

Company number: 3180659

Charity Number: 1054495



Prisoners' Advice Service

Trustees' annual report and financial statements

For the year ended 31 March 2021

**PRISONERS' ADVICE SERVICE
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2021**

Name of charity/company Prisoners' Advice Service

Trustees

The trustees who served during the year and since the year-end are as follows:

Martine Lignon	Chair	
Tom Gilliard-Burden	Vice Chair	
Kassim Gaffar	Treasurer	
Eric Allison		to 30 April 2020
Jeanne Harrison		
Jeremy Harrison		
Katie Le-Billon		
Dominique Webb		
Rachel Mathieson		
Mandy Mahil		

Key management personnel

Lubia Begum-Rob – Executive Director

Registered Office 37 Eyre Street Hill
London
EC1R 5ET

Charity Registration Number: 1054495

Company Registration Number: 3180659

Bookkeeper Anne Craig

Independent Examiner Patrick Morrello ACA
Third Sector Accountancy
Holyoake House
Hanover Street
Manchester
M60 0AS

Bank CAF Bank
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

PRISONERS' ADVICE SERVICE CHAIR'S REPORT FOR THE YEAR ENDED 31 MARCH 2021

It is again with great pleasure that I introduce Prisoners' Advice Service's (PAS) annual, independently examined, accounts for the year 2020-21 with the Chair's Report.

I am pleased to report that throughout 2020-21 – and despite the pandemic – PAS continued to fill the large gap that exists in access to justice for adult prisoners in England and Wales through the provision of our telephone Advice Line, Letters Clinic, casework, Self Help Toolkits, Information Sheets, and quarterly publication, *Prisoners' Legal Rights Bulletin* (PLRB). Only our Outreach Clinics inside prisons and our corporate volunteer programme necessarily fell foul of COVID-19 due to lockdown in March 2020 and prohibited entry into prisons.

Throughout this difficult year, PAS remained the only charity in England and Wales providing free advice and information to adult serving prisoners regarding their legal, human and healthcare rights, conditions of imprisonment and the application of Prison and Immigration Law, and Family Law for women prisoners. It provided support and representation from qualified solicitors not replicated by the state, local authorities, any other third sector organisation or private business, or that did not qualify for Legal Aid.

On 12 March 2020, PAS closed its London office and set up remote working practices for all staff to allow them to work from home. Staff then continued to work from home for the whole of 2020-21. The smooth and efficient transition to remote working practices was made possible through agreement with the National Lottery Community Foundation, which immediately permitted PAS to use some of its £15,000.00 capacity-building award, made in 2019, to pay for the equipment and technology required for the Advice Line to work remotely, as well as any pieces of kit required by Caseworkers to work from home. In addition, The Persula (now Fairness) Foundation funded the purchase of a remote server, which, housed at the home address of our IT Support provider, ensured that, should the server go down, no-one had to travel to the office in order to reboot it.

Due to the suspension of outreach services, we were able to double the number of Caseworkers staffing the Advice Line and continued to do our best to answer all calls, the number of which skyrocketed after the first lockdown began. We received hundreds of calls from prisoners, every day that the Advice Line was running, worried about the potential spread of COVID-19 inside prisons and the rules and regulations concerning the virus that applied to them. From April 2020, we were contacted more than once every day by prisoners reporting mental health issues, up to twice a week with reports of self-harm and once a week by prisoners with suicidal thoughts. Our Caseworkers provided an ear, sent out information and advice and, in the most urgent cases, contacted Safer Custody, healthcare and prison governors to help protect the vulnerable. Over the course of the year, PAS successfully responded to a record 42,842 calls from prisoners, a rise of 75% on calls answered in the year 2019-20.

Conscious that prisoners are one of the few remaining communities that rely upon physical mail, PAS was also able to continue to receive – and to reply to – prisoners' letters, which were redirected to the secure home address of one of our Caseworkers. The Community Justice Fund – a pot of money made available in the wake of the pandemic – provided funding for two fixed-term Letters Caseworkers posts. As a result of lockdown, PAS had lost almost all of its corporate volunteer capacity, meaning that, by August 2020, a substantial backlog in prisoners' letters had begun to develop. With the arrival of these new members of staff at the beginning of September, the backlog was quickly minimised. In 2020-21, we sent out 7,846 letters to prisoners, 1,275 more than in the previous year.

During this singular year, PAS learned how quickly – as a small organisation – it could implement, and adapt to, remote services and working practices. The charity is incredibly proud of the fact that we were able to continue the majority of our work with next to no disruption as a result of the pandemic.

We could do this only through the remarkable energy of our staff. Throughout the year, PAS' senior management paid close attention to the health and wellbeing of its staff while working from home.

I gratefully acknowledge the sustained and highly professional engagement of all nine PAS trustees who served in 2020-21, and who, throughout the year, committed their experience in governance, finance, fundraising, voluntary sector management and understanding of the Criminal Justice System to the development and sustainability of the charity. I was delighted to appoint Tom Gilliard-Burden to the role of Vice-Chair on 14 September 2020.

Finally, on behalf of the Management Committee, I would like to express my gratitude to, and admiration for, all those who helped PAS to continue to realise its charitable aims in 2020-21. I particularly thank all of the hard-working staff, and express my deep appreciation of the loyal donors (trusts and foundations, corporations and individuals) whose sustained confidence in, and generous contributions to, PAS were vital in enabling its ongoing provision of services to prisoners in 2020-21.

A handwritten signature in black ink that reads "Martine Lignon". The script is fluid and cursive, with the first letters of "Martine" and "Lignon" being capitalized and prominent.

Martine Lignon
Chair of the Trustees

PRISONERS' ADVICE SERVICE TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

The trustees (who are also directors of Prisoners' Advice Service for the purposes of company law) present their report and the unaudited financial statements for the year ended 31 March 2021. Included within the trustees' report is the directors' report as required by company law.

Reference and administrative information set out on page 1 form 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.

OBJECTIVES AND ACTIVITIES

The charitable objects of PAS, as set out in its Articles of Association, are:

- (i) To relieve and rehabilitate persons held in penal establishments in the United Kingdom;
- (ii) To advance education and relieve poverty among the aforesaid persons and the families of dependants of such persons, particularly by the provision of a free service of legal and other advice;
- (iii) The advancement of education of the public, and in particular members of the legal profession, in relation to the law relating to the rights of prisoners (which expression shall mean persons who are suffering or have suffered a legal restriction on their liberty in any penal or correctional establishment or through any means whatsoever) and mentally disordered patients within the scope of Part III of the Mental Health Act 1983 and the rights of their families and dependants;
- (iv) The relief of persons in the United Kingdom who are in a condition of need, hardship and distress.

Our main activity is to ensure that legal advice and representation are accessible to all adult serving prisoners in England and Wales, regardless of their ability to pay, and, particularly, concerning the application of Prison Law, the Prison Rules and the conditions of their imprisonment. The charity strives to fill the large gap that exists in access to justice for serving prisoners and our work safeguards the social welfare of prisoners when prison authorities overlook, or ignore, their legal and human rights within Prison Law.

PAS pursues prisoners' calls for help about their treatment in prison by providing advice and information and, where appropriate, taking legal action.

Examples of issues PAS can advise upon include: Adjudications, Categorisation, Contact with Children, Foreign National Prisoners, Healthcare, Human Rights, Indeterminate Sentences, LGBT+ Prisoners, Life Sentences, Parole, Probation, Property, Racial Discrimination, Recall, Resettlement.

The achievement of our aims will ensure that we are delivering relief to, and contributing to the potential rehabilitation of, serving prisoners. Often, the first obstacle that prisoners face in asserting their legal rights is that they do not know them. Our services are designed to inform, educate and support prisoners, thereby stimulating engagement and better mental health, and supporting rehabilitation.

Strategies

The organisation runs a number of free services: the telephone Advice Line, Letters Clinic, Outreach (inside prisons), Casework, legal information resources and a subscription-based rights bulletin. Through these services, prisoners are provided with information, advice, assistance and representation on Prison Law issues.

Measuring success

The work of PAS' Caseworkers is monitored via: bi-monthly casework meetings with all PAS' Caseworkers and its Director; individual meetings with the Director; regular Management Committee meetings. All prison visits and cases are logged on our databases and filed as required by PAS' contracts with the Legal Aid Agency. Success is measured regularly, based on the number of prisoners advised by phone and letter, the number of Outreach Clinics delivered and prisoners seen one-to-one, and by the number of legal cases taken on and the results of those cases.

Evaluation is recorded through the feedback of service-users. For a selection of prisoners, telephone monitoring feedback sheets are completed by the Caseworker while speaking with the service-user. At Outreach Clinics, prisoners give feedback via questionnaires, which are designed to collect both qualitative and quantitative data. Similar questionnaires, along with a Freepost return envelope, are sent out to prisoners with all letters. Quantitative data is also collected from our Access databases, and our telephone and letters records. Qualitative comments are particularly useful in determining whether our actions are resulting in improved conditions and awareness, and any changes we can make to further improve our services.

