

TEENAGE HELPLINE Charitable Company

Company Registration Number: 09170949 (England and Wales)

Charity Registration Number: 1194937 (England and Wales)

Report and Unaudited Financial Statements Company limited by guarantee

Period of accounts

Start date: 01 January 2023 End date: 31 December 2023

Teenage Helpline
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For the Period Ended 31 December 2023

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Company Information
For the Period Ended 31 December 2023

Name:	Teenage Helpline
Directors/Trustees:	Joshua Towers Barnaby Harrison Rebecca Hunt Amy Bishoprick Amory Gonzalez Simon Heath Benjamin Hardiman Reece Ward
Company Secretary:	Annelie Carver
Registered Office:	Kemp House City Road London EC1V 2NX
Company Registration Number:	09170949 (England and Wales)
Charity Registration Number:	1194937 (England and Wales)
Independent Examiner:	Andy Moore Blaenpentre Swyddffynnon SY25 6AW

Trustees/Directors' Report Period Ended 31 December 2023

The trustees/directors present their report with the financial statements of the company for the period ended 31 December 2023.

Principal Activities

The company's principal activity during the period was to provide one-to-one peer-to-peer support for young people through an online medium.

Directors/Trustees

The directors shown below have held office during the whole of the period from

01 January 2023 to 31 December 2023

Joshua Towers

Barnaby Harrison

Rebecca Hunt

The directors shown below were appointed to the company during the period

Amy Bishoprick on 21 April 2023

Amory Gonzalez on 21 April 2023

Benjamin Hardiman on 26 February 2023

Simon Heath on 10 June 2023

Reece Ward on 26 February 2023

Matthew Halsey on 10 June 2023

Mohamed Taha on 21 April 2023

The directors shown below resigned from the company during the period

Jamina Begum on 10 June 2023

Jenny Elliott on 28 January 2023

Lukasz Nazarek on 21 April 2023

Adham Yassen on 21 April 2023

Structure, governance and management of the company/charity

Teenage Helpline is a charitable company limited by guarantee and does not have any share capital. It was incorporated on (and governed by its Articles of Association dated) 11 August 2014.

Purpose and objectives

Our mission is to provide all young people with a safe space to work together to achieve their own best potential. In doing so, as a charity, we aim to:

- Build our services to a point where we are supporting at least 5,000 young people per year
- Bring young people together and create networks where they can support each other through peer-mentoring and peer-support
- Develop people through meaningful and impactful volunteering opportunities
- Keep up with the times, and maintain our youth focus, through truly integrating our Youth Advisory Committee with our management to influence key decisions about the charity

Activities and achievements in the year – performance

2023 was another year where we, Teenage Helpline and our strong team of volunteers, demonstrated that we are continuing to grow, continuing to improve the impact that we have on the lives of young people and continuing to enhance our offering as a Charity. As with every year, there were challenges that we had to face, but we persevered through all of those challenges and delivered some huge achievements. Some of our key achievements in 2023 include:

- We introduced our new Mentoring Academy - a structural training program that equips our mentors with the key skills that they need to successfully support young people when they need us. This training is focused on all of the cases that we have received to date.
- We have started formulating our Impact Measurement framework, where we will better be able to assess the long-term impact that our support is having on the young people that reach out to us.
- We have introduced our new Case Management System, allowing for better tracking of our young people, the support that they are getting and the support that they will need.

A statement on public benefit

Safeguarding young people is our number one priority at Teenage Helpline. Everything that we do is centred around keeping young people safe and boosting their health and wellbeing! The welfare of all children and young people is of paramount importance in all aspects of the work we do and all decisions we make here at Teenage Helpline. A core belief is that children and young people should never experience abuse or exploitation of any kind, and we have a key responsibility to promote the welfare of all young people, to keep them safe and practise in a way that protects them. We uphold the welfare and safety of all children and young people we work with by listening to them, valuing and respecting them and working in partnership with young people and other agencies to promote their safety. Here at Teenage Helpline, we believe that all children regardless of age, disability, gender reassignment, race, religion, or sexual orientation have an equal right to protection from all types of harm. To fulfil this commitment, all staff and volunteers are sufficiently safeguarding trained, supervised, and continually developed.

