



Registered charity no. 1162110

# Annual Report 2024



## Foreword by Chair – May 2025 Growth, Learning and Innovation

With a **63%** increase in the number of beneficiaries supported by our services since 2022, this year has seen our mission to empower, improve communication and build a better family life, go from strength to strength.

Family life can be complicated, and we know how external factors like the rising cost of living disproportionately impacts those already struggling. Through our beneficiaries we continued to learn and shape a service that remains at the forefront of need.

As 2023 followed the highest levels of inflation in over 40 years, money worries endured as families often struggled to meet basic needs. We saw an increasing pressure on work-life balance and how the rising cost of essentials adversely impacted mental health, wellbeing and family life.

Understanding the direct link between physical and mental health and the increasing referrals coupled with the diverse needs and experiences of our beneficiaries, we've listened to our families and laid plans to adapt and expand our services to better support emotional health and wellbeing.

With rising referrals, this has been a year for stocktaking and future focus: We've reviewed, refreshed, re-shaped and laid plans to expand our service provision whilst keeping an ever-watchful eye on our strategic plan toward sustainability and financial flexibility.

*Martine Delaney*



## Sustainability and Fiscal Responsibility

Our accredited family mediation service continued to grow and through our links with community organisations, social care and legal professionals we've simultaneously increased our unrestricted income capacity which in turn helps efforts to build reserves.

Our Connect 5 mental health training delivery in conjunction with Wigan Council Public Health, increased our visibility and added another strand to our unrestricted income stream.

With increased referral rates, our established partnership with the Brick-by-Brick project meant we could extend our reach of practical support to more families with everyday consumer items; helping household budgets stretch further.

## Creative Philanthropy

What an epic year of fundraising successes we enjoyed! We worked in conjunction with community partner Rosebridge Sports and Community Club to host a Christmas Fair and an Easter Fair raising much needed funds in support of capital investment and service delivery.

We also supported other local events including Wigan Pride and a host of community fairs across the borough. Whilst our team may be small, the energy and dedication to raising both our profile and crucial funds has been fantastic.

Our achievements couldn't have happened without the determination and drive of our staff and trustees. We are beyond proud of our achievements and are excited about the future.

As our links with local and community organisations expand, the possibilities increase and with a nomination for the Mayor of Wigan's charity in the 2024-2025 season we looked forward to bigger and bolder collaborations through increased visibility.



## About Us

TalkFIRST was established as a Charitable Incorporated Organisation (CIO) in June 2015 and was operational immediately. The CIO is a development of its predecessor Resolutions, a Community Interest Company, set up in 2012, operational from 2013. All work, finances and staff were seamlessly transferred into the CIO. We are based in a central location in the borough, offering easy access from all areas.

We are proud to have celebrated our 10th Birthday this year and look forward to the next decade with energy and enthusiasm.

## Trustees



**Martine Delaney**  
*Chair*



**Damon Musgrove**  
*Trustee*



**Brian Rees**  
*Trustee*



**Emma Klieve**  
*Trustee*



**Lee Whalley**  
*Trustee*



**Shirley Martland**  
*Trustee*

## Staff



**Tracy Sheppard**  
*Manager & Mediator*



**Martine Delaney**  
*Mediator*



**Christine Boydell**  
*Administrator*



**Stacey Keggin**  
*Building Better Relationships Worker*



**Beverley McIntyre**  
*Building Better Relationships Worker*

## Governance

Our trustees understand their legal obligations and are committed to ensuring solvency, and compliance under charity law. Our Trustee's Code of Conduct reinforces all aspects of the constitution, our policies and practice which are subject to annual review. Trustee board meetings have taken place bi-monthly and all meetings minuted to ensure transparency and accountability.

# Our Vision, Our Mission and our Charitable Objectives

## Our Vision is:-

To resolve conflict and inspire positive communication, recognising that healthy and supportive relationships are the cornerstone to aspire and achieve.

## Our Mission Statement is:-

To empower individuals and families in all their forms to improve communication and build better family life.

## Our charitable objectives are:-

To support children, young people and their families who are at risk of family conflict, anti-social behaviour, criminal activities or relationship breakdown, through the provision of family mediation, family support and group work activities.

