THE CYBER HELPLINE

England & Wales · Charity number 1198335

Details

Status	Registered
Legal form	CIO
Registered	2022-03-22
Register	View on the Charity Commission register

Contact

Address	Room 2 1st Floor 7 Bligh's Walk Sevenoaks
Phone	01233 538030
Email	hello@thecyberhelpline.com
Website	https://www.thecyberhelpline.com/

Activities

Objects: TO ADVANCE THE EDUCATION OF THE PUBLIC IN THE SUBJECTS OF CYBERCRIME, ONLINE HARM AND CYBER SECURITY BY:1. THE PROVISION OF EXPERT ADVICE, ASSISTANCE, TOOLS AND GUIDANCE TO HELP VICTIMS, AND THOSE WHO SUSPECT THEY HAVE BECOME VICTIM, OF CYBER-ENABLED CRIME, CYBER-DEPENDENT CRIME OR ONLINE MALICIOUS ACTIVITY UNDERSTAND WHAT HAS HAPPENED, CONTAIN THE ISSUE, RECOVER AND LEARN FROM THEIR EXPERIENCE AND;2. REDUCING THE LIKELIHOOD AND IMPACT OF CYBERCRIME ON INDIVIDUALS, PARTICULARLY BUT NOT EXCLUSIVELY, THROUGH THE PROVISION OF INFORMATION, TRAINING AND EDUCATION TO THE GENERAL PUBLIC AND ORGANISATIONS WHICH COME INTO CONTACT WITH THOSE WHO ARE VULNERABLE TO CYBERCRIME AND ONLINE HARM.

Activities: The Cyber Helpline provides free, expert help to victims of cybercrime & online harm in the UK. It helps members of the public and sole traders to understand, contain, recover and learn from malicious experiences online.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training
- **Who:** Children/young People, Elderly/old People, The General Public/mankind

Geography

- Northern Ireland
- Scotland
- South Africa
- United States
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-05-31	£403,457	£358,558	-	-
2024-05-31	£282,578	£280,978	-	-
2023-05-31	£159,797	£135,912	-	-

Trustees

Name	Role	Appointed
MARY-JANE CALAM	Chair	2024-06-27
David Boda		2024-08-18
Dr Andrew John Dell		2023-05-25
Jennifer Dolores Anderson		2025-04-14
Kimberley Jayne Barker		2025-04-14
Philip James Tansley		2024-08-18
Stuart Arthur Quick		2022-12-14

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The Cyber Helpline

Supporting victims of cybercrime

Trustees Annual Report

CHARITY NUMBER: 1198335

1 JUNE 2024 TO 31 MAY 2025

REGISTERED COMPANY NUMBER: CE028662

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1. Foreword

Technology now underpins almost every aspect of daily life. It has created opportunity, connection and economic growth. It has also transformed crime. More than half of recorded crime in the UK now involves technology.

Individuals face online fraud, identity compromise, stalking, harassment, digital extortion and account takeover. Financial loss is often significant. However, for many victims, the deeper impact is psychological. Anxiety, isolation, loss of confidence and long-term stress are common outcomes.

National reporting services and policing bodies play an important role in recording crime and pursuing offenders. However, they are not designed or resourced to provide hands-on digital recovery support to individuals.

The Cyber Helpline has become a vital lifeline for victims who need expert help to understand, contain, evidence and recover from their experience of online crime.

Over the last year, more than 300,000 individuals used our self-help service, and we supported 22,728 individuals on our helpline. Our impact on our service users was clear. They reported improved mental health, increased online confidence, the ability to get back to living their day-to-day lives and high satisfaction with our service. We also had a significant impact on their access to justice, with over 80% of users reporting to the police at service exit, compared to 36% at the point of entry.

However, we are still only scratching the surface of the number of individuals who need help with online crime. Conservatively, we estimate that in the UK, there are five million victims a year in this space, and 58% of crime in the UK is online or cyber-enabled.

Current outcomes suggest that victims of online crime face systemic challenges in securing justice. Around 98% of reported cases result in a “no further action” outcome, and the likelihood of a perpetrator being charged or summonsed is substantially lower than for equivalent offline crimes. For many victims, this creates the perception that reporting does not lead to meaningful action, leaving a clear gap in support and access to justice.

