

### Background

In May 2025, you awarded Support Through Court London a grant of £2,500 for which we are most grateful. Over the 2025-26 financial year, your donation allowed our local service team to be on hand to provide personal support to those facing civil and family court alone in the area. Whether they wanted to discuss their situation to help reduce stress, or whether they had specific questions about court procedure, our specially trained volunteers were always ready to help. In this report, we share our reflections on the year and the impact of your generous support, focusing on the targets we included in our application:

- Help empower people disadvantaged by the court process in London on 3,200 occasions
- Train and support 90 volunteers to give vital help to people facing court alone
- Enhance our service by developing partnerships with local organisations

### Support sessions

In the 2025-26 financial year, we provided 8,071 support sessions across the Central Family Court and Royal Courts of Justice, exceeding our target by 152%. Working with St Mary's University, Twickenham throughout the year, and welcoming students from Royal Holloway University over the summer, significantly increased our volunteer numbers as we had a high numbers of student volunteers at both London services. Alongside re-introducing remote support at the Royal Court of Justice, this allowed us to better meet demand. With a final expenditure of £113,653, we were able to support each client contact for only £14, helping your donation go that bit further. Overall, your support directly facilitated 178 support sessions in London.

Our volunteers spent a significant amount of time sharing legal information with clients, with support sessions often concerning next steps (50%), court procedure (34%) and what to expect (34%). Alongside this, our volunteers often provided practical support – completing court forms with clients in 25% of support sessions. At the Royal Courts of Justice, clients most notably needed help with the N244 form (34%) which is used within a range of civil cases, including to suspend an eviction. At the Central Family Court, many clients wanted help with the C100 (42%) which is used to decide whom a child is to live with/how long they can spend with each parent. With most court forms having a cost, we supported 197 “help with fees” applications across both services.



### Volunteer impact

At Support Through Court London, our work simply wouldn't be possible without our dedicated volunteers. We are proud to welcome volunteers from diverse backgrounds – supporting early career progression as well as providing a fulfilling volunteer opportunity in retirement. Across the 2025-26 financial year, we trained 98 new volunteers and had 151 volunteers do at least one shift at Support Through Court London.

*"Being a student volunteer with Support Through Court at the Royal Courts of Justice has been one of the most invaluable and eye-opening experiences I've had as a student thus far... This role was about supporting real people facing some of the most stressful and uncertain moments of their lives. Everyday brought new challenges, which by overcoming them helped me build my initiative as a student volunteer. Many of the clients first arriving feel overwhelmed and confused by the legal system and being able to help them navigate paperwork and greet them with empathy made an immediate and meaningful difference. This role has not only strengthened my skills but has opened my eyes to the real stories taking place every day in court. I have gained a deeper appreciation of access to justice and barriers many individuals face without legal representation. Support Through Court gave me the irreplaceable opportunity to contribute positively to people's lives whilst developing professionally and personally." – Student volunteer, London*

Across the charity, it is our priority to ensure volunteering is enriching for all and in early 2026, we used our National Volunteer Survey to collect feedback. From the 102 responses received, we were delighted that 91% of volunteers were satisfied with the experience, 91% confirmed they received the consistent support they needed to carry out their role and 90% felt their local office was a positive environment to volunteer in. The survey also highlighted further benefits:



### Partnerships with local organisations

Owing to the complexity of legal issues, at Support Through Court London, we have focused on strengthening how we work with other local organisations in the 2025-26 financial year. Most notably, at the Royal Courts of Justice, we have run a project with RCJ Advice, designing a referral route from our charity to their free legal advice service to ensure better access to justice for our clients. Through this approach, our clients now learn much quicker whether RCJ Advice can help them or not. We have also created shared resources to best explain our two services and to support successful signposting by court staff and the Judiciary. At the Central Family Court, we work closely with the Free Family Representation & Advocacy Project – for example, updating each other on our capacity to provide hearing support – in order to ensure more people receive the support they need.

### Thank you

Over the last two years, your support has helped keep the doors to our service open, making a real difference to our clients as they fight to keep their homes, protect their children and overcome financial adversity. Each thanks we receive is also a thank you to you and we wanted to share some with you today:

*"When I could no longer afford to borrow money to pay my solicitor, they withdrew from my case, and I didn't know where to turn. When I explained my situation to the court, they encouraged me to get in touch with Support Through Court. This not only helped me cope with my anxiety, frustration, and anger, but also gave me the knowledge and confidence to move forward. I am truly grateful" – Client, Central Family Court*

*"I loved & truly appreciated the service because 1) they helped me understand exactly what needs to be done, at short notice 2) they helped me to fill out the necessary documentation extremely quickly, accurately and to submit it on time 3) they helped me simplify the process by ensuring my application focused on relevant information and evidence" – Client, Royal Courts of Justice*

We hope this report helps illustrate the impact made through your grant and expresses our gratitude. Please do reach out if you have any questions or want to discuss our work further.

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