

LGBT+ CYMRU HELPLINE

England & Wales - Charity number 1198081

Details

Other names Progress Cymru Counselling

Status Registered

Legal form CIO

Registered 2022-02-28

Register [View on the Charity Commission register](#)

Contact

Address Progress Cymru Counselling
Grove House
First Floor
3 Grove Place
Swansea
SA1 5DF

Phone 01792650777

Email info@progress.cymru

Website <https://www.progress.cymru>

Activities

Objects: THE OBJECTS OF THE CIO ARE:1) FOR THE PUBLIC BENEFIT IN WALES TO PRESERVE AND PROTECT THE HEALTH OF, SUPPORT AND RELIEVE THE NEEDS OF, PEOPLE WHO ARE LESBIAN, GAY, BISEXUAL AND TRANSGENDER (AND THOSE WHO ARE PART OF OTHER AREAS OF THE LGBTQIA+ COMMUNITY) AS WELL AS THOSE WHO ARE QUESTIONING THEIR SEXUAL ORIENTATION AND/OR GENDER IDENTITY AS WELL AS THOSE WHO MAY BE AFFECTED OR MAY BE CONNECTED TO THEM SUCH AS FAMILY MEMBERS AND JUST AS IMPORTANTLY OUR HETEROSEXUAL ALLIES, BY THE PROVISION OF A CONFIDENTIAL TELEPHONE HELPLINE OFFERING ADVICE, INFORMATION AND COUNSELLING SERVICES FROM PEOPLE WHO ARE APPROPRIATELY QUALIFIED AND TRAINED TO PROVIDE SUCH HELP AND SUPPORT.2) THE PROMOTION OF EQUALITY AND DIVERSITY FOR THE PUBLIC BENEFIT IN WALES BY:A) THE ELIMINATION OF DISCRIMINATION ON THE GROUNDS OF GENDER IDENTITY, GENDER EXPRESSION AND/OR SEXUAL ORIENTATION;B) ADVANCING EDUCATION AND RAISING AWARENESS IN EQUALITY AND DIVERSITY AND THE NEEDS OF LESBIAN, GAY, BISEXUAL AND TRANSGENDER PEOPLE AND THE ISSUES AFFECTING THEIR LIVES AND THEIR COMMUNITIES;C) CULTIVATING A SENTIMENT IN FAVOUR OF EQUALITY AND DIVERSITY.

Activities: Providing confidential support and counselling for LGBTQAI & our Allies from our experienced qualified counsellors for anyone who may be experiencing difficulties in their lives. Our counselling service can help with: Relationships, Family Issues, Bereavement, Sexual Orientation, Gender Identity, including systemic family transitioning counselling, Stress & Anxiety, Emotional Issues, etc.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Throughout Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£72,438	£48,156	-	-
2024-03-31	£76,116	£71,478	-	-
2023-03-31	£0	£0	-	-

Trustees

Name	Role	Appointed
Muslimah Miah	Chair	2023-07-12
Anna Ciolek		2025-03-27
Anna Sophie Ray		2023-01-11
Catherine Window		2021-10-14
Elizabeth Jayne Lewis		2021-10-14
Tony Humphries		2025-12-15

LGBT+ CYMRU HELPLINE

England & Wales - Charity number 1198081

Accounts

Trustees Annual Report

2024 to 2025



LGBT+ Cymru Helpline
Year ended 31 March 2025
Charity Number: 1198081
Date:



Reference and Administrative Details

As per Present Date

Chair of the Trustees:

Muslimah Miah (She/Her)

Trustees:

Secretary: Catherine Window (She/Her),
Treasurer: Elizabeth Jayne Lewis (She/Her),
Anna Sophie Ray (She/Her),
Anna Ciolek (She/Her)

CEO:

Debbie Lane OBE (She/Her)

Senior Management Team:

General Manager: Sam Lodwig (He/Him),
Development Manager: Taylor Roberts (They/Them)

Registered Address:

Grove House 1st Floor,
3 Grove Place,
Swansea,
SA1 5DF

Charity Registered Name:

LGBT+ Cymru Helpline

Charity Registration Number:

1198081

Operating Name:

Progress Cymru Counselling

Independent Examiners:

The Trustees have appointed:
Bevan Buckland LLP,
Ground Floor,
Cardigan House,
Castle Court,
Swansea Enterprise Park,
Swansea,
SA7 9LA



Reference and Administrative Details

As per 2024 - 2025

Chair of the Trustees:

Catherine Window (She/Her)

Trustees:

Secretary: Anna Sophie Ray (She/Her),

Treasurer: Elizabeth Jayne Lewis (She/Her),

Muslimah Miah (She/Her),

Tony Humphries (He/Him) Until November 2024

Anthony Smith (He/Him)

Anna Ciolek (She/Her) From 27th March 2025

CEO:

Debbie Lane OBE (She/Her)

Senior Management Team:

General Manager: Sam Lodwig (He/Him)

Registered Address:

The YMCA Building,
1 The Kingsway,
Swansea,
SA1 5JQ

Charity Registered Name:

LGBT+ Cymru Helpline

Charity Registration Number:

1198081

Operating Name:

Progress Cymru Counselling, as adopted August 2024

Independent Examiners:

The Trustees have appointed:

Bevan Buckland LLP,

Ground Floor,

Cardigan House,

Castle Court,

Swansea Enterprise Park,

Swansea,

SA7 9LA



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SORP Section Reference Table

SORP Requirement	SORP Reference	Report Section
Reference and Administrative Details	Para 1.15	Section 0
Summary of Purposes	Para 1.17	Section 2.1
Summary of Main Activities & Public Benefit	Paras 1.17 & 1.19	Section 2.2 & Section 3.1
Public Benefit Statement	Para 1.18	Section 2.3
Summary of Main Achievements & Impact	Para 1.20	Section 3
Review of Financial Position	Para 1.21	Section 6.1
Reserves Policy & Amount Held	Para 1.22	Section 6.2
Going Concern	Para 1.23	Section 6.3
Funds in Deficit	Para 1.24	Section 6.1
Governing Document & Constitution	Para 1.25	Section 4.1
Trustee Selection Methods	Para 1.25	Section 4.1
Volunteer Contribution	Para 1.38	Section 4.4
Key Management Personnel	Para 1.42	Section 4.5
Principal Risks and Uncertainties	Para 1.46	Section 4.7
Principal Sources of Funds	Para 1.47	Section 6.1 & 6.4
Trustee Induction and Training	Para 1.51	Section 4.2
Organisational Structure	Para 1.51	Section 4.3 & 4.6
Independent Examiner / Adviser		Section 6.6
Trustee Sign-off		Section 7



1. Strategic Overview

The 2024–25 financial year was a period of profound transformation and resilience for LGBT+ Cymru Helpline. Emerging from a period of financial challenge, the charity undertook a strategic and determined programme of renewal, stabilising its operations and securing its future to ensure the continued delivery of life-saving support to LGBTQ+ communities across Wales.

