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Justice, together:
How you're making access to justice a reality

Support Through Court's Annual Report 2024-25

Report and financial statements for the year ended 31 March 2025

Company number: 4360133

Charity number: 1090781

Image: Michael Cross, 2025

Introduction from Caroline Artis

FORMER CHAIR OF THE BOARD OF TRUSTEES

It's been a busy year at Support Through Court. I'm delighted that we were able to support people facing court alone on over 45,000 occasions. We've been able to obtain a wider reach with the development of Support Through Court Online, supporting more people where there is no local office. We've been able to respond to people in a way that better suits their needs, no matter where they live across England and Wales.

After three years as Support Through Court's Chair of the Board, I'll be stepping down this Summer. It's been a huge privilege to be Chair of the Board for this brilliant charity. I'm proud of all that we've achieved together over the last three years – we've developed our remote services, expanded our Guardians Network and developed new partnerships with universities. These achievements have enabled us to support people facing court without representation on tens of thousands of occasions.

I've been so inspired by the persistence and commitment of

our amazing staff and volunteers, who work tirelessly to help people access justice. I'd like to say a huge thank you to them for their dedication to empowering individuals disadvantaged by the system. I'm very grateful to you, our amazing supporters, for all your investment. As Chair, I've visited services and seen how truly necessary this service is. I've also seen how, thanks to your kind donations, we can be there for those disadvantaged by the court system. I look forward to continuing to support this remarkable charity as a Guardian.



Caroline Artis, Chair of the Board
(until May 2025)
May 2025

Introduction from Katherine Milliken

CHAIR OF THE BOARD OF TRUSTEES

As I step into the role of Chair, I would like, on behalf of everyone involved with Support Through Court, to express our gratitude to Caroline, our outgoing Chair, for her leadership over the past three years. She has guided the charity with clarity and compassion in a challenging economic climate, leaving us with stronger foundations for the future.

In these early days I have been learning in greater detail about Support Through Court and its work. One aspect that has stood out for me is the commitment of Support Through Court's staff and volunteers. Their tireless work to ensure people are not alone in court and to help them navigate a daunting system with dignity is remarkable. I'd like to extend heartfelt thanks to everyone involved, and to you, our generous supporters, for the investment you've made in this mission. I've seen first-hand how vital this service is, and how your support directly empowers those most disadvantaged by the court process.

It's an honour to join this exceptional community, and I look forward to meeting many more of you, and to championing this work, in the months and years ahead.



Katherine Milliken, Chair of the Board (from May 2025)
May 2025

No one should face court alone

Every year, thousands of people in the UK face court alone. Often through no choice of their own, they must represent themselves at a moment that could have life-changing outcomes such as loss of access to children or homelessness. They may find themselves up against a party with legal representation. They are instantly at a disadvantage, often scared, confused, and overwhelmed by the enormity of the challenges they are up against. In a legal system that was not designed with laypeople in mind, amid rigid, complicated procedures and complex terminology, they are surrounded by legal professionals who have years of training and experience in the law. Anxiety about the frightening potential outcomes is compounded by this bewildering and intimidating environment. This can prove to be too much for people alone in court, leaving them desperate for somewhere to turn.

We provide a safe space, with volunteers who listen to each client's individual story, both in person and digitally. We help people to get their thoughts in order, problem solve and decide next steps, source relevant and reliable legal information, explain complex procedures, complete court forms and clearly present statements. Our digital, practical and emotional support alleviates clients' concerns about the complicated legal system. Our partnerships with legal clinics and third sector organisations enable us to source complimentary specialist support for clients, such as domestic abuse or homelessness charities, and legal support if it's available.

Our close work with His Majesty's Courts and Tribunals Service (HMCTS) and the judiciary also enables us to provide a more holistic support system for litigants in person (LiPs), who are often overwhelmed and up against short deadlines.

Everyone has a right to access justice. No one should have to face court alone.

Review of the year

This year, we provided support on over 45,000 occasions for people navigating the courts without legal representation. That's 45,000 moments of reassurance, clarity, and calm, made possible only through the dedication of our incredible volunteers and the generosity of our supporters. Behind every number is a real person facing an often intimidating process alone. Our volunteers are at the heart of what we do: offering not just practical guidance, but humanity and compassion when it's needed most. Whether it's standing beside someone in court or helping to complete daunting paperwork, their kindness makes a genuine and lasting impact.



We've continued to strengthen and grow our reach. A new partnership with the School of Law at St Mary's University, Twickenham has added fresh energy to our network of university partners. Student volunteers are helping to shape the future of our services, and their contribution is both vital and inspiring. In the new year we were honoured to welcome Dr. I. Stephanie Boyce, former President of the Law Society, as our newest patron. Her commitment to access to justice aligns perfectly with our mission, and her support is helping to raise awareness of the challenges people face in court, and how we can all help. Over in Cardiff, we've launched a Welsh-speaking service, offering sessions of support in Welsh, in addition to creating Welsh resources.



The events we've held this year have engaged both committed and new supporters. Gina Miller joined us to discuss addressing systemic injustice through law and advocacy, whilst this year's Family Law Breakfast focused on the use of AI in family law. We've also expanded our reach through public campaigns. Broadcaster and mediator Joanna Gosling delivered a powerful BBC Radio 4 Appeal on our behalf, whilst our festive campaign shared the voices of those we've supported, offering insight, emotion, and a reminder of the power of human connection. Thanks to funding from The National Lottery Community Fund, we continued to develop and deliver our online support and launched a refreshed, more accessible website this year.

Our key focus in this past year has been building resilience, ensuring we can maintain quality services for vulnerable court users. We closed our part-time, volunteer-led London Satellite services at the start of the financial year to focus our resources on delivering assistance at our staff-led, face-to-face services at the Royal Courts of Justice and Central Family Court. These services are now staffed by one full-time member of staff. Our Sheffield service is now open part-time whilst our National Helpline is now based at Nottingham Trent University, alongside Support Through Court Online. With limited resources, these changes put us in a stronger financial position for this coming year and will increase impact for clients. Crucially, the Ministry of Justice and the Access to Justice Foundation's Improving Outcomes Through Legal Support (IOTLS) programme has been extended by a further year,

underpinning our delivery of face-to-face services through to March 2026.

