MUSLIM YOUTH HELPLINE

England & Wales · Charity number 1108354

Details

Other names	MYH
Status	Registered
Legal form	Charitable company
Company number	05239414
Registered	2005-03-01
Register	View on the Charity Commission register

Contact

Address	International House 12 Constance Street London E16 2DQ
Phone	0808 808 2008
Email	info@myh.org.uk
Website	www.myh.org.uk

Activities

Objects: A) THE RELIEF OF YOUNG MUSLIMS WHO ARE IN CONDITION OF EMOTIONAL NEED, HARDSHIP AND MENTAL DISTRESS THROUGH CULTURALLY AWARE AND FAITH SENSITIVE COUNSELLING AND PRACTICAL ASSISTANCE AND FURTHER THE PROVISION OF TRAINING IN CULTURALLY AWARE AND FAITH SENSITIVE COUNSELLING.B) TO PROVIDE ADVICE TO YOUNG MUSLIMS WHOM BECAUSE OF THEIR INADEQUATE MEANS ARE UNABLE TO OBTAIN SUCH ADVICE AND ASSISTANCE FROM THEIR OWN RESOURCES.C) TO EDUCATE YOUNG MUSLIMS IN THE UNITED KINGDOM SO AS TO DEVELOP THEIR SPIRITUAL, MENTAL, EMOTIONAL, PHYSICAL AND SOCIAL CAPACITIES.

Activities: Our core service is a free and confidential emotional support service service available nationally via the telephone, email, web chat and letter. The service uses male and female volunteers trained in basic counselling skills to respond to client enquiries.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Children/young People, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** NATIONAL
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£146,706	£295,135	-	-
2024-03-31	£353,017	£275,977	-	-
2023-03-31	£217,514	£215,547	-	-
2022-03-31	£301,988	£143,461	-	-
2021-03-31	£189,827	£168,409	-	-

Trustees

Name	Role	Appointed
Ibrahim Peeran		2024-06-01
Yahya Delair		2024-08-07
Zahra Choudhry		2021-04-29

Accounts

MUSLIM YOUTH HELPLINE

TRUSTEES' REPORT & FINANCIAL STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

CHARITY REGISTRATION NO: 1108354

COMPANY REGISTRATION NO: 05239414

MUSLIM YOUTH HELPLINE

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MUSLIM YOUTH HELPLINE

TRUSTEES AND PROFESSIONAL ADVISORS

TRUSTEES:	Yahya Delair Ibrahim Peeran Zahra Choudhry
BUSINESS ADDRESS:	International House 12 Constance Street LONDON E16 2DQ
BANKERS:	HSBC P O Box 260 46 The Broadway Ealing London W5 5JR
ACCOUNTANTS:	Zaheer and Company 63 Kingsway Burnage Manchester M19 2LL

MUSLIM YOUTH HELPLINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared following the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts per the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2022)".

Objectives and activities

The charity's objectives, as set out in its governing document, are:

1. To provide relief to young Muslims who are in conditions of emotional need, hardship and mental distress through culturally aware and faith-sensitive counselling and practical assistance, and to further the provision of training in culturally aware and faith-sensitive counselling;
2. To provide advice to young Muslims who, because of their inadequate means, are unable to obtain such advice and assistance from their resources;
3. To help educate young Muslims in the United Kingdom to develop their spiritual, mental, emotional, physical and social capacities;

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main activities undertaken during the year in the furtherance of these objects were as follows:

Helpline Service
MYH offers a free and confidential service via telephone, email and chat. For over a decade, MYH has designed and delivered unique training sessions required for its volunteers to support young Muslims who contact the Helpline. Each volunteer undergoes intensive training to ensure they are confident and competent to support vulnerable clients on issues ranging from abuse, addiction, and self-harm to identity, relationships and mental health. MYH's helpline volunteers are all drawn from diverse Muslim communities in the UK, which allows them to understand the issues facing Muslim communities. These volunteers are also trained in faith and cultural sensitivity.

Training Services
MYH has been delivering training to scholars, teachers, parents and broader sector organisations on important issues affecting young British Muslims.

MYH continues to provide a safe space in which young Muslims can find the help they need to overcome their social problems and have better access to opportunities that empower psychological and emotional well-being.
Young people contact MYH daily on all kinds of issues including mental health physical/sexual abuse, feelings of isolation and lack of belonging, self-harm and suicidal feelings, and questions about identity and faith. Our non-judgmental and non-directional support provides a unique service within the Muslim community. For most service users, the first time they contact the Helpline is the first time they have spoken about their problems to anyone. We want to make sure that all young Muslims in the UK are aware of the support provided by MYH and can access the Helpline service.

Achievements and performance

In 2024/25, our helpline continued to support its growing number of users. Compared to the 2023/24 financial year, our helpline experienced an increase in incoming enquiries as our helpline users utilised MYH to support them with many concerns. The top reasons for our users seeking our support included religious advice, faith and spirituality, mental health, family issues and relationships including marriage.

We experienced an unprecedented demand for our services this year testament to the challenges young people face and their trust in us. In response, we have not only expanded our support capacity and trained more volunteers but also developed new initiatives to meet the evolving needs of our community. Our commitment to adapt and grow ensures that we are always ready to provide the support our community needs, when they need it most.

Key operational updates during 2024/25

During the year, Muslim Youth Helpline experienced a stable level of incoming enquiries broadly in line with the previous financial year. This enabled the organisation to focus operationally on improving service capacity and increasing the proportion of enquiries answered. The helpline team was expanded through the recruitment of new volunteers, with over 80 volunteers active during the year, alongside the appointment of an additional helpline officer and support staff. Increased staffing capacity resulted in a higher overall volume of enquiries being answered compared to the prior year.

Service quality continued to be monitored through post-interaction surveys and internal quality assurance processes. Survey results indicated high levels of service user satisfaction, including positive feedback relating to emotional support, understanding, and willingness to recommend the service. These findings informed ongoing volunteer training, supervision, and safeguarding practices.

The organisation strengthened its use of operational data to inform service development and decision-making. During the year, MYH implemented revised data collection and impact measurement frameworks, including updates to post-interaction surveys. Analysis of enquiry patterns identified unmet demand outside core operating hours, leading to the piloting of extended helpline opening times. Findings from this pilot informed plans to extend helpline hours on a permanent basis in the subsequent financial period.

In addition to helpline delivery, MYH delivered training and workshops for volunteers and external audiences, including sessions at educational and community institutions. The organisation also engaged with sector partners, public stakeholders, and community bodies, and held its annual supporter event to report on progress and future priorities.

During the year, the trustees and senior leadership undertook a strategic review, resulting in the adoption of a revised organisational vision and mission to guide future service development, governance, and growth

Financial review

The year's results are set out in the Statement of Financial Activities and notes on the accounts. The fund balance at the year-end was £81,322 (2024: £229,751), which constitutes the charity's reserves. Reserve balances will continue to be used to deliver the organisation's charitable outcomes.

The charity incurred a net loss for the year of £148,429 (versus a net surplus in the prior year of £77,039). This was due to a significant and unexpected shortfall in income compared to the prior year, together with a modest increase in expenditures.

The total annual income was £146,706 (2024: £353,017). The charity’s work relies entirely on grants, donations and income from fundraising events. Most of our income for the financial year was generated from grants from other charities and donations from individual donors. Income decreased substantially from prior year mainly due to underperformance in our fundraising efforts, specifically in our digital / online channels as well as our grant-

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The total annual income was £146,706 (2024: £353,017). The charity’s work relies entirely on grants, donations and income from fundraising events. Most of our income for the financial year was generated from grants from other charities and donations from individual donors. Income decreased substantially from prior year mainly due to underperformance in our fundraising efforts, specifically in our digital / online channels as well as our grant-writing applications. Furthermore, for reference, the prior year’s income reflects an exceptionally high level due largely to a large single donation from a high-net-worth donor received during that year.

The total expenditure for the year was £295,135 (2024: £275,978). This was mainly spent on employment costs, advertising, investment in fundraising and administrative costs. The increase in expenditure from the prior year was driven largely by an increase in salaries and employment costs due to the hiring of additional part-time workers to cover the growing demand on the helpline.

In 2024/25, MYH invested its funds in several main areas: increasing fundraising and outreach, and scaling the helpline service. This was done by recruiting a digital fundraising agency to advance online fundraising efforts, extending outreach through increased digital marketing activity, organising an event to raise awareness about the organisation and growing the helpline to better respond to growing demand.

In the next financial year, we will focus on developing MYH’s long-term strategic plan and working towards its financial sustainability, particularly given the substantial reduction in reserves versus the prior year. We also plan to grow the helpline further to meet increasing demand across hard-to-reach communities.

The charity's policy is that unrestricted funds not designated for a specific use should be maintained at a level equivalent to at least three month’s expenditures not covered by any specific secured grants or donations. The current reserves at the time of writing this report are above this level.

The trustees have assessed the significant risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the considerable risks.

Structure, governance and management

The charity is a company limited by guarantee, registered under the Companies Act, and its governing document is a Memorandum and Articles of Association under company legislation. The Governing document is dated 23rd September 2004. The charity's legal name is Muslim Youth Helpline, but it’s also known by its operating name, MYH.

The trustees, who are also the directors for company law and who served during the year and up to the date of signature of the financial statements, were:

Ms Z Choudhry
Mr Y Delair
Mr I Peeran

Trustees are recruited per the governing document and appointed by a membership vote.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The company's current policy concerning the payment of trade creditors follows the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU).

