



**CHARITY COMMISSION**  
FOR ENGLAND AND WALES

## **Trustees' Annual Report for the period**

**From 1<sup>st</sup> April 2023 to 31<sup>st</sup> 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	<b>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.</b>
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	<b>Our main activities for the year were:</b> <ul style="list-style-type: none"><li>• <b>Counselling (free of charge for those that qualify or donations of at least £15 per session)</b></li><li>• <b>Positive Wellbeing classes</b></li><li>• <b>Self Help Mental Health Online resources</b></li><li>• <b>0800 Helpline</b></li><li>• <b>Corporate development and sustainability</b></li></ul>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	<b>At our Trustees meetings, when planning our activities for the year we kept in mind the Charity Commissions guidance on public benefit.</b>

**Additional information (optional)**

You may choose to include further statements where relevant about:

	SORP reference	
Contribution made by volunteers	Para 1.38	<p><b>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.</b></p> <p><b>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.</b></p> <p><b>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.</b></p> <p><b>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.</b></p> <p><b>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.</b></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><b>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 &amp; 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.</b></p> <p><b>The summary will cover:</b></p> <ul style="list-style-type: none"> <li>• Counselling sessions delivered</li> <li>• Client groups &amp; Classes</li> <li>• Waiting Lists</li> <li>• Our contribution through our Helpline</li> <li>• The mental health resources we have provided</li> <li>• Corporate Development</li> <li>• Views and comments of individuals who access our services</li> <li>• Testimonials</li> </ul> <p><b><u>Client/Service Users Intake</u></b></p> <p><b>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.</b></p> <p><b><u>Client Groups:</u></b></p> <p><b>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.</b></p> <p><b>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</b></p>
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		<p>some clients, although it is uncommon, who have decided they want to detransition as a result of exploration within our counselling practice.</p> <p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Bereavement</li> <li>• Suicide Ideation</li> <li>• Domestic Abuse/Intimate Partner Violence</li> <li>• Anxiety and Depression</li> <li>• Relationship Issues</li> <li>• Gender Dysphoria/Gender Identity</li> <li>• Sexual Orientation</li> <li>• Coming Out</li> <li>• Trauma informed</li> <li>• Criminal/sexual exploitation</li> <li>• Prevention</li> <li>• Recognition</li> <li>• Recovery</li> <li>• Cognitive behavioural therapy</li> <li>• Gestalt</li> <li>• Adoption</li> <li>• Existential</li> <li>• Sexual assault</li> <li>• Victim</li> <li>• Perpetrating</li> <li>• Systemic family counselling</li> <li>• Non-suicidal self-injury</li> <li>• Other approaches and topics relevant to individual who access services</li> </ul> <p>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</p>
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		<p>families of domestic violence feel and keep themselves safe.</p> <p>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.</p> <p>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.</p> <p><b><u>Waiting list</u></b></p> <p>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.</p> <p><b><u>Helpline 0800 917 9996</u></b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Loneliness</li> <li>• Depression</li> <li>• Relationship Breakdowns</li> <li>• Coming Out Issues</li> <li>• General mental health</li> </ul> <p><b><u>Counselling referrals</u></b></p> <p>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.</p> <p><b><u>Mental health resources</u></b></p> <p>We have found Social media is a good way to reach people and we extended our resources to our outlets such as Facebook &amp; 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</p>
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		<p>practice self-care and were accessed by over 200 people a week. Topics include:</p> <ul style="list-style-type: none"> <li>• The Butterfly Technique</li> <li>• DIY Mental Health Kit</li> <li>• Body Relaxation</li> <li>• Controlled Breathing</li> <li>• Body Scan Workshop</li> <li>• Well- Being classes</li> </ul> <p>We have also created new counselling modules for people to attend 'Life After Covid', 'Introduction to emotions' &amp; Positive Psychology classes which have proved to be popular, especially in helping people back into the workplace after Covid.</p> <p>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.</p> <p>With the development of our social media and resource presence we have seen an increase in our figures, please see below:</p> <p>From 1st April 2023 – 31st March 2024</p> <ul style="list-style-type: none"> <li>• Social Media Hits = 41,217</li> <li>• Website Visits = 665,174</li> <li>• Self Help resources views = 16,380</li> </ul> <p>This in comparison to last year has more than ten folded which demonstrates the need for our critical services.</p> <p><u>Corporate Development\Sustainability</u></p> <p>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.</p>
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## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	<b>Receipts for the year ended 31<sup>st</sup> 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.</b>
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	<b>The Charity aims to hold unrestricted reserves equal to three months operating costs to allow it to continue should a funding gap arise.</b>
Amount of reserves held	Para 1.22	<b>£4,637.48</b>
Reasons for holding zero reserves	Para 1.22	<b>n/a</b>
Details of fund materially in deficit	Para 1.24	<b>At 31<sup>st</sup> March 2024, Unrestricted Funds were £1,012 in deficit.</b>
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	<b>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.</b>