We adopt child protection and safeguarding best practice throughout our policies and procedures and code of conduct.

The reserves policy

The reserves of the Charity at 31 December 2023 were as follows:

Unrestricted funds £10,124
Restricted funds £21,005

The Charity maintains sufficient reserves to ensure it can meet the obligations to donors within the following 12 months. Additionally, the Charity actively manages its operating expenditure so as to ensure that commitments within the proceeding 9 months can be met by existing reserves.

How trustees are appointed

The Board consists of up to ten Trustee Directors, elected by the CEO in line with the Charity's strategy and recruitment policy.

As the Charity continues to depend upon the support and help of volunteers, our policy is focused on ensuring an alignment of values as well as adding complementary skills and experience to support the Charity's achievement of long-term objectives. Without our volunteers, we would not be able to operate and achieve everything that we want to be able to achieve. Regardless of their role, whether they are a peer mentor, or working in our IT, finance, marketing, HR, legal or commercial space, we have a strong team of individuals that bring energy and expertise to Teenage Helpline. As we continue to grow, the need for their expertise and energy will become even more important.

Nevertheless, as the safeguarding of the young people we serve is fundamental, all volunteers are fully screened according to our internal Safeguarding processes. All volunteers who have direct access to young people, or access to information about young people, are screened through an Enhanced DBS check.

Financial review

One of our main focuses as a Charity, aside from providing high-quality support to young people, has been on ensuring the longevity of the Charity by creating financial resilience. Our demonstrable ability to grow our funding base year on year absolutely indicates that Teenage Helpline is becoming more financially stable as time goes on. There have been some notable achievements throughout 2023 that will further strengthen the future of the Charity including:

- 2.15x increase in Charity donation and grant income versus 2022;
- 57% increase in 'profit' reinvested into the Charity;
- 25% of our expenditure was used for outreach.

Risk Management – including accounting and reporting responsibilities

The Trustees continued to assess and address the risks faced by Teenage Helpline. The main risk faced by the charity today is the dependence upon volunteer workers. However, with new appointments made to the team during 2023, continuing into 2024, we are confident as the Charity scales and grows, the appointment of permanent employees will enable the charity to achieve a sustainable operating base.

The Charity complies with all accounting and reporting responsibilities.

The future of Teenage Helpline

Teenage Helpline has a bright future, and that is all thanks to the hard work that has already gone in to properly and effectively establish the Charity. We have demonstrated our ability to operate with strong governance practices, to be able to deliver the key support that young people need and that we are in a position to scale our organisation as required to meet the demand of young people needing our support as it grows. With this in mind, we are at a point in the development of our organisation where we are ready to take significant steps to scale our offering and reach out to young people right across the UK. Our high-level key focus areas for the future include:

- We are now looking to scale our financial stability as an organisation so that we can employ the support of full-time dedicated staff.
- We want to scale the Charity's operating capacity to make progress towards our aim of providing support to up to 5,000 young people per year.
- We want to become a partner of choice to corporate and individual donors who support our services, and a partner to other organisations so that we can work together to achieve the right outcomes for young people.

Political and charitable donations

The company made no charitable or political donations during the period.

Company policy on the employment of disabled persons

The company has an open and fair equal opportunities policy outlining that we will not discriminate against any employee based on factors including disability.

The above report has been prepared in accordance with the special provisions in part 15 of the Companies Act 2006.

Approval

This report, which was prepared in accordance with the provisions within Part 15 of the Companies Act 2006 relating to small companies, was approved by the Trustees/Directors on 20 August 2024 and signed on their behalf by:

Name: Joshua Towers

Status: Director

Independent Examiners Report Period Ended 31 December 2023

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TEENAGE HELPLINE LIMITED

Company Number 09170949 (England and Wales), Charity Number 1194937 (England and Wales).