The Board of Trustees aim to hold trustee meetings every two months, which alternate with management meetings with the CEO, which are held every month.

Full-time staff manage the charity's day-to-day operations and make decisions regarding operational matters. Staff work according to work plans set and agreed upon quarterly with the Chief Executive to ensure the organisation's strategic objectives and business plan are met. Trustees are responsible for decision-making regarding longterm strategic direction and governance.

None of the trustees receives any remuneration.

The trustees' report was approved by the Board of Trustees.

....

Mr I Peeran

Treasurer

Dated: 28 Jan 2026

The Trustees, also the directors of the Muslim Youth Helpline for company law, are responsible for preparing the Trustees' Report and the financial statements according to 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 that give an accurate and fair view of the charity's state of affairs, incoming resources, and application of resources, including income and expenditures, for that year.

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 have been followed, subject to any material departures disclosed and explained in the financial statements; and

Prepare the financial statements on a going-concern basis unless it is inappropriate to presume that the charity will continue operating.

The trustees are responsible for keeping adequate accounting records that disclose the charity's financial position with reasonable accuracy at all times and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the charitys assets and hence for taking reasonable steps to prevent and detect fraud and other irregularities.

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF MUSLIM YOUTH HELPLINE

We report on the accounts of the Muslim Youth Helpline, registered charity number 1108354 for the accounts period ended 31st March 2025 set out on pages 10 to 16.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The charity's trustees are responsible for the preparation for the accounts. The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

It is our responsibility to:

- examine the accounts (under section 43(3)(a) of the 1993 Act)
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the 1993 Act); and
- to state whether particular matters have come to our attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT:

Our examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes 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 you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

INDEPENDENT EXAMINER'S STATEMENT:

In connection with our examination, no matter has come to our attention;

(1) which gives us reasonable cause to believe that in any material respect the requirements

. to keep accounting records in accordance with section 41 of the Act; and

. to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Mr. Farroukh Zaheer (FCCA)
Zaheer and Company
Chartered Certified Accountants and Registered Auditors
63 Kingsway
Burnage
Manchester
M19 2LL
Date:

MUSLIM YOUTH HELPLINE
RECEIPTS AND EXPENDITURES ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
		Restricted	Un-restricted	Restricted	Un-restricted
Donations and grants	1	-	142,894	-	349,010
Other income	1	-	3,812		4,007
		-	146,706	-	353,017
EXPENDITURES	4		295,135		275,978
		-	295,135	-	275,978
NET INCOME / LOSS FOR THE YEAR		-	(148,429)	-	77,039
BALANCE BROUGHT FORWARD			229,751		152,712
BALANCE CARRIED FORWARD		-	81,322	-	229,751

MUSLIM YOUTH HELPLINE
BALANCE SHEET
AS AT 31 March 2025

	Notes	2025			2024		
		£	£	£	£	£	£
		Restricted	Un-restricted		Restricted	Un-restricted	
NON-CURRENT ASSETS							
Non Current Assets	5	-	659			804	
			659			804	
CURRENT ASSETS							
Debtors			20,865			20,865	
Cash at bank	3	-	80,293		-	222,867	
		-	101,158		-	243,732	
CURRENT LIABILITIES							
Creditors	4	-	20,495		-	14,784	
		-	20,495		-	14,784	
NET CURRENT ASSETS		-		81,322	-		229,752
NET ASSETS		-		81,322	-		229,751
CAPITAL AND RESERVES							
Reserves b/f		-		229,751	-		152,712
Income of receipts over expenditure for the year		-		(148,429)	-		77,039
		-		81,322	-		229,751

I approve there accounts and confirm that there trustees have made available all the information and explanations for their preparation.

Signed---
Trustee: S Ibrahim Peeran

Date: 28 Jan 2026

MUSLIM YOUTH HELPLINE
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

Note: 1
INCOME AND ENDOWMENTS

	2025			2024
	Un-restricted	**Restricted**	**Total**	**Total**
	£	£	£	£
Donations	47,729	-	47,729	167,668
Grants	95,165	-	95,165	181,342
Interest Income	3,812	-	3,812	4,007
	146,706	-	**146,706**	**353,017**

Note: 2
ACCOUNTING POLICIES

The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with Recommended Accounting Practice 2015', (FRS 102 SORP), and in accordance with all applicable law in the charity's jurisdiction of registration, except that the charity has prepared the financial statements in accordance with the FRSSE SORP 2015 in preference to the previous SORP, the SORP 2005, which has been withdrawn, notwithstanding the fact that the extant statutory regulations, the Charities (Accounts and Reports) Regulations 2008 refer explicitly to the SORP 2005. This has been done to accord with current best practice.

Accounting convention

The financial statements are prepared, on a going concern basis, under the historical cost convention. The charity is mainly dependent on continuing donations and as a consequence the going concern basis is also dependent on the continuing of donations.

Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included.

Recognition of liabilities and expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of Statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly , and others are apportioned on an appropriate basis.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal. It is the policy of the Board of Trustees to carefully monitor the application of those funds in accordance with the restrictions placed upon them.

Note: 2.1
LIABILITY TO TAXATION

As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

Note: 3	2025		2024
Employees			
The average numbers of employees during the year were;	**Number**	**Total**	**Total**
Employees	11	11	10
Volunteers	71	71	64

Note: 3.1
TRUSTEES REMUNERATION

All trustees provide their services to the charity free of charge without any remuneration.

Note: 3.2
RELATED PARTY TRANSACTIONS

There were no disclosable related party transactions dureing the year (2023-none)

Note: 4
EXPENDITURE ON RAISING FUNDS

	Basis of allocation	Un-restricted £	Restricted £	Total £	Total £
Advertising	Usage	4,729	-	4,729	21,416
Marketing	Usage	29,426	-	29,426	13,200
Other Fundraising	Usage	23,369	-	23,369	23,393
Consultancy Fees	Usage	17,610	-	17,610	13,206
		75,134	**-**	**75,134**	**71,215**

Note: 4.1
EXPENDITURE ON CHARITABLE ACTIVITIES

				2025	2024
Volunteer Costs	Usage	3067		3,067	2802
Accountancy fee	Usage	2,160	-	2,160	2160
Bank Charges	Usage	63	-	63	84
SUPPORT COSTS:					
Insurance	Usage	274	-	274	308
Legal & Professional	Usage	5,402	-	5,402	11,760
Subscription	Usage	1,627	-	1,627	1,010
Depreciation	Usage	145	-	145	268
Telephone & Internet	Usage	1,399	-	1,399	1,460
Ground Rent	Usage	500	-	500	1,300
Stationery and printing	Usage	389	-	389	42
Staff Training & welfare	Usage	772		772	7,264
General Expenses	Usage	5,099	-	5,099	1,131
		20,897	**-**	**20,897**	**29,590**

Note: 4.1a
Employment Cost

Wages and salaries	Usage	189,857	-	189,857	167,024
Social security costs	Usage	9,203	-	9,203	7,381
Other pension costs	Usage	44	-	44	768
Total		**199,104**	**-**	**199,104**	**175,173**

Note: 5

TANGIBLE ASSETS:	Computer Equipment	Fixtures & Fittings	Total
Cost			
At 1st April 2024	6,342	1,345	7,687
Addition			
At 31st March 2025	**6,342**	**1,345**	**7,687**
Depreciation			
At 1st April 2024	5,538	1,345	6,883
Charge for the year	145		145
At 31st March 2025	**5,683**	**1,345**	**7,028**
Net Book Value			
At 31st March 2025	**659**	**-**	**659**
At 31st March 2023	**804**	**-**	**804**

Note: 6	**2025**	**2024**
Current Account	78,818	210,438
Deposit Account 1	368	10,317
Deposit Account 2	1,107	2,112
	80,293	**222,867**

Note: 7
Debtors:

Prepayments and accrued income	20,865	20,865
	20,865	**20,865**

Note: 7.1
CREDITORS: Amount falling due within one year

Other taxation and social security	19,154	12,645
Other creditors	(452)	(452)
Accruals and deffered income	1,792	2,590
	20,495	**14,784**

Note: 8
ACCUMULATED FUNDS

	2025				2024
ACCUMULATED FUNDS	Un-restricted	Restricted	Total		Total
Opening Funds as at 01/04/2024	229,751	-	229,751	-	152,712
Net income/expenditure	(148,429)	-	(148,429)	-	77,039
Closing funds as at 31/03/2024	**81,322**	**-**	**81,322**		**229,751**

Accounts

MUSLIM YOUTH HELPLINE

TRUSTEES' REPORT & FINANCIAL STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

CHARITY REGISTRATION NO: 1108354

COMPANY REGISTRATION NO: 05239414

MUSLIM YOUTH HELPLINE

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MUSLIM YOUTH HELPLINE

TRUSTEES AND PROFESSIONAL ADVISORS

MUSLIM YOUTH HELPLINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

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The charity's objectives, as set out in its governing document, are:
1 To provide relief to young Muslims who are in conditions of emotional need, hardship and mental distress through culturally aware and faith-sensitive counselling and practical assistance, and to further the provision of training in culturally aware and faith-sensitive counselling.
2. To provide advice to young Muslims who, because of their inadequate means, are unable to obtain such advice and assistance from their resources.
3. To help educate young Muslims in the United Kingdom to develop their spiritual, mental, emotional, physical and social capacities.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main activities undertaken during the year in the furtherance of these objects were as follows.

