

# 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 27<sup>th</sup> 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,

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Swansea Enterprise Park,

Swansea,

SA7 9LA



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

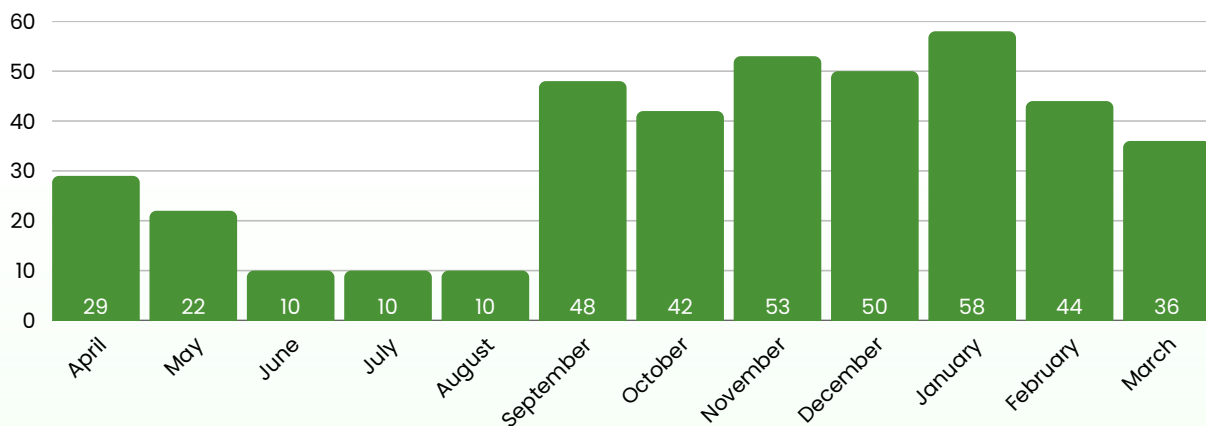
#### Essential Services

##### 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
<b>Apr–July 2024</b>	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.
<b>Jul 2024</b>	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.
<b>Aug 2024</b>	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.
<b>Oct 2024</b>	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.
<b>Nov 2024</b>	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.
<b>Dec 2024 – Feb 2025</b>	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.
<b>Mar 2025</b>	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
<b>Total Potential Cost Avoidance</b>	<b>10,348</b>

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 27<sup>th</sup> 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.

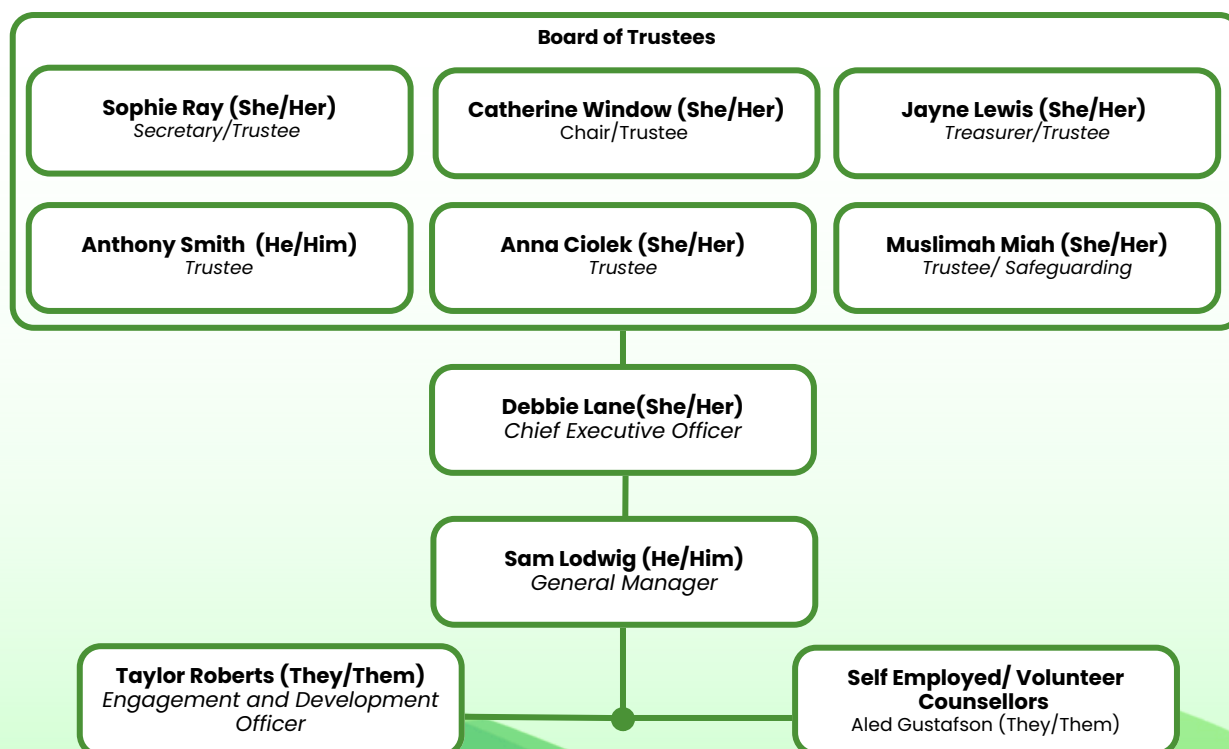
- **Service Delivery:** Our team of qualified counselling volunteers provided essential counselling to clients in crisis, including those experiencing suicidal ideation and trauma. Their work directly fulfilled our primary object to preserve and protect mental health.
- **Workforce Development:** We 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 31<sup>st</sup> 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
<b>Total Income</b>	<b>72,438</b>

### 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





CHARITY COMMISSION  
FOR ENGLAND AND WALES

LGBT + Cymru Helpline

1198081

## 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 £
<b>A1 Receipts</b>					
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
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>39,033</b>	<b>33,405</b>	<b>-</b>	<b>72,438</b>	<b>76,116</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>39,033</b>	<b>33,405</b>	<b>-</b>	<b>72,438</b>	<b>76,116</b>
<b>A3 Payments</b>					
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
	-	-	-	-	-
<b>Sub total</b>	<b>29,086</b>	<b>18,096</b>	<b>-</b>	<b>47,182</b>	<b>71,478</b>
<b>A4 Asset and investment purchases, (see table)</b>					
Purchase of IT equipment	-	974	-	974	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>974</b>	<b>-</b>	<b>974</b>	<b>-</b>
<b>Total payments</b>	<b>29,086</b>	<b>19,070</b>	<b>-</b>	<b>48,156</b>	<b>71,478</b>
<b>Net of receipts/(payments)</b>	<b>9,947</b>	<b>14,335</b>	<b>-</b>	<b>24,282</b>	<b>4,638</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>1,012</b>	<b>5,650</b>	<b>-</b>	<b>4,638</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>8,935</b>	<b>19,985</b>	<b>-</b>	<b>28,920</b>	<b>4,638</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 £
B1 Cash funds	Bank accounts - Current			
		8,935	19,985	
		-	-	-
		-	-	-
	<b>Total cash funds</b>	8,935	19,985	-
(agree balances with receipts and payments account(s))				

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

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
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 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



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

<b>Section B</b>	<b>Disclosure</b>
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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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