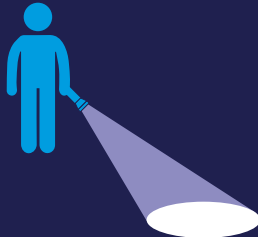


The Personal Support Unit



Report and financial statements for the year ended 31 March 2018



No one should have to face court alone

I was delighted to become Chair of the PSU in September 2017 having originally joined the Trustee Board in 2015. Even before this, I had long been aware of the invaluable service provided by PSU volunteers to help people without legal help to navigate the complexities of the courts. Robert Heslett, the previous Chair, had guided the PSU's growth over 6 years with immense vision and he is owed a huge debt of gratitude.

Litigants in Person accessing justice alone face a multitude of barriers and disadvantages:

- extreme emotional pressure to represent themselves well, given the potential seriousness of the outcome
- closure of advice centres, increased court fees and comprehensive reductions to legal aid
- a complicated and intimidating environment, in a system designed for legal professionals
- language and health issues: of those who sought help with the PSU last year, 23% spoke English as a second language; 23% had a serious health problem; 54% were not in employment, some were homeless, and many had literacy issues.

To participate fully in their cases and minimise the detrimental impact on their lives, people urgently need guidance and support, but, if they cannot afford legal help, they must face court alone.

The PSU has nearly 700 trained volunteers in 23 courts who can give emotional and practical assistance to Litigants in Person:

- we sort through paperwork, help complete forms, signpost to support agencies and sources of free or affordable legal help, and attend court hearings
- we help distressed litigants represent themselves, making things easier for them and the courts
- after a PSU volunteer has stepped in, 74% of the people we help feel less anxious and over 99% leave feeling more confident
- we are proud to run a high quality and cost-effective service, costing an average of £18 per client contact.

This report allows me the opportunity to thank our committed volunteers. The PSU's incredible service is only possible because of their time and dedication. PSU volunteers provide the emotional reassurance and practical help needed, so that our clients have the very best chance of representing themselves to the best of their abilities before the courts.

Because of these volunteers and the hard work of our equally dedicated staff, we have increased the help we provide fivefold since the massive reduction in Legal Aid provision was introduced 5 years ago.

We have nearly 700 trained volunteers in 23 courts

Despite this growth, we know that there are many Litigants in Person who still have nowhere to turn to. We are striving to develop services that reach more people. In the last year we have reviewed our strategy, including looking for ways to reach the many more people that need our help, and we will begin to roll these out over the course of the next year. I am delighted to say that Eileen Pereira, who has long experience of leading charitable organisations in the legal world, will lead the implementation of our 2018-2021 strategy, as our new CEO. Nick Gallagher, our current CEO, will hand over to Eileen in August. I want to thank Nick for his hard work, commitment and inspiration. It has been a rare pleasure to work with him.

The Personal Support Unit cannot achieve further growth alone and I would like to thank all of our supporters, without whom the PSU would not be able to open its doors to the thousands of people each year who have no access to legal representation in times of crisis.



Peter Crisp, PSU Chair

The need for our work

The rapid rise in our client numbers demonstrates the extent of the need we meet: in 2017-18 we helped clients on a record 65,456 occasions, up 17% from 56,119 occasions the previous year.

Across our 23 locations, PSU volunteers helped people, on average, over 5,455 times each month. We are proud to have coped with this additional pressure without any decrease in the quality of our service: 96% of clients were completely satisfied with the service they received and 99% felt better prepared.

Attending court alone is daunting. The people we support are usually unable to access any formal legal help, yet they 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 so they are clear what they need to say in court and so that they can represent themselves to the best of their ability.

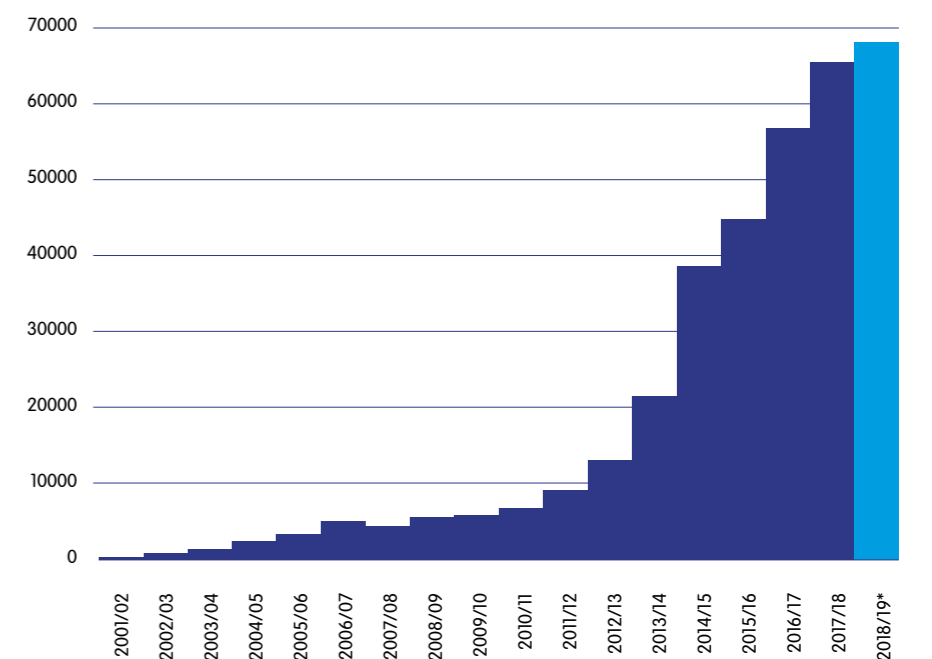
Court processes and procedures are unfamiliar, often not straightforward and can be overwhelming. People may need to complete forms and file documents, to report to specific counters (if these sources of help still exist in their court) or to appear before a judge. When people are otherwise alone in court to tackle hugely emotive subjects including eviction, bankruptcy and access to children, it is easy to see why our service is invaluable helping people navigate these challenges.