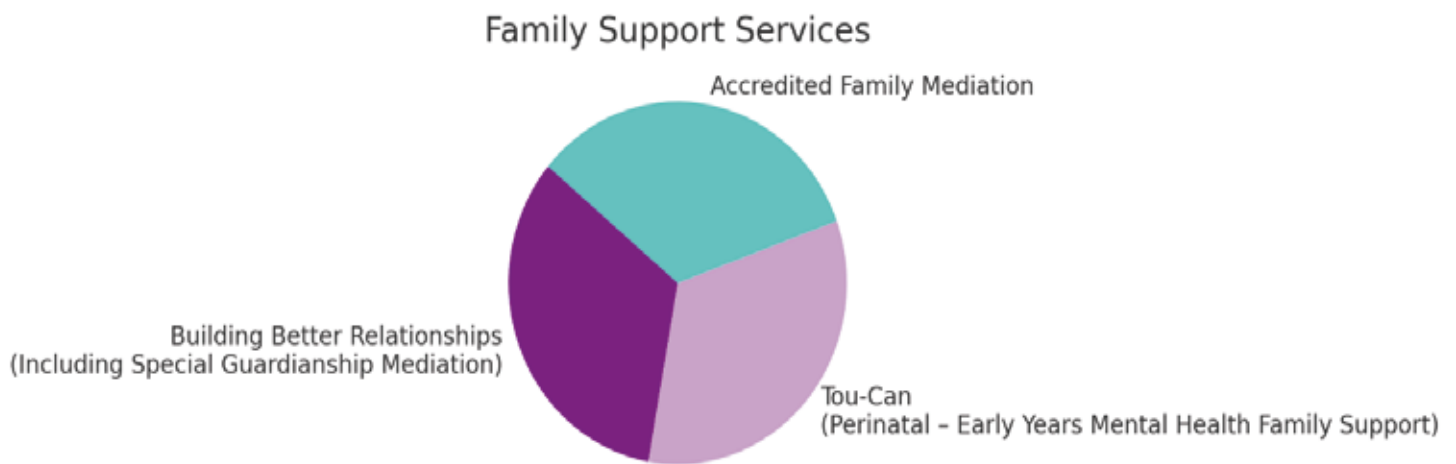




## What We Do And How

Guided by our Vision and our Mission Statement, we provide bespoke, future focussed relationship services, working with families in all forms including inter-generational, LGBTQ, non-blood, extended, step-families, carers and special guardians.

An overview of our services is set out below:-



- Grant funding, enables us to sustain and grow our free Building Better Relationships service supporting struggling families who are experiencing conflict and relationship problems.
- Family mediation provided through the Family Mediation Council (FMC) Accreditation programme empowers separating couples to navigate divorce and separation with an FMC Accredited Mediator to resolve issues including children arrangements, property and finance.
- Our accredited Child Inclusive Mediation service means we can work with children to give them a voice in an age-appropriate way that helps inform struggling parents about their thoughts, feelings and wishes.

- With the ongoing Ministry of Justice Family Mediation Voucher Scheme we supported families to access financial help with the cost of mediating about children arrangements.
- Our Tou-Can initiative supporting the perinatal agenda continued to grow through recommendations and increased visibility and through our Brick-by-Brick partnership we can support more families with everyday consumer items that help to stretch household budgets a little further.

## Our Reach

Whilst our grant funded initiatives focused upon local service delivery in the Wigan Borough, our increased visibility across the family mediation arena, and the power of remote working, coupled with personal recommendations has seen referrals come from far and wide beyond Wigan's and Greater Manchester's boundaries.





## Our Year 2023-2024 - Highlights

★ In December 2023 we hosted our TalkFIRST Christmas Fair and in March 2024 hosted our Easter Fair. From stalls to festive guests and children's activities, our year was packed with community engagement and opportunities to fundraise.

★ Two of our staff members joined the Connect 5 team of trainers, delivering mental health training across the borough's voluntary sector contributing to greater visibility and more networking opportunities.

★ Our Child Inclusive Mediation service launched into its first full year giving children and young people, a voice, in decisions that affect them.

★ We pressed 'reset' on our Tou-Can project as funding came to an end. We continued to deliver our weekly support group on a self-funded basis with the help of local community partners and our own fundraising efforts.

