

Cygnus Support Limited
(A company limited by guarantee and not having a share capital)

Company No: 5987640

Charity No: 1119121

REPORT AND ACCOUNTS

for the year ended 31 March 2025

PEEK PRACTICE LTD
Amble
Northumberland

CYGNUS SUPPORT LIMITED

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CYGNUS SUPPORT LIMITED

COMPANY INFORMATION

INCORPORATION:

The company was incorporated under the Companies Act 1985, in England and Wales, on 3 November 2006, and the registered number is 5987640.

OFFICERS:

C Telford
D Quinn
K Hussain
B Gray (appointed 21st November 2024)

REGISTERED OFFICE:

1 Council Road
Ashington
Northumberland
NE63 8RZ

BUSINESS ADDRESS:

1 Council Road
Ashington
Northumberland
NE63 8RZ

ACCOUNTANTS

Peek Practice Ltd
4 Bridge Street
Amble
Northumberland
NE65 0DR

BANKERS:

Lloyds Bank plc
Blandford Place
6 Market Place
Blandford Forum
Dorset
DT11 7EE

CYGNUS SUPPORT LIMITED
TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The trustees submit their annual report and unaudited financial statements for the year ended 31 March 2025. The trustees have adopted the provisions of the Companies Act 2006 and the Statement of Recommended Practice (SORP) "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 2019.

STATUS

The company is limited by members guarantee and does not have share capital.

GOVERNING INSTRUMENT AND CONSTITUTION

The company is governed by its Memorandum and Articles of Association.

PRINCIPAL OBJECTS

The principal objects of the company are as follows:-

- To preserve and protect the good physical and mental health of children, women and men; and
- To advance the education of such children, women and men about all matters concerning their health.

REVIEW OF PROGRESS

Chair's introduction

Cygnus Support marked its 40th Birthday this year having originally started out as the Women's Health Advice Centre (WHAC) back in 1984. In 1986, WHAC moved into 1 Council Road where the main Cygnus Support office is still located to this date.

As the name suggests, WHAC was originally a service just for women. By 2009, to celebrate WHAC's 25th Anniversary, a special report was commissioned. The report found that over 2,500 women had received counselling support, and a further 5,000 had been enrolled in one of the many courses offered by the service.

As the years went by, WHAC continued to expand, and the number of clients steadily increased. The support offer was also expanded to include services for men and children too. To reflect this, WHAC was officially rebranded as Cygnus Support back in 2016.

The overall aims and objectives of Cygnus remain much the same as WHAC, and we now provide support to more people than ever before, regardless of gender and/or age groups. In fact, 2024-2025 has been our busiest year ever.

The team delivered a further year of incredible impact:

Counselling

- 1,221 clients referred for counselling, which is higher than in any previous year and 1.5% more than last year.
- 1,188 clients received individual assessment and counselling sessions, which is higher than in any previous year and 5.4% more than last year.
- 5,639 individual assessment and counselling sessions offered, which is higher than in any previous year and 16.8% more than last year.

Social prescribing

- 1,310 patients supported, addressing non-medical issues that may impact on their health & wellbeing, that's 79% higher than target.

CYGNUS SUPPORT LIMITED
TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025

This was all possible despite the challenging backdrop of the continuing cost of living crisis, which many of our clients told us adds to their stress, thereby negatively impacting their mental health. The most vulnerable people continue to be disproportionately affected, and in Northumberland there are often extreme inequalities with pockets of deprivation where communities are at high risk compared to other parts of the Northeast and UK. This also has a potentially negative impact on our staff, and we continue to offer a supportive and flexible working environment that is tailored to meet their individual needs and helps them overcome these challenges.

Unsurprisingly, demand for our counselling services remains very high and, whilst waiting times can vary from one service to another, overall, despite our successes this year, we have again seen significant increases in the number of people waiting, and on waiting-time duration.

It is within this context that we seek to make our counselling and mental health and wellbeing services as accessible as possible, and work with partners to identify and close gaps to ensure that community needs are met.

Provision of free accessible counselling Northumberland-wide remains a cornerstone of our work, and our counselling and wider services are tailored to meet individual needs. This means we continue to deliver via a blended approach that incorporates face-to-face and remote options via telephone and digital platform. Whilst we have seen an increase in uptake of face-to-face sessions this year, the remote options that we initially developed in response to the Covid pandemic, remain very popular with clients who appreciate the additional flexibility and accessibility.

We developed a range of new cross-sector community partnerships and initiatives to improve choice and access to health and wellbeing support.