Our mission has never been more important. Police and justice systems are not able to modernise quickly enough to support victims. The rise of artificial intelligence, the removal of safeguards on many social media platforms and the integration of technology throughout our day-to-day lives mean that a breach of our security and privacy can impact all aspects of our lives.

Urgent action is needed now. The scale of online crime urgently requires a stronger and more coordinated response. However, victim support services and policing resources are already under considerable pressure. Without greater investment in tackling cybercrime and supporting victims of online harm, the gap between need and available support will continue to widen.

Improving finances

The year ended 31 May 2025 represented an important period of growth for the charity as it continued to scale its support for victims of online harm. Total income increased significantly to **£403,457**, compared with **£282,578** in the previous year, representing growth of approximately **43%**. This growth reflects increased support from donors and funders as well as continued development of income associated with the delivery of the helpline and related activities.

The charity invested this increased income in expanding its operational capacity, particularly in staffing, technology and the infrastructure required to deliver our support services effectively. As a result, total expenditure increased to **£358,558** (2024: £280,978), with the majority directed toward the provision and development of our services.

The year concluded with a **surplus of £44,899**, compared with **£1,600** in the previous year, increasing total funds carried forward to **£70,384**. The trustees consider this a positive outcome, which strengthens the organisation's financial resilience while enabling continued investment in services. The improved financial position places the charity on a stronger footing as it continues to expand its reach and impact.

What next?

The Cyber Helpline will continue to provide immediate, expert support to individuals affected by online harm, helping them to contain incidents, recover quickly, and minimise the impact on their lives. A central priority will be scaling our service so that we can significantly increase the number of people able to access timely support.

Through our work supporting victims, we have built a substantial dataset that provides insight into who is affected by online harm, the types of abuse and crime they experience, the tactics used by perpetrators, and the most effective pathways to recovery. We will continue to analyse this data to develop practical insights, tools and frameworks that help policymakers, police, technology companies and support organisations better understand emerging threats and strengthen protections for individuals online.

Alongside direct support, we will play an active role in advocating for victims. Drawing on the evidence and insight generated through our frontline work, we will contribute to discussions about how systems and services can respond more effectively to online harm. By working collaboratively with partners across the sector, we will help drive improvements that make the online world safer and ensure victims receive the support they need.

2. Not enough is being done to support victims of cybercrime

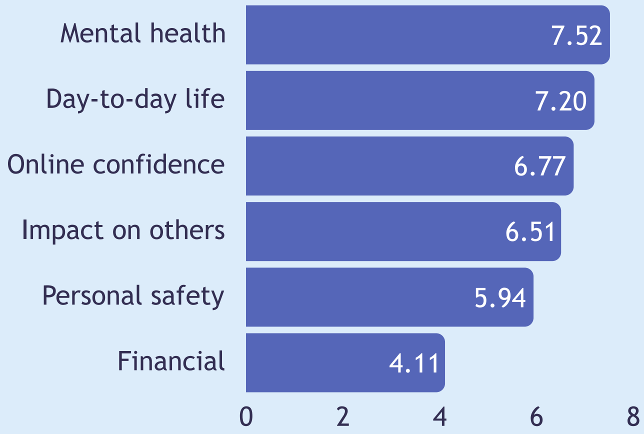
Our research suggests there were approximately 5 million victims of cybercrime, digital fraud, and online harm in the UK in the last year. Around 58% of all crimes occurring in the UK now have an online component. Those five million victims are estimated to have experienced losses of at least £4.8 billion.

However, victims tell us that financial loss is not the most significant impact, with the impact on mental health, online confidence and personal safety far more profound. Many victims and survivors of cybercrime report anxiety, hypervigilance, social withdrawal and a sense that their lives are no longer controllable.

Despite the scale and severity of cybercrime, support remains fragmented and inconsistent. Victims' services are largely locally commissioned, resulting in significant variation in availability, capacity and capability. At a national level, the agencies addressing cybercrime (Report Fraud, National Cyber Security Centre, National Crime Agency) primarily focus on businesses and organisations, not individuals. As a result, there is no single, victim-centred pathway for people impacted by cybercrime and online harm.

Furthermore, police forces and victims' charities are often the first point of contact for victims, and yet many lack the specialist cyber and digital expertise required to practically assist individuals who have been victims of online harm. Victims and survivors frequently report being passed between organisations, given generic advice, or told that little can be done. Similarly, police forces and charities admit to us that they are unsure how to support victims and survivors experiencing cybercrime.