★ This year will mark the second year of our Building Better Relationships (BBR) project in Leigh, funded by The Trusthouse Foundation, and the second year of our BBR project in Wigan, funded by The National Lottery Community Fund. Across both areas, **we supported 146 children, young people, and their parents – including special guardianship families – to work towards building happier, healthier family lives.**

★ As our final year of partnership with the National Lottery Community Fund supporting our Building Better Relationships (BBR) project on the Wigan side of the borough arrived, work began to identify the right funding partner to develop the next phase of our relationship and family conflict services for 2024 / 2025.

★ We excelled in our fundraising efforts this year growing our unrestricted income which helped sustain Tou-Can after perinatal funding concluded.

★ We worked hard networking and raising our visibility amongst local legal and social care professionals to grow our accredited family mediation in pursuance of greater sustainability.

We heard the fantastic news of our nomination to be one of just two Mayor's Charities of the year in the 2024 / 2025 season.



## Accredited Family Mediation

Supporting families through the process of divorce and separation, our service has grown as visibility has increased in the community and through professional networking.

The continuation of the Family Mediation Voucher Scheme, a non-means tested offering from the Ministry of Justice has empowered many families who could not have otherwise afforded family mediation to navigate divorce and separation with cooperation and certainty, building new foundations for future co-parenting relationships that will benefit separated family life.

From a sustainability perspective, this service generates unrestricted income which supports financial independence and the ability to build reserves.

## Building Better Relationships



Our Building Better Relationships project in Wigan courtesy of The National Lottery Community Fund's Reaching Communities programme completed it's 3rd and final year and our 2nd year building on the successes of the previous year.

Recognising the increased need for this service in Wigan, we reflected on what we had learned with a view to informing our future service delivery.

Feedback from our beneficiaries told us that **80% of young people who work with us have a diagnosis for, or are awaiting assessment for Attention Deficit and Hyperactivity Disorder (ADHD), or Autistic Spectrum Disorder.** In excess of 20% of parents we see also have a diagnosis or are awaiting an assesment. We recognise this is a specialist area, so we have invested in training, and adhoc support and joint working from partner agency Embrace Wigan & Leigh.

## Tou-Can supporting the perinatal agenda

In the absence of funding to continue our perinatal outreach and weekly support group, we looked at the best way to provide our service on a limited, self-funded budget.

We are proud to report that through determination and drive, we were able to sustain Tou-Can's weekly group which supports parents and carers to promote a healthy parent – child relationship. We offer information, guidance, peer support, friendship, signposting whilst play, activities and singing are provided for children.

The opportunity to offer practical support in the form of consumer goods provided via the Brick-by-Brick project also helps families make stretched household budgets go a little further.



**THE BRICK**  
QUEENS HALL ACTION ON POVERTY



## Letting our beneficiaries lead the way

As our Building Better Relationships (BBR) campaign approached the conclusion of its project funding in 2024, we took the opportunity to take what we had learned from our beneficiaries, identify gaps in service and lay plans to expand our future efforts to better support the families and individuals we work with.

Listening to our families and understanding their often diverse and complex needs we adopted a fresh approach that addressed their discreet challenges and vulnerabilities.

Throughout 2023 we laid the groundwork for two new initiatives:-

- Taking Time To Talk (TTTT): We designed a dedicated space to empower children and young people in that broader family conversation, to openly express and speak with confidence about their wishes and feelings.
- Kinship Mediation;- Specifically curated to support families where there is a child who is not able to live with their biological parent(s) and instead lives with a member of the extended family under a Special Guardianship Order.

Of course, none of this comes without crucial and increasingly hard to find funding, so once the project essentials were in place, we carefully researched compatible funding partners that shared out vision and objectives.

Moving into 2024 with funding confirmed for Take Time To Talk, our focus turned to our Tou-Can Project.



# Building Financial Independence and Flexibility

Building an informed strategy that is dedicated and diverse that sustains, builds resilience and engages with well-matched partners who share our vision and support our endeavours has proved key to our successes so far.