Independent examiner's report to the trustees of Teenage Helpline Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st December 2023.

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 statement

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:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. 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
4. 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.



Andy Moore

Blaenpentre
Swyddffynnon
SY25 4AW

22/8/2024

Teenage Helpline

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended

31/12/2023

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds
INCOMING RESOURCES					
Incoming resources from generated funds					
Donations, Grants and Legacies	4	2,438	31,102	33,540	15,572
Investment Income		0	0	0	0
Total Incoming resources		<u>2,438</u>	<u>31,102</u>	<u>33,540</u>	<u>15,572</u>
 RESOURCES EXPENDED					
Charitable activities					
Charitable activities	5	4,478	7,360	11,838	7,942
Governance costs		<u>778</u>	<u>2,738</u>	<u>3,515</u>	<u>1,809</u>
Total resources expended		<u>5,256</u>	<u>10,097</u>	<u>15,353</u>	<u>9,751</u>
 NET INCOMING RESOURCES BEFORE TRANSFERS					
		-2,818	21,005	18,187	5,821
Gross transfers between funds		<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Net Incoming/(outgoing) resources		<u>-2,818</u>	<u>21,005</u>	<u>18,187</u>	<u>5,821</u>
 RECONCILIATION OF FUNDS					
Total funds brought forward		12,942	0	12,942	7,121
 TOTAL FUNDS CARRIED FORWARD		<u>10,124</u>	<u>21,005</u>	<u>31,129</u>	<u>12,942</u>

This statement of financial activities includes all gains and losses recognised in the year and requirements for the income and expenditure account under the Companies Act 2006.

All income and expenditure derive from continuing activities

The notes on pages 10 to 15 form an integral part of these financial statements.

Teenage Helpline

BALANCE SHEET

At
31/12/2023

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
CURRENT ASSETS					
Debtor	8	0	7,776	7,776	0
Cash at bank and in hand		10,124	13,229	23,353	13,258
		10,124	21,005	31,129	13,258
CREDITORS					
Amounts falling due within one year	9	0	0	0	(315)
		10,124	21,005	31,129	12,943
NET CURRENT ASSETS					
		10,124	21,005	31,129	12,943
TOTAL ASSETS LESS CURRENT LIABILITIES					
		10,124	21,005	31,129	12,943
NET ASSETS					
		10,124	21,005	31,129	12,943
FUNDS					
Unrestricted funds				10,124	0
Restricted funds				21,005	12,943
TOTAL FUNDS	10			31,129	12,943

The Trustees (who are also the Directors of Teenage Helpline for the purposes of company law) confirm that, for the year ended 31 December 2023:

- Teenage Helpline was entitled to exemption from audit under section 477 of the Companies Act 2006 ("the Act"); and
- members have not required Teenage Helpline to obtain an audit of its financial statements in accordance with section 476 of the Act.
- However, in accordance with section 145 of the Charities Act 2011 the financial statements have been examined by an Independent Examiner, whose report appears on page 8.

The Trustees acknowledge their responsibilities for ensuring that Teenage Helpline keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of Teenage Helpline's state of affairs 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 Act relating to financial statements, so far as applicable to Teenage Helpline

The notes on pages 10 to 15 form an integral part of these financial statements.