Alongside strengthening our financial position, we've also improved our systems. We've reviewed how we use our intranet, online booking and phone systems, as well as developing new policies, including an AI policy and a social media policy. Additionally, we've developed our volunteer offering, with the development of Volunteer Impact teams, designed to provide better support to volunteers locally, as well as to improve communication channels with the leadership team.

To all our supporters: thank you. Whether you've donated, volunteered, or joined us at events like Inequality and Injustice or our Spotlight evening with Lord David Wolfson, your support makes this work possible. You're the reason we're able to stand beside so many people. Together, we're creating a society where no one has to face court alone. We couldn't be more grateful.

Client feedback

“ Invaluable support – I can't even begin to describe the relief I felt going through court with Support Through Court ”

Client, Sheffield

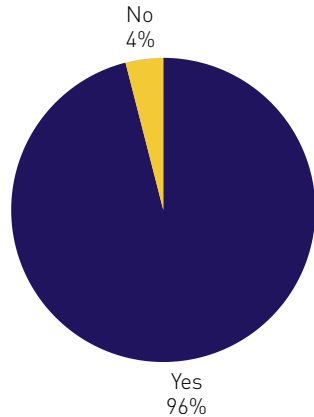
“ It's a lifeline during such overwhelming chapters of our lives where we don't know how to navigate a path through ”

Client, National Helpline

We ask our clients to give us feedback on our service. This year's results are provided below:

"The volunteer helped me to have more confidence."

95% of the 2403 relevant responses agreed with this statement.



"The volunteer helped me better understand the procedures."

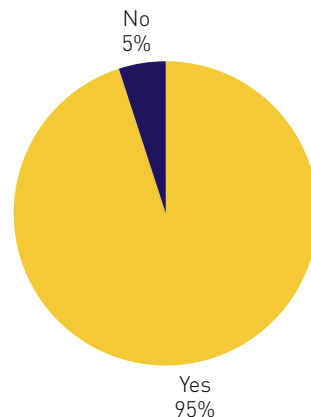
96% of the 929 relevant responses agreed with this statement.

"The volunteer helped me be better prepared."

95% of the 907 relevant responses agreed with this statement.

"The volunteer helped me feel less anxious."

95% of the 2359 relevant responses agreed with this statement.



Who we've helped

The people we support often face complex and challenging personal circumstances. Our clients face the prospect of going through court without anyone to help them. But with our help and guidance, they are given an opportunity to represent themselves to the best of their abilities and have the best chance of accessing justice.

This year, 24% of our clients who completed our diversity monitoring form told us English was their second language, 22% were not in employment, and 38% reported serious health problems, with 43% identifying as ethnic minorities (excluding white minorities).

TYPES OF CASES

Civil 51%

Family 49%

We most often support people with:

*money claims | employment cases
child arrangements | divorce | housing
non-molestation cases*

Megan's story

Alys, one of our volunteers in Cardiff, shares her experience of one of her very first cases.

Megan is mum to a fifteen-year-old, Liam. She is unable to see her son very often at all, due to a court order after her initial mental health decline, and is not in regular communication with his father. She suffered a stroke, which left her with slow processing, and also very fragile mental health.

Megan explained to Alys the situation in detail. Megan had concerns about her son being with his father due to previous instances of verbal abuse, something which clearly affects her deeply. Megan was concerned for her son's health and showed Alys photographs of him being underweight and emails from his school that mentioned that he was not performing well. Attempts to communicate with Liam's father were in vain, as he did not respond to any emails she sent. She was desperate to support her son but the current orders in place meant she faced some challenging barriers. Megan told Alys that she felt like a shell of who she was before and the stress of her being unable to see her teenage son had taken over.

Alys was able to assist with Megan filling in her court forms to gain further access to her son. Alys said, 'I could see that by me simply listening, the immense pressure she was feeling was slightly relieved.'



'This interaction displayed to me how rewarding volunteering work at Support Through Court is. At the end of our appointment, I was very proud of the strength she had to come in and fight for her son, whilst also suffering from various health issues. She was so grateful to us at Support Through Court and I am beyond happy we were able to help her.'

Chioma's story



Chioma is a single mum, unemployed, and relying on universal credit. She is originally from Nigeria. She suffers with mental health issues – both anxiety and depression. She has one child, her 12-year-old son, Femi. Chioma told us she used to be in a relationship with Femi's father but explained that he was not Femi's biological father.

After three years without contact from her ex-partner, Chioma was focused on moving forward with her life. One step in that journey was her wish to change her son's surname which he shared with her ex. Chioma made an application to court to change Femi's surname name to her own. She represented herself throughout the process. In an initial hearing, Chioma's ex, who thought of himself as Femi's father, verbally applied for contact with Femi.

At this point, Chioma reached out to us for support. One of our volunteers, Lucy, spoke with Chioma.

Like many in her position, Chioma was finding the process of facing court alone deeply stressful, an experience intensified by her ongoing mental health challenges. Lucy attended a second and then a third hearing with Chioma. Lucy explained the court process, took notes and helped Chioma to feel calm.

In the hearings, the question of a paternity test came up. Chioma's ex refused to take a paternity test. With Lucy's support, Chioma was able to speak in court, ask questions and get her thoughts in order.

Chioma personally requested that Lucy attend the final hearing with her. In the final hearing, Chioma's ex again refused to do the paternity test and Chioma's application for the name change was granted. It was agreed her ex would send Femi letters each month as a form of contact. The application being granted had a positive impact on not only Chioma but on her son, too, relieving stress and anxiety for them both. Femi was able to change his name, which he had really wanted to do. Chioma emailed afterwards: 'Thank you so much Lucy, I could not have done it without you, I appreciate you.'

Gianna's story

Gianna sought support via our remote service, Support Through Court Online.

Gianna booked a remote appointment. She was seeking an extension of an application for a non-molestation order – this was an order put in place to restrict contact with her father. Gianna's father had refused to engage with the court process, dragging it out. Gianna was extremely distressed and upset.