## Structure, Governance and Management

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

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><b>The Charities Constitution states:</b></p> <p><b>18. Appointment of trustees</b></p> <p><b>(1) The charity in general meeting shall elect the officers and the other trustees.</b></p> <p><b>(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.</b></p> <p><b>(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.</b></p> <p><b>(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:</b></p> <p><b>(a) is signed by a member entitled to vote at the meeting;</b></p> <p><b>(b) states the member's intention to propose the appointment of a person as a trustee or as an officer;</b></p> <p><b>(c) is signed by the person who is to be proposed to show his or her willingness to be appointed.</b></p> <p><b>(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.</b></p> <p><b>(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.</b></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 <sup>th</sup> 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)**

<b>Type of adviser</b>	<b>Name</b>	<b>Address</b>

#### **Name of chief executive or names of senior staff members (Optional information)**

Debbie Lane
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#### **Exemptions from disclosure**

Reason for non-disclosure of key personnel details

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#### **Other optional information**

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## Declarations

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

Signed on behalf of the charity's trustees

Catherine Window	

Signature(s)

Full name(s)

Position (eg Secretary,  
Chair, etc)

Chair of Trustees

Date 31/1/25



CHARITY COMMISSION  
FOR ENGLAND AND WALES

LGBT + Cymru Helpline

1198081

## Receipts and Payments Accounts

CC16a

For the period  
from

01/04/2023

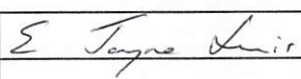
To

31/03/2024

### Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
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	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>43,424</b>	<b>32,692</b>	<b>-</b>	<b>76,116</b>	<b>-</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>43,424</b>	<b>32,692</b>	<b>-</b>	<b>76,116</b>	<b>-</b>
<b>A3 Payments</b>					
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	-
	-	-	-	-	-
<b>Sub total</b>	<b>44,436</b>	<b>27,042</b>	<b>-</b>	<b>71,478</b>	<b>-</b>
<b>A4 Asset and investment purchases, (see table)</b>					
Purchase of IT equipment	-	-	-	-	-
Purchase of fixtures/fittings	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>44,436</b>	<b>27,042</b>	<b>-</b>	<b>71,478</b>	<b>-</b>
<b>Net of receipts/(payments)</b>	<b>- 1,012</b>	<b>5,650</b>	<b>-</b>	<b>4,638</b>	<b>-</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>- 1,012</b>	<b>5,650</b>	<b>-</b>	<b>4,638</b>	<b>-</b>

## 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 £
<b>B1 Cash funds</b>	Bank accounts - Current	- 1,012	5,650	
		-	-	-
		-	-	-
	<b>Total cash funds</b>	- 1,012	5,650	-
	(agree balances with receipts and payments account(s))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>			Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>		Fund to which asset belongs	Cost (optional)	Current value (optional)
				-
				-
				-
				-
				-
				-
				-
				-
				-
<b>B5 Liabilities</b>		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



<b>Address:</b>	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.**

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