Helpline Service
MYH offers a free and confidential service via telephone, email and chat. For over a decade, MYH has designed and delivered unique training sessions required for its volunteers to support young Muslims who contact the Helpline. Each volunteer undergoes intensive training to ensure they are confident and competent to support vulnerable clients on issues ranging from abuse, addiction, and self-harm to identity, relationships and mental health. MYH's helpline volunteers are all drawn from diverse Muslim communities in the UK, which allows them to understand the issues facing Muslim communities. These volunteers are also trained in faith and cultural sensitivity.

Training Services
MYH has been delivering training to scholars, teachers, parents and broader sector organisations on important issues affecting young British Muslims, including sexual abuse and stigma.

MYH continues to provide a safe space in which young Muslims can find the help they need to overcome their social problems and have better access to opportunities that empower psychological and emotional well-being.
Young people contact MYH daily on all kinds of issues, including mental health, physical/sexual abuse, feelings of isolation and lack of belonging, self-harm and suicidal feelings, and questions about identity and faith. Our non-judgmental and non-directional support provides a unique service within the Muslim community. For most service users, the first time they contact the Helpline is the first time they have spoken about their problems to anyone. We want to make sure that all young Muslims in the UK are aware of the support provided by MYH and can access the Helpline service.

Achievements and performance

In 2023/24, our helpline continued to support its growing number of users. Compared to the 2022/23 financial year, our helpline experienced a 21% increase in incoming enquiries, totalling 15,747 for the 2023/24 financial year. Our helpline users utilised MYH to support them with many concerns. Our top concerns were mental health, family issues, relationships, marriage, financial support, religious advice and faith, and spiritual mental health concerns include depression, anxiety, addiction, and suicidal thoughts.

To meet this increase in demand, we prioritised increasing our staff and volunteers to ensure our missed rate remained low while also ensuring our helpline team was not overworked. Working with our volunteer coordinator, we trained 78 new volunteers to join our helpline. Our training was refined by utilising volunteer feedback and research into best practices in the field. Our volunteers were trained in the following.

- Basic counselling skills
- Mental health, including spiritual and cultural sensitivity
- Abuse
- Relationships
- Safeguarding
- Suicide prevention
- MYH policies and procedures

Key operational updates during 2023/24

This year, we introduced a user experience survey to our helpline, a significant step in our commitment to continuous improvement and meaningful support. This initiative was designed to capture valuable feedback on the accessibility, quality, and impact of our services, giving users a voice in shaping our helpline. By analysing the responses, we've gained profound insights into the effectiveness of our helpline, identified areas of positive impact, and pinpointed growth opportunities. This collaborative effort with our community marks a significant step in our service delivery, ensuring we better meet the needs of those who reach out to us.

We bolstered our helpline operations by welcoming a dedicated Volunteer Coordinator to our team. This role, established to provide focused support for our volunteers, has improved volunteer retention. The Volunteer Coordinator's efforts have ensured that our volunteers' needs are met, and their contributions are valued, fostering a sense of community and streamlined communication They have also taken the lead in developing the volunteer wing of our helpline, implementing training programs, enhancing support structures, and recruiting new volunteers to expand our capacity.

We expanded and refined our signposting list to include a broader range of regional support services, a collaborative effort with our community partners. This expansion enables us to connect young people with localised help better. Recognising the importance of tailored support, we worked to identify and collaborate with organisations across various regions, ensuring our signposting reflects the diverse needs of the communities we serve. By bridging the gap between national and local support, we have enhanced our ability to guide young people toward meaningful, practical solutions closer to home

Financial review

The year's results are set out in the Statement of Financial Activities and notes on the accounts. The fund balance at the year-end was £229,751 (2023: £152,712), which constitutes the charity's reserves. Reserve balances will continue to be used to deliver the organisation's charitable outcomes.

The total annual income was £353,017 (2023: £217,514). The organisation's cash flow is closely monitored.
The charity's work relies entirely on grants, donations and income from fundraising events. Most of the
income for the financial year was generated from grants from other charities and donations from individual donors. Income increased mainly due to a large single donation from a high-net-worth donor received during the year.

The total expenditure for the year was £275,977 (2023: £215,547). This was mainly spent on employment costs, advertising, investment in fundraising and administrative costs.

In 2023/24, MYH invested its funds in two main areas: increasing fundraising and outreach and scalability of the helpline. This was done by recruiting a digital fundraising agency to advance online fundraising efforts, extending outreach through increased marketing activity, and growing the helpline to better respond to growing demand.

In the next financial year, we will focus on developing MYH's long-term strategic plan and working towards its financial sustainability. We also plan to grow the helpline further to meet increasing demand across hard-to-reach communities

The charity's policy is that unrestricted funds not designated for a specific use should be maintained at a level equivalent to at least three month's expenditures not covered by any specific secured grants or donations The current reserves at the time of writing this report are above this level.

The trustees have assessed the significant risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the considerable risks

The Board of Trustees are unaware of any issues affecting the charity's ongoing activities.

Structure, governance and management

The charity is a company limited by guarantee, registered under the Companies Act, and its governing document is a Memorandum and Articles of Association under company legislation. The Governing document is dated 23rd September 2004 The charity's legal name is Muslim Youth Helpline, but it's also known by its operating name, MYH.

The trustees, who are also the directors for company law and who served during the year and up to the date of signature of the financial statements, were:

Ms Z Choudhry
Ms Z Jabeen
Mr Y Delair
Mr I Peeran

Trustees are recruited per the governing document and appointed by a membership vote.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The company's current policy concerning the payment of trade creditors follows the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU).

The Board of Trustees holds trustee meetings every two months, which alternate with management meetings with the CEO, which are held every month

Full-time staff manage the charity's day-to-day operations and make decisions regarding operational matters. Staff work according to work plans set and agreed upon quarterly with the Chief Executive to ensure the organisation's strategic objectives and business plan are met. Trustees are responsible for decision-making regarding long-term strategic direction and governance.

None of the trustees receives any remuneration.

The Trustees, also the directors of the Muslim Youth Helpline for company law, are responsible for preparing the Trustees' Report and the financial statements according to 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 that give an accurate and fair view of the charity's state of affairs, incoming resources, and application of resources, including income and expenditures, for that year.

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 have been followed, subject to any material departures disclosed and explained in the financial statements; and

Prepare the financial statements on a going-concern basis unless it is inappropriate to presume that the charity will continue operating.

The trustees are responsible for keeping adequate accounting records that disclose the charity's financial position with reasonable accuracy at all times and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the charity's assets and, hence, for taking reasonable steps to prevent and detect fraud and other irregularities.

The trustees' report was approved by the Board of Trustees.

....

Mr I Peeran

Treasurer

Dated: 29/1/2025

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF MUSLIM YOUTH HELPLINE

We report on the accounts of the Muslim Youth Helpline, registered charity number 1108354 for the accounts period ended 31st March 2024 set out on pages 9 to 14

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The charity's trustees are responsible for the preparation for the accounts. The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

It is our responsibility to:

- examine the accounts (under section 43(3)(a) of the 1993 Act)
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the 1993 Act), and
- to state whether particular matters have come to our attention

BASIS OF INDEPENDENT EXAMINER'S REPORT:

Our examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes 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 you as trustees concerning any such matters The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

INDEPENDENT EXAMINER'S STATEMENT:

In connection with our examination, no matter has come to our attention,

(1) which gives us reasonable cause to believe that in any material respect the requirements

. to keep accounting records in accordance with section 41 of the Act, and

. to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Mr. Farroukh Zaheer (FCCA)
Zaheer and Company
Chartered Certified Accountants and Registered Auditors
63 Kingsway
Burnage
Manchester
M19 2LL
Date:

MUSLIM YOUTH HELPLINE
RECEIPTS AND EXPENDITURES ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
		Restricted	Un-restricted	Restricted	Un-restricted
Donations and grants	1	-	349,010	-	186,068
Charitable activities	1	-	0		30,883
Other income	1	-	4,007		563
		-	353,017	-	217,514
EXPENDITURES	4		275,977		215,547
		-	275,977	-	215,547
NET INCOME / LOSS FOR THE YEAR		-	77,039	-	1,967
BALANCE BROUGHT FORWARD			152,712		150,745
BALANCE CARRIED FORWARD		-	229,751	-	152,712

MUSLIM YOUTH HELPLINE
BALANCE SHEET
AS AT 31 March 2024

	Notes	2024			2023		
		£	£	£	£	£	£
		Restricted	**Un-restricted**		**Restricted**	**Un-restricted**	
<u>NON-CURRENT ASSETS</u>							
Non Current Assets	5	-	804			1,072	
			804			1,072	
<u>CURRENT ASSETS</u>							
Debtors			20,865			25,865	
Cash at bank	3	-	222,867		-	144,327	
		-	243,732		-	170,192	
<u>CURRENT LIABILITIES</u>							
Creditors	4	-	14,784		-	18,552	
		-	14,784		-	18,552	
NET CURRENT ASSETS		-		229,751	-		152,712
NET ASSETS		-		229,751	-		152,712
<u>CAPITAL AND RESERVES</u>							
Reserves b/f		-		152,712	-		150,745
Income of receipts over expenditure for the year		-		77,039	-		1,967
		-		229,751	-		152,712

I approve there accounts and confirm that there trustees have made available all the information and explanations for their preparation.