Significant activities and how they contribute to achieving our objectives

Our telephone Advice Line, by which we deliver legal advice, is open four days every week: Monday, Tuesday (evening), Wednesday and Friday. Our telephone number is globally cleared within all prisons throughout England and Wales, meaning that any prisoner is permitted to call us. In addition, we now deliver advice via a Freephone service specifically for women prisoners on a Tuesday morning. This number is also cleared within all women's prisons.

Our Letters Clinic, which processes around 4,000 letters from prisoners every year, can dispense more detailed legal advice.

Outreach Clinics inside prisons across England and Wales, where one-to-one sessions benefit vulnerable prisoners, prisoners with low levels of literacy and those whose first language is not English.

Legal casework on behalf of prisoners whose situations would benefit from such a step. In opening cases, we ensure that prisons are made aware that they cannot get away with abusing, or ignoring, prisoners' rights, and we influence prison policy in the longer term.

Self-Help Toolkits and Information Sheets, designed to help prisoners understand and undertake some of the simpler legal processes by themselves.

Our triannual *Prisoners' Legal Rights Bulletin*, which is free-of-charge to prisoners and shares information about key cases and changes in Prison Law.

Volunteers

Volunteers would usually play a vital role in the day-to-day running of PAS services, with some 60 attending our London office over a typical year. Their main purpose is to assist Legal Caseworkers by responding to the large volume of general enquiries – particularly by post – as well as casework. In 2020-21, PAS lost the vast majority of its volunteers due to lockdown. It is our intention to restart the volunteer programme post-pandemic, as soon as we are able to.

Charity Commission guidance

In 2020-21, PAS' trustees paid due regard to the guidance published by the Charities Commission on public benefit when exercising their powers and duties, where relevant.

ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

Director

From 1 April 2020 to 31 March 2021, Lubia Begum-Rob continued in her role as Director of PAS. She was responsible for the day-to-day running of the charity on behalf of the Management Committee, and her duties involved a mix of advice, advocacy, litigation, staff and volunteer management and fundraising.

In her role as Race and Religious Discrimination Caseworker, Lubia answered telephone calls and letters from prisoners and pursued several cases on prisoners' behalf (see below). In this capacity, she was actively co-supervised by the Chair of the Trustees and by a senior, very experienced, prison lawyer throughout the year. This structure ensured that she was supported in all aspects of her work.

Throughout 2020-21, Lubia represented PAS as an executive committee member of the Association of Prison Lawyers (APL), while PAS continued as a member of the following professional bodies: CLINKS, the Criminal Justice Alliance, the Immigration Law Practitioners' Association, the Discrimination Law Association, the National Council for Voluntary Organisations, the Parole Board Users' Group, Public Lawyers in Non-Governmental Organisations and The Small Charities Coalition.

Lubia was particularly successful in overseeing the charity's response to the pandemic after the PAS office in London was closed due to lockdown, on 12 March 2020. With outreach services within prisons suspended, PAS focussed its attention on ensuring that the charity's core service, the telephone Advice Line, and its Letters Clinic both continued with virtually no discernible disruption to prisoners. With assistance from PAS supporters, The National Lottery Community Fund and The Persula (now Fairness) Foundation, Lubia oversaw the successful, swift, transfer of these services to remote working systems. With caller volume rising steeply during the pandemic, Lubia was able to amplify the number of staff operating the Advice Line and almost double the number of calls it had successfully responded to in the previous year.

Throughout the year, Lubia worked diligently with the Head of Fundraising and Communications to raise the profile of PAS. In the early stages of the pandemic, she ensured that PAS played a leadership role in advocating for prisoners' rights, when many were locked in their cells daily for 23 and a half hours:

- On 16 March 2020, PAS issued a statement via its website, social media and e-newsletter, calling on the government to assist in slowing down the spread of COVID-19 in prisons by releasing the following groups of prisoners:

- All those aged over 75, no matter what their conviction;
- Those over 50 convicted of non-violent, non-sex crimes;
- Those held under immigration detention powers, in prison or detention centres;
- All those with under a year of their sentence left to serve;
- All prisoners with physical disabilities;
- People awaiting extradition;
- IPP prisoners whose tariffs had expired.

- On 30 March 2020, PAS published a Compassionate Early Release template letter – again via its website, social media and e-newsletter – for anyone to use if they believed that a prisoner should be released early on compassionate grounds, given the extreme circumstances of the pandemic. The template asked prison Governors to recommend to the Secretary of State for Justice that a prisoner be released on compassionate grounds, or to consider an application for the temporary release of the prisoner. This was downloaded 2,876 times within a few days of publishing.

- On 15 April, we sent an urgent letter to the Secretary of State for Justice / Public Protection Casework Section, calling for the existing guidance on Early Release on Compassionate Grounds to be amended to reflect the current pandemic situation and permit the release of prisoners in categories recognised as particularly vulnerable to COVID-19.
- On 23 April, we published the Government Legal Department's (GLD) Guidance dated 09/04/2020, "COVID-19: ROTL on Compassionate Grounds – Pregnant women, MBUs and the Extremely Medically Vulnerable", which had not previously been available in the public domain.
- On 1 May, we published a further four guidance and policy documents relating to the treatment of prisoners during the pandemic, which should have been, but were not, available to the public at that time. These were:
 - Exceptional Regime and Service Delivery - 27.03.20
 - Her Majesty's Prison and Probation Service (HMPPS) Cohorting Guidance – 31.03.20 (updated 15.04.20)
 - HMPPS Operational Guidance Temporary Regime to reduce risk – 24.03.20
 - Standard Operating Procedure (SOP) Use of PPE.
- On 2 June, we published information on End of Custody Temporary Release (ECTR).
- On 24 June, we published new HMPPS notices to prisoners and families.
- On 25 November, we published new HMPPS Cohorting & Compartmentalisation Strategy for prisons during the pandemic.
- On 4 December, we created a new addition to our Information Sheets, "COVID-19 – What to Expect in Prison", updating prisoners on COVID-19 management in the Prison Service. The new sheet addresses some of the questions most often asked of PAS regarding the pandemic. It has been downloaded 204 times from our website.

In a further response to the pandemic, in March 2021, PAS launched a new Freephone telephone number to encourage women prisoners to call while our Outreach Clinics remained suspended. Originally a pilot project for two months, this service is now available every Tuesday morning between 10am and 12.30pm.

In 2020-21, Lubia also oversaw the creation and launch of two, new, Self-Help Toolkits aimed at lesbian, gay and bisexual (LGB) prisoners and transgender prisoners respectively. Designed to help LGBT+ prisoners understand their legal and human rights whilst incarcerated, *A Prisoner's Guide to LGB Rights* and *A Prisoner's Guide to Trans Rights* constituted some of the first works published addressing the experience of LGBT+ people in prison in England and Wales.

Finally, on 23 November, PAS held its first online event to launch formally the new toolkits. Participants in the panel discussion included author of the kits, Barrister at No 5 Chambers, Stuart Withers, Dr. Sarah Lambie, founding member of the Bent Bars Project and Reader in Criminology & Queer Theory at Birkbeck, University of London, and Dean Kingham, solicitor at Swain and Co and a Committee member for the Association of Prison Lawyers, who had previously acted for transgender women prisoners. The event was Chaired by former PAS co-Director, Deborah Russo and hosted by Cooley (UK) LLP. It was recorded and made available to view on PAS' YouTube channel.

Race and Religious Discrimination Caseworker

In addition to her duties as Director, in 2020-21, Lubia Begum-Rob continued to advise prisoners who suffered ethnic or religious discrimination. Her work with Black, Asian and Minority Ethnic (BAME) prisoners included helping them transfer away from racially-motivated persecution or assault, pursuing

redress when they were unjustly accused or placed on report and advocating for them to be able to practise the basic tenets of their religion.

According to the Prison Reform Trust's Winter 2021 Prison Factfile, 27% of the prison population in England and Wales – 21,574 people – were from a minority ethnic group. Black people are 53%, Asian 55%, and other ethnic groups 81%, more likely than white people to be sent to prison for an indictable offence at the Crown Court. In 2020-21, 43% of calls to our Advice Line came from prisoners who identified as BAME. Lubia also opened 14 new cases on behalf of prisoners during the year.

Race and Religious Discrimination Caseworker Case Study

Prisoner A was a practising Muslim who maintained his faith throughout his time in custody. He was in open conditions and asked to be allowed to leave his cell and pray with a neighbour in the corridor outside his cell, as both prisoners' cells were too small to allow more than one person to pray on the cell floor. Prisoner A asked that this be permitted only once a day, in the very early hours of the morning before the wing awoke, so that he and his neighbour could perform the most important prayer of the day communally, and in silence. This was initially refused, as the request fell outside the requirement for prisoners to remain in their cell throughout the night until the morning call. It was also deemed a potential health and safety risk to other prisoners who might need to leave their cell at that time.

We wrote and asked that the prison accommodate this 'gathering' for the 10 minutes it took to quietly complete the prayers, in an area that kept the doorway to each cell on the wing clear for entry and exit, as, otherwise, where this was practicable, a refusal would arguably give rise to a claim in damages for religious discrimination. The prison permitted the arrangement to begin the day they received our letter.