These financial statements, which have been prepared in accordance with the provisions in the Act relating to small companies, were approved by the Trustees on 20 August 2024 and signed on their behalf by:

.....
Trustee

.....
Date

Teenage Helpline

Notes to the Financial Statements

Year ended 31 December 2023

1 General information

The charity is a public benefit entity and a registered charity and Company in England and Wales. The address of the principal office is Kemp House, City Rd., London, EC1V 2NX

2 Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3 Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure, if appropriate. The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes. Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment. Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Teenage Helpline

Notes to the Financial Statements

Year ended 31 December 2023

3 cont Accounting policies (*continued*)

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.
- legacy income is recognised when receipt is probable, and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities. All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Teenage Helpline

Notes to the Financial Statements

Year ended 31 December 2023

3 cont Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Equipment - 25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Teenage Helpline

Notes to the Financial Statements

Year ended 31 December 2023

3 cont **Accounting policies** *(continued)*

Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument. Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans – currently not applicable

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund. When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Taxation

The entity is not liable for corporation tax, capital gains tax or income tax on its charitable activities. Irrecoverable VAT is included in the asset cost or expense to which it relates.

Related Party Transactions and conflicts of interest

There were no related party transactions or conflicts of interest in the year.

Teenage Helpline

Notes to the Financial Statements

Year ended 31 December 2023

4 Donations, grants and legacies

		2023		2022
	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	£	£	£	£
Donations	0	2,438	2,438	15,572
Grants	31,102	0	31,102	0
	<u>31,102</u>	<u>2,438</u>	<u>33,540</u>	<u>15,572</u>

5 Expenditure on charitable activities by fund type

		2023		2022
	Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	£	£	£	£
Charitable costs	7,360	4,478	11,838	7,942
Support costs	2,738	777	3,515	1,809
	<u>10,098</u>	<u>5,255</u>	<u>15,353</u>	<u>9,751</u>

6 Independent examination fees

	2023	2022
	£	£
Fees payable to the independent examiner:	<u>0</u>	<u>0</u>

7 Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

Expenses for trustees in 2023 amounted to £3218 for travel and the provision of venues for meetings, this was £205 in 2022.

8 Debtors

	2023	2022
	£	£
Grant final payment	<u>7,776</u>	<u>0</u>

9 Creditors: amounts falling due within one year

	2023	2022
	£	£
Other creditors	<u>0</u>	<u>315</u>

Teenage Helpline

Notes to the Financial Statements

Year ended 31 December 2023

10 Analysis of charitable funds

	Opening Balance £	Incoming £	Outgoing £	Closing Balance £
Unrestricted	12,942	2,438	5,256	10,124
Designated	0	0	0	0
Restricted	0	31,102	10,097	21,005
Total	<u>12,942</u>	<u>33,540</u>	<u>15,353</u>	<u>31,129</u>

11 Employees

There were no paid employees in 2023 or 2022

Teenage Helpline
Income and Expenditure Schedule
For the year ended
31/12/2023

	2023 £	2022
INCOMING RESOURCES		
Voluntary income		
Grants	31,102	7,082
Donations	2,438	8,490
Fees and services	0	0
	<u>33,540</u>	<u>15,572</u>
 Investment Income	 0	 0
	<u>0</u>	<u>0</u>
 Total Income	 <u>33,540</u>	 <u>15,572</u>
 RESOURCES EXPENDED		
Charitable activities		
Advertising & Marketing	3,355	3,767
Consulting & Contracting Costs	0	483
Postage, Freight & Courier	20	71
Insurance	2,593	479
Printing & Stationery	44	0
IT Software and Consumables	2,171	443
Staff Training	30	2,020
Staff Recruitment	1,844	472
Staff Management	375	0
Subscriptions	594	0
Telephone & Internet	474	8
Office Equipment Purchases (revenue)	338	41
Plant and Machinery Purchases (revenue)	0	158
	<u>11,838</u>	<u>7,942</u>
 Governance costs		
Independent examination	0	0
General Expenses	297	1,604
Travel & Accommodation	3,218	205
	<u>3,515</u>	<u>1,809</u>
 Support costs		
Finance	0	0
Bank Charges	0	0
	<u>0</u>	<u>0</u>
 Total resources expended	 <u>15,353</u>	 <u>9,751</u>
 Net income	 <u>18,187</u>	 <u>5,821</u>

This page does not form part of the statutory financial statements