A series of hearings were arranged. We attended each hearing with Gianna. Hearings kept getting delayed and rearranged due to Gianna's father being late and not talking on the call. We spoke with Gianna prior to each hearing. We provided her with brief details of what to expect and we also spoke about how she was feeling.

As the first two hearings didn't go her way, we called her afterwards to provide emotional support. We also reassured her and answered any questions she had so she had further clarification. Gianna told us via email that our support made a huge difference, as she was able to get reassurance and have any questions she had answered. This was an extremely stressful time for her, and she reiterated how much it helped having someone to turn to for help when questions arose.



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

Our strategy

We're three years into our five-year strategy: here's how we're doing so far.

Objectives 2021-26	What we've achieved so far
We will maintain our client contact numbers, providing high quality support to people facing court alone.	• We supported clients in person, over email, by video call or spoke with them over the phone 45,653 times during the last financial year • Given an uncertain external climate, and following a trustee-led strategic review, it has been agreed we will focus on building stability and resilience in the charity for the next two years, maintaining client contacts at 45,000
We will extend the geographic coverage of our service to support LiPs across England and Wales.	• We had 12,363 contacts across England and Wales through our National Helpline in the last year • Support Through Court Online, our remote service, in partnership with Nottingham Trent University, supported 2104 people facing court alone
We will use our knowledge of the court system and the issues faced by LiPs to seek improvements for LiPs, improving access to justice.	• We are grateful to our volunteers for their dedication and support in enabling us to now offer client appointments by phone, in person, by email, and by video call • We continue to work with We Are Digital to support people in completing online legal processes • Our online service enables video call and email support nationally and we offer remote hearing support from local offices
We will offer a range of ways to access our support through a multi-channel service.	• Our income this year sits at £1,400,199 • We are delighted to have 55 Guardians in our network and 61 companies who have joined our community of Guardians championing the work we do • We welcomed St Mary's as our new university partner

We will make more efficient use of our resources including volunteers, providing value for money, resulting in efficiency savings and enabling investment in service improvements.

We will grow our income to achieve long term sustainability of our financial resources.

- We have continued to recruit and train new student volunteers to increase our capacity
 - We've taken steps this year to reshape our service model, making us more resilient and better equipped to meet future demand. These changes allow us to provide consistent, high-quality support while making the most of every volunteer hour and donation
 - Staff and volunteers are properly equipped and supported in ensuring safeguarding for clients
 - We have invested in our staff with training such as time management, resilience, and train-the-trainer as well as 'all staff development day' meetings biannually
 - We have increased our staff resources to help boost our provision with secondments, pro bono consultants and interns from partner universities
 - Three new trustees will join the Board in the coming financial year, including a new Chair of the Board
 - We had four six-month secondments from the civil service, which enabled us to develop a Website Improvement Cycle, review income opportunities and improve our intranet and our client data collection
 - Thanks to National Lottery funding, we were able to develop our digital offering and refresh our website
-
- We've continued to build relationships with HMCTS and court staff in courts around our main service sites as well as sharing volunteer insights and client stories with HMCTS user groups and the wider legal support community
 - Our Pathfinder Project in Birmingham and Cardiff which aims to reform child arrangement cases by reducing its adversarial nature and prioritising the voice of the children
 - We have carried out a Domestic Abuse Protection Order pilot in Manchester and via our online service. We are working with the courts to ensure people experiencing abuse get the support they need

Looking ahead

In the coming year, we will build on the foundations we've put in place this year. We are aiming for a year of stability, with all services working to deliver an effective and efficient service. We're particularly looking at increasing capacity in our remote services. We'll strengthen and improve our services by introducing a new client record system, exploring how we triage clients to better meet client needs, and increasing support for service management where needed.

We will continue to invest in staff development and ensure organisational policies are up to date. Alongside prioritising our staff team wellbeing, we'll look at how we can better support and communicate with our volunteers. In the past year we've launched Volunteer Impact teams, with every service having a small volunteer team running meetings and feeding back to staff. We will look to develop these teams and ensure a strong feedback loop to ensure the voice of the volunteer helps shape the organisation.

In the coming year we will look to

strengthen and grow our funding partnerships and further develop our Guardians Network.

We will also build service partnerships, continuing to work closely with HMCTS. We will contribute to the HMCTS Engagement Groups and other legal support forums, representing our clients' voices and volunteer insight.

As well as focussing on how we can partner with others and strengthen our external work, we are looking at how we can make internal improvements. We plan to review how we can better support our clients, ensuring we are capturing how we work and the needs of our clients, which will help us develop our services and understand the impact we're having. This year, we will strengthen our cybersecurity measures to ensure we continue protecting the information entrusted to us. We'll improve controls and reduce risk to keep our systems secure. These steps reflect our ongoing commitment to keeping client, volunteer, and supporter data safe.

Fieldfisher and Baker McKenzie are supporting us through a joint research project in the coming year, aiming to better understand the needs and experiences of our clients. By working closely with these firms, we hope to gain deeper insight into the advice and support that local communities need most.

Thank you...

FOR EMPOWERING PEOPLE FACING COURT

We're enormously grateful to all our funders: individuals and businesses across the country, law firms, chambers, universities, trusts and foundations, as well as our Guardians, Champions, and the Business and Family Ambassadors Boards. Thank you for empowering people going through court and enabling them to access justice.

Support Through Court aims to maintain our quality service, helping people going through court without representation, for many years to come. We can only do this by working in partnership with others. The committed support of universities and HMCTS allows us to keep our costs low. We're extremely grateful to them for accommodation and utilities. This ongoing generosity will allow us to carry on providing our core service from bases in court buildings.

We value our partnerships with others involved in the justice system: 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, Lady Justice Asplin.

You're changing lives

To all those who have so generously donated to us: thank you. You're making a world of difference to people going through court without representation.