A Year of Strategic Renewal

This year was defined by a deliberate and successful effort to secure the charity's future, focused on three core pillars: financial sustainability, service transformation, and organisational development. The first part of the year was a testament to our team's commitment, with the charity operating without core funding and reliant on the extraordinary goodwill of our staff, who volunteered their time to maintain essential services. Through careful financial management, strengthened governance, and the unwavering dedication of staff, volunteers, and trustees, we successfully rebuilt our operational and financial foundations.

The successful award of several grants from August 2024 onwards, including from The National Lottery Community Fund, The Heart of England Foundation, and the Suicide and Self-harm Prevention Fund, marked a pivotal turning point. This funding enabled us to transition from a volunteer-dependent model to a stable, employed core team, safeguarding our services and laying the foundation for sustainable growth.

Service Continuity and Strategic Adaptation

We are acutely aware of the rising demand for specialist, LGBTQ+ affirming support across Wales. This year, our primary focus was on stabilising the organisation to ensure we could continue serving our community in the long term. To manage this period of transition responsibly, we made the difficult but necessary decision to close our waiting list for much of the year, prioritising existing clients with the most complex and critical needs.

During this time, we concentrated our efforts on core activities:

- Maintaining critical counselling provision for existing clients experiencing high-risk issues, including suicidal ideation and trauma.
- Strengthening our digital infrastructure to ensure information, resources, and online wellbeing courses remained freely accessible to all.
- Cultivating new partnership pathways with NHS services, local authorities, and educational institutions, laying the groundwork for future collaborative service delivery.

A New Chapter: Progress Cymru Counselling

A defining moment of the year was the launch of our new operational identity as Progress Cymru Counselling on 19 August 2024. This change was more than a new name; it was a public commitment to our future. It reflects our natural progression from a helpline service into a comprehensive counselling organisation, honouring our 20-year heritage while clearly signalling our expanded purpose and ambition. This renewed identity has been crucial in re-engaging stakeholders and building the momentum needed for the next phase of our growth.



Acknowledgements

The story of this year is one of collective action. Our journey from uncertainty to stability was only possible because a network of people and organisations believed in our mission and stepped forward to help.

The Trustees wish to extend a sincere thank you:


- To our staff and volunteers, for their commitment to our clients. Together, you ensured our essential services continued without interruption, with staff working voluntarily and volunteers providing support during our most challenging period.
- To our committed Board of Trustees, for their guidance and perseverance in steering the charity toward a secure and sustainable future.
- To our funders and partners, whose crucial investment and belief in our work enabled our recovery. We also thank YMCA Swansea for providing critical support with our office and counselling spaces that allowed us to operate.

It is this powerful combination of effort and goodwill that has ensured our vital, life-saving services remain a trusted resource for LGBTQ+ people across Wales.




Muslimah Miah
She/Her
Chair of the Trustees




Debbie Lane OBE,
She/Her
Chief Executive Officer



2. Our Purpose, Charitable Objects & Strategic Framework

2.1 Charitable Objects

The charity's purpose and activities are defined by its two core charitable objects, as set out in its governing document. These objects are the legal and strategic foundation for all our work.

The charity exists to advance the health, wellbeing, and equality of LGBTQIA+ people across Wales, as detailed in the following objects:

Object 1: Health, Support and Relief of Need

To preserve and protect the health for the public benefit in Wales to preserve and protect the health of, support and relieve the needs of, people who are lesbian, gay, bisexual and transgender (and those who are part of other areas of the LGBTQIA+ community) as well as those who are questioning their sexual orientation and/or gender identity as well as those who may be affected or may be connected to them such as family members and just as importantly our heterosexual allies, by the provision of a confidential telephone helpline offering advice, information and counselling services from people who are appropriately qualified and trained to provide such help and support.

Object 2: Promotion of Equality and Diversity

The promotion of equality and diversity for the public benefit in Wales by:

- a) the elimination of discrimination on the grounds of gender identity, gender expression and/or sexual orientation;
- b) advancing education and raising awareness in equality and diversity and the needs of lesbian, gay, bisexual and transgender people and the issues affecting their lives and their communities;
- c) cultivating a sentiment in favour of equality and diversity.

These charitable objects underpin every strategic priority, operational decision, and activity undertaken by the charity, ensuring we remain focused on our mission to provide public benefit.

2.2 Our Strategic Response: A Year of Consolidation and Renewal

Faced with significant financial challenges at the start of the year, our strategic response was focused on a single, overriding priority: to secure the charity's survival and rebuild its capacity to deliver on its objects. The Board of Trustees and Senior Management Team directed all efforts towards a strategic framework built on three core pillars: Financial Sustainability, Service Transformation, and Organisational Development.



Our work under these pillars is detailed below:

Strategic Pillar	Our Purpose	Key Activities & Achievements (2024–25)	Charitable Object Supported
Financial Sustainability	To secure long-term operational stability and diversify our income.	<ul style="list-style-type: none"> a) Secured grants from The National Lottery Community Fund and others. b) Diversified income by developing unrestricted corporate training services. c) Implemented careful financial management to navigate the initial funding gap. 	Objects 1 & 2
Service Transformation	To adapt and preserve our core services to meet community need during a period of change.	<ul style="list-style-type: none"> a) Stabilised our core operational team to ensure service continuity. b) Maintained critical, life-saving counselling for high-risk clients. c) Kept digital resources and our online presence accessible as a key support channel. 	Object 1
Organisational Development	To build a resilient, visible, and effective organisation for the future.	<ul style="list-style-type: none"> a) Launched our new public identity, Progress Cymru Counselling, to better reflect our mission. b) Strengthened key strategic partnerships with NHS services, local authorities, and educational institutions. c) Strengthened governance and operational systems. 	Objects 1 & 2



How We Delivered on Our Strategy

Our plan provided a clear focus, and it was the determined work of our team that made the difference. We concentrated on three critical areas:

1. Preserving Our Core Services: A Lifeline for the Most Vulnerable

Our most important task this year was to make sure our most vulnerable clients, those in crisis or at risk, continued to receive professional counselling without interruption. This was only possible because of the commitment of our team, who volunteered their time to provide this vital support. By focusing on these urgent cases, we delivered on our core mission to protect health, ensuring our service remained a lifeline even during a period of great uncertainty for the organisation.