Our aim is to provide free support to everyone who comes to us. 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



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 in court alone. Many of our clients were also dealing with challenging personal circumstances:

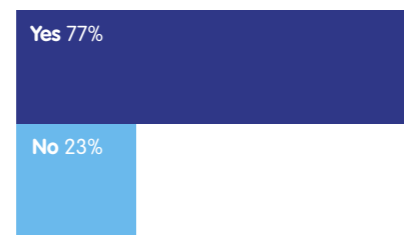
23% did not speak English as a first language, 23% had a serious health problem, 54% were not employed, some were homeless, some struggled with literacy issues and many did not have phone or internet access.

“The PSU provides invaluable and much needed support to the growing army of litigants in person who appear in our often bewildering courts. I am honoured to join the PSU as its Patron.”

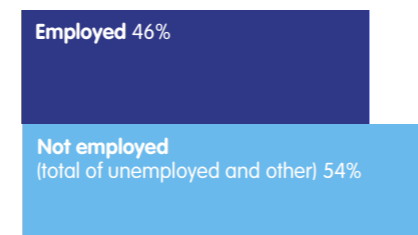
The Rt Hon The Baroness Hale of Richmond, President of the Supreme Court

Client vulnerability

Is English your first language?



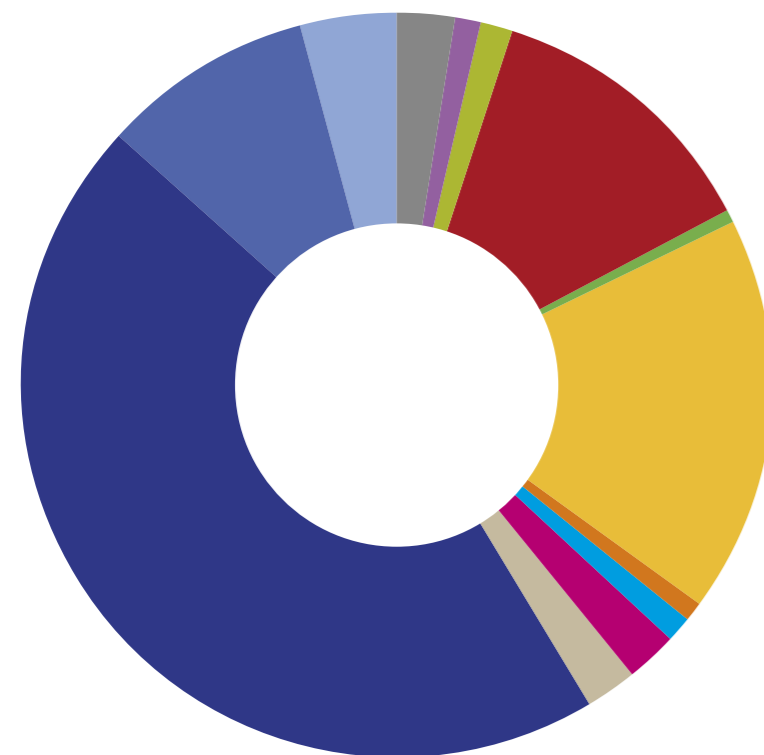
Clients' employment status



“The PSU provided guidance in a confusing time. They helped to provide a sense of calm to me and helped to feel the fairness of proceedings. This is a wonderful service and those who volunteer their time are to be greatly admired. I am very grateful.”

PSU client 2018

Types of cases in 2017/18



Case background	No. of contacts	%
bankruptcy/debt	1,694	2.79%
criminal	596	0.98%
employment	916	1.51%
housing	7,675	12.64%
immigration/asylum	393	0.65%
money claim	10,888	17.93%
probate	607	1.00%
welfare benefits	627	1.03%
civil - other	1,421	2.34%
other	1,366	2.25%
Family:		
children (family)	28,691	79.39%
divorce (family)	5,695	15.76%
other (family)	2,586	7.16%
Total family cases	36,141	59.52%
Total responses:	60,716	

How we help

Our 691 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.

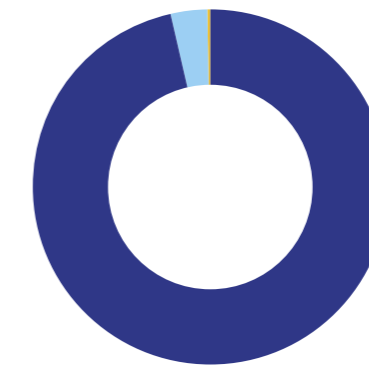
What our volunteers do depends on who asks them for help. Typically, they:

- 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
- use 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.

“It is frightening to go into Court, but knowing I had support from the PSU made it easier.”

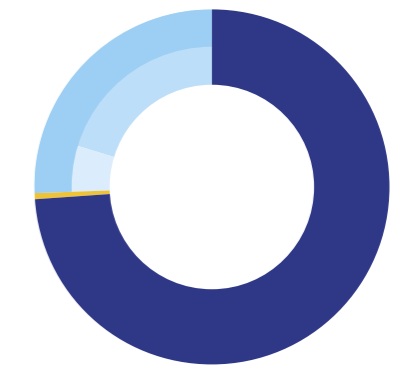
Client at the Central Family Court in London 2018

How satisfied were you with the help from the PSU?