Signed---
Trustee

Date:- 29/1/2025

MUSLIM YOUTH HELPLINE
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

Note: 1 **INCOME AND ENDOWMENTS**	**Un-restricted**	**2024** **Restricted**	**Total**	**2023** **Total**
	£	£	£	£
Donations	167,668	-	167,668	142,640
Grants	181,342	-	181,342	43,428
Charitable Activities	-	-	-	30,883
Interest Income	4,007	-	4,007	563
	353,017	-	**349,010**	**217,514**

Note: 2
ACCOUNTING POLICIES

The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with Recommended Accounting Practice 2015', (FRS 102 SORP), and in accordance with all applicable law in the charity's jurisdiction of registration, except that the charity has prepared the financial statements in accordance with the FRSSE SORP 2015 in preference to the previous SORP, the SORP 2005, which has been withdrawn, notwithstanding the fact that the extant statutory regulations, the Charities (Accounts and Reports) Regulations 2008 refer explicitly to the SORP 2005 This has been done to accord with current best practice

Accounting convention
The financial statements are prepared, on a going concern basis, under the historical cost convention The charity is mainly dependent on continuing donations and as a consequence the going concern basis is also dependent on the continuing of donations

Incoming resources
All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy The following specific policies are applied to particular categories of income

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant

Donated services and facilities are included at the value to the charity where this can be quantified The value of services provided by volunteers has not been included
Recognition of liabilities and expenditure
Expenditure is recognised on an accrual basis as a liability is incurred Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates
Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries It includes both costs that can be allocated directly to such activities and those costs of an indirect on an appropriate basis

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal It is the policy of the Board of Trustees to carefully monitor the application of those funds in accordance with the restrictions placed upon them

Note: 2.1
LIABILITY TO TAXATION

As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities

Note: 3 **Employees**		**2024**	**2023**
The average numbers of employees during the year were;	**Number**	**Total**	**Total**
Employees	10	10	12
Volunteers	64	64	52

Note: 3.1
TRUSTEES REMUNERATION

All trustees provide their services to the charity free of charge without any remuneration.

Note: 3.2
RELATED PARTY TRANSACTIONS

There were no disclosable related party transactions dureing the year (2023-none)

Note: 4
EXPENDITURE ON RAISING FUNDS

	Basis of allocation	**Un-restricted £**	**Restricted £**	**Total £**	**-**	**Total £**
Advertising	Usage	21,416	-	21,416		13,676
Marketing	Usage	13,200	-	13,200		-
Other Fundraising	Usage	23,393	-	23,393		26,565
Consultancy Fees	Usage	13,206	-	13,206		-
		71,215	-	**71,215**		**40,241**

Note: 4.1					
EXPENDITURE ON CHARITABLE ACTIVITIES				**2024**	**2023**
Volunteer Costs	Usage	2802		2,802	2,097
Accountancy fee	Usage	2,160	-	2,160	2,274
Bank Charges	Usage	84	-	84	60
SUPPORT COSTS:					
Insurance	Usage	308	-	308	-
Legal & Professional	Usage	11,760	-	11,760	7,629
Subscription	Usage	1,010	-	1,010	1,210
Depreciation	Usage	268	-	268	357
Telephone & Internet	Usage	1,460	-	1,460	12,280
Ground Rent	Usage	1,300	-	1,300	5,800
Stationery and printing	Usage	42	-	42	-
Staff Training & welfare	Usage	7,264		7,264	-
General Expenses	Usage	1,131	-	1,131	2,033
		29,590	-	**29,590**	**33,739**

Note: 4.1a
Employment Cost

Wages and salaries	Usage	167,024	-	167,024	135,381 00
Social security costs	Usage	7,381	-	7,381	5,307
Other pension costs	Usage	768	-	768	878
Total		**175,173**	-	**175,173**	**141,566**

Note: 5

TANGIBLE ASSETS:	**Computer Equipment**	**Fixtures & Fittings**	**Total**
Cost			
At 1st April 2023	6,342	1,345	7,687
Addition			
At 31st March 2024	**6,342**	**1,345**	**7,687**
Depreciation			
At 1st April 2023	5,270 00	1,345	6,615
Charge for the year	268		268
At 31st March 2024	**5,538**	**1,345**	**6,883**
Net Book Value			
At 31st March 2024	**804**	-	**804**
At 31st March 2023	**1,072**	-	**1,072**

Note: 6	2024	2023
Current Account	210,438	133,513
Deposit Account 1	10,317	8,040
Deposit Account 2	2,112	2,775
	222,867	**144,327**

Note: 7
Debtors:

Receivables	-	5,000
Prepayments and accrued income	20,865	20,865
	20,865	**25,865**

Note: 7.1
CREDITORS: Amount falling due within one year

Other taxation and social security	12,645	15,702
Other creditors	(452)	-
Accruals and deffered income	2,590	2,850
	14,784	**18,552**

Note: 8		2024			2,023
ACCUMULATED FUNDS	**Un-restricted**	**Restricted**	**Total**		**Total**
Opening Funds as at 01/04/2023	152,712	-	152,712	-	150,745
Net income/expenditure	77,039	-	77,039	-	1,967
Closing funds as at 31/03/2024	**229,751**	-	**229,751**		**152,712**

Accounts

Charity Registration No. 1108354

Company Registration No. 05239414 (England and Wales)

MUSLIM YOUTH HELPLINE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

MUSLIM YOUTH HELPLINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Z Choudry Z Jabeen
Secretary	R Hussain (resigned 23 March 2023)
Director	Maaria Mahmood
Charity number	1108354
Company number	05239414
Principal address	33 Lake Avenue Slough Berkshire SL1 3BY
Registered office	International House Constance Street London
Independent examiner	M Gulamhusein ACA Saymur Accountants 4th Floor Metroline House 118-122 College Road Harrow Middlesex HA1 1BQ
Bankers	HSBC P O Box 260 46 The Broadway Ealing London W5 5JR

MUSLIM YOUTH HELPLINE

CONTENTS

The trustees present their report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2022)".

Objectives and activities

The charity's objects as set out in its governing document are:

1.To provide relief to young Muslims who are in conditions of emotional need, hardship and mental distress through culturally aware and faith sensitive counselling and practical assistance, and to further the provision of training in culturally aware and faith sensitive counselling;

2. To provide advice to young Muslims who because of their inadequate means are unable to obtain such advice and assistance from their own resources;

3. To educate young Muslims in the United Kingdom so as to develop their spiritual, mental emotional, physical and social capacities;

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main activities undertaken during the year in the furtherance of these objects were as follows:

<u>Helpline Service</u>

MYH offers a free and confidential service via telephone, email and chat. For over a decade, MYH has designed and delivered unique training sessions required for its volunteers to provide support to young Muslims that contact the Helpline. Each volunteer undergoes intensive training to ensure they are confident and competent to support vulnerable clients on issues ranging from abuse, addiction, and self-harm to identity, relationships and mental health. MYH's helpline volunteers are all drawn from diverse Muslim communities in the UK thus allowing them to understand the issues facing Muslim communities. These volunteers are also trained in faith and cultural sensitivity.

<u>Training Services</u>

MYH has been delivering training to scholars, teachers, parents and wider sector organisations on important issues effecting young British Muslims including sexual abuse and stigma.

MYH continues to provide a safe space in which young Muslims can find the help they need to overcome their social problems and have a better access to opportunities that empower psychological and emotional wellbeing.
Young people contact MYH on a daily basis on all kinds of issues including mental health, physical/sexual abuse, feelings of isolation and lack of belonging, self-harm and suicidal feelings, questions on identity and faith. Our non-judgemental and non-directional support provides a unique service within the Muslim community. For most clients, the first time they contact the Helpline is the first time they have ever spoken about their problems to anyone. We want to make sure that all young Muslims in the UK are aware of the support provided by MYH and are able to access the Helpline service.

Achievements and performance

In 2022/23, our helpline continued to support our growing number of helpline users. Compared to the 2021/22 financial year, our helpline experienced a 39% increase in incoming enquiries, totalling 13,051 enquiries for the 22/23 financial year. Our helpline users utilised MYH to support them with many concerns. Our top concerns were mental health, family issues, relationships, marriage, financial support, religious advice and faith and spirituality. The mental health concerns include depression, anxiety, addiction, and suicidal thoughts.

To meet this increase in demand, we prioritised increasing our staff and volunteers to ensure our missed rate remained low while also ensuring our helpline team was not overworked. Working with our volunteer coordinator, we trained 54 new volunteers to join our helpline. Our training was refined by utilising volunteer feedback and research into best practices in the field. Our volunteers were trained in the following:

- Basic counselling skills
- Mental health, including spiritual and cultural sensitivity
- Abuse
- Relationships
- Safeguarding
- Suicide Prevention
- MYH policies and procedures

Another point of improvement we focused on was our technology. Our current software resulted in many difficulties for our staff, including dropped and missed calls. Working with Salesforce, we strived to implement it as our new system for our helpline. Improvements we anticipated with Salesforce included fewer technology errors, improved reporting and data, and a more streamlined experience for our staff and users by utilising bots and AI for additional support. We worked with a team from Salesforce that began building the system during this time.

Along with implementing Salesforce, we hoped to bring greater visibility and engagement to our helpline survey. Our helpline survey was posted on our website to gain user feedback and understand improvements we could make to our helpline. With Salesforce, we would include this in every client interaction to gain direct feedback on conversations. This would allow us to understand individual performance and provide positive feedback to increase morale amongst our staff. This would also allow us to understand areas of improvement and where we could provide additional training.