2. Securing Our Future: From Survival to Sustainability

The grants we were awarded from August 2024 onwards marked a crucial change in our fortunes. This funding was more than just money; it showed that others believed in our work. It allowed us to move key staff from voluntary roles to paid employment, creating a stable foundation for our operations. After many months of concern, we were finally able to plan for the future with more confidence, securing the ongoing delivery of services for our community.

3. Building a Platform for Strategic Growth

The launch of our new name, Progress Cymru Counselling, and the start of our corporate training work were important steps forward. The new name better reflects the full range of counselling support we now provide and has helped people understand who we are. At the same time, our new training services have begun to bring in essential, flexible income while also helping us educate others about LGBTQ+ inclusion. Together, these changes have put us in a stronger position to continue and grow our work.

2.3 Public Benefit Statement

The Trustees confirm that they have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's public benefit guidance. All decisions made during the year were taken with the aim of furthering our charitable objects for the public benefit.

In a year focused on securing the charity's future, we provided public benefit by:

- Preserving and protecting mental health by ensuring the continuity of confidential counselling and helpline support for LGBTQ+ people across Wales, particularly those at highest risk.
- Relieving need and providing support by offering free, accessible information and resources, maintaining a vital source of help for our community during a period of significant organisational challenge.
- Advancing education and promoting equality by developing our training services to raise awareness and foster greater inclusion for LGBTQ+ people in workplaces and communities across Wales.

Through this work, the Trustees have ensured that the charity's activities provide meaningful benefit to LGBTQIA+ people, their families, allies, and the wider public in Wales.



3. Performance and Impact

3.1 Our Impact in 2024–25

The 2024–25 financial year was a period of strategic renewal for the charity. Our focus was on strengthening our operational and financial foundations, successfully transforming the organisation to ensure its vital services remain available for our community in the long term.

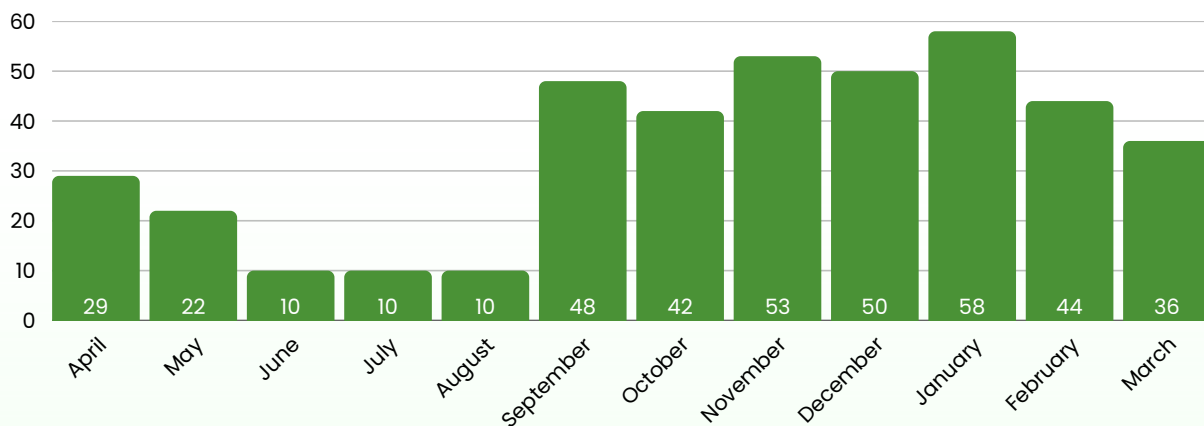
Essential Services

Counselling and Therapeutic Support

We maintained our commitment to providing specialist, LGBTQ+ counselling and support for individuals with complex needs, including those exploring their gender identity, survivors of trauma and domestic violence, and people experiencing suicidal ideation.

This year, we delivered a total of 412 counselling sessions. Our delivery reflects the year's two distinct phases: in the first five months, we focused on rebuilding the organisation, which meant delivering fewer counselling sessions, from September 2024 onwards, after recruiting a permanent core team and securing new funding, we were able to steadily increase our capacity. This allowed us to meet the ongoing need for our services consistently for the remainder of the year.

Counselling Sessions Delivered (Monthly)



“It was really nice, and came at an important time. I would have been much worse off without it. I feel like I can make it out alive in the future.” – Client Testimonial

Helpline Services

This year, we made the difficult decision to close our national 0800 Helpline, as the cost of running it had become too high. To make sure we could still be there for our community, we now provide all our support through our main Swansea phone number and our website. This change allows us to focus our resources on our most vital services: providing free of charge counselling and building sustainable ways to support people.



Digital Support and Resources

LGBTQ+ people across Wales continued to find support and information on our website and social media throughout the year:

- Our website was visited 337,401 times
- 2,826 people started our online wellbeing courses, and 261 people completed a full programme
- Our posts on Instagram and Facebook were seen by over 22,000 people

Strategic Partnerships

Working closely with the NHS, local authorities, and Swansea University allowed us to support more people across Wales. They provided a steady stream of client referrals, helped us promote our services to a wider audience, and gave us access to specialist advice.

These activities directly deliver our charitable objects and provide significant public benefit by preserving mental health, relieving need, and promoting equality for LGBTQ+ people across Wales.

3.2 Strategic Transformation: Key Milestones 2024–25

This year's key events tell the story of our turnaround, from a position of financial vulnerability to one of growing stability and confidence.

Date	What We Achieved	How It Made a Difference
Apr–July 2024	Kept our essential counselling services running through the dedication of our team.	Our staff and volunteers worked to ensure our most vulnerable clients continued to receive support without interruption during the funding gap.
Jul 2024	Received a project grant from the Postcode Community Trust.	This was our first new funding, providing a critical boost and confirming external belief in our work.
Aug 2024	Launched our new operating name, Progress Cymru Counselling, and hired a core staff team.	We established a reliable operational foundation and a public identity that truly represents the counselling support we provide.
Oct 2024	Received a £7,591 corporate donation from KLA.	This unrestricted funding demonstrated the value of corporate partnerships and gave us flexibility to meet urgent needs.
Nov 2024	Secured a grant from the Heart of England Foundation.	This funding directly enabled us to offer more counselling appointments, leading to the increase in sessions from autumn onwards.
Dec 2024 – Feb 2025	Focused on delivering increased counselling and developing new training programmes.	We consolidated our recovery, steadily growing our service capacity and laying the groundwork for new income.
Mar 2025	Awarded grants from The National Lottery and the Suicide & Self-harm Prevention Team; delivered our first paid corporate training.	This secured specific projects for community wellbeing and marked a successful step in diversifying our income.