CORPORATE SUPPORTERS

1 Crown Office Row | 1 Hare Court | 11KBW | 12KBW | 1GC | 29 Bedford Row | 30 Park Place | 36 Family | 3VB | 4PB | 5 Stone Buildings | 5RB | 7BR | AFP Bloom | Ampla Finance | Anthony Gold | Atkin Chambers | BCLP | Blackstone Chambers | Burges Salmon | Cloud Gateway | CMS | Debevoise & Plimpton | Deka Chambers | Devereux | Doyle Clayton | etiCloud | Eversheds Sutherland | Falcon Chambers | Farrer & Co | Fountain Court Chambers | Fourteen Grays Inn | Freemans Solicitors | Grays Inn | Henry Dannell | Herbert Smith Freehills | Hunters Law | Inner Temple | Irwin Mitchell | Keating | Landmark Chambers | Lewis Silkin | Lincoln's Inn | Littleton Chambers | Macfarlanes | Middle Temple | Mills & Reeves | Old Square Chambers | OurFamilyWizard | Payne Hicks Beach | Radiant Law | Rhea Family Finance | Ropewalk Chambers | Sedgwick | Selborne Chambers | Sentry Funding | Serjeants' Inn | Simpson Thacher & Bartlett | South Square Chambers | Stephenson Harwood | The Bar Standards Board | Watson Farley & Williams | White & Case | Wilberforce Chambers

INDIVIDUALS

Ali Malek KC | Andrew Hochhauser KC | Angela Camber | Audley Sheppard KC | Camilla Bingham KC | Caroline Artis | Cecily Crampin | Christopher Kennedy KC | Colin Liebenrood | Damien Byrne Hill | David Bradly KC | David Lewis KC | Duncan Matthews KC | Eleanor Brass | Elisabeth Long | Graham Huntley | Guy Beringer CBE | Guy Fetherstonhaugh KC | Helen Lawrence | Henry King KC | James Kessler KC | Javan Herberg KC | Jenny and Stephen Kingsley | Joanne Wicks KC | John Gould | Katherine Cavallo | Lady Chief Justice Carr | Lady Justice Andrews | Lady Justice Asplin | Lord Carnwath | Lord Justice Richards | Lord Justice Stuart-Smith | Lord Justice Warby | Lord Pannick KC | Lord Sales | Lucy Colter | Marcus Haywood | Matthew Lavy KC | Michael Todd KC | Michael Todd KC | Mr James Howells KC | Mr Justice Constable | Mr Justice Goss | Mr Justice Holgate | Mr Justice Murray | Mr Justice Zacaroli | Mr Thomas Seager Berry | Mrs Jean Edwards | Mrs Justice Hill | Mrs Justice McGowan | Murray Rosen KC | Nigel Tozzi KC | Niranjana Venkatesan | Patrick H. Corr | Paul Kirtley | Philip Waller CBE | Phillippa Kaufmann KC | Professor Peter Crisp | Professor Sara Chandler KC | Richard Liddell KC | Richard Lissack KC | Robin Abraham | Roger Stewart KC | Simon Davis | Sir Christopher Floyd KC | Sir David Wootton | Sir Julian Flaux | Sir Rupert Jackson | Sir Vivian Ramsey | Stephanie Barwise KC | Tina Kyriakides KC | Tom Smith KC | William Norris

UNIVERSITIES

Birmingham City University | Bloomsbury Institute London | Cardiff University | City University, London | Leeds Beckett University | Liverpool John Moores University | Manchester Metropolitan University | Nottingham Trent University | St Mary's University, Twickenham | University of Essex | University of Sheffield

TRUSTS

Essex Community Foundation | Gerald Palmer Eling Trust Company | Inner London Magistrates' Courts' Poor Box And Feeder Charity | Pilkington Charities Fund | St Andrew Holborn & Stafford's Charity | The 29th May 1961 Charitable Trust | The Adint Charitable Trust | The Anthony and Elizabeth Mellows Charitable Settlement | The Elizabeth Frankland Moore and Star Foundation | The Jones 1986 Charitable Trust | The Mulberry Trust | The National Lottery Community Fund | The Norton Rose Fulbright Charitable Foundation | The Three Oaks Trust | William A Cadbury Charitable Trust

Help us transform more lives

Could you help us reach more people facing court alone by volunteering, fundraising, or partnering with us? Get in touch:

www.supportthroughcourt.org
fundraising@supportthroughcourt.org

Please consider making a donation so that we can secure our financial future and continue to be there for those alone in court:

www.supportthroughcourt.org/donate

Let's help more people to effectively represent themselves and access justice. Thank you.

Who we are

TRUSTEES

The trustees, who are also directors of Support Through Court for the purposes of company law, are:

- Alexander Hulbert
- Anthony Fincham
- Benjamin Moore, until 30 June 2024
- Caroline Artis, Chair until 31 May 2025
- David Wilkin, Vice Chair until 15 July 2024
- Helen Lawrence
- Kay-Dene Petgrave
- Robert Pitt
- Samantha Gargaro
- Stephen Adler, Vice Chair from 15 July 2024
- Timothy Nash
- Zubair Chaudhry, Treasurer

FOUNDER

The late Diana Copisarow OBE

Registered address: C/O Sayer Vincent LLP, 110 Golden Lane, London, EC1Y 0TG

Principal office: Support Through Court, Royal Courts of Justice, Strand, London WC2A 2LL

Bankers: CAF Bank Ltd, Kings Hill, West Malling, Kent ME19 4TA

Auditor: Sayer Vincent LLP, Chartered Accountants and Statutory Auditor, 110 Golden Lane, London, EC1Y 0TG

PATRONS

- I. Stephanie Boyce
- The Rt. Hon. The Lord Burnett of Maldon
- The Rt. Hon. The Baroness Butler-Sloss, GBE PC
- The Rt. Hon. Lord Dyson, PC
- The late The Rt. Hon. Sir Terence Etherton
- The Rt. Hon. The Baroness Hale of Richmond, DBE
- PC FBA
- Martin Lewis, CBE
- The Rt. Hon. The Lord Neuberger, PC GBS HonFRS
- The Rt. Hon. The Lord Phillips of Worth Matravers, KG PC
- The Rt. Hon. The Lord Reed of Allermuir, PC FRSE
- The Rt. Hon. The Lord Thomas of Cwmgiedd, Kt PC
- The Rt. Hon. The Lord Woolf, CH PC FBA FMedSci

LIAISON JUDGE

The Rt. Hon. Dame Sarah Asplin

CHIEF EXECUTIVE

Emma Taylor

COMPANY SECRETARY

Ingela Ekstrom

Objects & 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 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

