

**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**

**TRUSTEES:** Zakya Jabeen  
Yahya Delair  
Ibrahim Peeian  
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 2024***

The trustees present their report and financial statements for the year ended 31 March 2024.

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, 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 Delai  
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

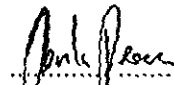
- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures 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		
		£	£	£	£	£	£
<u>NON-CURRENT ASSETS</u>		<b>Restricted</b>	<b>Un-restricted</b>		<b>Restricted</b>	<b>Un-restricted</b>	
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 these accounts and confirm that these 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**

	<u>2024</u>			<u>2023</u>
<u>Note: 1</u>				
<b>INCOME AND ENDOWMENTS</b>	<u>Un-restricted</u>	<u>Restricted</u>	<u>Total</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
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
	<b>353,017</b>	<b>-</b>	<b>349,010</b>	<b>217,514</b>

**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<sup>1</sup>, (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 FRSE 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;

	<b><u>Number</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>
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 during the year (2023-none)

**Note: 4****EXPENDITURE ON RAISING FUNDS**

	<b><u>Basis of allocation</u></b>	<b><u>Unrestricted</u></b> £	<b><u>Restricted</u></b> £	<b><u>Total</u></b> £	<b><u>-</u></b>	<b><u>Total</u></b> £
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		-
		<b>71,215</b>	<b>-</b>	<b>71,215</b>		<b>40,241</b>

**Note: 4.1****EXPENDITURE ON CHARITABLE ACTIVITIES****2024****2023**

<u>Volunteer Costs</u>	Usage	2802		2,802	2,097
Accountancy fee	Usage	2,160	-	2,160	2,274
Bank Charges	Usage	84	-	84	60
<b>SUPPORT COSTS:</b>					
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
		<b>29,590</b>	<b>-</b>	<b>29,590</b>	<b>33,739</b>

**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
<b>Total</b>		<b>175,173</b>	<b>-</b>	<b>175,173</b>	<b>141,566</b>

**Note: 5****TANGIBLE ASSETS:**

	<u>Computer Equipment</u>	<u>Fixtures &amp; Fittings</u>	<u>Total</u>
<b>Cost</b>			
At 1st April 2023	6,342	1,345	7,687
Addition			
At 31st March 2024	<b>6,342</b>	<b>1,345</b>	<b>7,687</b>
<b>Depreciation</b>			
At 1st April 2023	5,270 00	1,345	6,615
Charge for the year	268		268
At 31st March 2024	<b>5,538</b>	<b>1,345</b>	<b>6,883</b>
<b>Net Book Value</b>			
At 31st March 2024	804	-	804
At 31st March 2023	<b>1,072</b>	<b>-</b>	<b>1,072</b>

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

Note: 7

**Debtors:**

Receivables	-	5,000
Prepayments and accrued income	20,865	20,865
	<u>20,865</u>	<u>25,865</u>

Note: 7.1

**CREDITORS: Amount falling due within one year**

Other taxation and social security	12,645	15,702
Other creditors	(452)	-
Accruals and deferred income	2,590	2,850
	<u>14,784</u>	<u>18,552</u>

Note: 8

**ACCUMULATED FUNDS**

	<u>Un-restricted</u>	<u>2024</u> <u>Restricted</u>	<u>Total</u>		<u>2,023</u> <u>Total</u>
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	<u>229,751</u>	<u>-</u>	<u>229,751</u>		<u>152,712</u>