Mindful however of the increasing pressures upon the grant funding industry with prospects of success often standing at less than 5%, our accredited Family Mediation Service (supporting separating and divorcing couples to work out a plan for separated family life) and our mental health training delivery enable us to play to our strengths whilst simultaneously delivering a stream of unrestricted income that promotes a degree of sustainability, and financial freedom which augments our independence and ability to respond to change.



Ever mindful of the challenges of grant funding, and with our first decade behind us, 2023/2024 has been a year to consider proactive planning for the long-term health and wellbeing of TalkFIRST into a new decade.

## A Trustee's Perspective

It's a privilege to reflect on our work over the last year and to reaffirm my unwavering commitment to the cause that sits at the heart of our organisation: Strengthening families through positive communication and healthy relationships. I'm so passionate about improving family communication because I believe it is the foundation of a child's well-being and development. Families thrive when they feel heard, understood, and supported. This belief has guided my engagement and is why I'm proud to be part of an organisation that recognises that 'healthy and supportive relationships are the cornerstone to all we aspire to and achieve'.



Our services have supported families to have open, future-focused conversations, encouraged mutual understanding, and enabled change — even in complex and emotionally charged situations. Feedback received highlights just how transformative this approach has been for our beneficiaries.

Over the past year we've demonstrated resilience, compassion, and innovation. We fundraised to self-fund Tou-Can and re-shaped our family conflict and relationships initiative to curate our Taking Time To Talk project, - a vital addition to our services that addresses the emotional and mental well-being of children and helps families make positive changes in their communication and relationships that support a happy family life.

My dedication to supporting families stems from a personal commitment to ensure every child has the opportunity to grow up in a safe, nurturing environment.

I believe that supporting parents and carers, creates ripple effects that benefit the entire community. Tou-Can, is a perfect example: By supporting good mental health and parenting confidence in the earliest days of a child's life, families have the tools they need from the very beginning. This early intervention is essential, and I am immensely proud that TalkFIRST is playing a part in such critical life stages.

We know that the families we support often face significant challenges, whether financial or emotional. That's why accessibility, empathy, and sustainability are central to everything we do. Our team with over 75 years of combined experience brings a grounded, personable approach that families trust. They offer unwavering support with warmth and honesty, even when tackling tough conversations. This that makes TalkFIRST so effective and valued in what we do.

In today's climate, the need for early, relationship support is greater than ever: Challenges are real, funding is tight, needs are rising, and the sector is evolving rapidly. Yet TalkFIRST continues to be a beacon of hope and a trusted partner to many local organisations. Our referrals come not just from professionals, but from families themselves, a true testament to our credibility and impact.

Being part of this journey, helping shape strategy, advocate for sustainability, and push for innovation, is a responsibility I embrace. It is more than governance, it is commitment to creating change in real lives. As we look ahead, I am energised by the possibilities. We don't just respond to need; we build on our learning, strengthening partnerships, and positioning TalkFIRST for long-term impact.

To every family we have worked with this year: thank you for trusting us. And to every team member and fellow trustee: thank you for your dedication and vision.

Together, we are helping children and families not just survive but truly thrive — and I am honoured to play my part.

*Damon Musgrove*

# Fundraising Strategy and Next Steps

Our portfolio of strategic sustainability planning covers the following areas :-

## **Our Accredited Family Mediation service**

We have a discreet skill set and with a growing (and competitively priced) family mediation service which provides our primary stream of unrestricted income. - We are able to play to our strengths. Whilst always working hard to develop and expand what we do, we've extended our geographical reach way beyond the boundaries of the borough and have an established position within the Accredited Family Mediation arena.

Remaining current and visible is key to growing our services and generating unrestricted income.

Our Business Plan will be reviewed and updated in 2024 / 2025 to ensure we remain pro-active. We continue to work on a range of opportunities to develop a robust delivery model and plan to review internal technologies to drive process efficiencies that will enable us to support more clients.

2023 / 2024 has also seen us develop an organisational structure that enables a real strategic focus upon funding needs and opportunities.

## **Corporate Partnerships:**

In 2023 / 2024 we've worked with local businesses and organisations who have provided financial contributions including Nisa, to name but a few supporters of our Summer Fair and a number of local businesses including Little Fifteen, Bathtek, Co-op, Tesco, Morrisons and Asda who provided generous donations alongside other local and regional supporters from the business community.

