Trustees acknowledge their responsibility for the Charity's system of internal control and reviewing its effectiveness. It is also recognised by the Trustees that such a system is designed to manage rather than eliminate the risk of failure to achieve the Charity's objectives and can only provide reasonable, not absolute, reassurance against material misstatement or loss.

PSU produces a comprehensive corporate risk register which is reviewed during the course of the year by the Trustees. The Board pays particular attention to those risks with a higher risk scoring (based on impact and probability) and whether there has been a change in direction since the previous review. The Board also questions and analyse the existing controls and planned actions.

Our corporate risk register segments risk on the basis of three headings: strategic risks, governance risks and operational risks. Key risks to which we pay particular attention include the unpredictability of levels and flow of funding, the diversity of funding sources, data protection and personal safety. Insurance covers professional indemnity, employer's liability and Trustees' indemnity.

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. Taking this into account, the Trustees have agreed to target 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 31 March 2018 are expected to be £1,272,102. The restricted reserve at 31 March 2017 was £18,372 (2016: £4,925) while the unrestricted reserve was £801,497 (2016: £627,603) which equates to 7.5 months of 2017-18 total running costs (2016: 6.2). The unexpected receipt of a substantial legacy in 2017 means that we finish the year with reserves above target. Expenditure plans in place mean that this figure is expected to reduce through 2018.

Going concern

The Trustees consider that there are no material financial uncertainties that affect the charity's ability to continue as a going concern.

The ability of the charity to continue in its current shape is dependent on its ability to secure funding. A significant portion of the charity's funding is from the government, which reviews its commitment at least once per annum. The Trustees recognise that the ongoing financial climate means it is not possible for the government to commit to long-term funding, but should this funding not be forthcoming the Trustees would have to take action to adjust for its loss. To mitigate against this key risk, the PSU has been taking a number of steps including, investing in fundraising to increase its non-government income, working closely with partners in the Litigants in Person Support Strategy and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Investment policy

The Trustees have the power to invest monies not immediately required. Given the level of reserves, whose primary use is to ensure that a continuous service can be maintained, and 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 Ltd, Shawbrook Bank Ltd (closed September 2016) and Virgin Money Plc and these are monitored by the Board and the new Finance Committee (when constituted).

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 24 January 2002 and registered as a charity on 26 February 2002.

The company was established under a memorandum of association, which established the objects and powers of the

charitable company and is governed under its articles of association.

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Trustee appointment and induction

The term of office of a Trustee is three years from his/her date of appointment. Trustees retiring at the end of 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. 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 that complement those of continuing Trustees. Three of the Trustees in office in 2016-17 have worked as, or are currently, service volunteers within the charity.

Under the Articles of Association, Trustees are appointed by a majority vote of the members (who are all the current Trustees) by ordinary resolution. Each new Trustee is interviewed by at least two 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 sub-committee terms of reference. The CEO arranges induction visits to the offices of the charity for new Trustees and briefs them fully about the operation of the Charity.

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.

A Pay Committee comprising three Trustees and the CEO 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.

Volunteers engaged in the provision of the Charity's services are supported by paid Managers, except at PSU Wandsworth, where the Coordinator is a volunteer supported by the Regional Manager 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 replace the regular review meetings held between the Treasurer, CEO and Head of Finance & Resources, with the aim of overseeing the organisation's in-year financial activity, budget review and preparation.

The PSU's organisational structure

Trustees			
CEO Nick Gallagher			
Head of Service Lizzie Iron	Head of Fundraising Emma Taylor	Head of Finance and Resources Ingela Ekström	
Service Team	Fundraising Team	Finance and Resources Team	Systems and Information Team

Related parties and relationships with other organisations

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.

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Court Based Personal Support for the purposes of company law) are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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

- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2017 was 9 (2016: 10). The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

Auditor

Sayer Vincent LLP was appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The Trustees' annual report has been approved by the Trustees on 17 July 2017 and signed on their behalf by



Robert Heslett
Chairman of the Board of Trustees

Independent auditor's report

To the members of Court Based Personal Support

Opinion

We have audited the financial statements of Court Based Personal Support (the 'charitable company') for the year ended 31 March 2017, which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of

the charitable company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended

- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the Trustees' annual report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially mis-stated. If we identify such material inconsistencies or apparent material mis-statements, we are required to determine whether there is a material mis-statement in the financial statements or a material mis-statement of the other information. If, based on the work we have performed, we conclude that

there is a material mis-statement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' annual report, for the financial year for which the financial statements are prepared, is consistent with the financial statements
- the Trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material mis-statements in the Trustees' annual report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; 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' exemptions in preparing the Trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities set out in the Trustees' annual report, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material mis-statement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using

the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material mis-statement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material mis-statement when it exists. Mis-statements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Jonathan Orchard (Senior statutory auditor)
21 June 2017

for and on behalf of Sayer Vincent LLP,
Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON,
EC1Y 0TL