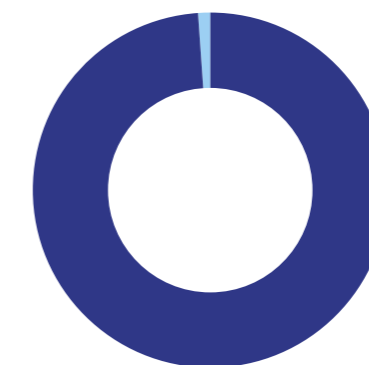
96.49% Completely satisfied
3.43% Partly satisfied
0.08% Not satisfied

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



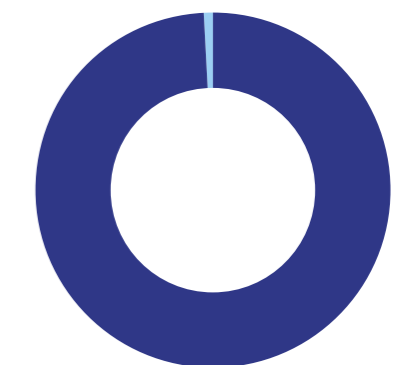
73.97% Felt less anxious after
0.61% Felt more anxious after
25.43% Felt equally anxious before and after
20.79% of those remained anxious
79.21% of those remained calm

The PSU volunteer helped me to have more confidence*



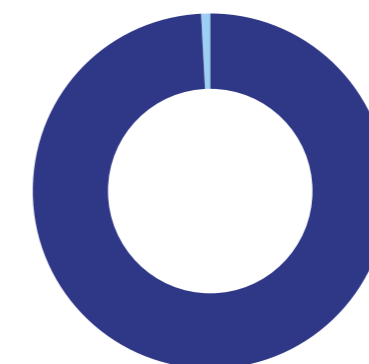
Yes 98.91% No 1.09%

The PSU volunteer helped make the procedures clearer to me*



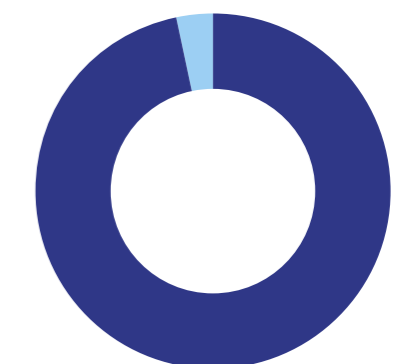
Yes 99.38% No 0.62%

The PSU volunteer helped me be better prepared*



Yes 99.35% No 0.65%

The PSU volunteer helped me get a fairer hearing*



Yes 96.80% No 3.20%

* Responses from those who said this was relevant.

Achievements and performance

2017-18 was a year of success for the PSU, even among the challenges of a difficult fundraising environment and an ever-increasing need for our services.

We added three locations to our network and now provide services in Southampton, Coventry and Barnet. By the end of the year, we had helped people facing court alone on more than 5,450 occasions a month, on average. We have continued to attract skilled and dedicated volunteers, so that by March 2018, 691 of them were providing support across the country. Our estimate of the 'in-kind' value of their contribution is £1.28 million.

As we have grown, we have strengthened our management arrangements to help ensure that we

are running our service efficiently and maintaining quality, whilst continuing to be highly cost-effective. When surveyed, 96% 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 an average £18.

Working with the courts service and other service groups set up to support court users, we have provided valuable information about the 'real-life' experiences of those who come to us for help, and have offered practical suggestions to help people facing court alone. For instance our Head of Service has been actively involved in HMCTS'

development of online processes for small money claims and one of our Regional Managers was invited to join the HMCTS staff group looking at improving HMCTS support to Litigants in Person.

We could do none of this without financial support. Thank you 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 help to the thousands of people that sought support at the PSU in the last year.

2016/17 objective

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

Continue to look for opportunities to expand the number of locations from which we provide a service and develop as funding allows.

Provide help to clients on more than 60,000 occasions.

What we did

A PSU centre opened in Southampton and part-time satellite services opened in Barnet and Coventry.

The number of client contacts rose to 65,456.

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 and 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.

We have carried out a thorough review of policies including feeding lessons from our pilot service models into our strategic review and getting ready for the new EU General Data Protection Regulation. We have updated our safeguarding policy and introduced a new complaints policy.

We beat our target with a 'completely satisfied' rating of 96%.

We carried out 3 peer reviews at Liverpool, Chelmsford and Nottingham, resulting in improvements such as better client recording processes, more information for local signposting to other sources of help for Litigants in Person and greater use of training from our partner LawWorks.

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

We held our 4th annual 'Volunteer Voice' meeting, with information shared with volunteers and feedback going to our Trustee Board to inform our development plans. We now have four serving volunteers on our Board of Trustees.

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.

We surveyed staff and, following feedback, provided training on working with vulnerable clients and in safeguarding, which was cascaded to volunteers. We also completed a pay and grading review. More volunteers also shadowed court staff, improving understanding of court processes, and took up opportunities for outside training from our partners at LawWorks.

Review and improve our intranet and website usage.

We invested in IT support and secured full time pro bono support to carry out a review and development of our website and digital marketing.

Secure the resources we need and use them well

Keep our cost per contact below £25

Our average cost per contact was £18.37.

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.

Thanks to our great supporters, we raised £564,118, a growth of 5% on last year.

Increase the amount raised through corporate, individuals and community fundraising by at least 15%.

We increased community income by 21% and money raised from individuals by 27% but, in a difficult fundraising environment, we only managed to slightly increase our corporate income (though we did triple the amount of gifts in kind we received from corporates). Overall income in these three areas increased by 12%.

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.

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, the JUSTICE working group 'What is a Trial' and the Court of the Future Group.

We continue to attract the support of prominent Patrons and were delighted that Baroness Hale, President of the Supreme Court, became a Patron this year.

Carry out, evaluate and disseminate three spot surveys of clients on relevant topics, including the annual Litigants in Person Support Strategy survey.

We completed the annual LIPsS survey for reporting to the MOJ and carried out two spot surveys on legal language, feeding the findings into the court reform programme.

Plans for the future

While we have achieved much in the last few years, there is still much more to do. Our vision is that every Litigant in Person should receive the support they need so that they do not have to face court alone. While we are now established in, and beyond, the biggest cities in England and Wales, there are large areas where support is either fragmented or non-existent.

Volunteers delivering face to face provision will remain at the heart of our effective model of service provision and 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. This coming year we will also pilot and develop a phone helpline service, inviting phone clients into the office when face to face contact is essential. This will provide greater flexibility for clients and greater reach for our services.