## **Trusts and Foundations Funding:**

Wigan's Brighter Borough Funding contributed to the success of our Seasonal Fairs and a second lot of Brighter Boroughs funding was also contributed towards Tou-Cangiving us confidence to secure facilities to make the day a success.

We continued to seek out funders who align with our values and look ahead to new strategic partnerships that match our endeavours.

Whilst we've built a strong portfolio of funding partners which helps instil confidence as to our integrity and capabilities, we remain ever mindful of the need for financial independence and an increasingly strategic approach to future partnerships, whether grant funded or corporate.

## **Charitable Fundraising**

Following hot on the heels of our deep dive into seasonal fairs last year and with buckets full of enthusiasm and energy, we successfully hosted a Christmas (2023) and an Easter (2024) Fair. With both our own stalls and external crafters, makers and other VCFSE organisations and with this renewed confidence we teamed up with Nisa Local and the Nisa Charity, Making a Difference Locally to host a summer



Looking ahead to 2024/2025 we rounded up a team to run the Wigan 10k, embracing the opportunity to raise funds and visibility



# Partnerships

Collaboration creates opportunities and whether this has been through learning from our own beneficiaries, engaging with other organisations to explore the possibilities or simply sharing expertise, the possibilities have come thick and fast this year. - We've embraced every moment and made some vital connections that will help drive our work forward.

We take this opportunity to thank everyone for their support. From Rose Bridge Sports and Community Club who hosted our seasonal Fairs, to Nisa Local who helped us make so many things happen, to our commercial and VCFSE partners and our neighbours in Ashland House and all those who supported our events and kindly donated gift bags and prizes.



## Funding

This year, we have received £92,072 in grants from: National Lottery Community Fund's Reaching Communities, and Awards For All programmes, Trusthouse, Making a Difference Locally, Albert Hunt, Magic Little Grants, Enterprise and The Coalfield Regeneration Trust.

**We thank our amazing funders for sharing our vision and for their support; without them we could not support children, young people and their families who are at risk of family conflict, anti-social behaviour, criminal activities or relationship breakdown.**

## Beneficiaries and Outcomes

### MEDIATION:

We received 106 family mediation referrals for family mediation, many of which came by way of recommendation. Other routes to referral included legal experts, social care, schools and local VCFSE organisations.

A total of 364 individuals benefitted from our service.



**106**  
Referrals

**364**  
Individuals  
benefitted

### BUILDING BETTER RELATIONSHIPS:

74 families, comprising 119 adults and 137 children, benefited from one of the many services provided by Building Better Relationships.



**75**  
Families

**256**  
Individuals  
benefitted

# Building Better Relationships (BBR)

## A Family We Worked With

Chloe was referred to our service by Start Well. She described her relationship with her ten-year-old son, Lenny—who has ADHD—as very challenging. A recent incident involving violence at home led her to call the police. She shared that she currently feels there is little to no relationship between them, though she is motivated to make improvements.

Chloe has a number of ongoing difficulties and diagnoses, including depression, anxiety, ADHD, and learning challenges. While she has received support in the past, finding herself in a similar position again left her understandably sceptical about what we could offer. Building trust was one of the initial hurdles in our work together.





Despite these complexities, and with continued support from her Start Well worker, Chloe has begun to make some meaningful changes in how she interacts with her son. She is starting to recognise some of the dynamics she brings to the relationship and how these may be contributing to their difficulties. She has also developed a better understanding of her son's needs, particularly around his ADHD, which has helped her respond more calmly and effectively in challenging moments. While progress has not been without its challenges, these insights have marked a turning point.

Chloe also has an older child who no longer lives with her. At times, concerns around his wellbeing and placement—raised in discussions with social care—distracted from her focus on improving things with Lenny. However, joint conversations and collaborative support have helped her manage these demands more effectively.