3.3 Grant-Funded Projects and Large Donations

The project funding and donations we secured this year were essential to our recovery. Each award enabled us to deliver specific, vital work that directly supports our charitable objects.

- **Postcode Community Trust:** This grant provided the funding that allowed us to resume our core operations and re-establish a stable foundation for all our services from August 2024 onwards.
- **KLA Large Donation:** This unrestricted donation provided financial stability during our most challenging period, allowing us to cover core operational costs and ensure the continuity of our services.
- **Heart of England Foundation Funding:** This grant provided core funding for our counselling services, directly enabling us to deliver life-saving therapeutic support to our community and preserve mental health.
- **Suicide & Self-Harm Prevention Fund (NHS):** This short-term project funded the delivery of specialised training for other professionals on supporting LGBTQ+ people experiencing suicidal ideation and self-harm, sharing our unique expertise and advancing education across the wider support sector.
- **The National Lottery Awards for All:** This grant has been secured to fund community wellbeing projects in the 2025-26 financial year, allowing us to plan for future impact.

3.4 Social Return on Investment (SROI)

We are committed to measuring the real-world difference our work makes. While we refine our data collection for this year, our proven social value remains clear. Based on our established Social Return on Investment (SROI) methodology, we can demonstrate the significant impact of our work.

With total expenditure of £47,182 on direct charitable activities in 2024-25, and applying our SROI ratio of 9.36, we estimate that the social value generated by our direct charitable activities this year is approximately £441,623.

Calculation Basis

The SROI calculation is based on both direct benefits to service users and cost avoidance to public services, including healthcare, social care, education, and productivity. The breakdown of potential cost avoidance benefits per person is summarised below:

Potential Cost Avoidance	Cost Per Person (£)
Informal Care	3,363
Education	250
Social Care	114
Mental Health Care	1,241
Productivity Loss	2,975
Intangible Costs	1,734
Quality of Life Costs (self-harm and suicide)	671
Total Potential Cost Avoidance	10,348

Calculations based on *The economic case for investing in the prevention of mental health conditions in the UK* report 2022 by the Care Policy and Evaluation Centre, Department of Health Policy, London School of Economics and Political Science.



4. Structure, Governance and Management

4.1 Legal Structure and Governance

In accordance with SORP requirements, the charity's governance is set out as follows:

- **Governing Document:** The charity is governed by its Constitution, adopted in February 2022.
- **Legal Structure:** The charity is a Charitable Incorporated Organisation (CIO).
- **Trustee Selection:** The method for appointing trustees is clearly defined in our Constitution. Trustees are primarily elected by the charity's members at the Annual General Meeting. Between meetings, the existing Board of Trustees may also appoint individuals to fill vacancies, ensuring the Board can maintain an effective skills base. All trustees retire at the next AGM following their appointment but are eligible for re-election.

4.2 Trustee Recruitment, Induction and Training

Recruitment

The Board proactively identifies skills gaps to ensure it has the diverse range of perspectives and professional expertise needed for strong strategic oversight. In line with our Constitution, potential trustees can be proposed by existing members for election at the Annual General Meeting or can be directly appointed by the existing Trustees to fill a vacancy. All candidates are interviewed to assess their skills, commitment, and alignment with the charity's values.

Induction and Training

All new Trustees undertake a structured induction process. This includes a comprehensive overview of the charity's work, its strategic priorities, and their legal duties as outlined in the Charity Commission's 'The Essential Trustee' (CC3). New trustees receive key governance documents, including the most recent annual report and accounts, and are paired with an experienced trustee for mentorship.

The Board maintains a Conflicts of Interest policy, which is reviewed annually. Any potential conflicts are declared at meetings, recorded in the minutes, and the relevant Trustee withdraws from related discussions and decisions.

4.3 Trustee Governance

The Board of Trustees provided robust strategic oversight and governance throughout this challenging year. Trustees bring a wealth of professional expertise in areas including domestic violence advocacy, chartered accountancy, equality policy, social work, and employment law.

Trustees who served during the year (2024-25):

- Catherine Window (Chair)
- Sophie Ray (Trustee Secretary)
- Elizabeth Jayne Lewis (Trustee Treasurer)
- Muslimah Miah (Trustee)
- Tony Humphries (Trustee) - Until November 2024
- Anthony Smith (Trustee)
- Anna Ciolek (Trustee) - From 27th March 2025



4.4 Volunteer Contribution

The dedication of our volunteers was the cornerstone of our service delivery this year. During the period of financial constraint, their commitment ensured that our most vulnerable clients continued to receive life-saving support.

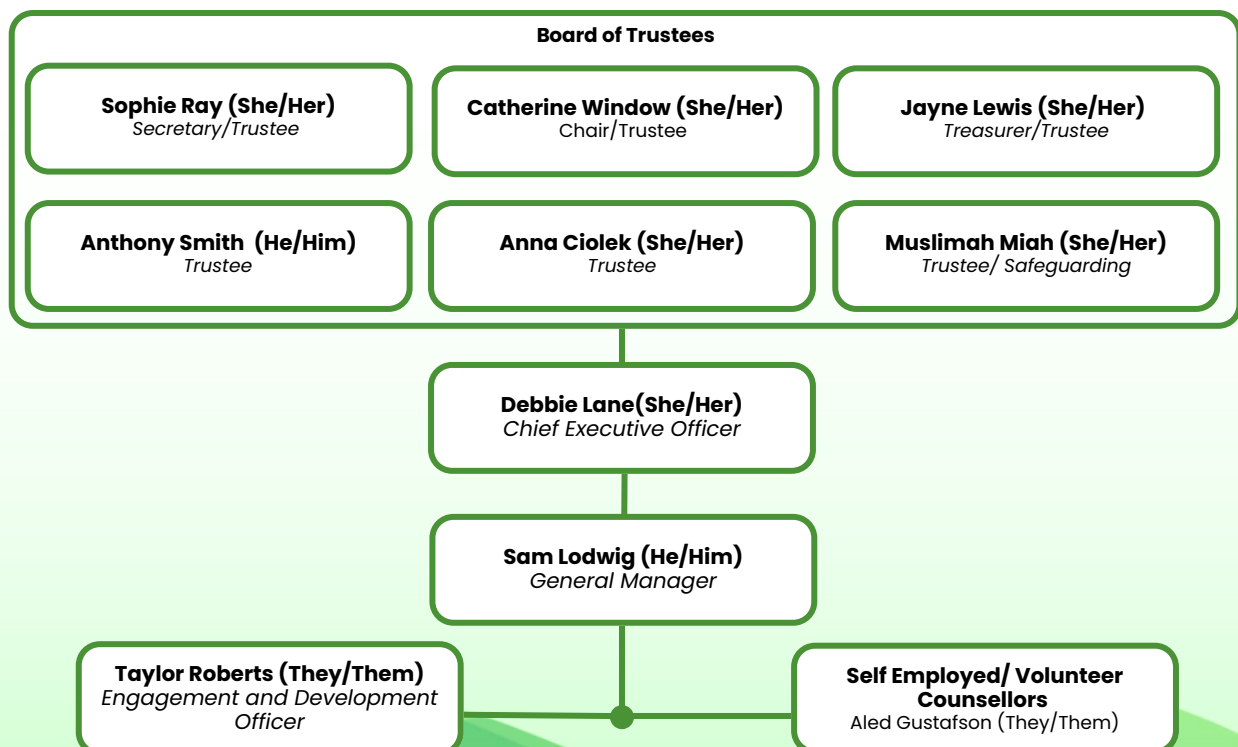
- **Service Delivery:** Our team of qualified counselling volunteers provided essential counselling to clients in crisis, including those experiencing suicidal ideation and trauma. Their work directly fulfilled our primary object to preserve and protect mental health.
- **Workforce Development:** We hosted student placements, supporting the next generation of counsellor. This not only expanded our service capacity but also provided students with vital LGBTQ+ affirmative experience.
- **Operational Continuity:** During the most critical months, our team provided exceptional and dedicated support. They successfully navigated the charity through a period of financial constraint, taking on additional responsibilities to secure funding, maintain operational stability, client safety and ensure all statutory duties were met.