The committed support of Her Majesty's Courts and Tribunals Service allows us to keep our costs low as they provide free accommodation, access to the internet and telephony services. This ongoing generosity will allow us to carry on providing our core service from bases in court buildings. Similarly, the time given

by our volunteers, which is valued at £1.28 million is a huge contribution to our cost-effectiveness.

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.



Nick Gallagher, CEO

Objectives 2018 - 2021

PROVISION OF SERVICES TO LITIGANTS IN PERSON FACING COURT PROCEDURES

- We will continue to provide face to face support at court
- We will continue to focus our support in the Civil and Family Courts and in those tribunals where we can add value
- We will expand face to face provision, as funds allow, so that we can offer a service to a greater proportion of the population of England and Wales
- We will prioritise opening new units in areas with greater social deprivation and where we can most efficiently help more people
- We will pilot and develop a phone helpline service, inviting phone clients into the office when face to face contact is essential
- We will support and invest in our staff and volunteers, ensuring they have the skills and training to deliver a wider range of service options

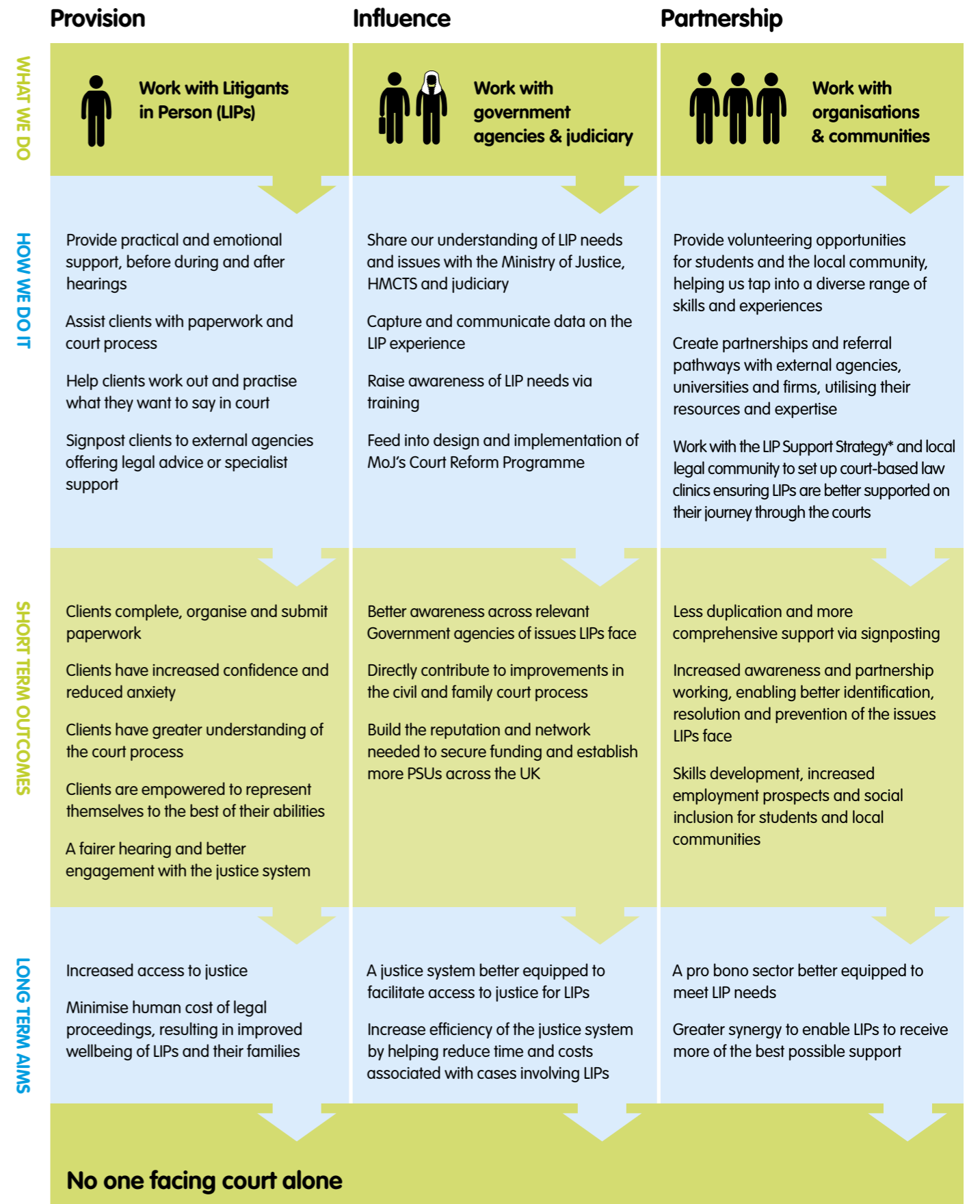
INFLUENCING TO IMPROVE THE EXPERIENCE OF LITIGANTS IN PERSON

- We will improve our data gathering and the information we produce from that data
- We will make better use of our data and our legitimate voice to influence the wider policy environment more effectively
- We will continue to work to make the needs and experiences of Litigants in Person more visible
- We will carry out a review of our brand and marketing and make necessary changes to strengthen our brand recognition
- We will increase the promotion of our brand and our work

PARTNERSHIP TO MAXIMISE SUPPORT TO LITIGANTS IN PERSON

- We will build on our membership of the Litigants in Person Support Strategy to help identify partners to work with across the country in supporting Litigants in Person
- We will build more connections locally that broaden the range of help available to our clients and that enable effective referral pathways
- We will make better use of partnership working with new and existing partners
- We will seek opportunities to share learning
- We will also make best use of partnership opportunities with law firms

Our theory of change



*The LIP (Litigant in Person) Support Strategy is a pro bono collective made up of: RCJ Advice, Law for Life, Law Works, Bar Pro Bono Unit and the Access to Justice Foundation

Our clients' stories

Mary's story

Mary was very nervous when she arrived at the PSU, but after a cup of coffee and a chat, she calmed down. Mary had suffered from mental health issues for many years and told us she had discovered she had dyslexia. She was aggrieved because her ex-partner had led her to believe she was named on the title deed of their house, which she had made considerable contributions to, but it turned out she was not included.