Impact scores (average out of 10).



Data from TCH service users (average score out of 10 across all attack types (3,933 data points)

Perhaps unsurprisingly, therefore, victims of cybercrime are more than 40% less likely to report the crime and seven times less likely to see the perpetrator of the crime charged or summonsed than victims of crime as a whole. Only around 36% of The Cyber Helpline users state that they have reported to the police/Report Fraud. Even when an online crime is reported, it will almost certainly result in being categorised as 'no further action' - we estimate that about 98% of all reported cybercrimes have this outcome. All this leaves cybercrime victims feeling isolated and frustrated, not knowing who to turn to for help and with no access to justice.

How are we responding?

Our vision

A future free from online harm.

Our mission

To ensure all individuals have immediate, free access to cyber expertise when they need it.

Our charitable objectives

To advance the education of the public in the subjects of cybercrime, online harm and cyber security by:

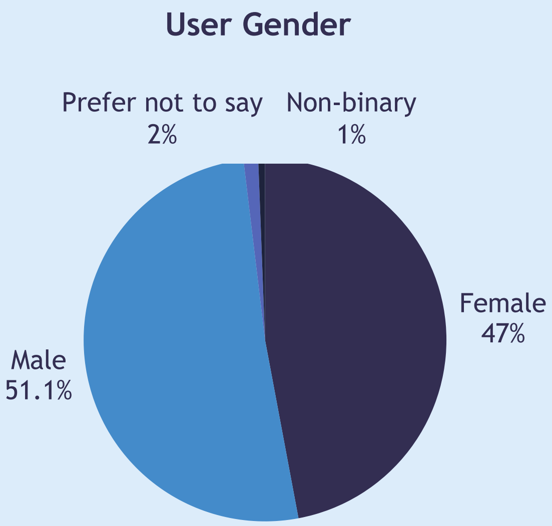
- the provision of expert advice, assistance, tools and guidance to help victims, and those who suspect they have become victim, of cyber-enabled crime, cyber-dependent crime or online malicious activity understand what has happened, contain the issue, recover and learn from their experience.

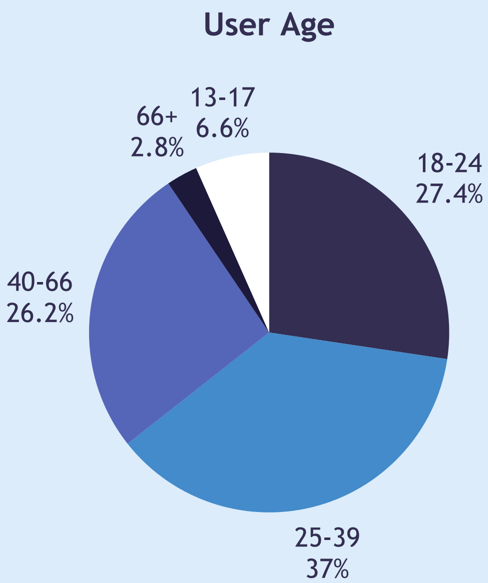
- reducing the likelihood and impact of cybercrime on individuals, particularly but not exclusively, through the provision of information, training and education to the general public and organisations which come into contact with those who are vulnerable to cybercrime and online harm.

3. Who we help and what we do

3.1 Who we help

Our service is for individuals and sole traders only; we do not provide support to businesses. We support users who are aged 13 years or older who are typically experiencing an issue with their own digital footprint.





50.7% of our service users are men, 47.1% women, 0.6% are non-binary, and 1.3% prefer not to say, with 0.3% declaring other. While access to our service is fairly evenly split across the genders, the issues that each gender faces are very different. Women are much more likely to suffer cyberstalking, online harassment and intimate image abuse. Men are much more likely to suffer sextortion and virtual currency scams.

25-39 year olds are the biggest age segment accessing our service at 37% of users. 18-24 year olds are the next biggest group at 27.4%, and 40-66 year olds make up 26.2% of our users. Cybercrime is not an issue that affects older generations alone, and those over 66 years old make up only 2.8% of our service users. Our youth cohort of 13-17 year olds account for 6.6% of our users.

3.2 What we help people with

We will support individuals who have – or believe they have - come to harm online. While we deal with a lot of technical crimes, the majority of our work deals with human issues wrapped up in technology.