Women Prisoners' Caseworker

On 8 September PAS' dedicated Women Prisoners' Caseworker, Kate Lill, returned to work, having been on maternity leave from the previous September.

Before that date, the responsibility for the majority of our work with women had been temporarily assigned to PAS' Partnerships Manager, Jane Finnis, who had covered for Kate during previous maternity leave.

In March 2021 – as previously mentioned – Kate inaugurated the Freephone project for women prisoners to encourage those who might otherwise have come along to one of our Outreach Clinics to call.

Kate also revived the Women Prisoners' Justice Group (WPJG), which was partly set up by her in February 2018 and then suspended temporarily during her absence. PAS was grateful to the project funder, Edwina Grosvenor, for her patience and understanding in allowing her support to be deferred until Kate's return.

In 2020-21, 7% of calls to our Advice Line came from women. Nine new cases were opened on behalf of women prisoners during the year.

Women Prisoners' Caseworker Case Study

PAS was representing Prisoner B in parole proceedings, the review of which had started just before the pandemic hit in March 2020. Prisoner B's case had been listed for an oral hearing in April 2020, but all face-to-face hearings inside prisons were suspended due to the pandemic.

Prisoner B was a 60-year-old woman prisoner serving an Imprisonment for Public Protection (IPP) sentence, the original tariff for which had been set at six years and eight months. Then a prisoner of 11 years, Prisoner B suffered from severe mental ill-health, including schizoaffective disorder, and had cognitive deficits that placed her in the lowest 2% of the population. She was illiterate when she came to prison. She also suffered from serious health issues, including Chronic Obstructive Pulmonary Disease (COPD). She was subject to an annual Parole review.

Prisoner B's Prison Offender Manager (POM) and Community Offender Manager (COM) did not recommend her release at the paper review stage in March because she had not completed any overnight Release on Temporary Licences (ROTLs). However, they did state that they would recommend release at an oral hearing, because the time lapse would allow for the prisoner to complete overnight ROTLs. All ROTL, too, was then suspended due to the pandemic, leaving the prisoner in limbo.

Although remote hearings were being held, it was determined that Prisoner B should have a face-to-face hearing because of her vulnerabilities. By September, an oral hearing had still not been listed. PAS reviewed the case at that time and recognised that, while the only issue precluding a recommendation for release was the lack of overnight ROTLs, in their recommendations, the POM and COM had not linked the completion of ROTLs to a reduction in risk. Rather, the reason they had suggested post-ROTL release was to make Prisoner B's reintegration into the community easier for her.

PAS reached out to both the POM and COM to explain that completion of ROTLs did not impact the test for release in this case. Both then agreed that they would recommend release without ROTLs (particularly as it was not clear when these might resume). PAS requested that the Parole Board direct up-to-date reports from the POM and COM, with the view to Prisoner B's continued detention being reviewed again on paper. The Parole Board agreed.

There was then a significant delay in reports being prepared due to issues with the administration at the Parole Board and the COM having fallen ill with COVID-19, but, once these were provided, PAS prepared written submissions requesting that Prisoner B be released. The Parole Board then directed her discharge on the paper evidence.

Due to the delay, however, the prisoner had lost a place at an Approved Premises (AP) that had been found for her. PAS and the POM and COM worked hard to find an alternative and, although later than hoped, a bed was found in an AP with relevant support, including a Woman's Advocate. The prisoner was released – finally – in June 2021.

Outreach Caseworker (Men's Estate)

In 2020-21, although there was no in-person outreach taking place, PAS' Outreach Caseworker, Nicki Rensten, continued to advise prisoners through letter and telephone enquiries, and maintained a varied and complex caseload of legally aided and pro bono matters, including parole applications, Category A reviews and complaints about release licence conditions.

She dealt with hundreds of telephone and letter enquiries, and opened new cases on behalf of 18 prisoners. Additionally, she continued to either respond herself, or triage to other Caseworkers, to the many emails that PAS received daily from prisoners' families and friends.

In-line with the specialist outreach advice sessions which Nicki had previously provided to Foreign National Prisoners, much of her telephone and written advice continued to focus on assisting those prisoners whose queries relate to the contiguity of their criminal sentence and their immigration status, including advice on both voluntary and forcible repatriation to prisons abroad, deportation appeals, and the application of the early removal scheme.

Outreach Caseworker (Men's Estate) Case study

Nicki advised Prisoner C, who had been convicted of the murder of an adult male. While he was remanded in custody, before his trial, Prisoner C received visits from family members of all ages. However, after his conviction and sentencing, he was told he could no longer have visits from his younger sibling and cousins, as he was a risk to children. The rationale for this decision was that the murder had been witnessed by someone under the age of 18.

We wrote to the director of the prison, asking for the restrictions to be reviewed, quoting the case law which says that the prison should assess the risk someone poses to children in a custodial setting, not the risk they would pose if out of the prison. After a considerable amount of further correspondence,

the prison finally accepted this and concluded that Prisoner C did not pose a risk within prison and should not be prevented from receiving visits from the young members of his family.

Community Care Caseworkers

Throughout 2020-21, PAS' two Community Care Caseworkers, Laura Orger and Laine Ritchie, continued to provide specialist advice and assistance to older prisoners, prisoners with intellectual and/or physical disabilities, those with chronic health issues and those with learning difficulties, across England and Wales.

Laura and Laine were frequently asked for assistance where prisons, local authorities, probation services or NHS Trusts had failed to meet their legal responsibilities towards disabled and elderly prisoners with health or social care needs, both during their time in prison and when they were due for release. In 2020-21, 24% of calls to our Advice Line came from prisoners 51 years of age and over. Such prisoners account for 17% of the prison population (Prison Reform Trust, Winter 2021 Prison Factfile). 37% of calls came from prisoners with intellectual and/or physical disabilities, chronic health issues or learning difficulties. Such prisoners account for 36% of the prison population.

During the pandemic, these were the service-users most likely to be severely affected by COVID-19. In addition, healthcare services in custody were heavily restricted throughout. Prisoners struggled to speak to GPs via telephone or to receive an appropriate physical examination. Mental health support declined due to restrictions, however mental health issues were hugely exacerbated by the isolation of cell confinement in lockdown. This led to an increase in enquiries from prisoners seeking legal recourse to challenge inadequate systems.

Laura and Laine first attempted to resolve community care issues by writing to the bodies in question, setting out the law and what they expected to be done, but, where necessary, they issued Judicial Review proceedings to ensure the best result for clients. Throughout the year, the two opened 17 new cases helping older, ill and disabled prisoners, and assisted with countless pro bono queries via advice line, letter and email.

Community Care Caseworkers Case Study

Prisoner D was a lifer, who was 18 years over his original IPP tariff of three years for manslaughter. He had a history of childhood abuse and substance misuse and was a diagnosed schizophrenic. When he contacted PAS, he was being held in an Open Prison and had been hoping to be released in due course.

Despite his many years in prison, the Parole Board made a negative decision on his release by looking at his paperwork, parole dossier and the written recommendations of professionals, without having an oral hearing at which Prisoner D could speak. The reason for denial was that – as a result of the pandemic – he could not do Resettlement Overnight Releases (RORs) from Open Prison to prove he had reduced his risk in conditions of lesser security. RORs had ceased due to Covid-19. This meant that Prisoner D would have a further two-year wait in prison until his next parole review.

We challenged the decision and requested an oral hearing as fairness demanded this. We located a suitable placement in the community for Prisoner D to be released to – with monitoring and 24-hour support for ex-prisoners who have become institutionalised – so that he might rehabilitate into the outside world.

We obtained the support of his external Probation Officer for this placement and she agreed to back his discharge on the basis that he was released to this supported accommodation. Prisoner D was able to view the accommodation by video link and was very happy with it. Staff at the placement also provided a positive assessment for the Parole Board. We contacted the relevant local authority and Clinical Commissioning Group (CCG) responsible for funding the placement. When funding was not forthcoming, we sent a Pre-Action Letter with a view to issuing Judicial Review proceedings against them.

The local authority and CCG then recognised their legal duties towards this vulnerable prisoner, under s117 of the Mental Health Act, and agreed to fund the placement. The prisoner was then in a very good position to obtain a release, as he now had a suitable release address that could provide support and monitoring, the support of Probation for this plan and an oral hearing at which to argue his case for release. If PAS hadn't taken on Prisoner D's case and challenged the paper decision, he would have been detained further, for at least two more years until the following parole review.

Advice Line Caseworker

During 2020-21, Harry Wade dispensed advice and support to all prisoners who reached out to PAS for help using our telephone Advice Line. Of Harry's four days per week at PAS, two whole days were spent responding to callers to the Advice Line, alongside the other Caseworkers staffing the line on Monday, Wednesday and Friday, which meant that that service ran to a five-day equivalent provision.

Advice Line Caseworker Case Study

Prisoner E, a low risk, Category D (minimal security) adult male, serving four-and-a-half years for an offence of Fraud, called PAS' Advice Line about the new government guidance on End of Custody Temporary Release (ECTR) issued in light of the pandemic.