Finally, during the year, we partnered with Young Minds to deliver a campaign focusing on the mental health of young Muslims. Partnering with Young Minds was necessary because, as a mainstream service, they have a much broader reach with users. Promoting young Muslim mental health with them would allow us to promote our cause while also focusing on young Muslim mental health. Working alongside a team from Young Minds, we ran several focus groups with young Muslims, which would inform the content we published. Utilising this information, we published a successful video and several written resources and guides on both Young Minds and Muslim Youth Helpline's website and social media.

Financial review

The results for the year are set out on the Statement of Financial Activities and notes to the accounts. Fund balances at the year-end were £152,712 (2022: £150,745). These funds constitute the reserves held by the charity.
Reserve balances will continue to be used to deliver the charitable outcomes of the organisation.

Total income for the year was £217,514 (2022: £301,988) The cash flow of the organisation is closely monitored. The charity's work is entirely reliant on grants, donations and income from fundraising events. The majority of our income comes from grants, community-based fundraising.

Income decreased due to a reduction in grants received during the year. A bid writer has since been recruited to grow this income stream.

Total expenditure for the year was £215,547 (2022: £143,461). The expenditure was mainly in respect of advertising and administrative costs incurred for the purposes of raising donations.

In 2022/23, MYH invested its funds in two main areas: Increasing fundraising and outreach and scalability of the helpline. This was done through recruiting a bid writer to access wider funding, extending outreach through increased marketing activity, and increased scalability through growing the helpline to better respond to growing demand.

In the next financial year, our focus is to ensure long term financial sustainability of MYH and further grow the helpline to meet demand and hard to reach communities. Income is also expected to grow through increased fundraising activities, and the work of the bid writer enabling MYH to access further grant income.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to cover three month's expenditure not covered by any specific secured grants or donations. The current reserves at the time of writing this report are above this level.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

The Board of Trustees are not aware of any issues that will affect the ongoing activities of the charity

Structure, governance and management

The charity is a company limited by guarantee, registered under Companies Acts and its governing document is a Memorandum and Articles of Association under company legislation. The Governing document is dated 23rd September 2004.

The legal name of the charity is Muslim Youth Helpline. The charity is also known by its operating name MYH.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ms Z Choudhry
Ms S Wazifdar (resigned 11 November 2022)
Ms J Hekmoun (resigned 21 October 2022)
Ms R Hussain (resigned 23 March 2023)
Ms Z Jabeen

Trustees are recruited in accordance with the governing document and are appointed by a vote of the membership.

None of the trustees has any beneficial Interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The company's current policy conceming the payment of trade creditors Is to follow the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU).

The Board of Trustees hold trustee meetings every two months; these alternate with management meetings with the CEO which are held every month.

Day-to-day running of the charity lies in the hands of full time staff that make day-to-day decisions regarding operational matters. Staff work according to work plans set and agreed quarterly in advance with the Chief Executive to ensure strategic objectives of the organisation and the business plan are being met. Trustees are responsible for decision making on long-term strategic direction and governance.

None of the trustees receives any remuneration.

The trustees' report was approved by the Board of Trustees

....

Ms Z Jabeen
Treasurer

Dated: 14/12/2023

MUSLIM YOUTH HELPLINE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The Trustees, who are also the directors Muslim Youth Helpline for the purpose of company law, are responsible for preparing the Trustees' 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 charitable company for that year.

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 have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

MUSLIM YOUTH HELPLINE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF MUSLIM YOUTH HELPLINE

I report to the trustees on my examination of the financial statements of Muslim Youth Helpline (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report
As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England & Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

M Gulamhusein ACA
4th Floor
Metroline House
118-122 College Road
Harrow
Middlesex
HA1 1BQ
UK

Dated: 13th December 2023

MUSLIM YOUTH HELPLINE

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	**Unrestricted funds 2023 £**	Unrestricted funds 2022 £
Donations and legacies	**3**	186,068	264,053
Charitable activities	**4**	30,883	37,928
Investments	**5**	563	7
Total Income		217,514	301,988
Expenditure on:			
Raising funds	**6**	40,241	14,831
Charitable activities	**7**	175,306	128,630
Total resources expended		215,547	143,461
Net expenditure for the year/ Net movement in funds		1,967	158,527
Fund balances at 1 April 2022		150,745	(7,782)
Fund balances at 31 March 2023		152,712	150,745

MUSLIM YOUTH HELPLINE

BALANCE SHEET
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed Assets					
Tangible assets	13		1,072	-	
Current assets					
Debtors	14	25,865		6,280	
Cash at bank and in hand		144,327		168,817	
		170,192		175,097	
Creditors: amounts falling due within one year	15	(18.552)		(24,352)	
Net current assets			151,640		150,745
			152,712		150,745
Income funds					
Unrestricted funds			152,712		150,745
			152,712		150,745

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 13th December 2023

....

Ms Z Jabeen
Treasurer

Company Registration No. 05239414

1 Accounting policies

Charity information

Muslim Youth Helpline is a private company limited by guarantee incorporated in England and Wales. The registered office is International House, Constance Street, London, E16 2DQ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2022). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	20% straight line
Computers	25% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight-line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2023	2022
	£	£
Donations and gifts	142,640	163,677
Private sector revenue grants	43,428	97,411
Government grants	-	2,965
	186,068	264,053

4 Charitable activities

	2023	2022
	£	£
Training and consultancy	30,883	37,928

5 Investments

	2023	2022
	£	£
Interest receivable	563	7

6 Raising funds

	2023	2022
	£	£
Fundraising and publicity		
Advertising	13,676	14,223
Other fundraising costs	26,565	608
	40,241	14,831

7 Charitable activities

	Helpline Service 2023	**Helpline Services 2022**
	£	**£**
Staff costs	141,566	108,643
Volunteer costs	2,097	915
Telecommunications	12,280	2,528
	155,943	112,086
Share of support costs (see note 9)	17,089	14,864
Share of governance costs (see note 9)	2,274	1,680
	175,306	128,630

8 Description of charitable activities

Helpline Service

MYH offers a national free and confidential helpline service via telephone, email and chat, which supports young people on a wide range of issues. Helpline enquiries are dealt with by volunteers that are trained by MYH in counselling skills.

Training Services
MYH delivers training to scholars, teachers and parents on important issues affecting young Muslims.

9 Support costs

	Support costs	Governance costs	2023	2022
	£	£	£	£
HR and consultancy fees	7,629	-	7,629	7,572
Premises expenses	5,800	-	5,800	4,976
Bank charges	60	-	60	20
Subscriptions and memberships	1,210	-	1,210	572
Depreciation	357	-	357	-
Sundry expenses	2,033	-	2,033	1,724
Independent examiner	-	2,274	2,274	1,680
	17,089	2,274	17,089	16,544
Analysed between Charitable activities	17,089	2,274	19,363	16,544

Support costs were all directly attributable to the Helpline Service during the current and preceding year, Governance costs are split equally between activities undertaken during the period.

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. No expenses were paid to Trustees in the year under review.

11 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	12	9

Employment costs	2023 £	2022 £
Wages and salaries	135,381	104,534
Social security costs	5,307	3,752
Other pension costs	878	357
	141,566	108,643

12 Tangible fixed Assets

	Fixtures & Fittings	Computer Equipment	Total
Cost	£	£	£
As at 1 April 2022	1,345	4,913	6,258
Additions		1,429	1,429
As at 31 March 2023	1,345	6,342	7,687
Depreciation			
As at 1 April 2022	1,345	4,913	6,258
Provided during the period	-	357	357
As at 31 March 2023	1,345	5,270	6,615
Net Book Value			
As at 31 March 2023	**-**	**1,072**	**1,072**
As at 1 April 2022	-	-	-

13 Debtors

Amounts falling due within one year:	**2023** £	**2022** £
Receivables	5,000	3,307
Prepayments and accrued income	20,865	2,973
	25,865	6,280

14 Creditors: amounts falling due within one year

	2023 £	**2022** £
Other taxation and social security	15,702	8,576
Other creditors	-	12,343
Accruals and deferred income	2,850	3,433
	18,552	24,352

15 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

MUSLIM YOUTH HELPLINE

England & Wales - Charity number 1108354

Accounts

Muslim Youth Helpline

Charity No. 1108354

Company No. 05239414

Trustees' Report and Unaudited Accounts

31 March 2022

Muslim Youth Helpline

Contents

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2022.

Company No. 05239414

Charity No. 1108354

Registered Office

International House
Constance Street
London
E16 2DQ

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

Z. Choudhry
J. Hekmoun
R. Hussain
Z. Jabeen
S. Wazifdar

Company Secretary

J. Hekmoun

Accountants

Saymur Accountants
4th Floor, Metroline House
118-122 College Road
Harrow
Middlesex
HA1 1BQ

OBJECTIVES AND ACTIVITIES

The charity's objects as set out in its governing document are:
1.To provide relief to young Muslims who are in conditions of emotional need, hardship and mental distress through culturally aware and faith sensitive counselling and practical assistance, and to further the provision of training in culturally aware and faith sensitive counselling;

2. To provide advice to young Muslims who because of their inadequate means are unable to obtain such advice and assistance from their own resources;

3. To educate young Muslims in the United Kingdom so as to develop their spiritual, mental emotional, physical and social capacities

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main activities undertaken during the year in the furtherance of these objects were as follows:

Helpline Service

Access
Sustained the number of helpline officers working on the helpline team to ensure consistency in the service. This ensured we were able to respond to calls and queries, and support as many people as possible during helpline hours.