Statement of financial activities for the year ended 31 March 2017

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
		£	£	£	£	£	£
INCOME FROM:							
Donations and legacies	2	458,118	68,371	526,489	764,802	302,023	1,066,825
Charitable activities – Personal support service	3	-	770,682	770,682			
Other trading activities	4	26,048	300	26,348			
Investments		2,404	-	2,404	2,144	-	2,144
TOTAL INCOME		486,570	839,353	1,325,923	766,946	302,023	1,068,969
EXPENDITURE ON:							
Raising funds	5	231,358	1,999	233,357	160,351	-	160,351
Charitable activities – Personal support service	5	81,319	823,907	905,226	437,780	330,184	767,964
TOTAL EXPENDITURE		312,677	825,906	1,138,583	598,131	330,184	928,315
NET INCOME/(EXPENDITURE) FOR THE YEAR AND NET MOVEMENT IN FUNDS	6	173,893	13,447	187,340	168,815	(28,161)	140,654
RECONCILIATION OF FUNDS							
Total funds brought forward		627,603	4,925	632,528	458,788	33,086	491,874
Total funds carried forward		801,496	18,372	819,868	£627,603	£4,925	£632,528

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

Balance sheet as at 31 March 2017

	Note	2017		2016	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	11	-	-	-	-
CURRENT ASSETS					
Debtors	12	302,000		53,299	
Cash at bank and in hand		565,015		618,025	
		867,015		671,324	
LIABILITIES: Creditors: amounts falling due within one year	13	(47,147)		(38,796)	
NET CURRENT ASSETS / (LIABILITIES)			819,868		632,528
TOTAL ASSETS LESS CURRENT LIABILITIES			819,868		632,528
TOTAL NET ASSETS / (LIABILITIES)			£819,868		£632,528
THE FUNDS OF THE CHARITY:					
Restricted income funds	16		18,372		4,925
Unrestricted income funds: General funds		801,496		627,603	
Total unrestricted funds			801,496		627,603
TOTAL CHARITY FUNDS			£819,868		£632,528

Approved by the trustees on 17 July 2017 and signed on their behalf by



Daniel Morgan, Treasurer

The notes form part of these financial statements.

Statement of cash flows for the year ended 31 March 2017

	Note	2017		2016	
		£	£	£	£
Cash flows from operating activities	17				
Net cash provided by / (used in) operating activities			(55,414)		127,705
Cash flows from investing activities:					
Dividends, interest and rents from investments		2,404		2,144	
NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES			2,404		2,144
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR			(53,010)		129,849
Cash and cash equivalents at the beginning of the year			618,025		488,176
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	18		565,015		618,025
CASH AT BANK CARRIED FORWARD		£618,025	£618,025	£618,025	£618,025

1. Accounting Policies

Statutory information

Court Based Personal Support is a charitable company limited by guarantee and is incorporated in the United Kingdom. The registered office address is Invicta House, 108-114 Golden Ln, London EC1Y 0TL. The principal office address is Room M104, Royal Courts of Justice, Strand, London WC2A 2LL.

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (September 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 or note.

Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

Going concern

The Trustees consider that there are no material financial uncertainties that affect the charity's ability to continue as a going concern.

The ability of the charity to continue in its current shape is dependent on its ability to secure funding. A significant portion of the charity's funding is from the government, which reviews its commitment at least once per annum. The Trustees recognise that the ongoing financial climate means it is not possible for the government to commit to long-term funding, but should this funding not be forthcoming the Trustees would have to take action to adjust for its loss. To mitigate against this key risk, the PSU has been taking

a number of steps including, investing in fundraising to increase its non-government income, working closely with partners in the Litigants in Person Support Strategy and targeting a level of reserves that the Board believes provides the charity with a suitable breathing period.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that

settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering the service, undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Governance costs are the costs associated with the governance arrangements of the

charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Computer equipment 3 years

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

2. Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total 2017	Total 2016
	£	£	£	£
Gifts	132,286	68,371	200,657	84,580
Gifts from legacies	251,356	-	251,356	-
Grants	70,550	-	70,550	628,702
Donated services	3,926	-	3,926	5,749
	£458,118	£68,371	£526,489	£719,031