We've taken a holistic approach to supporting Chloe. Whilst the focus of the work was to help improve the parent-daughter relationship, we supported other areas to help Chloe feel more stable and present, through self-care, confidence building and encouraging her plan to return to work

# Feedback

## Building Better Relationships testimonial – Partner Agency

*With so many families in conflict, TalkFIRST are a vital service for those families to engage in more constructive and worthwhile dialogue to support the wellbeing of those who need it, and I can't think of a similar local provider that is either available, accessible, approachable or as understanding as the team at TalkFIRST, and I really value the joint work we have done together.*



**Andy Sampson**  
**Behaviour Support Coordinator**  
**Embrace Wigan and Leigh**





# Feedback

## TOU-CAN testimonial – PARTNER AGENCY

*“The Tou Can Family sessions delivered by TalkFIRST at Ince Community Centre have become a vital support hub for the local community.*

*Higher Ince faces significant challenges, with many families affected by deprivation, single parenthood, and unemployment. The rising cost of living has only intensified day-to-day pressures, creating widespread worry and stress.*

*These sessions offer a safe and welcoming space where parents, carers, and grandparents can connect while their children take part in engaging activities. Adults have the chance to chat, exchange advice, and support one another with the everyday challenges of raising young children.*

*Expectant mums also benefit from guidance on pregnancy care, returning to work, and navigating the benefits system. Emotional and practical support is always available from the TalkFIRST team.*

**HS Trust Manager, Douglas Valley Community**



## Family Mediation - Feedback

*"I'm incredibly grateful for the compassionate, professional, and supportive mediation I received from TalkFIRST. During an extremely tough period in my life, your service was not only helpful — it was a true lifeline and source of strength."*

### Ministry of Justice Family Mediation Voucher Scheme

The Ministry of Justice Mediation Voucher Scheme has been a real game changer for those struggling families who may never have been able to privately pay for Accredited Family Mediation.

In 2023-2024, **19 sets of separated parents mediated at TalkFIRST with the benefit of a voucher**, to negotiate how they could press reset on their co-parenting relationship by improving communication and cooperation.

This Scheme has been invaluable, enabling parents to focus on the interests of their children and the future without associated money worries.



## End of the year – vision for the next 12 months

Increased geographical stretch coupled with our reflections on gaps in current service provision means we are looking ahead toward horizontal and vertical expansion in our grant funded and income-generating sectors.

We continue to learn from our beneficiaries in terms of their changing needs and to develop our skill set to enable greater reach.

Having capitalised on existing partnerships and explored new collaborations, we look ahead to 2025 with optimism and positivity, supporting more new families in the year ahead.

## Reserves Policy

The reserve parameters identified aim to provide financial stability and the means for the development of our principal activities.

To protect TalkFIRST and its beneficiaries and employees, TalkFIRST intends to establish and maintain reserves at a level sufficient to cover approximately six months running costs plus requisite redundancy considerations.

Reserves will be utilised in the following manner:-

1. In the event of a drop in income; to protect against short-term fluctuations
2. In the event of a drop in income to make provision for necessary redundancy payments should the organisation find it is unable to sustain staffing levels
3. To allow TalkFIRST to take advantage of new opportunities aligned with its aims.

To achieve this, we will aim to put £5k per year into reserves from unrestricted (mediation) income until that level is achieved. Requisite reserve figures will be reviewed annually in accordance with current staffing and other relevant responsibilities to ensure that they are adequate to fulfil our continuing obligations.

**Income £150,423 Expenditure £172,429**

**TALKFIRST**

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**Trustees' Report and Financial Statements**  
**For the year ended 31 August 2024**

**Registered number: CE003520**

**Charity number: 1162110**

**TALKFIRST**  
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**FOR THE YEAR ENDED 31 AUGUST 2024**

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**TALKFIRST**  
**LEGAL AND ADMINISTRATIVE INFORMATION**  
**FOR THE YEAR ENDED 31 AUGUST 2024**

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**Trustees**

M. Delaney (Chair)  
E. Klieve  
B. Rees  
D. Musgrove  
L. Whalley  
S. Martland

**Company Registered Number – CE003520**

**Charity Registered Number - 1162110**

**Registered Office**

1<sup>st</sup> Floor  
Ashland House  
Dobson Park Way  
Ince in Makerfield  
Wigan  
WN2 2DX

**Accountants**

Bloomfield's  
Bloomfield Court  
76 Factory Street West  
Atherton, Manchester  
M46 0EF

**TALKFIRST  
TRUSTEES' REPORT  
FOR THE YEAR ENDED 31 AUGUST 2024**

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## **Reference and Administration Information**

The Trustees, who are also the directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 August 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005 and updated May 2008.