Our income this year sits at £1,400,199. We've received income from the following sources:

Source of funding 2024/25	£	%
Friends and individuals	182,837	13.1
University partnerships	308,967	22.1
Corporate	293,375	18.4
Government	249,976	21
Trusts	303,428	21.7
Community	25,720	1.8
Investments	21,871	0.3
Earned Income	6,099	0.4
Total	1,400,199.00	100%

Our total expenditure sits at £1,340,788. Aiming to be less reliant on government funding, we have increased funding from other sources over the last couple of years. We have strengthened partnerships with universities, developed our Guardians Network and worked with new trusts and funders. We successfully applied for the Ministry of Justice and the Access to Justice Foundation’s IOTLS programme, which has provided some certainty for the coming financial year. The grant was extended for a further period ending March 2026. The grant extension represents 21% of the total income budget for 2025/26.

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.

Support Through Court utilises a comprehensive risk register which is updated on a quarterly basis and reviewed by the trustees. The Board pays particular attention to those risks with critical and high-risk scoring (based on impact and probability) and whether there have been any changes in the score since the previous review. The Board also questions and analyses the existing controls and planned actions.

Safeguarding and data protection incidents are reported on to the trustees as standing agenda items during the Audit and Risk Committee meetings. Two trustee Safeguarding Champions were appointed during the year and attended trustee safeguarding training sessions.

The key risks identified for the past year, and the actions taken to mitigate them, were:

Risk	Mitigating actions
Significant reduction or loss of income; delays in funding decisions and inability to replace funding for strategic objectives in the short term	The charity’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 reviewed target of four and a half months reserves provides enough time to consider options and take action to maintain a viable service in line with a changing funding environment. Income and risk are assessed monthly. Fundraising pipelines and plans are in place to establish new funding streams and targets and progress are reviewed by the Fundraising Committee quarterly.
Front line well being and safeguarding	Safeguarding is an ongoing risk for the charity and we are continuing to monitor our responses to clients’ needs. We have a new safeguarding team and policy which will be renewed annually. Two Trustee Safeguarding Champions were appointed in the year. Student volunteers work in pairs to support clients and each other. Last year staff were offered flexible working opportunities and a wellbeing day, as well as training on resilience, time management and a presentation from LawCare who provide support for staff and volunteers.
System security and permissions compromised (virus, hackers, cyberattack) Data Compromised.	All main systems are cloud-based and delivered by providers with appropriate accreditations and cyber security. Permission and set up/deletion of cloud accounts is restricted to nominated authorised staff only. Our website has been refreshed, at the same time strengthening security. Homeworking data protection and acceptable use policies are in place.

Reserves policy

The trustees consider it appropriate for Support Through Court to hold a general reserve, primarily to maintain its service if funding is disrupted through the ebb and flow in fundraising streams.

Our reserve is available to support in-year short-term cash flow issues arising from intermittent income receipts. Taking this into account, the trustees have agreed to target an unrestricted reserve equating to four and a half months of the charity’s expected running costs for the following financial year. The trustees understand that the level of reserves will fluctuate as strategic aims are met and have agreed that the general unrestricted reserve should not fall below two and a half months of the charity’s expected running costs for the following financial year. The trustees have put trigger points in place to ensure that there is enough time to consider and take the best course of action 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, CFO and CEO (under the scrutiny of the Audit & Risk Assurance Committee) quarterly. 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. Trigger points alert the trustees to any deteriorating reserves position. The charity’s running costs for the year to 31 March 2026 are expected to be £1,441,382 (2025: £1,340,788). The restricted reserve at 31 March 2025 was £nil (2024: £nil), while the unrestricted reserve was £499,366 (2024: 439,955) which equates to 4.2 months of 2025-26 total running costs (2024: 3.6).

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. Support Through Court successfully applied for the IOTLS grant offered by the Access to Justice Foundation which has provided some certainty for the period ending 31 March 2025. The grant was extended for a further period ending March 2026. The grant extension represents 21% of the total income budget for 2025/26.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, plans are in place to deal with any significant losses in income and to mitigate against this key risk, the charity has been taking several steps, including fundraising to increase its non-government income, optimising the use of the funds it has 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 intending 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 CAF Charity Deposit Platform. These accounts are kept under review by the Treasurer, CFO and CEO (under the scrutiny of the Audit & Risk Assurance Committee) regarding levels of interest provided by these and alternative accounts. Changes to location of investments can be made in-year by the Treasurer, CFO and CEO, having sought the agreement of the Audit & Risk Assurance 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 eight to the accounts.

Trustee appointment and induction

The term of office of a trustee is three years from date of appointment. Trustees retiring at the end of the 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 can offer that complement those of continuing trustees. A Nominations Committee is in place to improve trustee recruitment practice and support equality and diversity within the trustee group. One of the trustees in office are currently service volunteers within the charity and two are former volunteers.

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 members of the Nominations Committee (serving trustees) 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 Executive team arranges induction visits to the offices of the charity for new trustees and briefs them about the operation of the charity.

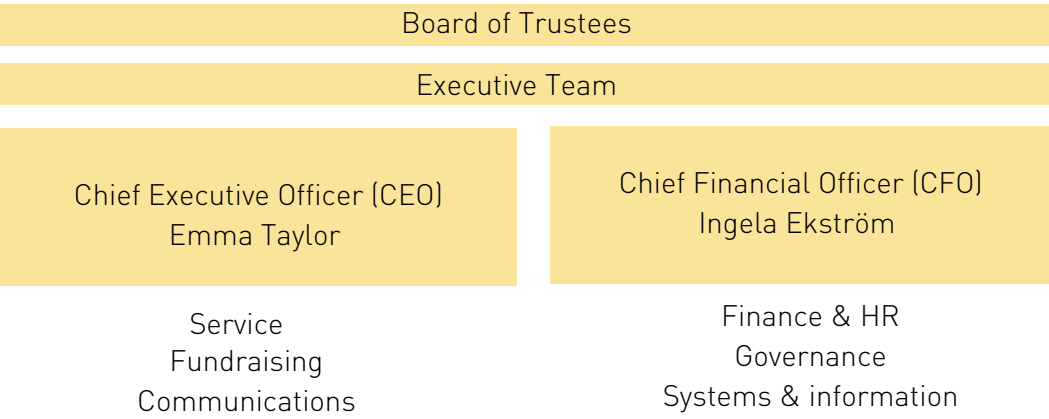
Since 2020/21 the Nominations Committee have achieved their aim of producing a more diverse Board addressing factors including age, gender, and ethnicity.