In her claim, she wanted the judge to award her all the money she had lost from what she believed to be a joint property. Unfortunately, Mary was not able to set out the legal basis of her claim

and, also, was unable to pay the legal fees.

I attended court with Mary and soothed her nerves during the hearing. She held my hand and I calmed her down when she began to lose her breath. I helped her explain why it had taken her so long to appeal the earlier cases that had been dismissed, but she was really upset and frustrated that she couldn't give the judge legal grounds to consider re-opening her case. When I explained, she understood that the judge was unable to assist her and why not. She respected the judge and praised the way he handled her case. Mary told us that if she had received support from the PSU from the beginning, she would have understood the costs involved.

Afterwards, she was really upset and said she felt useless and had lost everything. I made Mary another cup of coffee and we chatted about a course she was planning to attend and a trip she had told me about earlier that day. We also talked about what losing means and agreed that, if you have freedom and friends and family, you never lose, as you have everything you want.

These events were really sad for Mary and highlight why the PSU is so important. I found that being present at her hearings gave me an opportunity to explain why the judge was unable to help. Had Mary been aware of how the court process works, she could have saved herself and the court a lot of time and expense.

Alison's story

Alison faced a daunting court process following separation after 53 years of marriage. She was in ill-health and received food parcels to get by. She could not afford a lawyer to assist with court forms or in hearings.

PSU volunteers helped her with paperwork and walked her through the processes. Most of all, PSU volunteers provided a friendly face and a listening ear in the court building, which Alison found to be an intimidating and scary place.

Alison's confidence was boosted by the PSU's support and she felt able calmly and assertively to communicate with her husband's lawyer on the day of the hearing. Alison and her husband managed to come to an agreement,

meaning a judgement from the court was not needed and Alison would receive an increased income in her retirement.

After the case, Alison wrote to thank the PSU: "With Legal Aid diminishing if not already gone, I did not know where to turn when dealing with complicated legal court forms that, if they were signed or filled in wrongly, would risk annoying the court clerks dealing with them or delay matters further. So you can imagine therefore, the utter relief to have a friendly atmosphere to turn to in this awful debilitating situation in life." The PSU was a "calm, intelligent, and efficient" service, she wrote. "I am truly grateful for all your help".



Client stories as told by PSU volunteers. Names have been changed to protect confidentiality.

Celebrating our supporters

The PSU received funding from the following sources during 2017/18:

Source of funding	£	%
Trusts	303,306	27.5
Government	539,139	48.9
Corporate	119,394	10.8
Friends and individuals	65,148	5.9
Community	74,247	6.7
Investments	2,023	0.2
Total	1,103,257	100.0

Non budget relieving gifts in kind £4,494

At the end of the financial year, the number of active volunteers delivering services in our PSUs was 691. This represents 100,567 hours, or 61 full-time-equivalent members of staff, and a total volunteer in-kind contribution of £1,281,000 (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, the Friends Committee and the London Volunteer Fundraising Board who generously support our appeals and events.

The PSU received 48.9% of our funding from the Ministry of Justice, via the Access to Justice Foundation 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 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; court staff all over the country who so generously devote time and energy to enabling our service to flourish; and the judiciary, who consistently support our work, in particular our Liaison Judge in the Royal Courts of Justice, Lord Justice Jackson, who handed over to Lady Justice Asplin in March 2018, 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

Financial support

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

Trusts, foundations and livery companies

Anne Duchess of Westminster's Charity
Anthony du Boulay Charitable Trust
Burden Trust
Charles S French Charitable Trust
Charlotte Bonham-Carter Charitable Trust
Cheshire Community Foundation
CHK Charities Ltd
City of London Solicitors' Company
Cotton Trust
Dame Violet Wills Will Trust
David Gibbons Foundation
Dulverton Trust
Elmgrant Trust
Eveson Charitable Trust
Fowler, Smith and Jones Trust
Freshgate Trust Foundation
G D Herbert Charitable Trust
George Fentham Birmingham Charity
Gerald Palmer Eling Trust Company
Gwendoline and Margaret Davies Charity
Hadrian Trust
Hanford Cymru
Jill Franklin Trust
Leonard Laity Stoute Charitable Trust
Liz and Terry Bramall Foundation
London Community Foundation

London Legal Support Trust
Loppylugs & Barbara Morrison Charitable Trust
Manchester Guardian Society Charitable Trust
Michael Marsh Charitable Trust
Moondance Foundation
Norman Family Charitable Trust
Pilkington Charities Fund
Rank Foundation
Rayne Foundation
Scurrah Wainwright Charitable Trust
Sheffield Town Trust
Singer Foundation
Sir George Martin Trust
Sir James Knott Trust
Sir John Eastwood Foundation
Sir Jules Thorn Charitable Trust
Souter Charitable Trust
St James' Place Foundation
Stevenson Family's Charitable Trust
Tanner Trust
The Bellinger Donnay Charitable Trust
The Brook Trust
The Helen Jean Cope Charity
The J G Graves Charitable Trust
The Jones 1986 Charitable Trust
The London Borough of Barnet
The Lord Austin Trust
The Peter Stebbings Memorial Charity
The Rainford Trust
The Swire Charitable Trust
The William Leech Charity
Three Oaks Trust
Tudor Trust
Wakefield Trust

Wakeham Trust
Wates Foundation
William A Cadbury Charitable Trust
Zochonis Charitable Trust

Companies and the legal community

11KBW
187 Fleet Street
Akin Gump Strauss Hauer & Feld LLP
Allen & Overy Foundation
Anglia Ruskin University
Bryan Cave Leighton Paisner LLP
(formerly Berwin Leighton Paisner LLP)
BPP University
Charles Russell Speechlys LLP
CILEX
Clerksroom Direct
Clyde & Co
Edwin Coe LLP
Essex Court Chambers
Falcon Chambers
Fountain Court Chambers
Gray's Inn
Herbert Smith Freehills LLP
Inner Temple
King & Wood Mallesons
Kings College London
Landmark Chambers
Lincoln's Inn
Lions Club
Liverpool John Moores University
London Legal Support Trust
Macfarlanes
Matrix Chambers