We were grateful for the continued support of our funders including:

- The Northeast & North Cumbria Integrated Care Board for whom we continued to deliver the Trailblazers Young Peoples Mental Health Awareness Raising Project, a General Counselling Service, and a Bereavement Support Service offering Counselling and Group Work.
- The Office of Police & Crime Commissioner, Ministry of Justice and Northumberland County Council who have funded our Domestic Abuse Counselling Services and our contribution to the Northumberland Integrated Domestic Abuse Partnership.
- Dukes School for whom we provided a dedicated school counsellor, and with whom we explored ways to expand into wider community support and wellbeing work.
- Wansbeck Primary Care Network with whom we worked in a collaboration that continues to grow, and which funded our Wansbeck Community Wellbeing Manager and Team of 5 Social Prescribing Community Link Workers.
- The National Lottery Reaching Communities Fund which increased our capacity to support volunteers and grow our volunteer team and their subsequent impact.

We were grateful for the continued support of our funders including:

- UK Shared Prosperity Funded (UKSPF), via The North of Tyne Combined Authority; as a partner in the Solid Foundations Project, we delivered counselling and coaching as part of a suite of activities aimed at overcoming inequalities and improving access to sustainable training and employment.

CYGNUS SUPPORT LIMITED
TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025

In addition, we were successful in securing new grants and commissions from a range of funders including:

- Northumberland County Council who provided short-term UKSPF funding for our Mental Health & Wellbeing Volunteering pilot, offering counselling and coaching for vulnerable people that bridged the gap at transition into sustainable post compulsory education and work.
- Donations received from several other sources including Community Foundation, Reeds Grass Roots and local community members, all helped to join up our service offering and close gaps and enhanced our support efforts for young people.

As we look forward, we are preparing for the changes to the Statement of Recommended Practice (SORP) for charities that will be introduced from 2026. Whilst social value, sustainability, and supported volunteering are already at the heart of our approach, there is always more that can be done, and I am leading the Trustee Board and delivery teams to ensure our early compliance with all of the new standards.

Delivery of our service is entirely dependent on our talented and committed team of staff and volunteers. We currently employ twenty-one paid staff across leadership and counselling roles, including full and part time roles. We also regularly worked with three Associate Counsellors and were supported by fifteen Volunteer Counsellors; three of our volunteers secured paid employment this year as part of our Counselling Team. Functions including HR, IT, and Finance remain outsourced to specialist partners with whom we have established relationships.

The Board of Trustees continued to ensure that the charity applied for funding from grant-making bodies that meet with our strategic objectives and charitable aims. Our Board of Trustees remained steadfast volunteers. We continue to seek to recruit additional Trustees to broaden the base of knowledge and experience and were lucky enough to recruit Susan Jenkins who is in the process of becoming a full Trustee. Susan has a wealth of experience gained across the health sector in operational and senior leadership roles and will be an asset to our organisation.

Finally, I would like to sincerely thank all our staff, volunteers, trustees and partners who worked with Cygnus Support to enable another successful year of impact for communities across Northumberland.

REVIEW OF RESULTS AND RESERVES

The surplus/(deficit) for the period has been debited to reserves as follows:

	2025 £	2024 £
Unrestricted funds	17,259	27,632
Restricted funds	6,545	1,962
	<u>23,804</u>	<u>29,594</u>
Total reserves carried forward at 31 March 2025 are:		
Unrestricted funds	33,711	20,537
Designated funds	131,207	127,122
Undesignated funds	<u>164,918</u>	<u>147,659</u>
Restricted funds	40,272	33,727
	<u>205,190</u>	<u>181,386</u>

CYGNUS SUPPORT LIMITED
TRUSTEES ANNUAL REPORT (contd)
FOR THE YEAR ENDED 31 MARCH 2025

RESERVE POLICY

The trustees policy is to establish unrestricted reserves sufficient to cover running costs for several months ahead, and the emphasis is on a continual process of careful financial management, and to invest reserves to optimise income wherever possible.

Research into future means of generating unrestricted reserves will also continue.

POLICY FOR MONITORING AND REVIEW

The level of reserves will be monitored along with the on-going financial affairs of the organisation on a monthly basis, supplemented by annual reviews to ensure the overall level of reserves continues to meet the needs of the organisation.

The above report has been approved by the Trustees and signed on it's behalf.



.....
K Hussain

18 November 2025

CYGNUS SUPPORT LIMITED

**STATEMENT OF MANAGEMENT COMMITTEE'S RESPONSIBILITIES FOR THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025**

The Board of Trustees, who are also the directors of Cygnus Support Limited for the purpose of company law, are responsible for preparing the 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 accounts for each financial year which give a true and fair view of the state of affairs of the company as at the end of that year and of the surplus or deficit of the company for that period. In preparing those accounts the trustees are required to:

- i) select suitable accounting policies and then apply them consistently;
- ii) *make judgements and estimates that are reasonable and prudent;*
- iii) state whether applicable accounting standards have been followed;
- iv) state whether applicable statements of recommended practice have been followed;
and
- v) *prepare the accounts on the going concern basis unless it is inappropriate to presume that the company will continue its activities.*

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

Approved by the trustees on 18 November 2025 and signed on its behalf by:



.....
K Hussain

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES ON THE UNAUDITED FINANCIAL
STATEMENTS OF CYGNUS SUPPORT LIMITED
FOR THE YEAR ENDED 31 MARCH 2025**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025, which are set out on pages 7 to 13.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the company 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 accounts 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 report

Since the company'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, 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:

- accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those accounting records; or
- the accounts 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
- the accounts 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 accounts to be reached.