Organisational 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 our service. As a charity that complies with the charity code of governance, the trustees are responsible for the governance of the charity and for setting its strategic direction, meeting as a Board four times a year as a minimum. The Executive team is responsible for the overall management of the charity and reports to the trustees formally as a Board, and more informally as circumstance demands.

A trustee chairs the Fundraising Committee of the Board, which comprises three trustees, a volunteer representative, the CEO, and the CFO. A trustee chairs the Audit & Risk Assurance Committee of the Board, which comprises three trustees, the Treasurer, Chair, and Executive team, and scrutinises financial matters, principally regarding risk, control, and policy. The approval and setting of strategic plans and associated budgets are reserved to the full Board. As part of the restructure the COO role was removed at the end of January and services went under the CEO and systems and information under the CFO.

Support Through Court Organigram (from January 2025)



Volunteers engaged in the provision of the charity’s services are supported by paid staff. Each service has a dedicated Service Manager and some have an additional Volunteer Support Coordinator. Where a service is a “satellite” service, a lead volunteer coordinates the service and support is provided by a Service Manager at another service. We have one satellite service in Southend County and Family Court.

Volunteers are encouraged to share their views with their Service Manager. Volunteers are also encouraged to form impact groups to provide feedback and are formally invited throughout the year to feedback via an annual survey and national meeting with senior charity staff to review plans and share good practice. The charity regularly reviews all governance arrangements.

Related parties and relationships with other organisations

Support Through Court has ongoing relationships across England and Wales with universities and their law clinics, HMCTS, the judiciary and other agencies, (Citizens Advice, housing, debt advice) offering cross referral and support for LiPs.

Fundraising statement

Support Through Court’s fundraising is done by an in-house team of staff who comply with the code of fundraising practice laid out by the fundraising regulator. No street fundraising or telephone fundraising took place. No fundraising complaints were received last year. The charity has a privacy policy and complies with data protection law and has a Donor Policy. Fundraisers do not put undue pressure on individuals (vulnerable or otherwise), are clear in communications about who they are, and are open and honest about the service provided and fundraising activities.

Compliance with statutory requirements

Reference and administrative information set out on page 13 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. This trustees’ Annual Report includes a directors’ report as required by company law.

Statement of responsibilities of the trustees

The trustees (who are also directors of Support Through Court 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. In addition, trustees are responsible for feeding into the direction of the charity via our Service Committee, the Audit and Risk Committee, and our Fundraising Committee.

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 on 31 March 2025 was 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 was approved by the trustees on 15 July 2025 and signed on their behalf by



Katherine Milliken
Support Through Court Chair (as of 1st June 2025)

Where to find Support Through Court volunteers

If you're facing court alone, get in touch by calling our National Helpline, or via a local service.

Support Through Court National Helpline 03000 810 006

A list of our face-to-face services and opening hours can be found on our website: supportthroughcourt.org/locations

Support Through Court. Registered charity No. 1090781

A company limited by guarantee registered in England and Wales no. 04360133

Registered Office: C/O Sayer Vincent LLP, 110 Golden Lane, London, EC1Y 0TG

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

Tel: 0300 400 0142

www.supportthroughcourt.org

Photo credits: front cover - Michael Cross (2025), p6 - Michael Cross (2025), p 7 Michael Cross (2025), p 11, 12, 14 - stock images

Opinion

We have audited the financial statements of Support Through Court (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2025 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Support through Court's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' Annual Report, including the strategic report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. 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.

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 course of 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 this gives rise to a material misstatement in

Independent auditor's report
To the members of
Support Through Court

the financial statements themselves. 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, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' Annual Report, including the strategic 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 including the strategic 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
- The directors 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 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of

irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgments made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

**Independent auditor's report
To the members of
Support Through Court**

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.

Sayer Vincent LLP

Jonathan Orchard (Senior statutory auditor)

Date: 2 September 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Support Through Court

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	758,912	45,475	804,387	732,628	97,852	830,480
Charitable activities	3						
Local services		-	404,339	404,339	-	426,678	426,678
National helpline		-	45,500	45,500	-	-	-
Support Through Court Online		-	110,299	110,299	-	-	-
Other trading activities	4	13,803	-	13,803	77,366	-	77,366
Investments		21,871	-	21,871	23,337	-	23,337
Total income		794,586	605,613	1,400,199	833,331	524,530	1,357,861
Expenditure on:							
Raising funds	5b	508,440	55	508,495	585,042	897	585,939
Charitable activities	5b						
Local services		157,003	449,759	606,762	233,528	513,633	747,161
National helpline		26,154	45,500	71,654	70,876	-	70,876
Support Through Court Online		43,578	110,299	153,877	57,524	10,000	67,524
Total expenditure		735,175	605,613	1,340,788	946,970	524,530	1,471,500
Net movement in funds		59,411	-	59,411	(113,639)	-	(113,639)
Net movement in funds		59,411	-	59,411	(113,639)	-	(113,639)
Reconciliation of funds:							
Total funds brought forward		439,955	-	439,955	553,594	-	553,594
Total funds carried forward		499,366	-	499,366	439,955	-	439,955

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 15a to the financial statements.