Prior to lockdown, Prisoner E had been working in the community on five daily ROTLs (release on temporary licence) per week, visiting his partner and helping to care for their disabled child. After lockdown, he was unable to provide this assistance and his partner was left to cope on her own. Although he was within the last two months of his sentence, he contacted PAS after the prison informed him that he was ineligible for ECTR.

We advised him that he was, in fact, eligible for consideration under ECTR guidance, and he was identified as such by the ECTR team. The prisoner signed the application paperwork for ECTR on 16th April 2020.

PAS corresponded regularly with the prison and the ECTR team, pressing for Prisoner E's application to be considered urgently, and for information regarding the application's progress to be relayed to the prisoner and his partner. The prisoner's ECTR was finally granted on 28th May.

This case highlighted the distress caused to prisoners and their relatives by the lack of transparency surrounding ECTR applications. PAS subsequently communicated to the head of the ECTR team the importance of keeping prisoners informed during such a distressing time.

Partnerships Manager and Caseworker

In 2020-21, Jane Finnis continued to develop her role as Partnerships Manager at PAS, responsible for managing the relationships between the charity and the various corporate law firms that assist us. Jane is also a Caseworker / Manager and was responsible for the line-management of Kate Lill (Women Prisoners' Caseworker), Harry Wade (Advice Line Caseworker) and Laine Ritchie (Community Care Caseworker). During Kate's maternity leave, she was responsible for PAS' work with women prisoners.

During 2020-21, Jane oversaw PAS' continued work with corporate firms, Cooley LLP, Dentons, Herbert Smith Freehills, Reed Smith, White & Case and Gibson Dunn.

Before lockdown, PAS' in-office corporate volunteer scheme with these companies was working extremely well. The scheme involved partners' employees volunteering to work to a rota in PAS' London office for a half-day at a time. Volunteers usually assist PAS with responding to letters from prisoners, with research and, for those with greater experience, with case files.

After lockdown, we lost the majority of this volunteer provision, which meant a considerable reduction in capacity, particularly with regard to the Letters Clinic. (As described elsewhere, PAS was able to counter this loss of capacity by appointing two, fixed-term, Letters Caseworkers, funded by the Community Justice Fund.)

During 2020-21, our corporate partners were able to provide assistance with the production of the *Prisoners' Legal Rights Bulletin*, both by drafting case summaries and with its printing. Cooley LLP also hosted our online panel discussion in November, while many of the firms involved fund our work directly with grants or donations (see fundraising report below).

Justice First Fellow

2020-21 saw the final year of PAS' two-year Justice First Fellowship. Funded by The London Legal Education Foundation (TLEF), Alice Gambell spent over one-and-a-half years as a Fellow at PAS, leaving the charity on 2 October 2020. PAS remains grateful to TLEF for making the Fellowship a valuable reality.

Telephone Advice Line

Throughout 2020-21, and more than ever, our telephone Advice Line was the key channel through which we were able to advise prisoners on their legal, human and healthcare rights and, where necessary, pursue justice for them. Due to the suspension of outreach services – and with caller volume soaring – PAS was able to double the number of staff operating the line and almost double the number of calls it had successfully responded to in the previous year. Over the course of the year, PAS successfully responded to 42,842 calls from prisoners, a rise of 75% on calls answered in 2019-20, highlighting the great demand for the service throughout the year of the pandemic.

The Advice Line is especially vital for those in prison with lower literacy levels, or whose first language is not English, ensuring that our service is truly accessible for all.

Letters Clinic

Throughout the pandemic, PAS was keenly aware that prisoners remain one of the few communities of people who still send letters and we were happy that we were able to keep that line of communication open.

At the start of lockdown, PAS immediately lost all of its corporate volunteers – and, thereby, some considerable capacity – whose main purpose was to assist Caseworkers by responding to the large volume of physical mail that we receive daily.

Initially, we were unable to keep up with the usual flow of letters to the office. In the four months after lockdown, we sent out 1,149 letters, 55% fewer than the 2,540 sent in the four months before, and there was a growing accumulation of unanswered mail. We applied to the Community Justice Fund – a pot of money set aside by some of the bigger London legal charities – for emergency COVID-19 funding for two, dedicated, Letters Caseworkers roles. The bid was successful and the two roles were appointed in September 2020. The backlog of mail was then quickly dealt with and, over the year between 1 April 2020 and 31 March 2021, we were able to send out 7,846 letters.

The Letters Clinic provides the opportunity to convey more detailed information on specific aspects of Prison Law and individually tailored legal advice to be imparted to service-users.

Legal Casework

In the year 2020-21, PAS Caseworkers took on 69 legal cases. This is down on the previous year, when we took on 95 cases, and is due to the increased focus on the Advice Line and the upsurge in calls coming through.

Taking on cases goes further than the provision of one-off / limited telephone or letter advice, or a single exchange with a prison regarding a client's problem, and instead entails a more thorough assessment of whether the prisoner has a legal case to challenge their treatment. Often, we act for prisoners by writing representations on their behalf and attending hearings to advocate for them.

Of cases opened in 2020-21, issues with Recall accounted for 20 (29%), assistance with Parole accounted for 11 (16%) and Category A male prisoners six (9%). Other issues included Imprisonment for Public Protection (IPP) sentences, Categorisation and Adjudications.

Family Law Guides, Self Help Toolkits & Information Sheets

In 2020-21, PAS continued to regularly update our series of four Family Law Guides for women prisoners, 11 Self Help Toolkits and 33 Information Sheets, all downloadable from our website. Two new guides for LGBT+ prisoners were published in November 2020.

These guides, kits and sheets explain legal processes and prisoners' rights, covering topics such as child-care, how to progress through the prison system, discrimination, categorisation, transfers, visits and rights for specific client groups.

All guides, kits and sheets are sent out to prisoners by our Caseworkers and volunteers and are available for families of prisoners and other prison sector organisations to read and download from our website.

Prisoners' Legal Rights Bulletin

We continued to reach a large prisoner readership through our bulletin, which was published three times in 2020-21, and to which 920 prisoners were subscribed. The bulletin was free to prisoners, and contained up-to-date and accurate information about new legislation and cases pertaining to Prison Law, new Prison Service Instructions and commentary on cases that had gone before the Prisons and Probation Ombudsman and the Information Commissioner's Office.

As well as prisoners, subscribers to the bulletin throughout the year included solicitors, barristers, academic organisations, journalists, and prison libraries. We were extremely grateful to corporate law firms, Cooley, Herbert Smith Freehills and White and Case, who printed the three editions of the PLRB for us on a pro bono basis in 2020-21.

Fundraising and Communications

In 2020-21, PAS was most grateful to receive major unrestricted grants from loyal, regular, supporters The Hadley Trust (£70,000), The AB Charitable Trust (£20,000) and The London Legal Support Trust (£10,000). We also continued to benefit from the two-year award from The Garfield Weston Foundation (£40,000 over two years), made in 2019-20.

We received the second full year (£30,000) of our five-year award of £165,000 from The National Lottery Community Fund in support of our core, telephone Advice Line service. This award originally included an additional £15,000 to support capacity-building initiatives, some of which the lottery quickly permitted us to use to help make the move to remote working in March and April 2020. PAS was extremely grateful to the National Lottery Community Fund for allowing this.

In 2020-21, we received (on 6 April 2021) the second year of a generous three-year award in support of our work with women from Goldsmiths' Company Charity (£60,000 over three years). We also received the second year of a three-year award from Trust for London (£30,000 over three years) in support of our work with Foreign National Prisoners (FNPs), and a top-up grant from The Bromley Trust (£10,000) in support of core costs. The Evan Cornish Foundation again showed interest in our work by granting an award (of £10,000) in support of our work with older and disabled prisoners.

2020-21 saw the end of a two-year grant from The Legal Education Foundation – of £67,121 – to enable PAS to host a Justice First Fellow traineeship, while Julian Richer, through his Persula (now Fairness) Foundation, awarded a further grant of £35,000 in support of the Advice Line and the dedicated Advice Line Caseworker role at PAS. We also thanked Julian Richer in March 2020, for his funding of a remote server to support our isolated working systems during the pandemic.

Individual donations included a fourth, unrestricted, gift from a donor who wished to remain anonymous (£50,000) and the third year of a three-year commitment from Lady Edwina Grosvenor in support of our work with women (£10,000). We thank all those who made personal donations in support of our work in 2020-21.

During the year, PAS received financial support from corporate law firms, including Reed Smith LLP (£5,000 unrestricted), Matrix Chambers via their Matrix Causes Fund (£4,862 in support of our new Self-Help Toolkit, *Fathers in Prison: Contact with Children*), Herbert Smith Freehills LLP (£3,500 unrestricted) and 7BR (£1,500 again in support of our new toolkit). We were most grateful to all of the corporates who supported our work, financially and otherwise, throughout the year.

In 2020-21, we continued to raise our online and social media profile. Monitoring of website statistics showed that there were 66,412 views of the PAS website in the year, with 25,751 unique visitors. The most frequently viewed pages after the home page, the volunteer and contact pages, were the Self-Help Toolkits page and the Prisoners who are LGBT+ page. The highest referrers after search engines were Facebook, younglegalaiddlawyers.org and the National Pro Bono centre website. The audience was predominately UK based, followed by the USA.

