

Gloria, Service Manager, Cardiff

"I started as a volunteer for Support Through Court during my LPC Master's Degree and I remember looking forward to volunteering every session because I knew we were making a real impact in people's lives and situations.

I've been a Service Manager for 3 years now and I still have the same satisfying feeling hearing clients express to our volunteers how much their help means to them. Support Through Court is a charity that is able to make a real difference to our communities more than we truly see in the office and I am thrilled to be here celebrating 25 years of the work we do!"

Adam, previous volunteer now supporter

"Being a part of Support Through Court has given me a way to apply and develop my legal and professional skills in a way that does genuine good for vulnerable litigants. Over the past few years, I have been privileged to watch Support Through Court grow its volunteer support from universities across the country, giving more students the opportunity to develop and apply their skills as I have done.

I am proud to be a part of the Support Through Court community because it acknowledges the reality that access to justice remains both practically and emotionally difficult for many in our society. As a prospective lawyer, it is important for me to reflect on the importance that access to justice has for the rule of law, which underpins our society."

Judith March, Former Director

"25 years unbelievable. When I joined as the first Director early in 2003, we had 1 small room with about 15 volunteers who had supported just about a hundred clients in the previous months. The single telephone line had a long cable to pass round the volunteers and was switched off if I wanted to connect to the internet to send an email. Nobody knew who we were.

I'm extremely proud that over the next decade, the Personal Support Unit (as it was) became established in every major civil court centre across England and Wales. To survive and thrive, any charity needs to change and develop, and since I left in 2015, Support Through Court has adapted in so many ways to suit the needs of litigants without lawyers."

Anne, Volunteer

"I have found volunteering rewarding and hopefully helpful to the people who use Support Through Court. The charity provides a valuable safety net for people who become involved in a legal dispute but are unable to obtain legal assistance or representation. Just having a volunteer present can provide reassurance and bolster their confidence."

Victoria, Corporate supporter

"It's a great privilege to support an organisation which has weathered so much change across 25 wonderful years. I give because I couldn't imagine facing court without the necessary support, because I trust Support Through Court, and because their work makes me hopeful for a fairer future."

Amy, Student volunteer

"Volunteering with Support Through Court has been one of the most rewarding experiences of my personal and professional life. Since joining as a student volunteer, I have seen firsthand the meaningful difference the charity makes to people during some of the most challenging times in their lives. This experience has shaped my career aspirations and strengthened my commitment to supporting my community. Even after completing my studies, I am proud to continue volunteering and look forward to contributing to the charity's continued impact."

Helen, Trustee and volunteer

"In the last seven years of volunteering, I've seen the charity develop to what it is now. There is continual endeavour to consolidate our essential role in improving access to justice and strengthen what we do in what are challenging times for all Charities. At the same time there remains a determination to develop further in a way that extends our reach to more litigants in person. Our ambition to make ourselves available to more people facing court alone and in new ways will always remain within our charitable ethos. It will further establish our essential place in the justice system and further develop the crucial work that we do in the years to come."

Nadia, Service Manager, Leeds

“I recently celebrated my sixth work anniversary in February. Our university partnership with Leeds Law School, has strengthened the service significantly; the improved IT infrastructure and telephone systems have enabled us to support more clients, and it has also opened valuable opportunities for students. What means the most to me personally is watching our students grow. We’ve had some wonderful, successful stories from students who have gone on to progress in their careers after volunteering with us.”

Elaine, Volunteer

“I retired at the end of 2025 from a career in the law working as a solicitor at the Solicitors Regulation Authority. I started in January 2026, and I have enjoyed working with Nadia, the Leeds Service Manager and the other core volunteers as well as getting to know the students. A day in the office is always interesting, with the volunteers helping each other and sharing advice and experience. The clients come from various backgrounds and face different challenges, and no two days are the same. The office is a safe and welcoming space, and I look forward to my volunteer days.”

Sara, Individual supporter

“There is only so much pro bono advisors can do before someone goes to court. How much better it is to have an experienced volunteer sitting beside an unrepresented person in court.