Continued overleaf

Middle Temple
Microsoft
Northumbria University
Nottingham Trent University
One Crown Office Row
Sheffield Hallam University
Skadden, Arps, Slate, Meagher & Flom LLP
Tesco Charity Trust
The Bosphorus Foundation

The Co-operative Membership Community Fund
The Law Society
The Specter Partnership
Two Temple Place
University of Law
University of Nottingham
University of Sheffield
University of Warwick
White & Case

Trustees' report 1 April 2017 to 31 March 2018

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:

Peter Crisp, Chair (appointed Chair from September 2017)
Robert Heslett, Chair (until September 2017)
Lucas Wilson, Vice-Chair
Daniel Morgan, Treasurer (until September 2017)
Kirit Naik, Treasurer (from November 2017)
Angela Brown (until July 2017)
Angela Camber (from August 2017)
Elisabeth Davies
Caroline Field
Angela Foskett (until July 2017)
Peter Handcock, CBE
Elisabeth Long (from July 2017)
Greville Waterman (from July 2017)
David Wilkin (from August 2017)

Founder and Life President

Diana Copisarow OBE

President

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

Patrons

The Rt. Hon. The Baroness Hale of Richmond, President of the Supreme Court
The Rt. Hon. Sir Terence Etherton, Master of the Rolls
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
The Rt. Hon. The Lord Clarke of Stone-cum-Ebony
The Rt. Hon. Lord Dyson, PC

Liaison Judge

The Rt. Hon. Lord Justice Jackson (until March 2018)
The Rt. Hon. Lady Justice Asplin (from March 2018)

Chief Executive and Company Secretary

Nick Gallagher

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

Principal Office: Room C19, PSU, 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, 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

Individuals

Mr Antony Zaccaroli QC
Mrs Jean Edwards
Mrs Judith du Boulay
Mr Thomas Seager Berry

Other

Ministry of Justice

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 three new courts and invested in core infrastructure, our total expenditure rose by £63,872 to £1,202,455. While investing in our growth, we have managed to maintain our cost effectiveness, achieving an average cost per client-contact figure of £18.37.

Fundraising income increased in 2017/18 to £1,103,258. The Fundraising Team have had a very successful year and managed to raise 99% of the budgeted income target, 5% more than the previous year (excluding MoJ and legacy funds). The organisation has maintained strong control of expenditure as well, ending the year with an underspend of £57,000.

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.

The 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 analyses the existing controls and planned actions. During the course of the year the Board also reviewed the role of its Audit and Risk Committee with a view to strengthening its approach to risk management and ensuring an approach aligned with the new Strategy.

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 reserves and cash flow are reviewed by the Treasurer, Head of Finance & Resources and CEO (under the scrutiny of the Audit & Risk Committee) on a monthly basis. A contingency plan is in place to deal with delays in funding and in-year cash flow issues. This plan comes into effect at the point the level of unrestricted reserves based on months of the following years expenditure fall below 3 months.

The Charity's running costs for the year to 31 March 2019 are expected to be £1,408,652. The restricted reserve at 31 March 2018 was £1,873 (2017: £18,372) while the unrestricted reserve was £718,798 (2017: £801,497) which equates to 6.1 months of 2018-19 total running costs (2017: 7.5).

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

Risk	Mitigating Actions
Irregular income streams – the majority of the PSU's income streams are neither predictable nor regular, with funding being received intermittently	The PSU's reserves policy is set out in full below. The principal purpose of this policy is to maintain service provision as well as resolving short-term, in-year, cash flow issues that might arise. The Trustees believe that the target of six months reserves provides sufficient time to consider options and take action to maintain a viable service in line with a changed funding environment. In addition to the policy, a prudent approach is taken to new projects or expansion in work requiring additional funds. These are not commenced until funding has been confirmed and after scrutiny of cash-flow projections
Safeguarding – the PSU's staff and volunteers work with clients, often previously unknown to them, in potentially emotionally highly-charged situations. Clients themselves can be vulnerable and could potentially be open to abuse	In 2017/18 Trustees and senior staff reviewed the PSU's safeguarding policy including carrying out risk assessment scoring for each of our sites. All service staff are required to provide a Basic Disclosure from DBS Scotland and volunteers, who are supervised by PSU staff, are subject to safer recruitment practice, including referees being asked about their suitability to work with vulnerable clients. Staff and volunteers are aware of contact details for Adult Safeguarding Boards. In addition, each Unit builds a close working relationship with local court security services. Where clients are being supported at courts away from the local PSU Office, volunteers are forbidden from travelling to appointments with them. Clients accompanied by children are responsible for them at all times: volunteers and staff are forbidden from looking after children for clients
EU GDPR – widespread unfamiliarity with, and lack of official guidance on, the new EU GDPR threatened difficulties in preparing the Charity to comply with the Regulation. There were also risks of core service provision and income generation work being disrupted by preparations	The PSU's Systems and Information Manager and IT Officer were charged with leading a project to ready the organisation from nearly 18 months before the implementation date of the EU GDPR. The CEO acted as project sponsor and involved the full Leadership Team. Regular updates were provided to Trustees and the Audit Committee reviewed progress. Key staff attended seminars and sought guidance from professionals working widely on organisational readiness. A review of policies and processes was carried out and action taken to make these compliant. A training and information plan for staff was developed and appropriate communications to supporters, staff, volunteers and trustees were prepared during 2017/18, to ready the Charity for the introduction of EU GDPR early in 2018/19

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 reach of the service, the Trustees have, for the time being, decided to keep any monies not immediately

required, in interest-bearing accounts with CAF Bank Ltd and Virgin Money Plc. These accounts are kept under review by the Treasurer, Head of Finance & Resources and CEO (under the scrutiny of the Audit & Risk Committee) with particular regard to levels of interest provided by these and alternative accounts. Changes to location of investments can be made in-year by the Treasurer, Head of Finance & Resources and CEO, having sought the agreement of the Audit & Risk Committee.