Patricia Grahamslaw

Patricia Grahamslaw ACA
Peek Practice Ltd
4 Bridge Street
Amble
NE65 0DR

Date: 18 November 2025

CYGNUS SUPPORT LIMITED

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
	£	£	£	£
INCOMING RESOURCES				
<i>Incoming resources from generated funds</i>				
Donations and small grants	3,595	-	3,595	8,785
<i>Activities for generating funds</i>				
Trading operations	287,711	-	287,711	227,368
Rental income	12,139	-	12,139	8,520
Interest received	1,058	-	1,058	954
<i>Incoming resources from charitable activities</i>	-	389,481	389,481	308,390
TOTAL INCOMING RESOURCES	304,503	389,481	693,984	554,017
RESOURCES EXPENDED				
Costs of generating funds	283,375	382,936	666,311	520,130
Governance costs	3,869	-	3,869	4,293
TOTAL RESOURCES EXPENDED	287,244	382,936	670,180	524,423
NET INCOMING/OUTGOING) RESOURCES BEFORE TRANSFERS	17,259	6,545	23,804	29,594
TRANSFER BETWEEN FUNDS	-	-	-	-
NET MOVEMENT IN FUNDS	17,259	6,545	23,804	29,954
<i>Reconciliation of funds</i>				
TOTAL FUNDS BROUGHT FORWARD	147,659	33,727	181,386	151,792
TOTAL FUNDS CARRIED FORWARD	164,918	40,272	205,190	181,386

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

All incoming resources and resources expended derive from continuing activities.

CYGNUS SUPPORT LIMITED
BALANCE SHEET AS AT 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
FIXED ASSETS	6	-	-	-	-
<hr/>					
CURRENT ASSETS					
Debtors		22,035	-	22,035	123,937
Cash at bank and in hand		172,210	40,272	212,482	104,471
		<hr/>	<hr/>	<hr/>	<hr/>
		194,245	40,272	215,503	228,408
		<hr/>	<hr/>	<hr/>	<hr/>
CREDITORS: Amounts falling due within one year		29,327	-	29,327	47,022
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		164,918	40,272	205,190	181,386
CREDITORS: Amounts falling due after more than one year		-	-	-	-
		<hr/>	<hr/>	<hr/>	<hr/>
NET ASSETS		164,918	40,272	205,190	181,386
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS		164,918	40,272	205,190	181,386
		<hr/>	<hr/>	<hr/>	<hr/>

For the financial year ended 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. No member has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

Directors' responsibilities:

The directors acknowledge **their responsibilities** for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing accounts 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 accounts, so far as applicable to the company

These financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006



.....
K Hussain

18 November 2025

Company Registration Number 5987640

CYGNUS SUPPORT LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

1. MEMBERS' LIABILITY

The organisation is a company limited by guarantee and not having a share capital.

The company is limited in that every member undertakes to contribute such amount, not exceeding £1, as may be required in the event of the company being wound up while he or she is a member, or within 12 months afterwards, towards the cost of dissolution and the liabilities incurred by the company while the contributor was a member.

2. ACCOUNTING POLICIES

The principal accounting policies are summarized below. The accounting policies have been applied consistently throughout the year and in the preceding year.

Basis of Accounting

The accounts are prepared in accordance with applicable accounting standards in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities issued in July 2014, applicable UK Accounting Standards, Financial Reporting Standard for Smaller Entities (effective January 2019) and the Companies Act 2006.

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 donations and gifts and is included in full in the Statement of Financial Activities when receivable

Investment income is included when receivable

Resources expended

Expenditure is recognised when a liability is incurred. Funding provided through contractual agreements and performance related grants are recognized as goods or services are supplied. Other grant payments are recognized when a constructive obligation arises that results in the payment being unavoidable.

Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Governance costs include those incurred in the governance of its assets and are primarily associated with constitutional and statutory requirements.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. allocating office property costs by floor areas, management and human resources costs by the number of staff, and finance and IT costs by work done.

CYGNUS SUPPORT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

2. ACCOUNTING POLICIES

Fixed assets

Depreciation is provided on each asset over its effective working life so as to write off that asset to its estimated realizable value. The rates of depreciation charged are:

Equipment and fixtures	3 year straight line
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Cashflow Statement

The company has taken advantage of the exemption contained in Financial Reporting Standard 1 from producing a cashflow statement on the grounds that it is a small company.