Having heard from clients that they did not go to court because they were scared, or from others who did not understand what was going on and needed help to decipher the result, I know that Support through Court volunteers enable the justice system to operate at its most crucial point.”

Charlotte, Head of Service Delivery

“Witnessing the dedication of our volunteers in supporting people through difficult times is a privilege. Being a volunteer at Support Through Court is not easy, and sometimes they have difficult and frustrating days. That so many of them come back week after week, sometimes even for years (our longest serving volunteer has just celebrated her 17-year anniversary with us!) makes me very proud to be a part of the work of Support Through Court.

Our local 25th anniversary celebrations and cake competitions to celebrate our volunteers have been a highlight this year. It’s been touching to see how much effort our volunteers have gone to baking cakes for their local teams.”

Nikhil, Senior HR Officer

“I am proud to work at Support Through Court. It means a lot to be part of an organisation that makes a real difference to people's lives. What stands out most to me is the dedication of the people behind that impact. In my role I see colleagues go above and beyond to support our volunteers, services and clients.”

Sarah, Volunteer

“Since I began volunteering in 2016, the first question to a client remains the same and is always – ‘how can we help you today?’. In supporting a client in court – from the pre-hearing chat and then walking into court alongside them – we know we make a difference. We are a physical and emotional prop, which is what is needed at this time. And the feeling we all hope to have at the end of the day is that we have done something positive for our clients.”

Liana, Head of Fundraising

“Our service is unique in its model of emotional and practical support with the client's need at the heart of what we do. Being based in the Royal Courts of Justice, our fundraising team operates particularly closely with the London service. Throughout my time at Support Through Court, I have often dropped into the service to catch up with colleagues and volunteers. When I do, I am always moved by the spirit of our volunteers and how they work. There is a real sense of community and shared purpose in our service offices.

I am proud to work at Support Through Court because of the incredible impact of our work, delivered with limited resources. Our charity is resilient and underpinned by the commitment of our volunteers and unwavering partners and donors. With their support, we can be there for our clients facing life changing situations, alone.”

Hafsah, Student lead volunteer

“My experience with Support Through Court has been one of the most rewarding parts of my university journey. I joined as a placement student volunteer and later became a lead volunteer, which gave me the opportunity to take on greater responsibility, support and encourage other volunteers in my team, and play a more active role within the organisation.

What has stayed with me most is knowing that even small things can make a significant difference to someone. Whether that was helping someone understand what was happening, providing reassurance before they entered the courtroom, helping them organise their thoughts and paperwork, or simply being there to listen, I saw first-hand how valuable having someone alongside you can be.”

Simran, Service Manager, Nottingham

“Working at Support Through Court means a great deal to me personally, as it gives me the opportunity to support people who are often facing some of the most stressful moments of their lives.

As the organisation marks its 25th anniversary, it is inspiring to see how far it has come in improving access to justice, particularly through the development of remote services and the National Helpline, which have made support more accessible to people across the UK.”

Nigel, Volunteer

“I first heard about Support Through Court (or rather, PSU, as it was called in those days) back in 2017. I was a sitting family magistrate, and I was seeing litigants in person coming into court with a volunteer. The volunteer was always very helpful to the client and the court.

So, on my retirement as a family magistrate, I volunteered to work in CFC in High Holborn in London. I started in 2018 and have thoroughly enjoyed myself ever since. It is rewarding for me for several reasons. First, I am able to use my knowledge of the family court system, as it relates to children, and help clients understand the way the courts work. Secondly, I can use my past working life for knowledge and experience. Thirdly, I can use my life's experiences, of working for my family, of family life, of family problems and challenges, and of schools. This work is intensely rewarding, and it is very enjoyable being with colleagues at Support Through Court who have the same passion.”

Jennifer, Volunteer

“I had never ever done any voluntary work in my life but was familiar with court procedures. I soon realised the enormity of the problems facing our clients, and I could see first-hand how daunting it was for them to be involved in litigation without professional help. The need for help offered by our volunteers is greater than ever. We continue to see so many cases of genuine hardship.”

Katherine, Chair of Trustees

“Throughout my career as a solicitor, I have seen the legal system from many angles. But it is my role as Chair of Trustees at Support Through Court that has brought me closest to the realities faced by those who must navigate the courts alone. I am proud to be part of this community for a simple reason: we make a difference.