Between 1 April 2020 and 31 March 2021, PAS tweeted 232 times on Twitter and made 213,518 impressions, with an average of 585 impressions per day, and 4,992 actual engagements, 14 each day. There was a total increase of 315 followers during this time, taking our total number of followers to 2,784. On Facebook, at time of writing, PAS had 1,138 followers.

Thank you

Finally, we were most grateful to all our supporters in 2020-21, many of whom are listed below in Note 23 to the Accounts. We also thank all those individuals who gave of their time, or money, to support our work with prisoners; each played a part in maintaining and expanding PAS' services over the past year.

FINANCIAL REVIEW

It should be noted that PAS does not seek or accept Home Office or Prison Service funding, and is completely independent of the Prison Service.

Financial Position

The Statement of Financial Activities shows a total surplus of £61,880 (2020: surplus of 64,161) of which a surplus of £55,346 (2020: surplus of £38,341) relates to unrestricted funds and a surplus of £6,534 (2020: surplus of £25,820) to restricted funds. Unrestricted income for the year was £297,645 (2020: £306,230), and unrestricted expenditure was £242,299 (2020: £267,889). Restricted income for the year was £252,192 (2020: £234,807), and restricted expenditure was £245,658 (2020: £208,987).

The funds of the charity at the end of the year were £295,817 (2020: £233,937) consisting of unrestricted funds of £203,465 (2020: £148,119) and restricted funds of £92,352 (2020: £85,818).

Further details of the charity's performance can be found in the Statement of Financial Activities on page 22, the Balance Sheet on page 23 and the Statement of Cash Flows on page 24.

Funding sources for the period 2020-21 included casework legal income of £62,685 (2020: £52,834) from the Legal Services Commission and other legal fees, providing a net contribution of £39,718 (2020: £30,084) before salary and overheads.

There was also income arising from restricted and unrestricted grants, as well as donations from individuals.

Reserves Policy

Free reserves held on 31 March 2021 were £203,465 (2020: £148,119) representing almost five months' operating costs.

As a guideline, the Management Committee aims to hold six months of reserves, which would allow PAS time to recover from any temporary shortfall of income.

Risk review

The management committee continually monitors and regularly discusses any possible financial risk to the charity. This is discussed in conjunction with operational risks and their possible effect on the charity's finances. For fuller details please refer to "Risk review" in the "Structure, Governance and Management" section on page 18.

FUTURE PLANS

The Management Committee has set the following ongoing objectives for PAS:

- i. To continue to provide and improve a free, high quality, accessible legal advice and information service to adult prisoners in England and Wales and their legal advisers;
- ii. To maintain publicly-funded casework;
- iii. To increase awareness of PAS as the main provider of information about Prison Law;
- iv. To identify the unmet needs of prisoners not currently taken up by PAS' services and to expand the range of services to meet those needs, including geographical range;
- v. To work towards holding six months' operating costs in reserve at any one time.

The organisation has developed and evolved its activities to ensure sustainable delivery of its objectives for 30 years, and it continues to review and monitor these objectives against its strategies as the legal and political fields of prisoners' rights proceed through different landscapes. The plans for the future are to continue delivery of the existing services and to adapt the outreach service in keeping with the limitations imposed by the pandemic.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

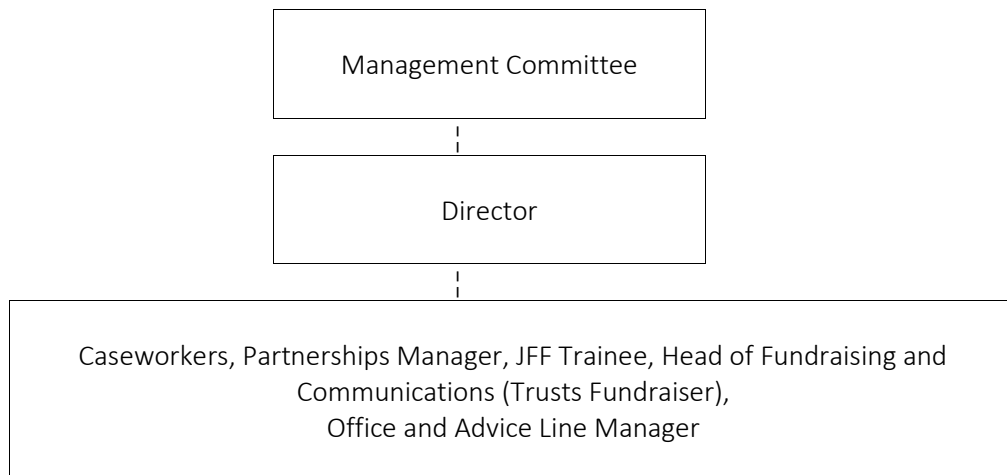
Prisoners' Advice Service (PAS) was founded by third sector organisations, the Prison Reform Trust, Liberty, Justice, NACRO, Inquest and The Howard League for Penal Reform, and formally launched as an independent charity in May 1991, registering with the Charity Commission in April 1996. It became a company limited by guarantee on 1st April 1996 under a Memorandum of Association that established the objects and powers of the charitable company, and it is governed by its Articles of Association as amended by resolution on 16 October 2015.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2021 was nine (2020: eight). The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 11 to the accounts.

Organisational Structure

The Management Committee comprised of the trustees, who were also directors of the company under Company Law. All Management Committee members were expected to have an interest in Prison Law and new members had an induction whereby they spent a day shadowing PAS staff members to gain experience of the day-to-day running of the organisation. The basic management structure of PAS was as follows:



The Management Committee had general control of, and managed, the charity's administration. It delegated certain powers and functions to the Director, Lubia Begum-Rob, including the day-to-day running of PAS. This included the power to recruit staff to run the Company. Among other duties, the Management Committee was also responsible for ensuring that actions taken were in the best interest of PAS. This included matters of finance. In this capacity, in 2020-21, it continued to liaise with the Director, the Head of Fundraising and Communications and other staff members at Management Committee meetings throughout the year in order to discuss finances, among other matters.

The Management Committee met once every two months in 2020-21. The Committee can vary the frequency as it feels appropriate. Its activities included:

- i. providing input, or making decisions on, significant or strategic issues affecting the charity;
- ii. monitoring the charity's financial position;
- iii. checking compliance with legal and regulatory requirements;
- iv. making any other decisions considered appropriate by the Committee;
- v. approving the business plan.

The officers as at 31 March 2021 were:

Chair	Martine Lignon
Treasurer	Kassim Gaffar
Secretary	Lubia Begum-Rob (Director)

Recruitment and appointment of new trustees

PAS' recruitment of new trustees results either from the need to replace a standing-down trustee or from the identification of specific skills or experience that the Board/Management Committee (MC) requires or would benefit from.

The role advertisement is designed by the Chair after consultation with PAS Director, on the basis of a skills and competencies analysis. It is placed on PAS website under *Vacancies* and publicised by Clinks (in the *Light Lunch*), the Criminal Justice Alliance Bulletin, the Small Charities Coalition, Charity Job, Getting On-Boards and some other platforms.

Applications are received by PAS' Office Manager who forwards them to the Chair. Having read them carefully, the latter anonymises them and forwards them to the Director and all trustees, without any comments, asking them to respond with a "Yes" or "No" to candidates being shortlisted, and any comments they would care to make. A majority decision results in a list of shortlisted candidates that the Chair disseminates to trustees and Director for ultimate agreement.

Shortlisted applicants are invited for interview. The interviewing panel systematically comprises of two trustees (not necessarily including the Chair, if, for instance, she happens to know one or more of the applicants) and the Director.

Post interview, the panel's selection is communicated to the whole Board for approval. The successful applicants are invited to attend the next Board/Management Committee meeting at which they will introduce themselves to those trustees who did not sit on the interviewing panel – and will be formally established as trustees.

Policies and procedures for the induction and training of trustees

Once the interviewing panel's selection has been approved by the Board/MC, the recruited applicants receive PAS' *Trustees Induction Pack* and associated resources, with which they must familiarise themselves before attending their first PAS Board/MC meeting.

At this stage, the Chair encourages them to read the *Charity Trustee Welcome Pack*, from the Charity Commission, and to join the Charity Commission's mailing list for training purposes and governance updates.

On the more interactive side, newly appointed trustees attend an induction session that takes place at PAS' office, when they meet with the Chair, the Director and as many members of the PAS team as can be arranged. They are deliberately left to raise any question they wish to ask from staff members outside the Director's and the Chair's presence.

Trustees are, obviously, kept informed, either by the Director or the Chair, of any important development or legislation that would affect their role and actions as trustees, e.g. GDPR; workplace pension scheme/auto-enrolment, etc.

The bi-annual review of PAS' Business Plan, which culminates in the yearly October review meeting, offers a constantly effective opportunity for training and re-training in matters of governance and strategy setting.