Support Through Court

Balance sheet

Company no. 04360133

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets			-		-
			-		-
Current assets:					
Debtors	11	61,484		25,641	
Short term deposits		357,171		363,956	
Cash at bank and in hand		331,927		357,313	
		750,582		746,910	
Liabilities:					
Creditors: amounts falling due within one year	12	(251,216)		(306,955)	
Net current assets			499,366		439,955
Total net assets			499,366		439,955
The funds of the charity:	15a				
Restricted income funds			-		-
Unrestricted income funds:					
Designated funds		-		-	
General funds		499,366		439,955	
General unrestricted funds			499,366		439,955
Total charity funds			499,366		439,955

Approved by the trustees on 14 July 2025 and signed on their behalf by

Katherine Milliken

Katherine Milliken
Chair

Support Through Court

Statement of cash flows

For the year ended 31 March 2025

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

	2025 £	2024 £
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	59,411	(113,639)
Depreciation charges	-	-
Dividends, interest and rent from investments	(21,871)	(23,337)
Decrease / (increase) in debtors	(35,843)	(7,008)
Increase / (decrease) in creditors	(55,739)	34,387
Net cash (used in) / provided by operating activities	(54,042)	(109,597)

	2025 £	2024 £
Cash flows from operating activities		
Net cash provided by operating activities	(54,042)	(109,597)
Cash flows from investing activities:		
Interest received	21,871	23,337
Net cash provided by investing activities	21,871	23,337
Change in cash and cash equivalents in the year	(32,171)	(86,260)
Cash and cash equivalents at the beginning of the year	721,269	807,529
Cash and cash equivalents at the end of the year	689,098	721,269

Analysis of cash and cash equivalents

	At 1 April 2024 £	Cash flows £	Other changes £	At 31 March 2025 £
Cash at bank and in hand	357,313	(25,386)	-	331,927
Short term deposits	363,956	(6,785)	-	357,171
Total cash and cash equivalents	721,269	(32,171)	-	689,098

1 Accounting policies

a) Statutory information

Support Through Court is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is c/o Sayer Vincent LLP, 110 Golden Lane, London EC1Y 0TG

The principal office address is Royal Courts of Justice, Strand, London WC2A 2LL.

b) 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) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 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.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

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

d) 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. Support Through Court successfully applied for the Improving Outcomes Through Legal Support grant offered by the Access to Justice Foundation which has provided some certainty for the period ending 31 March 2025. The grant was extended for a further period ending March 2026. The grant extension represents 21% of the total income budget for 2025/26.

This brings a degree of financial certainty, and we are confident that the charity remains a going concern. Nonetheless, plans are in place to deal with any significant losses in income and to mitigate against this key risk, the charity has been taking several steps, including fundraising to increase its non-government income, optimising the use of the funds it has 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.

1 Accounting policies (continued)

e) 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.

f) 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.

g) 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.

h) 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.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) 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.

1 Accounting policies (continued)

j) 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.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff head count attributable to each activity.

☐ Local services	52%
☐ National Helpline	6%
☐ Support Through Court Online	6%
☐ Raising Funds	36%

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.

k) Operating leases

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

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. 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
---	---------

m) 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.

n) 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.

o) 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.

p) 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.

q) 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.

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

2 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Gifts	413,280	45,475	458,755	447,450	87,852	535,302
Gifts from legacies	-	-	-	-	10,000	10,000
Grants	345,632	-	345,632	285,178	-	285,178
	<u>758,912</u>	<u>45,475</u>	<u>804,387</u>	<u>732,628</u>	<u>97,852</u>	<u>830,480</u>

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Grants	-	266,763	266,763	-	176,702	176,702
Grants from the Ministry of Justice	-	-	-	-	37,500	37,500
Help Accessing Legal Support	-	293,375	293,375	-	212,476	212,476
Improving Outcomes Through Legal	-	-	-	-	-	-
Total income from charitable activities	<u>-</u>	<u>560,138</u>	<u>560,138</u>	<u>-</u>	<u>426,678</u>	<u>426,678</u>

4 Income from other trading activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Fundraising Events	13,803	-	13,803	77,366	-	77,366
	<u>13,803</u>	<u>-</u>	<u>13,803</u>	<u>77,366</u>	<u>-</u>	<u>77,366</u>

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

5a Analysis of expenditure (current year)

	Charitable activities					Support costs £	2025 Total £	2024 Total £
	Raising funds £	Local services £	National Helpline £	Support Through Court Online	Governance costs £			
Salary costs (Note 7)	327,170	343,039	33,657	82,627	14,705	345,850	1,147,048	1,276,556
Other staff costs	3,709	6,562	114	391	-	11,462	22,238	10,539
Legal and professional	-	-	1,074	3,472	-	5,967	10,513	6,259
Recruitment costs	-	373	-	260	586	2,607	3,826	1,001
Fundraising costs	5,050	-	-	-	-	-	5,050	69,567
Marketing costs	595	-	-	-	-	-	595	350
IT costs	616	7,051	10,772	40,996	-	65,102	124,537	75,749
Volunteer costs	-	7,805	68	35	-	-	7,908	12,643
Office costs	120	2,715	3	130	-	1,034	4,002	5,243
Depreciation	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	356	3,212	3,568	2,793
Audit Fees	-	-	-	-	11,500	-	11,500	10,500
Trustee expenses	-	-	-	-	3	-	3	300
	337,260	367,545	45,688	127,911	27,150	435,234	1,340,788	1,471,500
Support costs	162,185	224,407	24,321	24,321	-	(435,234)	-	-
Governance costs	9,050	14,810	1,645	1,645	(27,150)	-	-	-
Total expenditure 2025	508,495	606,762	71,654	153,877	-	-	1,340,788	

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

5b Analysis of expenditure (previous year)

	Charitable activities						
	Raising funds	Local services	National Helpline	Support Through Court Online	Governance costs	Support costs	2024 Total
	£	£	£		£	£	£
Salary costs (Note 7)	332,713	443,736	43,178	39,786	15,004	402,139	1,276,556
Other staff costs	913	7,809	396	476	-	945	10,539
Legal and professional	-	-	-	-	-	6,259	6,259
Recruitment costs	-	597	-	18	-	386	1,001
Fundraising costs	69,567	-	-	-	-	-	69,567
Marketing costs	350	-	-	-	-	-	350
IT costs	192	26,858	4,491	4,354	-	39,854	75,749
Volunteer costs	-	12,643	-	-	-	-	12,643
Office costs	23	1,849	37	112	-	3,222	5,243
Depreciation	-	-	-	-	-	-	-
Insurance	-	-	-	-	320	2,473	2,793
Audit Fees	-	-	-	-	10,500	-	10,500
Trustee expenses	-	-	-	-	300	-	300
	403,758	493,492	48,102	44,746	26,124	455,278	1,471,500
Support costs	171,731	240,607	21,468	21,472	-	(455,278)	-
Governance costs	10,450	13,062	1,306	1,306	(26,124)	-	-
Total expenditure 2024	585,939	747,161	70,876	67,524	-	-	1,471,500