4.5 Senior Management

The Board of Trustees acknowledges the exceptional leadership provided by Chief Executive Officer, Debbie Lane OBE, supported by General Manager Sam Lodwig. Their stewardship was pivotal, ensuring core services continued, critical funding was secured, and the strategic plan was delivered during a period of change. The Board extends its sincere gratitude to them both for their unwavering dedication to the charity.

4.6 Organisational Structure

As per March 31st 2025





4.7 Risk Management

The Board of Trustees has overall responsibility for risk management and maintains a register of principal risks, which is reviewed and updated at each board meeting

The Trustees have maintained a proactive and vigilant approach to risk management throughout a year of significant challenge and transformation. The key risks faced by the charity, along with the specific actions taken to manage them, are regularly reviewed and updated by the Board.

The principal risks and uncertainties identified during the year, and the corresponding mitigation strategies, were as follows:

- **Financial Risk:** The risk of insufficient funds to maintain operations was the most significant threat. This was actively mitigated through a focus on diversifying income streams, securing future grant funding where possible, and utilising our reserves to bridge temporary funding gaps.
- **Operational Risk:** The risk that we could not consistently deliver our services. This was addressed by transitioning key staff from voluntary to paid roles to establish a permanent core team, developing a clear service continuity plan, and being supported by the immense goodwill of our staff and volunteers to maintain support for our most vulnerable clients during the transition.
- **Reputational & Compliance Risk:** The risk of damage to our reputation or failure to meet our legal duties. This was managed by ensuring strict adherence to our internal safeguarding, data protection, and financial policies, maintaining transparent communication with our funders and regulators, and by successfully navigating a complex organisational change and rebrand without compromising service quality or ethical standards.
- **Strategic Risk:** The risk that the charity would become unsustainable or misaligned with community needs. This was monitored through ongoing dialogue with stakeholders, partners, and service users, which directly informed our strategic decision to rebrand and refocus our service model for long-term relevance and impact.

The Trustees are confident that the major risks have been robustly managed and that the systems in place remain appropriate for the charity's current stage of stability, growth and development.



5. Looking Ahead

Building on the resilient foundation established in 2024–25, we approach the new financial year with confirmed stability and a clear focus on growth. The successful award of the Single Advice Fund (SAF) grant from the Welsh Government for 2025–26 and the Awards for All Lottery Funding secures our core funding and provides the certainty needed to strategically expand our impact.

Our key priorities for the year ahead are:

- **Increase Counselling Capacity:** We will use our secured funding to expand counselling provision, actively reducing client waiting times and reaching more people in need across Wales.
- **Strengthen Our Systems and Quality:** We have already begun implementing improved processes for data recording and impact measurement. This work will continue, forming the foundation for our planned application for the Trusted Charity Standard, ensuring our operations meet the highest levels of governance and quality management.
- **Explore UK-Wide Partnerships:** We have begun initial explorations to form partnerships with other leading LGBTQ+ organisations across the UK. Our goal is to share best practice, enhance service delivery, and amplify our collective impact.
- **Expand Corporate Training and Wellbeing Programmes:** We will continue to develop this service, generating vital unrestricted income while promoting LGBTQIA+ inclusion and awareness in workplaces and communities.
- **Strengthen Partnerships Across Wales:** We will deepen our collaboration with NHS services, local authorities, and educational institutions, creating a more integrated and effective support network for the LGBTQ+ community.
- **Enhance Visibility and Accessibility:** We will actively promote our new identity as Progress Cymru Counselling to ensure everyone in Wales who needs our support knows how to find us.

The combination of our transformed operational structure, our renewed public identity, our commitment to robust systems, and now, our secured core funding, provides a robust platform from which to deliver these objectives. We are confident in our ability to ensure our services remain a responsive, sustainable, and vital resource for the communities we serve.



6. Financial Review: Building Sustainable Foundations

6.1 Financial Performance

The 2024-25 financial year marked a return to financial stability. The charity recorded a total receipts of £72,438 against total payments of £48,156.

- Surplus income for the year £24,282
- Restricted funds at year end: £19,985
- Unrestricted funds at year end: £8,935
- Total funds at year end: £28,920

The Trustees confirm that there were no material deficits in any of the charity's funds during the financial year.

A summary of income is presented below:

Income Source	Amount (£)
Grants	57,405
Donations	11,737
Fundraising	1,396
Sponsorship and Training	1,900
Total Income	72,438

6.2 Reserves Policy

The charity maintains a Reserves Policy to hold unrestricted funds equivalent to three months' core operating expenditure. This ensures resilience against unforeseen financial challenges and safeguards service continuity.

- Target Reserves (based on 3 months' annualised expenditure): £17,648
- Unrestricted Reserves at 31 March 2025: £8,935

The Trustees acknowledge that the current level of unrestricted reserves is below the target stated in our Reserves Policy. We are actively managing our finances to address this shortfall and build our unrestricted reserves toward the target level, primarily through the strategic development of our corporate training services and careful budgetary control.