Arrangements for setting pay and remuneration of key management personnel and any benchmarks, parameters or criteria used

PAS aims to have a pay policy that attracts, rewards and retains staff. The pay and benefits PAS offers to staff are set at a similar level for similar jobs. In implementing this policy, PAS will ensure that the pay policy complements and reflects other policies, including recruitment and selection procedures, equality and diversity considerations, and PAS's core values. PAS aims to ensure that the pay structure is as simple as possible. It is essential to PAS that the whole staff pay bill remains cost effective and affordable. PAS aims to ensure a regular and transparent mechanism for deciding upon the grading of posts, review and appeal.

PAS uses the National Joint Council (NJC) pay scales and awards, since these are negotiated nationally each year, are clear and objective measures, and are widely recognised in third sector organisations.

Details of all the current NJC scales are published each year once agreed, generally in the summer or early autumn, and these are then adopted by PAS subject to affordability, with any increases backdated to April, again subject to affordability.

The trustees are responsible for reviewing the role and responsibilities of the Director and setting the pay for this position. This is done with reference to the NJC's pay scales and awards, and the criteria and benchmarks used by the council. The trustees will identify criteria and benchmarks in common with the NJC, and any extraordinary criteria related to the charity and the Director's role. The remuneration will then be set as close to market value as permitted by the charity's financial resources.

The Director will be responsible for drafting the job description and person specification for any new post, and will decide which grade fits its requirements in consultation with specified Trustees. This will be judged in reference to the following factors: a detailed comparison of skills and responsibilities with other posts and the impact of different posts.

An evaluation of the above will culminate in an assessment of the grade related to the post and the relative ranking of the post within PAS.

Relationships with related parties and any other charities and organisations with which the charity co-operates in the pursuit of its charitable objectives

PAS works alongside St Giles Trust in teaching a National Vocational Qualification (NVQ) (level 4) in Information, Advice and Guidance within prisons. Our Caseworkers teach sessions on Prison Law to prisoners who are trainee Peer Advisers. Participants are awarded with a certificate upon completion of the course. PAS and St Giles Trust strive to educate prisoners to use their sentences productively and to engage constructively with prison, to gain skills and training and work towards rehabilitation.

As well as St Giles Trust, PAS regularly works with charities, Women in Prison, the Prison Reform Trust, Rights of Women, the DePaul Trust, UNLOCK, St Mungo's, etc. PAS provides the legal dimension that many of these organisations lack so we both take referrals from them, and seek their specialist knowledge in various aspects of the prison system where relevant. We also receive referrals from The Howard League for Penal Reform, which represents prisoners who are under 21 in legal matters. As PAS represents adult prisoners, our services are complementary, leading to numerous cross-referrals.

PAS' Director sits on the executive committee of the Association of Prison Lawyers – which responds to Legal Aid consultations – strengthening PAS' position as a Legal Aid agent. PAS holds Legal Aid contracts in Public Law and Prison Law.

Risk Review

The Director and Management Committee members were responsible for implementing and ensuring compliance with the risk management strategy. The risk management strategy aimed to ensure that appropriate action would be taken were a case to fall outside of acceptable risk levels. Other risks to PAS were considered at the annual review of the business plan when organisational strengths and weaknesses were reviewed.

As part of our annual business planning cycle, PAS has a comprehensive risk register that is used to identify:

- Key risks to the organisation
- Probability of the risk becoming an issue
- Potential impact of each risk
- Preventative actions and steps that can be taken to mitigate each risk

Risks are then grouped based on the likelihood of a risk becoming an issue and the severity of its impact on the organisation, should it materialise. This helps to inform the time and attention given to managing individual risks, ensuring we take a proportionate approach.

We carry out a fulsome review of the risk register as part of our business planning process, as well as regularly reviewing risks to make sure they are still relevant.

By way of example, one key risk facing PAS at the time of going to print is summarised below:

1. Long-standing donors ending their support.
 - a. Probability: Medium
 - b. Impact: High – would cause a significant shortfall in PAS funding that would be difficult to fill either from another single donor or from multiple funding sources.
 - c. Severity of the risk to PAS: high

- d. Mitigation: diversification of funding streams, strengthening funder relationship management capacity, identifying and engaging with alternative funders who could help close any gap, and identify non-critical services that can be reduced if needed to help manage costs.

The pandemic may also affect PAS' financial position, going forward, in that one of our key services – outreach work inside prisons – remains suspended at this time and in that that service would ordinarily attract particular pots of geographically-based funding.

STAFF MEMBERS

Lubia Begum-Rob	Director / Race and Religious Discrimination Caseworker
Jane Finnis	Partnerships Manager & Caseworker
Nicki Rensten	Outreach Caseworker (Men's Estate)
Kate Lill	Women Prisoners' Caseworker (maternity leave to 8 September 2020)
Laura Orger	Community Care Caseworker
Laine Ritchie	Community Care Caseworker
Harry Wade	Advice Line Caseworker
Anna Fairbank	Letters Caseworker (from 1 September 2020)
Constance Collard	Letters Caseworker (from 1 September 2020)
Alice Gambell	Justice First Fellow and Trainee Solicitor (to 2 October 2020)
Ben Blackwell	Office and Advice Line Manager
Geof Jarvis	Head of Fundraising and Communications
Sara McCallum	Fundraising and Communications Officer (to 27 November 2020)
Buffy Sharpe	Supporting Consultant in Trusts Fundraising and Communications (from 23 November 2020)

STATEMENT OF THE RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also directors of Prisoners' Advice Service 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charity 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 proper accounting records that disclose with reasonable accuracy, at any time, the financial position of the charity 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.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The trustees' annual report was approved by the trustees on 22 / 10 / 2021 and signed on their behalf by:

Martine Lignon

.....
Martine Lignon
Chair of the Trustees

Independent examiner's report to the trustees of Prisoners' Advice Service For the year ended 31 March 2021

I report on the accounts of the charity for the year ended 31 March 2021 set out on pages 22 to 44.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Date: 22 / 10 / 2021

Prisoners' Advice Service
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 March 2021

	Note	Unrestricted funds £	Restricted funds £	Total funds 2021 £	<i>Unrestricted funds £</i>	<i>Restricted funds £</i>	<i>Total funds 2020 £</i>
Income from:							
Donations and legacies	3	234,712	110,585	345,297	253,190	118,350	371,540
Charitable activities	4	62,685	141,607	204,292	52,834	116,457	169,291
Investments	5	248	-	248	206	-	206
Total income		297,645	252,192	549,837	306,230	234,807	541,037
Expenditure on:							
Raising funds	6	27,757	-	27,757	21,869	-	21,869
Charitable activities	7	214,542	245,658	460,200	246,020	208,987	455,007
Total expenditure		242,299	245,658	487,957	267,889	208,987	476,876
Net income/(expenditure) for the year	9	55,346	6,534	61,880	38,341	25,820	64,161
Net movement in funds for the year		55,346	6,534	61,880	38,341	25,820	64,161
Reconciliation of funds							
Total funds brought forward		148,119	85,818	233,937	109,778	59,998	169,776
Total funds carried forward		203,465	92,352	295,817	148,119	85,818	233,937

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Prisoners' Advice Service
Company number 3180659

Balance sheet as at 31 March 2021

	Note	2021	2020
		£	£
Fixed assets			
Tangible assets	14	5,337	5,825
Total fixed assets		5,337	5,825
Current assets			
Debtors	15	79,568	68,782
Cash at bank and in hand		264,404	230,891
Total current assets		343,972	299,673
Liabilities			
Creditors: amounts falling due in less than one year	16	(53,492)	(71,561)
Net current assets		290,480	228,112
Total assets less current liabilities		295,817	233,937
Net assets		295,817	233,937
The funds of the charity:			
Restricted income funds	18	92,352	85,818
Unrestricted income funds	19	203,465	148,119
Total charity funds		295,817	233,937

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 25 to 44 form part of these accounts.

Approved by the trustees on 22 / 10 / 2021

and signed on their behalf by:

Martine Lignon

Martine Lignon (Chair)

Kassim Gaffar

Kassim Gaffar (Treasurer)

Prisoners' Advice Service

Statement of Cash Flows for the year ending 31 March 2021

	Note	2021 £	2020 £
Cash provided by/(used in) operating activities	22	36,415	89,049
<i>Cash flows from investing activities:</i>			
Dividends, interest, and rents from investments		248	206
Purchase of tangible fixed assets		(3,150)	(1,600)
Cash provided by/(used in) investing activities		(2,902)	(1,394)
Increase/(decrease) in cash and cash equivalents in the year		33,513	87,655
Cash and cash equivalents at the beginning of the year		230,891	143,236
Cash and cash equivalents at the end of the year		264,404	230,891

Notes to the accounts for the year ended 31 March 2021

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a 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) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Prisoners' Advice Service meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £ sterling.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

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 amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and 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.

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

Notes to the accounts for the year ended 31 March 2021 (continued)

e Donated services and facilities

The charity has historically operated a corporate legal volunteer programme with established partner organisations where some of their legal staff can volunteer during their work time to take part in the legal advice and advocacy activities of the charity. The charity would not have been able to pay to obtain those services for its beneficiaries and therefore does not consider this as a donation in kind but instead as general volunteer time as per SORP (FRS102). Refer to the trustees' annual report for more information about the legal volunteers' contribution.