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 reappointed 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. Four of the Trustees in office in 2017-18 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's 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 Chair chairs the Fundraising Committee of the Board, which comprises three Trustees, the CEO and the fundraising team. A Trustee chairs the Audit & Risk 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 on the basis of job evaluations carried out by a Job Evaluation Committee, 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, whilst others are establishing ways of ensuring the voice of volunteers is heard. Volunteer representatives 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 Working Group 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.

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 Strategy's 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 2018 was 10 (2017: 9). 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 willingness to continue in that capacity.

The Trustees' annual report was approved by the Trustees on 11 July 2018 and signed on their behalf by



Peter Crisp
Chair of the Board of Trustees

Independent auditor's report

Opinion

We have audited the financial statements of Court Based Personal Support (the 'charitable company') for the year ended 31 March 2018 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 2018 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 misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement 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 misstatements 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

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

are free from material misstatement, 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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, 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 misstatement when it exists. Misstatements 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.

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date

of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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.

Use of our report

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.



Jonathan Orchard (Senior statutory auditor)
25 July 2018

for and on behalf of Sayer Vincent LLP,
Statutory Auditor

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

Statement of financial activities (incorporating an income and expenditure account) For the year ended 31 March 2018

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2018	Unrestricted Funds	Restricted Funds	Total Funds 2017
		£	£	£	£	£	£
INCOME FROM:							
Donations and legacies	2	267,662	38,052	305,714	458,118	68,371	526,489
Charitable activities – Personal support service	3	–	735,720	735,720	–	770,682	770,682
Other trading activities	4	59,511	290	59,801	26,048	300	26,348
Investments		2,023	–	2,023	2,404	–	2,404
TOTAL INCOME		329,196	774,062	1,103,258	486,570	839,353	1,325,923
EXPENDITURE ON:							
Raising funds	5	244,906	6,959	251,865	231,358	1,999	233,357
Charitable activities – Personal support service	5	166,988	783,602	950,590	81,319	823,907	905,226
TOTAL EXPENDITURE		411,894	790,561	1,202,455	312,677	825,906	1,138,583
NET INCOME/(EXPENDITURE) FOR THE YEAR AND NET MOVEMENT IN FUNDS	6	(82,698)	(16,499)	(99,197)	173,893	13,447	187,340
RECONCILIATION OF FUNDS							
Total funds brought forward		801,496	18,372	819,868	627,603	4,925	632,528
Total funds carried forward		718,798	1,873	720,671	801,496	18,372	819,868

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 15 to the financial statements.

Balance sheet as at 31 March 2018

	Note	2018		2017	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets		–	–	–	–
CURRENT ASSETS					
Debtors	11	43,055	–	302,000	–
Cash at bank and in hand		711,768	–	565,015	–
		754,823	–	867,015	–
LIABILITIES: Creditors: amounts falling due within one year	12	(34,152)	–	(47,147)	–
NET CURRENT ASSETS / (LIABILITIES)		720,671	–	819,868	–
TOTAL NET ASSETS / (LIABILITIES)		£720,671	–	£819,868	–
THE FUNDS OF THE CHARITY:					
Restricted income funds	15	–	1,874	–	18,372
General unrestricted funds		–	718,797	–	801,496
TOTAL CHARITY FUNDS		£720,671	–	£819,868	–

Approved by the trustees on 11 July 2018 and signed on their behalf by



Kirrit Naik, Treasurer

Statement of cash flows for the year ended 31 March 2018

	Note	2018		2017	
		£	£	£	£
Cash flows from operating activities	16				
Net cash provided by / (used in) operating activities			144,730		(55,414)
Cash flows from investing activities:					
Interest received		2,023		2,404	
NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES			2,023		2,404
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR			146,753		(53,010)
Cash and cash equivalents at the beginning of the year			565,015		618,025
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	17		£711,768		£565,015

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 M21, 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 and free office space and utilities provided by the courts are 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 2018	Total 2017
	£	£	£	£
Gifts	160,937	27,377	188,314	200,657
Gifts from legacies	–	–	–	251,356
Grants	106,725	–	106,725	70,550
Donated services	–	10,675	10,675	3,926
	£267,662	£38,052	£305,714	£526,489

3. Income from charitable activities

	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
	£	£	£	£
Grants	–	196,581	196,581	231,552
Grants from the Ministry of Justice	–	539,139	539,130	539,130
Total income from charitable activities	–	£735,720	£735,720	£770,682

4. Income from other trading activities

	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
	£	£	£	£
Fundraising Events	59,511	290	59,801	26,348
	£59,511	£290	£59,801	£26,348

5. Analysis of expenditure

	Raising funds	Charitable activities	Governance costs	Support costs	Total 2018	Total 2017
		Personal support service				
	£	£	£	£	£	£
Salary costs (Note 7)	220,294	565,300	13,149	206,320	1,005,063	934,676
Other staff costs	3,002	20,226	–	5,046	28,274	26,858
Legal and professional	–	–	–	10,459	10,459	10,129
Recruitment costs	93	283	–	4,613	4,989	12,659
Fundraising costs	16,890	–	–	–	16,890	14,450
Marketing costs	5,203	600	–	6	5,809	7,945
IT costs	2,037	7,806	–	11,251	21,094	45,400
Volunteer costs	82	66,515	–	–	66,597	54,125
Office costs	4,264	23,916	–	1,684	29,864	22,769
Depreciation	–	–	–	–	–	–
Insurance	–	–	1,352	2,056	3,408	1,908
Audit Fees	–	–	7,560	–	7,560	7,380
Trustee expenses	–	–	2,448	–	2,448	284
	£251,865	£684,646	£24,509	£241,435	£1,202,455	£1,138,583
Support costs	–	241,435	–	(241,435)	–	–
Governance costs	–	24,509	(24,509)	–	–	–
Total expenditure 2018	£251,865	£950,590	–	–	£1,202,455	£1,138,583
Total expenditure 2017	233,357	905,226	–	–	1,138,583	

Of the total expenditure, £411,894 was unrestricted (2017: £315,011) and £790,561 was restricted (2017: £823,571).

6. Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2018	2017
	£	£
Depreciation	–	–
Auditors' remuneration (excluding VAT):		
Audit	7,560	7,380
Other services	–	–

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

Staff costs were as follows:

	2018	2017
	£	£
Salaries and wages	893,267	834,951
Redundancy and termination costs	–	–
Social Security Costs	80,091	74,433
Employer's contribution to defined contribution pension schemes	31,705	25,292
	£1,005,063	£934,676

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

	2018	2017
	Number	Number
£60,000 - £69,999	1	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £234,452 (2017: £224,230).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £958 (2017: £284) incurred by 3 (2017: 2) 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 39 (2017: 36).

9. Related party transactions

Aggregate donations from related parties were £2,158 (2017: £6,512).

10. Taxation

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

11. Debtors

	2018	2017
	£	£
Legacy debtors	11,356	251,356
Other debtors	28,983	45,115
Prepayments	2,716	5,529
	£43,055	£302,000

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 12 below.

12. Creditors: Amounts falling due within one year

	2018	2017
	£	£
Trade creditors	17,493	17,531
Taxation and social security	–	18,205
Accruals	16,659	11,411
	£34,152	£47,147

13. Deferred income

	2018	2017
	£	£
Balance at the beginning of the year	–	2,500
Amount released to income in the year	–	(2,500)
Balance at the end of the year	–	–

14a. Analysis of net assets between funds (current year)

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Net current assets	752,949	–	1,874	754,823
Net current liabilities	(34,152)	–	–	(34,152)
Net assets at 31 March 2018	£718,797	–	£1,874	£720,671

14b. Analysis of net assets between funds (prior 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

15a. Movements in funds (current year)

	At 1 April 2017	Income & gains	Expenditure & losses	Transfer	At 31 March 2018
	£	£	£	£	£
Restricted funds:					
PSU Barnet		6,973	(6,681)	–	292
PSU Birmingham	–	29,480	(29,480)	–	–
PSU Bournemouth/Southampton	7,342	9,853	(17,195)	–	–
PSU Bristol	–	27,290	(27,290)	–	–
UCP Caerdydd/ PSU Cardiff	–	23,156	(23,156)	–	–
PSU Chelmsford	–	16,556	(16,556)	–	–
PSU Chester	–	6,906	(5,324)	–	1,582
PSU Coventry	6,089	(2,276)	(3,813)	–	–
PSU Exeter	–	24,058	(24,058)	–	–
PSU Hull (future)	4,941	(4,823)	(118)	–	–
PSU Leeds	–	23,639	(23,639)	–	–
PSU Liverpool	–	18,383	(18,383)	–	–
PSU London Services:					
– Central Family Court	–	13,424	(13,424)	–	–
– Royal Courts of Justice	–	28,464	(28,464)	–	–
– Wandsworth County Court	–	5,000	(5,000)	–	–
– West London Family Court	–	16,817	(16,817)	–	–
PSU Manchester	–	17,096	(17,096)	–	–
PSU Newcastle	–	28,868	(28,868)	–	–
PSU Newport	–	3,000	(3,000)	–	–
PSU Nottingham	–	25,638	(25,638)	–	–
PSU Preston	–	14,556	(14,556)	–	–
PSU Sheffield	–	24,403	(24,403)	–	–
Other service funds	–	213,056	(213,056)	–	–
Other funds	–	204,546	(204,546)	–	–
Total restricted funds	£18,372	£774,063	(£790,561)	–	£1,874
General funds	801,496	329,195	(411,894)	–	718,797
Total unrestricted funds	801,496	329,195	(411,894)	–	718,797
Total funds	£819,868	£1,103,258	(£1,202,455)	–	£720,671

15b. Movements in funds (prior year)

	At 1 April 2016	Income & gains	Expenditure & 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:					
– 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

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

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

	2018	2017
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(99,197)	187,340
Dividends, interest and rent from investments	(2,023)	(2,404)
(Increase)/decrease in debtors	258,945	(248,701)
Increase/(decrease) in creditors	(12,995)	8,351
NET CASH PROVIDED BY / (USED IN) OPERATING ACTIVITIES	144,730	(£55,414)

17. Analysis of cash and cash equivalents

	At 1 April 2017	Cash flows	Other changes	At 31 March 2018
	£	£	£	£
Cash at bank and in hand	565,015	146,753	–	711,768
TOTAL CASH AND CASH EQUIVALENTS	£565,015	£146,753	–	£711,768

18. 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 Coventry

Coventry Combined Court, Much Park Street, Coventry, CV1 2SN Tel: 0121 250 6354 Email: birmingham@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 Barnet, Barnet Civil and Family Courts Centre, St Marys Court, Regents Park Road, Finchley Central, London, N3 1BQ Tel: 020 7421 8533 Email: LondonCFC@thepsu.org.uk

PSU Central Family Court, Central Family Court, First Avenue House, 42-49 High Holborn, London, WC1V 6NP Tel: 020 7421 8533 Email: LondonCFC@thepsu.org.uk

PSU London Service, Room M21, Royal Courts of Justice, Strand, London WC2A 2LL Tel: 020 7073 4760 Email: londonservice@thepsu.org.uk

PSU Royal Courts of Justice and PSU County Court at Central London, Room M21, 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, Gloucester House, 4 Dukes Green Avenue, Feltham, Middlesex, TW14 0LR Tel: 0208 8313 573 Email: wlfcc@thepsu.org.uk

PSU Manchester

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

PSU Newcastle

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

UCP Casnewydd/PSU Newport

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PSU Sheffield

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