Expansion
We recruited a helpline volunteer coordinator to focus on the expansion and development of our helpline volunteers. Helpline volunteers were able to assist in call handling, minimise call waiting times and support us in responding to as many people as possible during helpline hours.

Supervision

We continued to offer 1-1 supervision for our helpline team to assist them in their emotional processing of cases. This year we also re-introduced 'group supervision', which has been essential in ensuring that the team were able to understand the emotional challenges that they experience as a group, and better support one another.

Data Recording

We modified the way we record data on our case management system to ensure that data recording gives a clearer picture of our primary concerns and demand for the service, both inside and outside of our core operating hours.

User Experience

Continued to collect data on the user experience, and started the process of embedding service user surveys towards the end of each query.

We also introduced peer-peer debriefs to ensure we are effectively supporting, managing and de-escalating service user concerns that come into the helpline towards the end of our core operating hours.

Education, Training and Campaigns

During the year 2021-2022, MYH continued to educate the community on concerns and challenges affecting young Muslims through the following projects and discussions:

Muslim Mental Health Conference with MCB
Faith and child safeguarding summit
Muslim Vibe on suicide awareness
Barnardo's consortium, tackling health inequalities
Student Space
Your best friends project, SafeLives

MYH also continued to work with local schools, helping to raise awareness on MYH and avenues of support for young muslims struggling with their mental health.

ACHIEVEMENTS AND PERFORMANCE

We supported over 5,000 young people across the UK this year. For many of our callers, the first time they contact the Helpline is the first time they have ever spoken about their problems to anyone. We treat every enquiry as if it could be our one and only opportunity to help that person and ensure that they receive the support that they need.

For the year 2021-2022, the majority of the calls we received (51.5%) were via webchat, followed by phone (33.9%), email (12.3%) and then Whatsapp (2.3%) which was launched in the last reporting year and is still a platform in it's early stages of growth.

The main two key concerns that service users explored with the helpline were in regards to religion (20.2%), followed by family concerns (10.5%). Other concerns were also explored, but not as common, including: depression, anxiety, other mental health concerns, relationships, abuse and suicidal thoughts.

FINANCIAL REVIEW

The results for the year are set out on the Statement of Financial Activities and notes to the accounts. Fund balances at the year end were £150,745 (2021: £(7,782). The charity's work is entirely reliant on grants, donations and income from fundraising events. The majority of our income is from grants and community-based fundraising. Total income for the year was £301,988 (2021: £189,827) The cash flow of the organisation is closely monitored on a monthly basis.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to cover three month's expenditure not covered by any specific secured grants or donations. The current reserves at the time of writing this report are above this level.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

The Board of Trustees are not aware of any issues that will affect the ongoing activities of the charity

STRUCTURE, GOVERNANCE AND MANAGEMENT

The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU). The company's current policy concerning the payment of trade creditors is to:

settle the terms of payment with suppliers when agreeing the terms of each transaction;
ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
pay in accordance with the company's contractual and other legal obligations.

No preference dividends were paid. The directors do not recommend payment of a final dividend.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

Z. Jabeen
Trustee
31 March 2022

Governance

Governing Document
Muslim Youth Helpline is a company limited by guarantee, registered under Companies Acts. Its governing document is a Memorandum and Articles of Association under company legislation, dated 23rd September 2004. The charity is also known by its operating name MYH.

Board of Trustees
The Trustees are the Directors for the purpose of company law. None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. The Trustees do not receive any remuneration.

It is the responsibility of the Board to ensure that the charity's assets are safeguarded, and as such, Trustees have ensured that as individuals and as a collective, they have acted in the best interests of the organisation and preserved it's sustainability and good reputation.

Recruitment of the Board
It is essential that the Board understand the charities mission, good values and recognise the concerns of our beneficiaries. Trustees are recruited in accordance with the governing document, and based on a need for a specific skill or area of expertise to support the Board in fulfilling its charitable purposes. Trustees are appointed by a vote of the membership in accordance with the governing document.

Once appointed, Trustees are inducted on the charity's operations and governance, and undergo a further induction process to support them with Trusteeship. This consists of:
NCVO training modules
Previous 3 months of Board meeting minutes
A copy of the Memorandum and Articles of Association
Trustee Bios
The Essential Trustee Guide
Access to MYH Policies

Structure & Management
The Board oversees the charity and sets its direction, ensuring that it's work and future plans align with its vision and the objectives set in its governing document. The Board is responsible for decision making on long-term strategic direction and governance.

The Director (Chief Executive) is accountable to the Board of Trustees and convenes with the Board on a monthly basis at Trustee Board Meetings. The Director, along with the Helpline Manager, are responsible for the daily running and decision making of the charity. They are also responsible for ensuring that their operational activities are focused on strategic objectives and in supporting their staff.

ASSET COVER FOR FUNDS

The Board of Trustees is satisfied that the charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund

PAYMENT OF TRADE CREDITORS

Independent Examiner's Report to the trustees of Muslim Youth Helpline

I report to the charity trustees on my examination of the financial statements of Muslim Youth Helpline for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes.

Responsibilities and basis of report
As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Murtaza Gulamhusein ACA
ICAEW
Saymur Accountants
4th Floor, Metroline House
118-122 College Road
Harrow
Middlesex
HA1 1BQ
31 March 2022

Muslim Youth Helpline

Statement of Financial Activities

for the year ended 31 March 2022

	Notes	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:				
Donations and legacies	4	163,677	163,677	103,183
Charitable activities	5	37,928	37,928	10,955
Investments	6	7	7	2
Other	7	100,376	100,376	75,687
Total		301,988	301,988	189,827
Expenditure on:				
Raising funds	8	14,831	14,831	15,407
Charitable activities	9	1,680	1,680	1,832
Other	10	126,950	126,950	151,171
Total		143,461	143,461	168,410
Net gains on investments		-	-	-
Net income		158,527	158,527	21,417
Transfers between funds		-	-	-
Net income before other gains/(losses)		158,527	158,527	21,417
Other gains and losses				
Net movement in funds		158,527	158,527	21,417
Reconciliation of funds:				
Total funds brought forward		(7,782)	(7,782)	(29,199)
Total funds carried forward		150,745	150,745	(7,782)

Muslim Youth Helpline

Summary Income and Expenditure Account

for the year ended 31 March 2022

	2022	2021
	£	£
Income	301,981	189,825
Interest and investment income	7	2
Gross income for the year	301,988	189,827
Expenditure	143,461	168,410
Total expenditure for the year	143,461	168,410
Net income before tax for the year	158,527	21,417
Net income for the year	158,527	21,417

Muslim Youth Helpline
Balance Sheet

at 31 March 2022

Company No. 05239414	**Notes**	**2022**	**2021**
		£	**£**
Fixed assets			
Tangible assets	12	-	-
Current assets			
Debtors	13	6,280	11,380
Cash at bank and in hand		168,817	11,798
		175,097	23,178
Creditors: Amount falling due within one year	14	(24,352)	(30,960)
Net current assets/(liabilities)		150,745	(7,782)
Total assets less current liabilities		150,745	(7,782)
Net assets/(liabilities) excluding pension asset or liability		150,745	(7,782)
Total net assets/(liabilities)		150,745	(7,782)
The funds of the charity			
Restricted funds	15		
Unrestricted funds	15		
General funds		150,745	(7,782)
		150,745	(7,782)
Reserves	15		
Total funds		150,745	(7,782)

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.
For the year ended 31 March 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 31 March 2022

And signed on its behalf by:

Z. Jabeen
Trustee
31 March 2022

Muslim Youth Helpline
Statement of Cash flows
for the year ended 31 March 2022

	2022	2021
	£	£
Cash flows from operating activities		
Net income per Statement of Financial Activities	158,527	21,417
Adjustments for:		
Dividends, interest and rents from investments	(100,383)	(6,307)
Decrease/(Increase) in trade and other receivables	5,100	(11,380)
(Decrease)/Increase in trade and other payables	(1,695)	15,314
Net cash provided by operating activities	61,549	19,044
Cash flows from investing activities		
Dividends, interest and rents from investments	100,383	6,307
Net cash from investing activities	100,383	6,307
Net cash from financing activities	-	7,300
Net increase in cash and cash equivalents	161,932	32,651
Cash and cash equivalents at the beginning of the year	11,798	-
Cash and cash equivalents at the end of the year	173,730	32,651
Components of cash and cash equivalents		
Cash and bank balances	168,817	11,798
	168,817	11,798

1 Accounting policies

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts
There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other 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.