Across the 100,000 cases we have opened to date, around 50% are digital fraud & scams, 30% are online harm (such as cyberstalking, online harassment, intimate image abuse), and the remaining 20% a range of more technical cybercrimes (such as malware, ransomware, hacked devices).

The ten most common attack types we have seen are:

1. Sextortion
2. Online harassment
3. Hacked social media accounts
4. Digital scams
5. Compromised devices

6. Fake online profiles
7. Investment scams
8. Cyberstalking
9. Virtual currency scams
10. Recruitment scams

It is important to note that users often experience a range of these attack types in the same case. This is a complex space, and each incident can include cybercrime, digital fraud and online harm.

3.3 How we keep service users safe

Protecting the safety and well-being of the people who contact The Cyber Helpline is central to our work. Individuals experiencing cybercrime, digital fraud and online harm can often be in vulnerable situations, including cases involving harassment, coercion, domestic abuse or other safeguarding risks. Ensuring that these individuals receive appropriate and safe support is therefore a core responsibility of the charity.

Since its inception, The Cyber Helpline has implemented safeguarding measures to protect both the individuals who seek support from our service and the volunteers and staff delivering that support. During this reporting period, our safeguarding team has continued to develop significantly, strengthening our approach through a whole-organisation safeguarding framework.

A key focus has been building a culture in which safeguarding is embedded in everyday practice across the organisation. As part of this work, we undertook a comprehensive redesign of our safeguarding training programme. The revised training provides more detailed and practical guidance to volunteers and staff working on the frontline, helping them to recognise safeguarding concerns and respond appropriately. The programme also clarifies the different levels of intervention required when supporting individuals with additional needs, vulnerabilities or safeguarding risks, enabling teams to make confident and consistent decisions.

Trustees have also been supported to strengthen their oversight of safeguarding through additional sector-specific safeguarding training.

Alongside improvements to training, we have expanded access to safeguarding support across the organisation. Team members now have clearer and more consistent routes to seek advice from the safeguarding team, ensuring that concerns can be escalated quickly and appropriately. Emergency pathways have also been developed for case holders, allowing them to access urgent guidance when safeguarding risks arise during a case.

Safeguarding activity is monitored on an ongoing basis, enabling the organisation to identify trends and strengthen its response. To support organisational learning, executive team roundtables have been introduced to review emerging themes from safeguarding reports and ensure that lessons learned inform the development of our services.

Through these measures, The Cyber Helpline continues to strengthen its safeguarding framework, helping ensure that individuals who contact our service receive safe, responsible and appropriate support.

3.4. Self-help service powered by our AI chatbot & experts

Many of our service users want immediate help with a time-sensitive crisis. Many service users want to remain anonymous. We have developed a unique chatbot service to meet this need.

The chatbot, powered by a unique large language model powered diagnosis engine and a conversational AI platform, has a unique ability to diagnose the user's issue from a non-technical description and then connect them with the right level of support, which may be self-serve or one-to-one.

Over 80% of cases are resolved by the users themselves with the help of the chatbot and online web guides. As cybercriminals develop their techniques, our Threat Intelligence and Advice teams rapidly develop the advice needed to help the user deal with the issue.

The chatbot and web guides allow users to remain anonymous and self-help, which encourages victims who would not otherwise come forward.

3.5. Volunteer-powered helpdesk service

All individuals have the opportunity to have a case created on our helpdesk and to have a cybersecurity expert support them. Our team will help users understand what has happened, contain the issue, collect evidence, recover and learn from the experience.

Around 25% of our cases are handled by our helpdesk team, who provide unlimited, free, expert telephone and email support. We have an 'assisted self-help model' where we empower the users to take action themselves. We never remotely connect to the user's accounts and devices.

Over 130 volunteers power our helpdesk service, supported by a number of expert staff. Our volunteers typically have a STEM education, work in the cybersecurity industry, or are studying to do so, and have been thoroughly vetted and trained to deal with all aspects of the issues users face. In some specialist areas, such as cyberstalking, they have received advanced training and we have some dedicated, full-time staff who undertake more complex, time-dependent and high-risk cases. We also have a team of Case Support Specialists who have a range of expertise in technical areas and are on hand to support our volunteers and staff when extra guidance is needed.