Our 25th anniversary invites reflection. It gives us space to look back at how far we have come: the expertise we have built, the stories we have shared, and the lives we have touched. There is a quiet satisfaction in recognising the passion and hard work of our staff and volunteers over a quarter of a century. This milestone is also a moment of recommitment. The need for our work remains as urgent as ever, and as we celebrate, we also look forward, recommitting to the vision first set by our founder, Diana Copisarow.”

Helen, Volunteer

“Over the years, I've learnt that out of everything our charity provides, the most important thing is listening to the client. Sadly, often we find that when clients come to us, it is the first time they have been listened to in their case. At hearings, the emotional support is invaluable for giving them the confidence to face court. Often a client has thanked me profusely despite losing the case. This demonstrates the importance of ensuring clients feel heard, supported and guided through what can be one of the most difficult and anxiety-inducing times in their lives, and this is the key motivator for volunteering for me.”

Imogen, Trust Manager

"I joined Support Through Court as a fundraiser four years ago after completing an LLM in Human Rights. Access to justice had been a focus throughout my studies but I was immediately struck by how little I knew about the reality of facing court alone.

At Support Through Court, I have learnt first-hand from clients what navigating the court system without legal representation can involve: complex processes, unfamiliar language and difficulties balancing health, relationships and work alongside the demands of a case. What has stayed with me is the resilience of each one of our clients and the dedication of our volunteers, who work tirelessly to ensure that as many people as possible receive support.

Client feedback often speaks most powerfully to the importance of our work: "Whether it was showing up, listening, checking in, or simply reminding me that I wasn't alone – your presence gave me strength when I felt overwhelmed and broken."

Wiktoria, Service Manager, London

"My journey with Support Through Court has been a really special one. I first joined as a student volunteer, then became a volunteer, and now, as a service manager, I have had the opportunity to make an impact in very different ways.

One experience that has particularly stayed with me is supporting a woman in the Family Court over a year. We have been alongside her through each stage of what has been an incredibly difficult journey. Recently, she had her final hearing and achieved the outcome she had been hoping for. She told us that she finally felt able to move forward with her life and, most importantly, that she and her child could feel safe. Knowing that Support Through Court was able to be there for her from start to finish is something I will never forget."

Rosemary, Volunteer

“I came to Support Through Court in 2012, having sat as a magistrate at Thames in East London for some 25 years and in the Family Court from when it started in 1991. A good friend of mine who was renowned as the first London Family Courts’ Chair was one of the very first volunteers at this wonderful charity, as her sister-in-law, Diana Copisarow, had founded in 2001. She encouraged me to apply as a volunteer, as she hoped that I would find it both interesting and worthwhile, and so it has been. It is of fundamental importance to every person who has a need to represent or defend themselves in our courts, and in other similar situations. The organisation plays a huge part in helping to provide better access for our clients in courts and tribunals, and I am proud to have been a very tiny part of that process.”

Emma, CEO

“When I joined what was then the Personal Support Unit over 12 years ago, my role was to help raise funds and increase awareness of our work. It didn’t take long to realise I had joined somewhere truly special.

Based in the heart of our courts, I was immediately struck by the dedication of our staff and the passion they brought to supporting volunteers. And what volunteers they were. Every person I met had their own unique story and motivation, but they all shared a deep commitment to helping people navigate what can be an overwhelming and complex court system.

One of my earliest memories was shadowing a volunteer supporting a litigant preparing to represent herself in court. She arrived with two large binders, meticulously organised and full of notes. She was ready. Yet when the moment came to address the judge, the reality of the situation overwhelmed her. Her throat went dry, her hand trembled, and suddenly she struggled to speak. The volunteer sitting beside her smiled reassuringly and gently offered her some water. It was a small act, but a powerful one. In that moment, I saw first-hand that while practical support helps people prepare, emotional support gives them the confidence to keep going.

This milestone is a chance to celebrate everyone who has made our work possible: our volunteers, staff, supporters, partners and funders. Thank you for being part of our journey.”