Normally donated professional services and donated facilities are recognised on receipt 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. If the total value of such donations falls below £5,000 during the year it is considered immaterial and not singled out in the accounts.

f 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.

g Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h 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 comprise the costs of staff, premises and office costs, and their associated support costs.
- Expenditure on charitable activities includes the costs of providing legal advice, representation and advocacy undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Notes to the accounts for the year ended 31 March 2021 (continued)

i Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 8.

j Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

k Tangible fixed assets

Individual fixed assets costing £200 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Office fixtures and equipment	33%
-------------------------------	-----

l 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.

m 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.

n 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. The charity has no bank loans.

Notes to the accounts for the year ended 31 March 2021 (continued)

o Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. Outstanding contributions at the year end were £1,918 which were paid in April 2021. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 8.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Prisoners' Advice Service

Notes to the accounts for the year ended 31 March 2021 (continued)

3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2021 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2020</i> £
Donations and grants	233,847	110,585	344,432	252,080	118,350	370,430
Membership	115	-	115	360	-	360
Other income	750	-	750	750	-	750
Total	234,712	110,585	345,297	253,190	118,350	371,540

A detailed listing of donations and grants and the activity for which the funds are used is given in Note 23.

4 Income from charitable activities

	Unrestricted £	Restricted £	Total 2021 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2020</i> £
Legal Services Commission fees and reimbursed costs	62,685	-	62,685	52,834	-	52,834
Porticus UK	-	20,000	20,000	-	-	-
Sir Halley Stewart Trust	-	-	-	-	12,531	12,531
The Access To Justice Foundation	-	34,438	34,438	-	-	-
The Legal Education Foundation	-	19,160	19,160	-	38,381	38,381
The National Lottery Community Fund	-	30,000	30,000	-	30,000	30,000
The Persula Foundation	-	38,009	38,009	-	35,545	35,545
Total	62,685	141,607	204,292	52,834	116,457	169,291

Further details on the purpose of the above restricted funds are shown in notes 18 and 23.

Prisoners' Advice Service

Notes to the accounts for the year ended 31 March 2021 (continued)

5 Investment income

	Unrestricted £	Restricted £	2021 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2020</i> £
Income from bank deposits	248	-	248	206	-	206
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	248	-	248	206	-	206
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the accounts for the year ended 31 March 2021 (continued)

6 Cost of raising funds

	2021 £	2020 £
Staff costs	15,451	15,403
Freelance fundraiser	6,528	-
Fundraising	239	154
Office costs	971	1,085
Premises costs	1,568	2,041
Support costs (see note 8)	2,332	2,474
Governance costs (see note 8)	668	712
	<hr/>	<hr/>
	27,757	21,869
	<hr/>	<hr/>

All cost of raising funds is unrestricted expenditure.

7 Analysis of expenditure on charitable activities

	2021 £	2020 £
Staff costs	312,019	292,563
Freelance cost, staff expenses and training	5,418	19,797
Legal and casework costs	24,512	22,750
Toolkits	6,406	14
Office costs	19,603	20,600
Premises costs	31,664	38,769
Support costs (see note 8)	47,099	46,986
Governance costs (see note 8)	13,479	13,528
	<hr/>	<hr/>
	460,200	455,007
	<hr/>	<hr/>
Restricted expenditure	245,658	208,987
Unrestricted expenditure	214,542	246,020
	<hr/>	<hr/>
	460,200	455,007
	<hr/>	<hr/>

Notes to the accounts for the year ended 31 March 2021 (continued)

8 Analysis of governance and support costs

	Support £	Governance £	2021 £
Staff costs	27,569	10,647	38,216
Office costs	1,732	669	2,401
Finance and professional fees	17,333	-	17,333
Premises costs	2,797	1,081	3,878
Independent examination	-	1,750	1,750
	<u>49,431</u>	<u>14,147</u>	<u>63,578</u>

Basis of apportionment

Support and governance costs are allocated between costs of raising funds and charitable activities in proportion to staff time spent on those activities.

Allocated as follows:

Cost of raising funds	2,332	668	3,000
Charitable activities	47,099	13,479	60,578
	<u>49,431</u>	<u>14,147</u>	<u>63,578</u>

Year ended 31 March 2020

	Support £	Governance £	2020 £
Staff costs	28,148	10,383	38,531
Office costs	1,982	731	2,713
Professional fees	15,600	-	15,600
Premises costs	3,730	1,376	5,106
Independent examination	-	1,750	1,750
	<u>49,460</u>	<u>14,240</u>	<u>63,700</u>

Allocated as follows:

Cost of raising funds	2,474	712	3,186
Charitable activities	46,986	13,528	60,514
	<u>49,460</u>	<u>14,240</u>	<u>63,700</u>

Notes to the accounts for the year ended 31 March 2021 (continued)

9 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2021	2020
	£	£
Depreciation	3,638	4,653
Operating lease rentals:		
Property	21,003	28,500
Other	2,153	2,143
Independent examiner's fee	1,750	1,750
	<u><u> </u></u>	<u><u> </u></u>

10 Staff costs

Staff costs during the year were as follows:

	2021	2020
	£	£
Wages and salaries	324,280	302,064
Social security costs	26,762	26,609
Pension costs	14,008	13,857
Other benefits	636	3,967
	<u> </u>	<u> </u>
	<u><u>365,686</u></u>	<u><u>346,497</u></u>

Allocated as follows:

Cost of raising funds	15,451	15,403
Charitable activities	312,019	292,563
Support costs	27,569	28,148
Governance costs	10,647	10,383
	<u> </u>	<u> </u>
	<u><u>365,686</u></u>	<u><u>346,497</u></u>

No employee has employee benefits in excess of £60,000 (2020: Nil).

The average number of staff employed during the period was 11 (2020: 11).

The average full time equivalent number of staff employed during the period was 9 (2020: 9).

The key management personnel of the charity comprise the trustees and the Executive Director. The total employee benefits of the key management personnel of the charity were £50,651 (2020: £49,343).

Notes to the accounts for the year ended 31 March 2021 (continued)

11 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year (2020: Nil).

No member of the management committee received travel and subsistence expenses during the year (2020: £199, one trustee).

Donations from related parties were £Nil (2020: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2020: nil).

12 Government grants

The government grants recognised in the accounts were as follows:

	2021 £	2020 £
The National Lottery Community Fund	30,000	30,000
	<hr/>	<hr/>
	30,000	30,000
	<hr/> <hr/>	<hr/> <hr/>

There were no unfulfilled conditions and contingencies attaching to the grants.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Notes to the accounts for the year ended 31 March 2021 (continued)

14 Fixed assets: tangible assets

	Office furniture and equipment £
Cost	
At 1 April 2020	19,785
Additions	3,150
Disposals	(3,340)
	<hr/>
At 31 March 2021	19,595
	<hr/> <hr/>
Depreciation	
At 1 April 2020	13,960
Charge for the year	3,638
Disposals	(3,340)
	<hr/>
At 31 March 2021	14,258
	<hr/> <hr/>
Net book value	
At 31 March 2021	5,337
	<hr/> <hr/>
<i>At 31 March 2020</i>	<i>5,825</i>
	<hr/> <hr/>

15 Debtors

	2021 £	2020 £
Trade debtors	60,005	52,026
Other debtors	3,688	3,688
Prepayments and accrued income	15,875	13,068
	<hr/>	<hr/>
	79,568	68,782
	<hr/> <hr/>	<hr/> <hr/>

Notes to the accounts for the year ended 31 March 2021 (continued)

16 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	5,599	2,584
Other creditors and accruals	39,310	29,633
Deferred income	-	29,580
Taxation and social security costs	8,583	9,764
	<hr/>	<hr/>
	53,492	71,561
	<hr/> <hr/>	<hr/> <hr/>

17 Deferred income

	2021 £	2020 £
Deferred grant brought forward	29,580	-
Grants received	-	29,580
Released to income from charitable activities	(29,580)	-
	<hr/>	<hr/>
Deferred grant carried forward	-	29,580
	<hr/> <hr/>	<hr/> <hr/>

Specific details of the grants and the reasons for deferment can be found in note 24.

Prisoners' Advice Service

Notes to the accounts for the year ended 31 March 2021 (continued)

18 Analysis of movements in restricted funds

	Balance at 1 April 2020	Income from donations and grants	Income from charitable activities	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£	£
Fund						
Advice Line	29,208	-	68,009	(71,532)	-	25,685
Community Care	13,000	35,561	20,000	(42,810)	-	25,751
Foreign National Prisoners	-	10,000	-	(10,000)	-	-
Legal Education	1,475	-	19,160	(20,635)	-	-
Letters Clinic	-	-	34,438	(30,133)	-	4,305
Regional	10,375	38,000	-	(19,125)	-	29,250
Women	31,760	10,697	-	(42,458)	-	(1)
Other	-	16,327	-	(8,965)	-	7,362
Total	85,818	110,585	141,607	(245,658)	-	92,352

For a detailed list of donors and grant givers for each fund please refer to Note 23.