Achieving this is a key priority for the coming year and is essential to provide the operational security and flexibility needed for sustainable service delivery.



6.3 Going Concern

The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This assessment is based on the confirmed core funding from the Welsh Government's Single Advice Fund for 2025-26, the successful diversification of income achieved this year, and the maintained level of reserves. The Trustees have prepared budgets and cash flow forecasts that support this assessment.

6.4 Fundraising and Income Generation

A key achievement this year was the successful diversification of our income, which was critical to our recovery. We transitioned from a position of reliance on a few funding sources to securing a more balanced mix, including grants, individual donations, and corporate partnerships. This strategic shift away from a single income stream is fundamental to our enhanced long-term financial sustainability. The effectiveness of this approach is demonstrated by the operational surplus and the funding already secured for future service delivery.

6.5 Principal Financial Risks

The principal financial risks are detailed in Section 4.7 (Risk Management). The most significant risk remains the sustainability of funding to cover our full operational costs, particularly in light of our annualised expenditure. This risk was actively mitigated this year through the successful fundraising efforts detailed in section 6.4. The Trustees will continue to prioritise this area to build reserves and ensure all costs are covered, and are confident that the current strategies are effectively managing these identified risks.

6.6 Independent Examiner

The Board of Trustees has appointed Bevan Buckland LLP of Ground Floor, Cardigan House, Castle Court, Swansea Enterprise Park, Swansea, SA7 9LA, as independent examiners for the year ended 31 March 2025.

6.7 Statement of Trustee Responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



7. Trustee Declaration

We hereby approve the Trustees' Annual Report above, as adopted by resolution of the Board of Trustees on the date below.

The trustees declare that they have approved this trustees' annual report above and the financial statement below.

Signed on behalf of the charity's trustees:

Signature

Full Name

Muslimah Miah

Position

Chair of the Board of Trustees

Date

27/01/26



8. Receipts and Payments Account & Independent Examiners report on the Accounts



Receipts and Payments Accounts

CC16a

For the period
from

01/04/2024

To

31/03/2025

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	25,000	32,405		57,405	45,000
Donations	10,737	1,000		11,737	3,492
Fundraising	1,396	-	-	1,396	1,974
Sponsorship & Training	1,900	-	-	1,900	-
Transfer from LGBT Cymru Helpline (reg'd charity 1192777)	-	-	-	-	25,650
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	39,033	33,405	-	72,438	76,116
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	39,033	33,405	-	72,438	76,116
A3 Payments					
Travel and subsistence	363	-	-	363	546
Marketing	178	-	-	178	304
Telephone	979	1,186	-	2,165	2,520
Website & IT costs	897	26	-	923	830
Subscriptions	280	-	-	280	210
Repairs and maintenance	30	-	-	30	219
Stationery and postage	14	-	-	14	56
Wages	24,880	14,617	-	39,497	51,312
Insurance	176	-	-	176	176
Counselling fees	-	-	-	-	2,228
Professional fees	515	-	-	515	515
Rent	500	2,267	-	2,767	11,800
General expenses	223	-	-	223	649
Bank charges	51	-	-	51	-
Uniform	-	-	-	-	113
	-	-	-	-	-
Sub total	29,086	18,096	-	47,182	71,478
A4 Asset and investment purchases, (see table)					
Purchase of IT equipment	-	974	-	974	-
	-	-	-	-	-
Sub total	-	974	-	974	-
Total payments	29,086	19,070	-	48,156	71,478
Net of receipts/(payments)	9,947	14,335	-	24,282	4,638
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	1,012	5,650	-	4,638	-
Cash funds this year end	8,935	19,985	-	28,920	4,638

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank accounts - Current	8,935	19,985	
		-	-	-
		-	-	-
	Total cash funds	8,935	19,985	-

(agree balances with receipts and payments account(s))

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use				-
				-
				-
				-
				-
				-
				-
				-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<i>E Jayne Lewis</i>	ELIZABETH JAYNE LEWIS	21/01/26.



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
LGBT+ Cymru Helpline

On accounts for the year
ended

31/03/2025

Charity no
(if any)

1198081

Set out on pages

1 and 2 and trustees report

Respective responsibilities of trustees and examiner

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 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 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.

Independent examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

21/01/2026

Name:

Henry Lloyd Davies

Relevant professional qualification(s) or body (if any):

ACA

Address:

Bevan Buckland LLP

Ground Floor, Cardigan House Castle Court, Swansea Enterprise Park,
Llansamlet, Swansea

SA7 9LA

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.

Give here brief details of any items that the examiner wishes to disclose.

[Empty disclosure box]

LGBT+ CYMRU HELPLINE

England & Wales - Charity number 1198081

Accounts



Trustees' Annual Report for the period

From 1st April 2023 to 31st March 2024

Charity name: LGBT+ Cymru Helpline

Charity registration number: 1198081

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	For the public benefit in Wales to preserve and protect the health of, and relieve the needs of, people who are lesbian, gay, bisexual and transgender or in doubt about their sexual orientation or gender identity and those who may be affected or may be involved with such people, by the provision of a confidential telephone helpline offering advice, information and counselling services from people who are appropriately trained and qualified to provide such help.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Our main activities for the year were: <ul style="list-style-type: none">• Counselling (free of charge for those that qualify or donations of at least £15 per session)• Positive Wellbeing classes• Self Help Mental Health Online resources• 0800 Helpline• Corporate development and sustainability
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	At our Trustees meetings, when planning our activities for the year we kept in mind the Charity Commissions guidance on public benefit.

You may choose to include further statements where relevant about:

	SORP reference	
<p>Contribution made by volunteers</p>	<p>Para 1.38</p>	<p>The LGBT+ Cymru Helpline was founded in 2004 as a community project and it first registered as a charity in 2020 under 1192777 and then became a CIO in 2023 to enable access to a wider funding landscape.</p> <p>Within our board of trustees, we have a qualified DVA counsellor, chartered accountant, EDI policy writer, social working, trade union representative and an employment lawyer. As a result of the unique and diverse range of skill sets these professionals offer, we are able to ensure that best practice both for our service users and as a charity are upheld and implemented within our daily practice.</p> <p>Over the past year the charity’s counselling volunteers enabled us to deliver critical therapeutic sessions and support to more people that cannot private access to mental health care. To expand on this, we have counselling psychologists on board who privately charge over £100 per hour providing their expertise for free to our service users eliciting vital work in dealing with complex trauma and adversity faced by the community. We also have highly skilled and experienced mediators who offer their services in order to help bring resolve to issues that families with communication issues may be facing.</p> <p>Due to our excellent reputation the Charity has garnered over many years we are having more and more highly skilled therapeutic practitioners offering their expertise for free as they share our passion in delivering high standard life changing therapeutic services to people across Wales who are in critical need.</p> <p>We also provide placements for Art Psychotherapy students from the University of South Wales. This has proved extremely beneficial to domestic violent victims and the youth-based clients we receive as often creative mediums are one of the only ways young people have been able to express due to the adversities they have experienced.</p>