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.
Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.
All exchange differences are are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.
Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.
Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.
Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.
Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.
In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2021	Total funds 2021
	£	£
Income and endowments from:		
Donations and legacies	103,183	103,183
Charitable activities	10,955	10,955
Other trading activities	69,382	69,382
Investments	2	2
Other	6,305	6,305
Total	189,827	189,827
Expenditure on:		
Raising funds	15,407	15,407
Charitable activities	1,832	1,832
Other	151,171	151,171
Total	168,410	168,410
Net income	21,417	21,417
Net income before other gains/(losses)	21,417	21,417
Other gains and losses:		
Net movement in funds	21,417	21,417
Reconciliation of funds:		
Total funds brought forward	(29,199)	(29,199)
Total funds carried forward	(7,782)	(7,782)

4 Income from donations and legacies

	Unrestricted	Total 2022	Total 2021
	£	£	£
Donations and gifts	163,677	163,677	103,183
	163,677	163,677	103,183

Donated goods, facilities and services received

	Total 2022	Total 2021
	£	£
Donations and gifts	163,679	103,182
Private sector revenue grants	9,742	69,382
Government grants	2,965	6,305
	176,386	178,870

5 Income from charitable activities

	Unrestricted	Total 2022	Total 2021
	£	£	£
Training and consultancy	37,928	37,928	10,955
	37,928	37,928	10,955

6 Income from investments

	Unrestricted	Total 2022	Total 2021
	£	£	£
	7	7	2
	7	7	2

7 Other income

	Unrestricted	Total 2022	Total 2021
	£	£	£
Private sector revenue grants	97,411	97,411	69,382
Government grants	2,965	2,965	6,305
	100,376	100,376	75,687

8 Expenditure on raising funds

	Unrestricted	Total 2022	Total 2021
	£	£	£
Fundraising trading costs			
	14,831	14,831	15,407
	14,831	14,831	15,407

9 Expenditure on charitable activities

	Unrestricted	Total 2022	Total 2021
	£	£	£
Governance costs			
	1,680	1,680	1,832
	1,680	1,680	1,832

10 Other expenditure

	Unrestricted	Total 2022	Total 2021
	£	£	£
Employee costs	109,558	109,558	126,904
Premises costs	4,976	4,976	4,988
General administrative costs	4,844	4,844	8,353
Legal and professional costs	7,572	7,572	10,926
	126,950	126,950	151,171

11 Staff costs

	2022	2021
Salaries and wages	104,534	117,313
Social security costs	3,752	8,595
Pension costs	357	878
	108,643	126,786

No employee received emoluments in excess of £60,000.

12 Tangible fixed assets

	£	£
Cost or revaluation		
At 1 April 2021	6,258	6,258
At 31 March 2022	6,258	6,258
Depreciation and impairment		
At 1 April 2021	6,258	6,258
At 31 March 2022	6,258	6,258
Net book values		
At 31 March 2022	-	-
At 31 March 2021	-	-

13 Debtors

	2022	2021
	£	£
Trade debtors	3,307	8,407
Prepayments and accrued income	2,973	2,973
	6,280	11,380

14 Creditors:
amounts falling due within one year

	2022	2021
	£	£
Other loans	7,300	7,300
Other taxes and social security	8,576	6,572
Other creditors	5,043	8,742
Accruals	3,433	8,346
	24,352	30,960

15 Movement in funds

	At 1 April 2021	Incoming resources (including other gains/losses)	Resources expended	At 31 March 2022
		£	£	£
Restricted funds:				
Unrestricted funds:				
General funds	(7,782)	301,988	(143,461)	150,745
Total funds	(7,782)	301,988	(143,461)	150,745

16 Analysis of net assets between funds

	Unrestricted funds	Total
	£	£
Net current assets	150,745	150,745
	150,745	150,745

17 Reconciliation of net debt

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Cash and cash equivalents	11,798	157,019	168,817
	11,798	157,019	168,817
Borrowings	(7,300)	-	(7,300)
	(7,300)	-	(7,300)
Net debt	4,498	157,019	161,517

18 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2022 Land and buildings	2022 Other	2021 Land and buildings	2021 Other
	£	£	£	£
Operating leases with expiry date:				

Pension commitments

	2022	2021
	£	£
The pension cost charge to the company amounted to:	357	878

19 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Muslim Youth Helpline
Detailed Statement of Financial Activities
for the year ended 31 March 2022

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:			
Donations and legacies			
Donations and gifts	163,677	163,677	103,183
	163,677	163,677	103,183
Charitable activities			
Training and consultancy	37,928	37,928	10,955
	37,928	37,928	10,955
Investments			
	7	7	2
	7	7	2
Other			
Private sector revenue grants	97,411	97,411	69,382
Government grants	2,965	2,965	6,305
	100,376	100,376	75,687
Total income and endowments	301,988	301,988	189,827
Expenditure on:			
Costs of other trading activities			
	14,831	14,831	15,407
	14,831	14,831	15,407
Total of expenditure on raising funds	14,831	14,831	15,407
Governance costs			
	1,680	1,680	1,832
	1,680	1,680	1,832
Total of expenditure on charitable activities	1,680	1,680	1,832
Employee costs			
Salaries/wages	104,534	104,534	117,313
Employer's NIC	3,752	3,752	8,595
Pension costs	357	357	878
Staff welfare	915	915	118
	109,558	109,558	126,904
Premises costs			
Rent	4,962	4,962	4,800
Premises repairs and maintenance	14	14	188
	4,976	4,976	4,988

Muslim Youth Helpline
Detailed Statement of Financial Activities

General administrative costs, including depreciation and amortisation			
Bank charges	20	20	3
Software, IT support and related costs	129	129	304
Stationery and printing	-	-	128
Subscriptions	572	572	746
Sundry expenses	1,595	1,595	1,506
Telephone, fax and broadband	2,528	2,528	5,666
	4,844	4,844	8,353
Legal and professional costs			
Other legal and professional costs	7,572	7,572	10,926
	7,572	7,572	10,926
Total of expenditure of other costs	126,950	126,950	151,171
Total expenditure	143,461	143,461	168,410
Net gains on investments	-	-	-
Net income	158,527	158,527	21,417
Net income before other gains/(losses)	158,527	158,527	21,417
Other Gains	-	-	-
Net movement in funds	158,527	158,527	21,417
Reconciliation of funds:			
Total funds brought forward	(7,782)	(7,782)	(29,199)
Total funds carried forward	150,745	150,745	(7,782)

Accounts

Charity Registration No. 1108354

Company Registration No. 05239414 (England and Wales)

MUSLIM YOUTH HELPLINE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

MUSLIM YOUTH HELPLINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Miss S Wazifdar Ms J Hekmoun Miss Z Choudhry (Appointed 29th April 2021) Miss Z Jabeen (Appointed 19th Oct 2021) Miss R Hussain (Appointed 2nd Nov 2021)
Secretary	Ms J Hekmoun
Charity number	1108354
Company number	05239414
Principal address	International House Constance Street London E16 2DQ
Registered office	International House Constance Street London E16 2DQ

MUSLIM YOUTH HELPLINE

CONTENTS

MUSLIM YOUTH HELPLINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's [governing document], the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2020)".

Objectives and activities

The charity's objects as set out in its governing document are:

1.To provide relief to young Muslims who are in conditions of emotional need, hardship and mental distress through culturally aware and faith sensitive counselling and practical assistance, and to further the provision of training in culturally aware and faith sensitive counselling;

2. To provide advice to young Muslims who, because of their inadequate means, are unable to obtain such advice and assistance from their own resources;

3. To educate young Muslims in the United Kingdom so as to develop their spiritual, mental emotional, physical and social capacites;

N.B. The Muslim Youth Helpline ("MYH") does not offer professional counselling. Through basic counselling techniques such as listening, reflection, paraphrasing, questioning, empathy and empowerment we are able to support the people who access our services.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main activities undertaken during the year in the furtherance of these objects were as follows:

Helpline Service

Additional platform - This year we expanded our Helpline to include the launch of WhatsApp as a fourth platform that service users could access our services from. We also re-launched our website, making it more tailored toward our beneficiaries, which made it easier for them to access self-help and contact us for support.

Investing in our people - We recruited a full-time Helpline Manager to support the day-to-day running of MYH, development, and the expansion of our helpline. The Helpline Manager also is responsible for and to line-managing the volunteers and staff that take each call on the Helpline.

Driving service excellence - We continued to strive to improve the service we deliver on the Helpline, and launched a User Experience Survey on our website, as part of our Helpline quality framework

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Access and increasing capacity - we began the process of recruiting volunteers back on the Helpline to reduce call waiting times, answer more calls, and support as many people as possible during our helpline hours (4pm-10pm).

Training- We focussed on creating a complete and thorough training program for our incoming volunteers and continued to provide training for any new helpline team members.

Supervision - We ensured that group supervision and 1-1 supervision sessions remained available to our Helpline Officers monthly. This year supervision was imperative in ensuring that our Helpline Officers felt mentally and emotionally well enough to answer calls and support others.

Community Impact

Training Services - MYH continued to deliver basic training within the community, including delivering mental health first aid training to several absocs across universities

Educating - We delivered several talks and appeared on different media platforms to continue educating the community on mental health in young Muslims. This includes:

- British Muslim TV
- Islam Channel
- Beacon Counselling
- Surrey Muslim Association
- BBC Radio
- Muslim Doctor's Association

Partners - We built and maintained several new partnerships that help us in achieving our mission for young Muslims across the UK. These partnerships include:

- Islamic relief
- Barnardos
- Boloh helpline
- Association of mental health providers
- PWC
- SafeLives
- Student Space
- Anna Freud Centre
- HWB Alliance
- Muslim Council Forum
- MEND
- Good Thinking NHS
- ICEC

- Voices for change

Achievements and performance

During this period, our helpline received 7355 enquiries. Approximately 263 of our clients were repeat clients, and contributed to the a large amount of enquiries we received during this time. Our goal is to reach as many young people as possible, and to support anyone who reached out to our helpline. Some of the common concerns our service users spoke to us about during this time were:

N.B. Answered but no response, missed, other, and misuse of service were removed.