Prisoners' Advice Service

Notes to the accounts for the year ended 31 March 2021 (continued)

Comparative period

	Balance at 1 April 2019 £	Income from donations and grants £	Income from charitable activities £	Expenditure £	Transfers £	Balance at 31 March 2020 £
Fund						
Advice Line	29,040	-	65,545	(65,377)	-	29,208
Community Care	3,000	28,600	-	(18,600)	-	13,000
Foreign National Prisoners	-	15,000	-	(15,000)	-	-
Legal Education	1,658	-	38,381	(38,564)	-	1,475
Outreach	5,000	-	-	(5,000)	-	-
Regional	2,500	19,750	-	(11,875)	-	10,375
Women	18,800	55,000	12,531	(54,571)	-	31,760
Total	59,998	118,350	116,457	(208,987)	-	85,818

Name of restricted fund

Description, nature and purposes of the fund

Advice Line	To support our core, telephone, legal advice service
Community Care	To meet the salary and other costs of the charity's community care projects. These include advice with older, disabled and women prisoners prior to their release and upon release
Foreign National Prisoners	To support our caseworkers in delivering access to legal advice, support, and services to foreign national prisoners
Legal education	The funding of a Legal Education Foundation Justice First Fellow traineeship at PAS
Letters Clinic	To support our caseworkers in delivering access to legal advice and support in response to letters received from prisoners
Outreach	To support the costs of our caseworkers delivering one-to-one legal advice inside prisons in England and Wales
Regional	To meet costs incurred in delivering one-to-one legal advice in donor specified regions and designated outreach clinics
Women	To support our caseworkers' work with women prisoners
Other	includes other donations and grants with restricted purposes

Notes to the accounts for the year ended 31 March 2021 (continued)

19 Analysis of movement in unrestricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	As at 31 March 2021 £
General fund	148,119	297,645	(242,299)	-	203,465
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	148,119	297,645	(242,299)	-	203,465
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Comparative period					
	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	As at 1 April 2020 £
General fund	109,778	306,230	(267,889)	-	148,119
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	109,778	306,230	(267,889)	-	148,119
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Name of unrestricted fund	Description, nature and purposes of the fund
General fund	The free reserves of the charity

20 Analysis of net assets between funds

	General fund £	Restricted funds £	2021 £
Tangible fixed assets	5,337	-	5,337
Net current assets/(liabilities)	198,128	92,352	290,480
	<hr/>	<hr/>	<hr/>
Total	203,465	92,352	295,817
	<hr/>	<hr/>	<hr/>

Notes to the accounts for the year ended 31 March 2021 (continued)

Comparative period

	<i>General fund £</i>	<i>Restricted funds £</i>	<i>2020 £</i>
<i>Tangible fixed assets</i>	5,825	-	5,825
<i>Net current assets/(liabilities)</i>	142,294	85,818	228,112
	<hr/>	<hr/>	<hr/>
<i>Total</i>	148,119	85,818	233,937
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

21 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	<i>Property</i>		<i>Equipment</i>	
	<i>2021 £</i>	<i>2020 £</i>	<i>2021 £</i>	<i>2020 £</i>
Less than one year	28,500	-	2,168	2,168
One to five years	38,000	-	1,626	3,794
	<hr/>	<hr/>	<hr/>	<hr/>
	66,500	-	3,794	5,962
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

22 Reconciliation of net movement in funds to net cash flow from operating activities

	<i>2021 £</i>	<i>2020 £</i>
Net income/(expenditure) for the year	61,880	64,161
Adjustments for:		
Depreciation charge	3,638	4,653
Dividends, interest and rents from investments	(248)	(206)
Decrease/(increase) in debtors	(10,786)	(6,014)
Increase/(decrease) in creditors	(18,069)	26,455
	<hr/>	<hr/>
Net cash provided by/(used in) operating activities	36,415	89,049
	<hr/> <hr/>	<hr/> <hr/>

23 Analysis of donations and grants received

	2021 £	2020 £
Core funding - unrestricted		
Dentons UKMEA LLP Charitable Trust	1,000	-
Herbert Smith Freehills LLP	3,500	3,500
Jessie Spencer Trust	500	-
Jill Franklin Trust	500	-
Reed Smith LLP	5,000	-
The 29th May 1961 Charitable Trust	5,000	-
The AB Charitable Trust	20,000	20,000
The Bromley Trust	10,000	10,000
The David & Ruth Lewis Family Charitable Trust	-	2,500
The Edgar E Lawley Foundation	-	1,500
The Emerton Christie Charity	-	2,000
The Garfield Weston Foundation	20,000	20,000
The Hadley Trust	70,000	70,000
The Kel Trust	2,000	-
The KW Charitable Trust	500	500
The Leigh Trust	-	2,000
The London Legal Support Trust	10,000	10,000
The Marsh Christian Trust	-	600
The P&C Hickinbotham Charitable Trust	1,000	1,000
The Simmons and Simmons Charitable Foundation	-	7,500
The Souter Charitable Trust	-	3,000
The Thomas Sivewright Catto Charitable Settlement	1,000	-
The William Allen Young Charitable Trust	-	2,000
Legacy - Douglas James Carter	-	10,000
Donations	83,847	85,980
Total unrestricted donations and grants	233,847	252,080

Of the unrestricted donations, £62,500 relates to one donor (2020: £62,500) who wishes to remain anonymous.

Restricted donations and grants	2021 £	2020 £
Advice line		
The National Lottery Community Fund	30,000	30,000
The Persula Foundation	38,009	35,545
	68,009	65,545

Prisoners' Advice Service

Notes to the accounts for the year ended 31 March 2021 (continued)

Restricted donations and grants (cont)	2021	2020
	£	£
<i>Community Care</i>		
Drapers Charitable Fund	7,500	-
Global Giving	61	-
Porticus UK	20,000	-
The Alchemy Foundation	-	500
The Alice Ellen Cooper Dean Charitable Foundation	-	5,000
The Beatrice Laing Trust	3,000	-
The Constance Travis Charitable Trust	-	8,000
The Evan Cornish Foundation	10,000	-
The Harrison-Frank Family Foundation (UK) Limited	2,000	2,000
The John Coates Charitable Trust	-	5,000
The Lord Faringdon Charitable Trust	-	1,000
The Mulberry Trust	3,000	-
The Peter Stebbings Memorial Trust	5,000	3,600
The Schroeder Charity Trust	5,000	3,500
	<hr/>	<hr/>
	55,561	28,600
<i>Foreign National Prisoners</i>		
Garden Court Chambers Special Fund	-	3,000
The G&H Roberts Community Trust	-	2,000
Trust for London	10,000	10,000
	<hr/>	<hr/>
	10,000	15,000
<i>Legal Education</i>		
The Legal Education Foundation	19,160	38,381
<i>Letters Clinic</i>		
The Access To Justice Foundation	34,438	-
	<hr/>	<hr/>
	53,598	38,381

Prisoners' Advice Service

Notes to the accounts for the year ended 31 March 2021 (continued)

Restricted donations and grants (cont)	2021	2020
	£	£
<i>Regional</i>		
GJW Turner Trust	2,000	-
Kent Community Foundation	5,000	-
London Freemasons Charity	2,000	-
The Dischma Charitable Trust	-	2,500
The Essex Community Foundation	5,000	4,500
The Hadrian Trust	1,000	1,000
The Henry Oldfield Trust	7,500	-
The Jessie Spencer Trust	-	-
The Lawson Trust	-	5,000
The Midland Legal Support Trust	-	2,750
The Oakdale Trust	1,500	-
The WA Cadbury Charitable Trust	10,000	-
The Walter Guinness Charitable Trust	4,000	4,000
	<hr/>	<hr/>
	38,000	19,750
<i>Women</i>		
Didymus	-	5,000
Global Giving	697	-
Goldsmiths' Company Charity	-	20,000
Lady Edwina Grosvenor	10,000	10,000
Mactaggart Third Fund	-	5,000
Sir Halley Stewart Trust	-	12,531
The Charles Hayward Foundation	-	10,000
The Van Neste Foundation	-	5,000
	<hr/>	<hr/>
	10,697	67,531
<i>Other</i>		
Matrix Causes Fund	4,862	-
Seven Bedford Row	1,500	-
The Tudor Trust	9,965	-
	<hr/>	<hr/>
	16,327	-
Total restricted donations and grants	<hr/> <hr/>	<hr/> <hr/>
	252,192	234,807

Prisoners' Advice Service

Notes to the accounts for the year ended 31 March 2021 (continued)

24 Deferred income

	As at 1 April 2020 £	Grant received £	Released in year £	As at 31 March 2021 £
The Legal Education Foundation	9,580	-	(9,580)	-
The Garfield Weston Foundation	20,000	-	(20,000)	-
	<u>29,580</u>	<u>-</u>	<u>(29,580)</u>	<u>-</u>

Reasons for deferment

The Legal Education Foundation

This grant is paid on a quarterly basis and the above amount was paid early ie prior to the start of the relevant quarter.

The Garfield Weston Foundation

The foundation made one grant payment of £40,000 which should however cover two years of activities.