3. Income from charitable activities

	Unrestricted Funds	Restricted Funds	Total 2017	Total 2016
	£	£	£	£
Grants	-	231,552	231,552	299,533
Grants from the Ministry of Justice	-	539,130	539,130	539,130
Total income from charitable activities	-	£770,682	£770,682	£838,663

4. Income from other trading activities

	Unrestricted Funds	Restricted Funds	Total 2017	Total 2016
	£	£	£	£
Fundraising Events	26,048	300	26,348	48,261
	£26,048	£300	£26,348	£48,261

5. Analysis of support costs

	Raising funds	Charitable activities	Governance costs	Support costs	Total 2017	Total 2016
	£	£	£	£	£	£
Salary costs (Note 7)	210,665	505,452	12,496	206,063	934,676	773,093
Other staff costs	2,428	18,821	-	5,609	26,858	19,030
Legal and professional	-	-	-	10,129	10,129	13,171
Recruitment costs	-	576	-	12,083	12,659	12,548
Fundraising costs	14,450	-	-	-	14,450	7,395
Marketing costs	1,990	1,847	-	4,108	7,945	9,299
IT costs	872	5,636	-	38,892	45,400	31,951
Volunteer costs	225	53,900	-	-	54,125	34,027
Office costs	2,727	17,351	-	2,691	22,769	21,364
Depreciation	-	-	-	-	-	217
Insurance	-	-	1,184	724	1,908	2,101
Audit Fees	-	-	7,380	-	7,380	3,960
Trustee expenses	-	-	284	-	284	158
	£233,357	£603,583	£21,344	£280,299	£1,138,583	£928,314
Support costs	-	280,299	-	(280,299)	-	-
Governance costs	-	21,344	(21,344)	-	-	-
Total expenditure 2017	£233,357	£905,226	-	-	£1,138,583	£928,314
Total expenditure 2016	167,778	760,537	-	-	928,315	

Of the total expenditure, £315,011 was unrestricted (2016: £598,131) and £823,571 was restricted (2016: £330,184).

6. Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2017	2016
	£	£
Depreciation	-	217
Auditors' remuneration (excluding VAT):		
Audit	7,380	3,960
Other services	-	-

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management person

Staff costs were as follows:

	2017	2016
	£	£
Salaries and wages	834,951	685,228
Redundancy and termination costs	-	-
Social Security Costs	74,433	61,338
Employer's contribution to defined contribution pension schemes	25,292	26,528
	£934,676	£773,094

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2017	2016
	Number	Number
£60,000 - £69,999	1	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £224,230 (2016: £183,798).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £284 (2016: £158) incurred by 2 (2016: 1) members relating to attendance at meetings of the trustees.

8. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 36 (2016: 28).

9. Related party transactions

Aggregate donations from related parties were £6,512 (2016: £8,798).

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11. Tangible fixed assets

	Computer equipment	Total
	£	£
COST OR VALUATION		
At the start of the year	7,144	7,144
Disposals in year	(7,144)	(7,144)
At the end of the year	-	-
DEPRECIATION		
At the start of the year	7,144	7,144
Eliminated on disposal	(7,144)	(7,144)
At the end of the year	-	-
NET BOOK VALUE		
At the end of the year	-	-
At the start of the year	-	-

All of the above assets were used for charitable purposes. Following a review of fixed assets during the year, the full balance has been written off to reflect assets no longer in use by the charity.

12. Debtors

	2017	2016
	£	£
Legacy debtors	251,356	-
Other debtors	45,115	45,965
Prepayments	5,529	7,334
	£302,000	£53,299

All of the charity's financial instruments, both assets and liabilities, are measured at amortised cost. The carrying values of these are shown above and also in note 13 below.

13. Creditors: Amounts falling due within one year

	2017	2016
	£	£
Trade creditors	17,531	26,547
Taxation and social security	18,205	-
Accruals	11,411	9,749
Deferred Income	-	2,500
	£47,147	£38,796

14. Deferred income

	2017	2016
	£	£
Balance at the beginning of the year	2,500	5,000
Amount released to income in the year	(2,500)	(2,500)
Balance at the end of the year	-	£2,500

15a. Analysis of net assets between funds (current year)

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Net current assets	848,643	-	18,372	867,015
Net current liabilities	(47,147)	-	-	(47,147)
Net assets at 31 March 2017	£801,496	-	£18,372	£819,868

15b. Analysis of net assets between funds (prior year)

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Net current assets	663,899	-	7,425	671,324
Net current liabilities	(36,296)	-	(2,500)	(38,796)
Net assets at 31 March 2016	£627,603	-	£4,925	£632,528