Info about MYH: 300 - 15%
Family Issues: 288 - 14%
Religious Advice: 266 - 13%
Faith/Spirituality: 221 - 11%
Anxiety: 189 - 9%
Relationships: 178 - 9%
Depression: 162 - 8%
Marriage: 156 = 8%
Abuse: 125 - 6%
Financial Support: 115 - 6%

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Financial review

The results for the year are set out on the Statement of Financial Activities and notes to the accounts. Fund balances at the year end were £(7,781) (2020: £(29,199). The charity's work is entirely reliant on grants, donations and income from fundraising, and these are the main income streams. Total income for the year was £189,827 (2020: £122,367).

Cashflow is closely monitored at the charity. It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to cover three month's expenditure not covered by any specific secured grants or donations. The current reserves at the time of writing this report are below this level and trustees are continuing to work to improve this.

The trustees have assessed the risks to which the charity is exposed to, and are satisfied that sound systems are in place to mitigate exposure to these risks.

The Board of Trustees are not aware of any issues that will affect the ongoing activities of the charity

Structure, governance and management

The charity is a company limited by guarantee, registered under Companies Acts and its governing document is a Memorandum and Articles of Association under company legislation. The Governing document is dated 23rd September 2004. The legal name of the charity is Muslim Youth Helpline. The charity is also known by its operating name, MYH.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Miss S Wazifdar
Ms J Hekmoun
Miss Z Choudhry (Appointed 29th April 2021)
Miss Z Jabeen (Appointed 19th Oct 2021)
Miss R Hussain (Appointed 2nd Nov 2021)
Miss Shaimaa Al-Mukhtar (Resigned 30th March 2020)
Ms Romana Khan (Resigned 25th June 2020)
Miss Maaria Mahmood (Resigned 14th July 2021)
Mr Danyial Gilani (Resigned 14th July 2020)
Mr Yusuf Kalam (Appointed 4th September 2020 and resigned 23rd February 2021)
Ms Gemma Cooke (Appointed 2nd November 2020 and resigned 22nd March 2021)
Mr Ali Mahdi (Appointed on 2nd November 2020 and resigned 13th December 2020)

Recruitment of the Board
It is essential that the Board understand the charity's mission, good values, and recognise the concerns and interests of our beneficiaries. Trustees are recruited in accordance with the governing document, and based on a need for a specific skill or area of expertise to support the Board in fulfilling its charitable purposes. Trustees go through a 6 month induction process and training are appointed by a vote of the membership in accordance with the governing document.

Once appointed, Trustees are inducted on the charity's operations and governance, and undergo a further induction process to support them with Trusteeship.

This consists of:

1. NCVO training modules
2. Access to previous 3 months of board meeting minutes
3. A copy of the Memorandum and Articles of Association
4. Familiarisation with the board
5. The Essential Trustee Guide

Structure & management
The Board oversees the charity and sets its direction, ensuring that it's work and future plans align with its vision and the objectives, as defined in the governing document. The Board is responsible for decision making on long-term strategic direction and governance.

The Director (Chief Executive) is accountable to the Board of Trustees and convenes with the Board on a monthly basis at Trustee Board Meetings. The Director, along with the Helpline Manager, are responsible for the daily running and decision making of the charity. They are also responsible for ensuring that their day-day activities are focused on strategic objectives, and in supporting their staff.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

None of the trustees receives any remuneration.

Payment of trade creditors
The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU).

The company's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction;
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

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Asset cover for funds
The Board of Trustees is satisfied that the charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund

The Trustees' report was approved by the Board of Trustees.

....
Miss S Wazifdar
Trustee, Chair

Dated: 23/12/2021

MUSLIM YOUTH HELPLINE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF MUSLIM YOUTH HELPLINE

I report to the trustees on my examination of the financial statements of Muslim Youth Helpline (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Dated: ....

MUSLIM YOUTH HELPLINE

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	**Unrestricted funds 2021**	Unrestricted funds 2020	Restricted funds 2020	Total 2020
		£	£	£	£
Income from:					
Donations and legacies	3	178,870	94,036	-	94,036
Charitable activities	4	10,955	2,850	-	2,850
Other trading activities	5	-	25,466	-	25,466
Investments	6	2	15	-	15
Total income		189,827	122,367	-	122,367
Expenditure on:					
Raising funds	7	15,407	17,618	-	17,618
Charitable activities	8	153,002	134,585	-	134,585
Total resources expended		168,409	152,203	-	152,203
Net expenditure for the year/					
Net movement in funds		21,418	(29,836)	-	(29,836)
Fund balances at 1 April 2020		(29,199)	637	-	637
Fund balances at 31 March 2021		(7,781)	(29,199)	-	(29,199)

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

MUSLIM YOUTH HELPLINE

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

MUSLIM YOUTH HELPLINE

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Current assets					
Debtors	13	11,379		-	
Cash at bank and in hand		11,798		3,849	
		23,177		3,849	
Creditors: amounts falling due within one year	15	(30,958)		(33,048)	
Net current (liabilities)/assets			(7,781)		(29,199)
Income funds					
Restricted funds			-		-
Unrestricted funds			(7,781)		(29,199)
			(7,781)		(29,199)

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 23|12|2021

MUSLIM YOUTH HELPLINE

BALANCE SHEET

AS AT 31 MARCH 2021

....
Miss S Wazifdar
Trustee, Chair

Company Registration No. 05239414

1 Accounting policies

Charity information

Muslim Youth Helpline is a private company limited by guarantee incorporated in England and Wales. The registered office is International House, Constance Street, London, E16 2DQ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies

1.5 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	20% straight line
Computers	33% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.11 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight-line basis over the term of the relevant lease.

1.12 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2021	2020	2020	2020
	£	£	£	£
Donations and gifts	103,183	85,036	-	85,036
Private sector revenue grants	69,382	9,000	-	9,000
Government grants	6,305			
	178,870	94,036	-	94,036

4 Charitable activities

	Charitable Income	
	2021	**2020**
		2020
	£	**£**
Sales within charitable activities	10,955	2,850

5 Other trading activities

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Fundraising events	-	25,466

6 Investments

	Unrestricted funds	Unrestricted funds

	2021	2020
	£	£
Interest receivable	2	15

7 Raising funds

	Unrestricted funds 2021	Unrestricted funds 2020
	£	£
Fundraising and publicity		
Advertising	14,482	17,096
Other fundraising costs	925	522
Fundraising and publicity	15,407	17,618
	15,407	17,618

8 Charitable activities

	Helpline Service 2021	**Training Services 2021**	**Total 2021**	**Total 2020**
	£	**£**	**£**	**£**
Staff costs	126,786	-	112,466	112,466
Recruitment costs	-	-	(1)	(1)
Website maintenance	303	-	113	113
Staff training	-	-	1,594	1,594
Volunteer costs	118	-	1,919	1,919
Telecommunications	5,667	-	801	801
	132,874	-	116,892	116,892
Share of support costs (see note 10)	18,296	-	16,133	16,133
Share of governance costs (see note 10)	1,832	-	1,560	1,560

	153,002	-	134,585	134,585

9 Description of charitable activities

Helpline Service

MYH offers a national free and confidential helpline service via, telephone, email and chat, which supports young people on a wide range of issues. Helpline enquiries are dealt with by volunteers that are trained by MYH in counselling skills.

Training Services
MYH delivers training to scholars, teachers and parents on important issues affecting young Muslims.

10 Support costs

	Support costs	Governance costs	2021	2020
	£	£	£	£
Expensed equipment	188	-	188	799
Travel and subsistence	-	-	-	(266)
Legal and professional	10,926	-	10,926	3,937
Premises expenses	4,800	-	4,800	7,964
Bank charges	2	-	2	20
Subscriptions and memberships	746	-	746	3,222
Postage and stationery	128	-	128	408
Sundry expenses	1,506	-	1,506	49
Independent examiner	-	1,832	1,832	1,560
	18,296	1,832	20,128	17,693
Analysed between Charitable activities	18,296	1,832	20,128	17,693

Support costs were all directly attributable to the Helpline Service during the current and preceding year, Governance costs are split equally between activities undertaken during the period.

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

12 Employees

The average monthly number of employees during the year was:

	2021	2020
	Number	Number

	8	10

Employment costs	**2021**	**2020**
	£	**£**
Wages and salaries	117,314	103,812
Social security costs	8,595	7,709
Other pension costs	877	945
	126,785	112,466

13 Debtors

Amounts falling due within one year:	**2021** £	**2020** £
Receivables	8,406	-
Prepayments and accrued income	2,973	-
	11,379	-

14 Loans and overdrafts

	2021 £	**2020** £
Directors' loans	7,300	15,300
Payable within one year	7,300	15,300

The long-term loans are secured by fixed charges over [XXX]

[An entity shall disclose information that enables users of its financial statements to evaluate the significance of financial instruments for its financial position and performance. For example, for long term debt such information would normally include the terms and conditions of the debt instrument (such as interest rate, maturity, repayment schedule, and restrictions that the debt instrument imposes on the entity.]

15 Creditors: amounts falling due within one year

	2021 £	**2020** £
Borrowings	7,300	15,300
Other taxation and social security	6,572	393
Other creditors	8,742	14,233
Accruals and deferred income	8,344	3,122
	30,958	33,048

16 Analysis of net assets between funds

	Unrestricted funds 2021	Unrestricted funds 2020	Restricted funds 2020	Total 2020
	£	£	£	£
Fund balances at 31 March 2021 are represented by:				
Current assets/(liabilities)	(7,782)	(29,199)	-	(29,199)
	(7,782)	(29,199)	-	(29,199)

17 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).