Achievements and Performance

<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>SORP reference</p>	<p>This summary will cover what has been achieved by LGBT+ Cymru Helpline and its counselling service project called the Swansea Rainbow Counselling Centre for the period 1st April 2023 to 31st March 2024. Over the past 20 years we have saved hundreds of lives. The charity and the whole team are committed to helping people across Wales improve their mental health & balance as well as the types of counselling we can offer, especially considering that a large number of clients have/are suffering with suicide ideation.</p> <p>The summary will cover:</p> <ul style="list-style-type: none">• Counselling sessions delivered• Client groups & Classes• Waiting Lists• Our contribution through our Helpline• The mental health resources we have provided• Corporate Development• Views and comments of individuals who access our services• Testimonials <p><u>Client/Service Users Intake</u></p> <p>From 1st April 2023 – 31st March 2024 we have delivered 972 sessions. These figures in comparison to last , 1016, have not increased due to lack of funding to support a full compliment of staff. This has been very challenging year as we could have easily doubled the numbers again if the funding had been available. However, the number of sessions is still incredible considering the significant cut backs made in staffing and running costs during October 2023. In addition it also demonstrates the passion and commitment from the remaining staff and volunteers.</p> <p><u>Client Groups:</u></p> <p>In terms of client groups, we have seen a repeat pattern from previous years, there has been a particular emphasis on young Trans people coming through our service;. our skilled team of experienced therapists have helped them through their emotional journey of social and/or physical transition.</p> <p>For clarification, within the charity's remit we do not get involved with gender reassignment, in fact, it is quite the opposite. We are therapeutically aligned and not guided by the medical model. Our role within the young people's journey is to steer them away from their intense focus on having any operation and instead facilitate their emotional journey and resilience within their identity and to give space so if there is any doubt within their identity we can explore it with them so that if they decide they want to progress or not progress with hormones and or surgeries in the distant future, having come to the decision themselves with certainty where we have had</p>
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some clients, although it is uncommon, who have decided they want to detransition as a result of exploration within our counselling practice.

In addition to dispel any myth of children being fast tracked through our charity to gender resignation who are in therapy; this is incorrect. Children have to become adults before making such decisions and most of which are at least in their late twenties before even receiving such surgeries.

Over 50% of our client base is mainly working with young people who have complex issues, like trauma and PTSD, navigating ASD and/or ADHD, self harm, exploitation to gender dysphoria which 20% of our clients suffer with.

We have also been able to offer systemic family counselling to their families as often a sense of bereavement can be felt of losing a family member in the gender they were assigned at birth. We have also covered other areas in counselling including:

- Bereavement
- Suicide Ideation
- Domestic Abuse/Intimate Partner Violence
- Anxiety and Depression
- Relationship Issues
- Gender Dysphoria/Gender Identity
- Sexual Orientation
- Coming Out
- Trauma informed
- Criminal/sexual exploitation
- Prevention
- Recognition
- Recovery
- Cognitive behavioural therapy
- Gestalt
- Adoption
- Existential
- Sexual assault
- Victim
- Perpetrating
- Systemic family counselling
- Non-suicidal self-injury
- Other approaches and topics relevant to individual who access services

We have also seen a large increase this year of referrals from domestic violence services, a client group of which has become a specialism within the organisation. We are seeing victims and families of those who experience domestic violence as well as forming relationships and liaising directly with domestic violence services to ensure good practice and consistency with such a complex client group. This area of expertise became such a need that we advertised for a volunteer counsellor experienced in domestic violence and are pleased to report that we now have an independent domestic violence advisor (IDVA) volunteer who specialises in helping victims and

families of domestic violence feel and keep themselves safe.

In developing this specialism within our services we have been able to help and nurture those who experience domestic violence by providing trauma informed counselling aimed at awareness which has resulted in many clients fleeing abuse and with the help of our team and domestic violence services we have been able to get the clients legal aid and housing support as due to the nature of the client group homelessness is often a factor.

In the reporting year, our service has reached hundreds of people and has provided therapeutic intervention to adults, children (7 years plus), as well as systemic family counselling and art therapy groups.

Waiting list

In relation to our waiting list, we have had to extend this to 3 months due to the increasing need and interest in our service from places such as the NHS and social services and more recently adoption teams. Due to the interest, we have started publishing testimonials on our website from people like our student placements, freelance counsellors, NHS assessors and social services-based professionals so we can display to the public our dedication to delivering high standard therapeutic services for free or at reduced rates.

Helpline 0800 917 9996

As well as counselling, our 0800 helpline has acted a point of contact for people accessing our services, whether it is to be referred for counselling or to have someone to talk to and seek relevant support, information and guidance. The main areas have related to:

- Loneliness
- Depression
- Relationship Breakdowns
- Coming Out Issues
- General mental health

Counselling referrals

We also received around 200 emails and queries per month from our website and have seen an increase in overall digital traffic. Unfortunately we have not been able to take on all clients in critical need, so have sign post them back to their doctor, due to cutting costs back to the bare bone until further funding is secured.

Mental health resources

We have found Social media is a good way to reach people and we extended our resources to our outlets such as Facebook & Instagram, where we have provided free self-help videos. The videos are delivered by a qualified therapist and show different ways in which somebody can better their mental health, wellbeing and

practice self-care and were accessed by over 200 people a week. Topics include:

- The Butterfly Technique
- DIY Mental Health Kit
- Body Relaxation
- Controlled Breathing
- Body Scan Workshop
- Well- Being classes

We have also created new counselling modules for people to attend 'Life After Covid', 'Introduction to emotions' & Positive Psychology classes which have proved to be popular, especially in helping people back into the workplace after Covid.

Our wellbeing resources have undergone a major update with the development of our streamlined online wellbeing courses, these were created so that for those who are on waiting lists both our own and external they have access to mental health-based courses to fill the isolation gap between waiting times which can often lead to further deterioration within people's mental health. With the development of our social media and resource presence we have seen an increase in our figures, please see below:

From 1st April 2023 – 31st March 2024

- Social Media Hits = 41,217
- Website Visits = 665,174
- Self Help resources views = 16,380

This in comparison to last year has more than ten folded which demonstrates the need for our critical services.