16a. Movements in funds (current year)

	At 1 April 2016	Income & Expenditure & gains losses	Transfer	At 31 March 2017
	£	£	£	£
Restricted funds:				
PSU Birmingham	-	50,499	(50,499)	-
PSU Bournemouth/Southampton	-	24,950	(17,608)	7,342
PSU Bristol	-	30,984	(30,984)	-
UCP Caerdydd/ PSU Cardiff	-	34,290	(34,290)	-
PSU Chelmsford	-	17,538	(17,538)	-
PSU Chester	-	2,000	(2,000)	-
PSU Coventry (future)	-	6,088	-	6,088
PSU Exeter	-	30,591	(30,591)	-
PSU Hull (future)	-	4,999	(57)	4,942
PSU Leeds	-	45,601	(45,601)	-
PSU Liverpool	-	28,428	(28,428)	-
PSU London Services:	-	105	(105)	-
– Outreach Service	-	26,673	(26,673)	-
– Central Family Court	-	30,244	(30,244)	-
– Royal Courts of Justice	-	61,877	(61,877)	-
– Wandsworth County Court	-	267	(267)	-
– West London Family Court	-	11,058	(11,058)	-
PSU Manchester	-	48,226	(48,226)	-
PSU Newcastle	-	32,745	(32,745)	-
PSU Newport	-	128	(128)	-
PSU Nottingham	-	33,377	(33,377)	-
PSU Preston	-	15,378	(15,378)	-
PSU Sheffield	-	31,250	(31,250)	-
Other funds	4,925	272,057	(276,982)	-
Total restricted funds	£4,925	£839,353	(£825,906)	£18,372
General funds	627,603	486,570	(312,677)	801,496
Total unrestricted funds	627,603	486,570	(312,677)	801,496
Total funds	£632,528	£1,325,923	(£1,138,583)	£819,868

16b. Movements in funds (prior year)

	At 1 April 2015	Income & Expenditure & gains losses	Transfer	At 31 March 2016
	£	£	£	£
Restricted funds:				
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
Total restricted funds	£33,086	£302,023	(£330,184)	£4,925
General funds	458,788	766,946	(598,131)	627,603
Total unrestricted funds	458,788	766,946	(598,131)	627,603
Total funds	£491,874	£1,068,969	(£928,315)	£632,528

Restricted funds have been restricted for use in specific geographical service locations, as shown above.

17. Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2017 £	2016 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	187,340	140,654
Depreciation charges	-	217
Dividends, interest and rent from investments	(2,404)	(2,144)
(Increase)/decrease in debtors	(248,701)	(29,116)
Increase/(decrease) in creditors	8,351	18,094
NET CASH PROVIDED BY / (USED IN) OPERATING ACTIVITIES	(£55,414)	£127,705

18. Analysis of cash and cash equivalents

	At 1 April 2016 £	Cash flows £	Other changes £	At 31 March 2017 £
Cash at bank and in hand	618,025	(53,010)	-	565,015
TOTAL CASH AND CASH EQUIVALENTS	£618,025	(£53,010)	-	£565,015

19. Legal status of the charity

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

WHERE TO FIND 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

PSU Bournemouth

Bournemouth and Poole County Court,
Courts of Justice, Deansleigh Road,
Bournemouth, BH7 7DS
Tel: 01202 417 606
Email: bournemouth@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

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

PSU Chelmsford

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

PSU Chester

Chester Civil and Family Justice Centre,
Trident House, Little St John St, Chester,
CH1 1SN Tel: 01244 404 299
Email: liverpool@thepsu.org.uk

PSU Exeter

Exeter Combined Court Centre,
Southernhay Gardens, Exeter,
EX1 1UH Tel: 01392 415 335
Email: 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

PSU Liverpool

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

In London:

PSU Central Family Court

Central Family Court, First Avenue
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London, WC1V 6NP
Tel: 020 7421 8533
Email: LondonCFC@thepsu.org.uk

PSU London Service

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

PSU Royal Courts of Justice

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

PSU Wandsworth

Wandsworth County Court,
76-78 Upper Richmond Road,
London SW15 2UU
Tel: 020 8333 4366
Email: wandsworth@thepsu.org.uk

PSU West London Family Court

West London Family Court, Room 1,
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PSU Manchester

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Manchester M60 9DJ
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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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UCP Casnewydd/

PSU Newport

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Openshaw Place, Ringway, Preston,
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PSU Sheffield

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The Law Courts, 50 West Bar,
Sheffield, S3 8PH
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PSU Southampton

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