3 INCOMING RESOURCES

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Voluntary income				
Donations and small grants	3,595	-	3,595	8,785
	<u>3,595</u>	<u>-</u>	<u>3,595</u>	<u>8,785</u>
Trading operations				
Course fees	-	-	-	-
SLA fees	287,710	-	287,710	227,368
Training income	-	-	-	-
Miscellaneous income	-	-	-	-
	<u>287,710</u>	<u>-</u>	<u>287,710</u>	<u>227,368</u>
Interest receivable				
Bank interest receivable	1,058	-	1,058	954
	<u>1,058</u>	<u>-</u>	<u>1,058</u>	<u>954</u>
Incoming resources from charitable activities	-	389,481	389,481	308,390
	<u>-</u>	<u>389,481</u>	<u>389,481</u>	<u>308,390</u>

CYGNUS SUPPORT LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

4. RESOURCES EXPENDED

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
	£	£	£	£
Costs of generating funds				
Project costs	51,667	74,204	125,871	49,928
Staffing costs	209,690	308,732	518,422	474,464
Travelling expenses	2,920	-	2,920	6,571
Staff training	777	-	777	-
Office running costs	8,269	-	8,269	8,282
Volunteers costs	6,546	-	6,546	5,171
Equipment costs	2,269	-	2,269	-
General expenses	1,237	-	1,237	-
Depreciation	-	-	-	245
	<u>283,375</u>	<u>382,936</u>	<u>666,311</u>	<u>520,130</u>
Governance costs				
Professional fees	3,615	-	3,615	4,029
Bank charges	254	-	254	264
	<u>3,869</u>	<u>-</u>	<u>3,869</u>	<u>4,293</u>

5. STAFF COSTS AND NUMBERS

During the financial year the company had a maximum of 16 employees and their remuneration was made up as follows:-

	2025 £	2024 £
Salary, pension and national insurance	<u>518,422</u>	<u>474,464</u>

No employee received emoluments of more than £60,000

CYGNUS SUPPORT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

6. FIXED ASSETS

	Equipment and Fixtures	Total
	£	£
Cost		
As at 1 April 2024	1,243	1,243
Additions in the year	-	-
As at 31 March 2025	<u>1,243</u>	<u>1,243</u>
Depreciation		
As at 1 April 2024	1,243	1,243
Charge for the year	-	-
As at 31 March 2025	<u>-</u>	<u>-</u>
Net book value		
As at 31 March 2025	<u>-</u>	<u>-</u>
Net book value		
As at 31 March 2024	<u>-</u>	<u>-</u>
	2025	2024
	£	£

7. DEBTORS

Trade debtors	21,319	122,703
Prepayments	716	1,234
	<u>22,035</u>	<u>123,937</u>

**8. CREDITORS: amounts falling due within
one year**

Trade creditors	1,550	11,884
Accrued charges	27,777	35,138
	<u>29,327</u>	<u>47,022</u>

CYGNUS SUPPORT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

9. STATEMENT OF FUNDS

	At 1 April 2024	Income	Expenditure	Transfer	At 31 Mar 2025
Designated reserves	20,537	-	-	13,174	33,711
Undesignated reserves	127,122	304,503	287,244	(13,174)	131,207
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL UNRESTRICTED FUNDS	147,659	304,503	287,244	-	164,918
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

	At 1 April 2024	Income	Expenditure	At 31 Mar 2025
Restricted funds				
Community Chest – North of Tyne COVID 19 Capacity Project	793	-	489	304
Morrison Foundation	297	-	-	297
Screwfix Foundation	-	5,000	2,700	2,300
NEICP	-	23,389	23,389	-
Be You Northumberland Trailblazer Project	13,086	51,384	49,790	14,680
Ministry of Justice DA/SV Community Fund	-	35,400	34,008	1,392
The National Lottery Community Fund	8,495	48,570	44,797	12,268
The Office of the Northumbria Police & Crime Commissioner – Supporting Victims Fund	-	30,000	21,042	8,958
North East and North Cumbria Integrated Care Board – Bereavement Counselling	9,461	51,384	60,845	-
North East and North Cumbria Integrated Care Board – Counselling	1,595	51,384	53,053	73
NTCA UKSPF Solid Foundations	-	92,970	92,970	-
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL RESTRICTED FUNDS	33,727	389,481	382,936	40,272
	<hr/>	<hr/>	<hr/>	<hr/>

10. REMUNERATION OF MANAGEMENT COMMITTEE

There was no remuneration, or other benefit, paid to the board of directors, or people connected with them, in the financial year ended 31 March 2025.

11. RELATED PARTY TRANSACTIONS

There were no transactions undertaken by, or on behalf of the company, in which a member of the board of directors or connected person had a material interest, during the financial year ended 31 March 2025.