Talkfirst is a company limited by guarantee and a charity registered with the Charity Commission for England and Wales under number 1162110. The Trustees of the charity and the principle advisers of the charity are listed on page 1.

## **Structure, Governance and Management**

The report was prepared in accordance with the special provisions within part 15 of the Companies Act 2006.

## **Objectives and Activities of the Charity**

The main objectives of the charity are to support children, young people and their families who are at risk of family conflict, anti-social behavior, criminal activity or relationship breakdown, through the provision of family mediation, family support and group work activities.

## **Results**

A summary of the results of the year's activities is incorporated in the Statement of Financial Activities.

All revenue from the charitable activities are restricted and applied for the charitable objectives of the company.

During the year the charity received £56,418 in funding from the National Lottery Community Fund as part of the Reaching Communities/Partnerships programme.

## **Directors and Trustees**

The directors and trustees during the year were as follows:-

M. Delaney (Chair)  
B. Rees  
D. Musgrove  
L. Whalley  
E. Klieve  
S. Martland

## **Related Party Disclosures**

During the year the trustee M. Delaney was employed by the charity and received remuneration of £26,965 (2023:£35,962).

**TALKFIRST  
TRUSTEES' REPORT  
FOR THE YEAR ENDED 31 AUGUST 2024**

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**Statement of Directors' and Trustees' Responsibilities**

The directors and trustees are required by law to prepare the financial statements for each financial year which give a true and fair view of the financial activities of the charity and of its financial position at the end of the year. In preparing those financial statements the directors and trustees are required to:-

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

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

**Small Company Status**

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

**Signed by order of the Board of Trustees and the Directors**



**M. Delaney**  
Chair

Date 18 June 2025

**TALKFIRST**  
**INDEPENDENT EXAMINER'S REPORT TO THE DIRECTORS AND TRUSTEES OF**  
**TALKFIRST**

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**Respective responsibilities of trustees and examiner**

The charity's trustees (who are also the directors of the company for the purpose of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

The trustees have acknowledged, on the balance sheet, their responsibilities for ensuring that the company keeps accounting records which comply with section 396 of the Companies Act 2006, and for preparing financial statements which give a true and fair view of the state of affairs of the company and of its surplus/(deficit) for the financial year.

In accordance with the instructions, we have prepared the financial statements on pages 7 – 12 from the accounting records of the company and on the basis of information and explanations we have been given.

It is my responsibility to:

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

**Basis of independent examiner's statement**

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

**Independent examiner's statement**

In the course of my examination, no matter has come to my attention

1. Which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements:
  - To keep accounting records in accordance with section 130 of the Charities Act and S386 of the Companies Act 2006; and
  - To prepare accounts which accord with the accounting records and comply with the accounting requirement of Section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities.; or
2. To which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.

**TALKFIRST**  
**INDEPENDENT EXAMINER'S REPORT TO THE DIRECTORS AND TRUSTEES OF**  
**TALKFIRST**

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**K Bloomfield CPAA**

For and on behalf of  
Bloomfield's Accountants Limited  
Bloomfield Court  
76 Factory Street West  
Atherton  
Manchester  
M46 0EF

Date: 12th May 2025



**TALKFIRST**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 AUGUST 2024**

		Restricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
	Note			
<b>INCOMING RESOURCES</b>				
Incoming resources from generated funds				
Voluntary Income	2	<u>126,562</u>	<u>126,562</u>	<u>150,242</u>
<b>TOTAL INCOMING RESOURCES</b>		<u>126,562</u>	<u>126,562</u>	<u>150,242</u>
<b>RESOURCES EXPENDED</b>				
<b>Costs of generating funds</b>				
Charitable activities	3	<u>117,428</u>	<u>117,428</u>	<u>172,429</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>117,428</u>	<u>117,428</u>	<u>172,429</u>
<b>NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS</b>				
		<u>9,134</u>	<u>9,134</u>	<u>(22,186)</u>
<b>NET MOVEMENT IN FUNDS</b>				
Fund balances at 1 September 2023		<u>44,968</u>	<u>44,968</u>	<u>67,154</u>
<b>FUND BALANCES AT 31 August 2024</b>		<u>54,102</u>	<u>54,102</u>	<u>44,968</u>

