



NEW KAPPORET

(Registered Charity No. 1188055)

Annual Report for 1st April 2024 to 31st March 2025

Registered address: Manor Cottage
Manor Road
Caunton
Nottinghamshire
NG23 6AD

Trustees: Trevor Ogden (Chair and Treasurer)
Barbara Harding (Secretary)
Fionnaigh Reid
James Semmelroth
Lois Hickman
Roger Reynolds
Timothy Harding

CHARITABLE PURPOSE

New Kapporet was registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission in February 2020, with the following charitable purpose:

To enable persons in the United Kingdom and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential, Christian-based emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.

Our aim is to provide a Freephone and confidential Christian Helpline and email service, which offers listening and prayer support to anyone who needs it.

BOARD REPORT

The year 2024-25 was a year of continuing growth for the Ministry in all areas, promoted in some measure by a change in our helpline number. In July 2024, we were fortunate enough, through the good graces of Call Handling, our Virtual Call Centre supplier, to secure a new number incorporating what is often conceived as 'God's telephone number' – 333. This refers to Jeremiah 33: 3 –

“Call to me and I will answer you and tell you great and unsearchable things you do not know.”

We needed to amend our websites and much of our publicity material, but this seemed a small price to pay to for such a memorable and God-given number, and the switch-over was facilitated by our wonderful Christian printers, Kingdom Print, who do all our printing at cost. Most of our callers find us online through our websites, but our new car stickers also make a contribution.

In 2024-25, we received around 80,000 calls, averaging towards the end of the year over 7000 calls a month. Unfortunately, we were able to answer only around 13,500 of these, around 17%. We continue to struggle to recruit, train and retain sufficient Listeners to staff every 2-hour watch adequately. However, we have a strong training team and our Listener Preparation Programmes are well received and produce a steady stream of dedicated and compassionate Listeners.

One of our more difficult challenges is the number of callers who call us more than once each day. However, a new voice message encouraging callers to call us only once each day except in emergencies has helped to bring down the number of repeat callers. Over the year we ministered to over 2000 callers, of which around 100 each month are new callers. The length of each call averages around 15 minutes, but the range is significant. Some calls are very short, with just a request for prayer, others may be over an hour, where callers find themselves in especially difficult situations.

Our email ministry also continues to flourish, with over 1200 emails received and answered during the year, involving correspondence with nearly 300 individual emailers. A significant change in 2024-25 has been the growing number of emails from outside UK. As a result, we are now looking to expand our email ministry to a fully international offering, with an appropriate email address appealing to Christians around the world, who need listening and prayer support.

Altogether, a challenging year – but one yielding great reward for our volunteers and our Ministry. As ever, we thank the Lord for his grace and mercy in watching over and encouraging our efforts on His behalf.

FINANCE REPORT

Income has again increased this year – up 8.6% upon 2023-24 – with expenditure rising by 5%. Reserves have therefore increased. This is an encouraging position for a small charity that is only five years old. However, the underlying concern is that only 17% of incoming calls to our helpline are being answered because our Listener base is still small. As we look to increase the number of Listeners, the number of answered calls will increase, but so will the cost of those calls. We are, therefore, looking to encourage more donors to support this important work by regular donations and by sponsored events and church giving.

That being said, we shall start 2025-26 with a very strong belief that our reserves, plus our current level of regular giving, will provide sufficient income to more than cover expenditure. We enter next year with confidence but continue to be conscious of the challenge to fund an ever-expanding service.

UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

FOR

NEW KAPPORET

NEW KAPPORET

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FOR THE YEAR ENDED 31 MARCH 2025

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LEGAL AND ADMINISTRATIVE INFORMATION
FOR THE YEAR ENDED 31 MARCH 2025

TRUSTEES: Trevor Ogden (Chair and Treasurer)
Barbara Harding (Secretary)
Fionnaigh Reid
James Semmelroth
Lois Hickman
Roger Reynolds
Timothy Harding

CHARITY NUMBER: 1188055

ADDRESS: New Kapporet Office
PO BOX 11113
Newark
Nottinghamshire
NG24 9QX

ACCOUNTANTS: Darrington & Co Limited
71 High Street
Gt Barford
Bedford
Bedfordshire
MK44 3LF

BANKERS: CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

NEW KAPPORET

INDEPENDENT EXAMINER'S REPORT **FOR THE YEAR ENDED 31 MARCH 2025**

The charity's trustees 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.

It is our 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 our attention.

Our examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a 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.

In connection with our examination, no material matters have come to our attention which gives us cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act or
- the accounts do not accord with the accounting records

We have come across no matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Darrington & Co Limited
71 High Street
Gt Barford
BEDFORD
MK44 3LF

Dated: 28th April 2025

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STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	31.3.25		31.3.24
	£	£	£
Income			
Gift Aid donations and tax recoverable	8,741		9,960
Other donations	14,353		12,249
Donations from Churches	3,520		2,665
Bank interest	<u>296</u>		<u>22</u>
		26,910	24,896
Expenditure			
Insurance	450		422
Postage	236		320
Telephone and virtual call centre	16,704		14,717
Stationery	250		408
Advertising	697		1,047
Travelling	-		438
Conference expenses	175		1,092
Graphic design	504		263
Website costs	1,984		1,637
Sundry expenses	-		35
DBS - uchecks	837		370
Accountancy	450		420
Licences and subscriptions	<u>662</u>		<u>579</u>
		<u>22,949</u>	<u>21,748</u>
		3,961	3,148
Finance costs			
Bank and Just Giving charges		<u>296</u>	<u>336</u>
EXCESS OF INCOME OVER EXPENDITURE		<u><u>3,665</u></u>	<u><u>2,812</u></u>

NEW KAPPORET

BALANCE SHEET
31 MARCH 2025

	31.3.25		31.3.24	
	£	£	£	£
CURRENT ASSETS				
Gift Aid recoverable	456		648	
Prepayments	962		1,301	
Bank current account	1,203		2,956	
Bank deposit account	<u>15,997</u>		<u>10,004</u>	
	18,618		14,909	
CURRENT LIABILITIES				
Accrued expenses	<u>1,596</u>		<u>1,552</u>	
		<u>17,022</u>		<u>13,357</u>
NET ASSETS		<u>17,022</u>		<u>13,357</u>
FINANCED BY				
ACCUMULATED FUNDS				
Brought forward	13,357		10,545	
Add				
Excess of income over expenditure	<u>3,665</u>		<u>2,812</u>	
		<u>17,022</u>		<u>13,357</u>
		<u>17,022</u>		<u>13,357</u>

Approved by the Trustees on 28th April 2025

T J Ogden – Chair of Trustees

T J Harding - Trustee