

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

CONTENTS

	Page
Trustees and Professional Advisors	1
Trustees Report	2-8
Independent Review	9
Receipts and expenditure account	10
Balance Sheet	11
Notes to the accounts	12-16

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

I approve these accounts and confirm that the 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**

	<u>2025</u>			<u>2024</u>
<u>Note: 1</u>				
INCOME AND ENDOWMENTS	<u>Un-restricted</u>	<u>Restricted</u>	<u>Total</u>	<u>Total</u>
	£	£	£	£
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.

<u>Note: 3</u>	<u>2025</u>		<u>2024</u>
Employees			
The average numbers of employees during the year were;	<u>Number</u>	<u>Total</u>	<u>Total</u>
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 during the year (2023-none)

Note: 4**EXPENDITURE ON RAISING FUNDS**

	<u>Basis of allocation</u>	<u>Un-restricted</u> £	<u>Restricted</u> £	<u>Total</u> £	<u>Total</u> £
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**

				<u>2025</u>	<u>2024</u>
<u>Volunteer Costs</u>	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:	<u>Computer Equipment</u>	<u>Fixtures & Fittings</u>	<u>Total</u>
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

	<u>2025</u>	<u>2024</u>
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 deferred income	1,792	2,590
	<u>20,495</u>	<u>14,784</u>

Note: 8**ACCUMULATED FUNDS**

	<u>Un-restricted</u>	<u>2025 Restricted</u>	<u>Total</u>		<u>2024 Total</u>
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	<u>81,322</u>	<u>-</u>	<u>81,322</u>		<u>229,751</u>