**TALKFIRST**  
**BALANCE SHEET**  
**FOR THE YEAR ENDED 31 AUGUST 2024**

	Note	£	2024	£	£	2023	£
<b>CURRENT ASSETS</b>							
Cash and bank in hand			<u>67,923</u>			<u>59,759</u>	
			67,923			59,759	
<b>CREDITORS:</b> Amounts falling due within one year	4		<u>(6,386)</u>			<u>(5,252)</u>	
Net current assets	5			<u>61,537</u>			<u>54,507</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			61,537			54,507	
<b>CREDITORS:</b> Amounts falling due after one year	4		<u>(7,435)</u>			<u>(9,539)</u>	
<b>NET ASSETS</b>			<u>54,102</u>			<u>44,968</u>	
<b>CHARITY FUNDS</b>							
Restricted funds				<u>54,102</u>			<u>44,968</u>

The directors and trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of S.480 of the Companies Act 2006.

No notice from the members under S.476 of the Companies Act 2006 requiring the company to have an audit has been deposited with the company.

The directors and trustees acknowledge their responsibility for ensuring that the company keeps accounting records which comply with S.386 of the Companies Act 2006, and for preparing accounts, which give a true and fair view of the state of the affairs of the company at 31<sup>st</sup> August 2024 and of its net expenditure for the year then ended in accordance with the requirements of S.396, but which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

**TALKFIRST  
BALANCE SHEET  
FOR THE YEAR ENDED 31 AUGUST 2024**

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These financial statements were approved by the Trustees on 18 June 2025 and signed on their behalf, by:

**M. DELANEY**  
Chair



Date 18 June 2025

The notes on pages 9 to 10 form part of these financial statements.

Company number CE003520

**TALKFIRST**  
**NOTES TO FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 AUGUST 2024**

**1. ACCOUNTING POLICIES**

**1.1 Basis of preparation of financial statements**

These accounts have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities.

The accounts have been prepared in compliance with the Statement of Recommended Practice on Charity Accounts.

Income and Expenditure is recognised in the accounts on the accruals basis at the date on which an asset is recognised or a liability incurred.

The company has taken advantage of the exemption in Financial Reporting Standard No. 1 from the requirement to produce a cashflow statement on the grounds that it is a small company.

**1.2 Income**

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount be quantified with reasonable accuracy.

**1.3 Taxation**

The company is exempt from Taxation on income arising from activities in carrying out, and investment income applied only for, the company's main charitable purpose.

**2. INCOMING RESOURCES FROM GENERATED FUNDS**

	Grants 2024 £	Other income 2024 £	Total 2024 £	Total 2023 £
Voluntary Income	<u>92,072</u>	<u>34,490</u>	<u>126,562</u>	<u>150,243</u>

**3. COSTS OF GENERATING FUNDS**

	Support costs 2024 £	Total 2024 £	Total 2023 £
<b>Charitable activities</b>			
Charitable expenditure	<u>117,428</u>	<u>117,428</u>	<u>172,429</u>

**4. CREDITORS:**

	2024 £	2023 £
<b>Amounts falling due within one year:</b>		
Social security and other taxes	1,134	-
Deferred income	-	-
Loans	4,752	4,752
Other Creditors	<u>500</u>	<u>500</u>
	<u>6,386</u>	<u>5,252</u>
<b>Amounts falling due over one year</b>		
Loans	<u>7,435</u>	<u>9,539</u>

**TALKFIRST**  
**NOTES TO FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 AUGUST 2024**

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**5. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Net current assets/(liabilities)	61,537	61,537	54,507
Creditors: Due after one year	<u>(7,435)</u>	<u>(7,435)</u>	<u>(9,539)</u>
Total	<u>54,102</u>	<u>54,102</u>	<u>44,968</u>

**6. LIMITED BY GUARANTEE**

The company is limited by guarantee and does not have a Share Capital. Each member gives a guarantee to contribute a sum not exceeding £10 to the company should it be wound up.

At 31<sup>st</sup> August 2024 there were 5 members.



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