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2025 £	2024 £
Depreciation	-	-
Auditor's remuneration (excluding VAT):		
Audit	9,150	8,750

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

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	966,001	1,076,404
Redundancy and termination costs	2,325	-
Social security costs	94,905	106,985
Employer's contribution to defined contribution pension schemes	83,817	93,167
	1,147,048	1,276,556

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

	2025 No.	2024 No.
£60,000 - £69,999	-	-
£70,000 - £79,999	-	3
£80,000 - £89,999	2	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £288,164 (2024: £278,543).

The charity Trustees were neither paid nor received any other benefits from employment with the charity in the year (2024: £nil). No charity Trustee received payment for professional or other services supplied to the charity (2024: £nil).

Trustees' expenses represents the payment or reimbursement of travel, subsistence and training costs totalling £3 (2024: £300) incurred by 1 (2024: 2) member.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 31.6 (2024: 34).

The average number of employees (head count based on equivalent number of full-time staff) during the year was 26.9 (2024: 30.8).

9 Related party transactions

There are no related party transactions to disclose for 2025.

Aggregate donations from related parties were £52,599 (2024: £68,911).

10 Taxation

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

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

11 Debtors

	2025 £	2024 £
Other debtors	61,484	12,471
Accrued income	-	13,170
	61,484	25,641

12 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	24,785	34,393
Taxation and social security	22,157	25,164
Accruals	13,825	10,500
Deferred income (note 13)	190,449	236,898
	251,216	306,955

13 Deferred income

	2025 £	2024 £
Balance at the beginning of the year	236,898	221,557
Amount released to income in the year	(196,189)	(219,757)
Amount deferred in the year	149,740	235,098
	190,449	236,898

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

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	703,391	-	47,191	750,582
Current liabilities	(204,025)	-	(47,191)	(251,216)
Net assets at 31 March 2025	499,366	-	-	499,366

14b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Current assets	535,353	-	211,557	746,910
Current liabilities	(95,398)	-	(211,557)	(306,955)
Net assets at 31 March 2024	439,955	-	-	439,955

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

15a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2025 £
Restricted funds:					
National Helpline		45,500	(45,500)	-	-
Support Through Court Online	-	110,299	(110,299)	-	-
Local services					
Birmingham	-	67,797	(67,797)	-	-
Caerdydd/ Cardiff	-	58,290	(58,290)	-	-
Chelmsford/ Southend	-	59,647	(59,647)	-	-
Leeds	-	52,101	(52,101)	-	-
Liverpool	-	54,715	(54,715)	-	-
London Services:					
Central Family Court	-	42,013	(42,013)	-	-
Royal Courts of Justice	-	46,314	(46,314)	-	-
Manchester	-	57,202	(57,202)	-	-
Nottingham	-	4,180	(4,180)	-	-
Sheffield	-	7,500	(7,500)	-	-
Other funds	-	55	(55)	-	-
Total restricted funds	-	605,613	(605,613)	-	-
Unrestricted funds:					
General funds	439,955	794,586	(735,175)	-	499,366
Total unrestricted funds	439,955	794,586	(735,175)	-	499,366
Total funds	439,955	1,400,199	(1,340,788)	-	499,366

Support Through Court

Notes to the financial statements

For the year ended 31 March 2025

15b Movements in funds (prior year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 30 March 2024 £
Restricted funds:					
Support Through Court Online		10,000	(10,000)		-
Local services					
Birmingham	-	48,722	(48,722)	-	-
Caerdydd/ Cardiff	-	60,552	(60,552)	-	-
Chelmsford/ Southend	-	68,946	(68,946)	-	-
Leeds	-	38,881	(38,881)	-	-
Liverpool	-	38,438	(38,438)	-	-
London Services:					
Barnet Civil and Family Courts		993	(993)	-	-
Central Family Court	-	75,191	(75,191)	-	-
Royal Courts of Justice	-	81,683	(81,683)	-	-
West London Family Court	-	1,500	(1,500)	-	-
Manchester	-	43,350	(43,350)	-	-
Nottingham	-	10,860	(10,860)	-	-
Sheffield	-	7,000	(7,000)	-	-
Other service funds	-	11,593	(11,593)	-	-
Other funds	-	26,821	(26,821)	-	-
Total restricted funds	-	524,530	(524,530)	-	-
Unrestricted funds:					
General funds	553,594	833,331	(946,970)	-	439,955
Total unrestricted funds	553,594	833,331	(946,970)	-	439,955
Total funds	553,594	1,357,861	(1,471,500)	-	439,955

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

The National Helpline provides support to people calling in to our service through a central phone number.

Support Through Court Online, is an extension of our current service supporting people alone in the courts. People that currently do not live near one of our existing court-based or university-based services will be able to meet with a volunteer remotely and get practical and emotional support by email and videocall.

Other service and other funds cover expenditure on budget relieving gifts in kind.

Investment pot for development: Over the next five years we're looking to make significant changes in the way that we work, so that we can double the number of clients we're working alongside. An investment pot will enable this development. The investment we're making will help us to improve our systems and tech, launch a new remote service that allows us to reach clients anywhere across England and Wales, and grow as a team so we have the capacity to meet this need.

Support Through Court Online: Our investment in new technology and a Support Through Court Online Service Manager will enable us to reach more people.

Developing technology and systems: We will use technology to connect with more people, in more places, more cost effectively. The investment in new technologies and telephony systems will support our National Helpline and Support Through Court Online, our new remote service. The Trustees agreed to transfer £28,000 of these funds into general reserves as we are now looking to obtain funding for the client data base and volunteer rota externally.

Investing in our team: We will invest in recruiting and training staff and volunteers; this pot will enable the training required for volunteers as we launch a new remote service.

16 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.