Corporate Development\Sustainability

As a charity we have mostly relied on bids and grants in order to maintain our life saving services enabling us to provide the vital services we deliver to the community. However, we recognise that we need to continue to work hard on becoming self-sustaining and have developed a corporate pack wherein we offer our counselling services, LGBTQ+ awareness training and tailor-made wellbeing workshops for organisations and businesses that require our expertise which are receiving brilliant reviews on the positive impact.

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Receipts for the year ended 31st March 2024 amounted to £76,116, with Payments of £71,478 for the same period. Included in Receipts was £25,650 which was transferred over from LGBT Cymru Helpline (Reg'd Charity 1192777) when it ceased to operate.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The Charity aims to hold unrestricted reserves equal to three months operating costs to allow it to continue should a funding gap arise.
Amount of reserves held	Para 1.22	£4,637.48
Reasons for holding zero reserves	Para 1.22	n/a
Details of fund materially in deficit	Para 1.24	At 31st March 2024, Unrestricted Funds were £1,012 in deficit.
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	In common with many charities, it has become increasingly difficult to access large, longer-term grant funding. This leaves us reliant on short-term project funding which tends to be project specific, making it difficult to increase the charity's unrestricted reserves. The Charity has made concerted efforts during the year to increase its' commercial offerings - such as training – to assist with long-term sustainability and lessen reliance on grant funding, but remains vulnerable until its' commercial income streams increase.

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution adopted in January 2022
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Incorporated

Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p>The Charities Constitution states:</p> <p>18. Appointment of trustees</p> <p>(1) The charity in general meeting shall elect the officers and the other trustees.</p> <p>(2) The trustees may appoint any person who is willing to act as a trustee. Subject to sub-clause 5(b) of this clause, they may also appoint trustees to act as officers.</p> <p>(3) Each of the trustees shall retire with effect from the conclusion of the annual general meeting next after his or her appointment but shall be eligible for re-election at that annual general meeting.</p> <p>(4) No-one may be elected a trustee or an officer at any annual general meeting unless prior to the meeting the charity is given a notice that:</p> <p>(a) is signed by a member entitled to vote at the meeting;</p> <p>(b) states the member's intention to propose the appointment of a person as a trustee or as an officer;</p> <p>(c) is signed by the person who is to be proposed to show his or her willingness to be appointed.</p> <p>(5) (a) The appointment of a trustee, whether by the charity in general meeting or by the other trustees, must not cause the number of trustees to exceed any number fixed in accordance with this constitution as the maximum number of trustees.</p> <p>(b) The trustees may not appoint a person to be an officer if a person has already been elected or appointed to that office and has not vacated the office.</p>
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Reference and Administrative details

Charity name	LGBT+ Cymru Helpline
Other name the charity uses	
Registered charity number	1198081
Charity's principal address	YMCA Building 1 The Kingsway Swansea SA1 5JQ

Names of the charity trustees who manage the charity

Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
Catherine Window	Chair of Trustees		
Sophie Ray	Trustee Secretary		
Elizabeth Jayne Lewis	Trustee Treasurer		

Muslimah Miah	Trustee	From 12 th July 2023	
Tony Humphries	Trustee		
Anthony Smith	Trustee		

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	n/a
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Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	n/a
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	n/a

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
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Name of chief executive or names of senior staff members (Optional information)

Debbie Lane

Exemptions from disclosure

Reason for non-disclosure of key personnel details

--

Other optional information

--

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Catherine Window	<i>C Window</i>

Signature(s)

Full name(s)

**Position (eg Secretary,
Chair, etc)**

Chair of Trustees

Date 31/1/25



Receipts and Payments Accounts

CC16a

For the period
from

01/04/2023

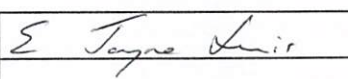
To

31/03/2024

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	25,000	20,000		45,000	-
Donations	3,492	-	-	3,492	-
Fundraising	1,974	-	-	1,974	-
Transfer from LGBT Cymru Helpline (reg'd charity 1192777)	12,958	12,692	-	25,650	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	43,424	32,692	-	76,116	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	43,424	32,692	-	76,116	-
A3 Payments					
Travel and subsistence	-	546	-	546	-
Marketing	-	304	-	304	-
Telephone	2,030	490	-	2,520	-
Website & IT costs	830	-	-	830	-
Subscriptions	210	-	-	210	-
Repairs and maintenance	219	-	-	219	-
Stationery and postage	-	56	-	56	-
Wages	35,519	15,793	-	51,312	-
Insurance	-	176	-	176	-
Counselling fees	-	2,228	-	2,228	-
Professional fees	515	-	-	515	-
Rent	5,000	6,800	-	11,800	-
General expenses	-	649	-	649	-
Uniform	113	-	-	113	-
	-	-	-	-	-
Sub total	44,436	27,042	-	71,478	-
A4 Asset and investment purchases, (see table)					
Purchase of IT equipment	-	-	-	-	-
Purchase of fixtures/fittings	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	44,436	27,042	-	71,478	-
Net of receipts/(payments)	- 1,012	5,650	-	4,638	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	- 1,012	5,650	-	4,638	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank accounts - Current	- 1,012	5,650	
		-	-	-
		-	-	-
	Total cash funds	- 1,012	5,650	-
	(agree balances with receipts and payments account(s))			
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
				-
				-
				-
				-
				-
				-
				-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Elizabeth Jayne Lewis	31/01/2025	



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
LGBT+ Cymru Helpline

On accounts for the year
ended

31/03/2024

Charity no
(if any)

1198081

Set out on pages

1 and 2

Respective
responsibilities of
trustees and examiner

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 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 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.

Independent
examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

31/01/2025

Name:

Henry Lloyd Davies

Relevant professional
qualification(s) or body
(if any):

ACA

Address:	Bevan Buckland LLP
	Ground Floor, Cardigan House Castle Court, Swansea Enterprise Park, Llansamlet, Swansea
	SA7 9LA

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.

Give here brief details of any items that the examiner wishes to disclose.

LGBT+ CYMRU HELPLINE

England & Wales - Charity number 1198081

Accounts

LGBT+ Cymru Helpline

1198081

Receipts & Payments Accounts

For the period from 28th February 2022 to 31st March 2023

	£
Receipts	-
Payments	-

The CIO was dormant throughout the period ended 31st March 2023. The Charity's Constitution was set up as a Charitable Incorporated Organization to take over operations previously carried out by LGBT Cymru Helpline (1192777), as was suggested by funders to enable access to a wider range of grants. The merger of operations took place as of 1st April 2023; up to 31st March 2023 all transactions were reported under the original Charity registration of the LGBT Cymru Helpline (1192777).