3.6. Open-source intelligence investigations

For cases that would benefit from further investigation, internal referrals can be made to our Investigations Team. This team is made up of volunteers with experience in Open Source Intelligence (OSINT). They are able to conduct OSINT investigations and compile reports that can supplement police investigations and help attribute malicious behaviours online to potential perpetrators. They can also help victims and survivors of cybercrime and online harms to understand what their online footprint looks like and how it might have been used in the conduct of a crime.

3.7 Training and consulting

A key part of our mission is to ensure online platforms and organisations can provide more secure technology and better victim support within those services. To aid this, our team provides a range of training and consulting projects to help stakeholders understand the threats facing their users, how these threats can be mitigated and what support victims need to recover.

3.8. Data & intelligence

Over the last 12-months we have had a Data Scientist on staff who has been working on our data. A key focus has been getting a deep understanding of our data and creating the right environment for data analytics.

During the period, we have started sharing data insights with industry stakeholders to help them understand what online harms we are seeing, which platform the online harm is happening on and who they are happening to. We expect that over the coming years, this data and insight will become critical to us achieving our mission.

4. Case study: Aisha

Background

Aisha contacted us after she left an abusive relationship but continued experiencing unsettling digital intrusions.

> "I finally feel back in control after months of fear. It's the first time someone connected the dots instead of telling me to calm down."
>
> ~ Aisha, 25 years old

Actions Taken

1. Digital Environment Assessment: Together, we mapped out Aisha's cyber environment at home and identified the priority devices and accounts.
2. Guided Review: We supported Aisha to review these devices and accounts at a pace she felt comfortable with.
3. Access Risk Identification: We discovered Aisha's ex-partner still had access to an old cloud backup and several smart devices connected to her home.
4. Secure Reconfiguration: We helped Aisha safely reset access, secure her accounts and reconfigure smart devices without alerting him.

Outcome

Aisha told us she finally felt back in control after months of fear. She later described the support as the first time someone connected the dots instead of telling me to calm down.

5. Impact & Reach

300,000	22,728	124%	22,848
users	new cases	increase in police reports	volunteer hours

Improved mental health

biggest impact on users

Supporting victims and survivors of online harm

Cybercrime, digital fraud and online harm can have a profound impact on individuals' safety, wellbeing and confidence. Many victims report feeling distressed, isolated and unsure where to turn for help. In a landscape where the majority of cybercrime reports result in no further action, access to practical guidance and emotional reassurance can make a significant difference to a victim's ability to recover.

During the reporting period, The Cyber Helpline directly supported **22,728 individuals** through our chatbot and helpline. Our advisors provide structured, victim-centred guidance to help people understand what has happened, secure compromised accounts and devices, and take practical steps to regain control of their digital lives.

Alongside this direct support, **over 330,000 unique visitors** accessed our website to use our online guidance and self-help resources. These resources enable people experiencing cybercrime to take immediate action at the point of need. Feedback from service users shows that our support contributes to meaningful improvements in people's recovery after cybercrime.

Individuals consistently report:

- improved mental wellbeing
- increased feelings of safety
- restored confidence online
- greater understanding of online privacy and security
- improved ability to move forward with their day-to-day lives

Our support also empowers victims to engage with formal reporting pathways. At the start of their case, **35.7% of service users had reported the incident to the police**. By the time their case closed with The Cyber Helpline, **80% had made a police report**, demonstrating the role our guidance plays in helping victims pursue formal action where appropriate.

Service users consistently rate their experience highly, with chatbot users rating their experience **4 out of 5**, and helpdesk users rating their experience **2.5 out of 3**.

For many victims, the most immediate and meaningful support is practical clarity: understanding what has happened, securing compromised accounts and navigating reporting and takedown processes. By providing this guidance, The Cyber Helpline helps victims regain agency, rebuild confidence and move forward.

> The Helpline Responder helped my case get resolved. My perpetrator is now going to court over the crimes committed to me. I didn't have the confidence to report it until I contacted this charity.
>
> Victim of Cyberstalking

Recognition of our work

Our approach to supporting victims of cybercrime continues to receive national recognition. For the **fourth consecutive year**, The Cyber Helpline received the **Not-for-Profit Cyber Award at the National Cyber Awards 2024**.

Our CEO was awarded the **Alan Turing Award**, recognising outstanding contributions to cybersecurity. In addition, one volunteer received **Cyber Student of the Year**, and two volunteers were recognised as Ones to Watch at the **Most Inspiring Women in Cyber Awards**.

These awards reflect the growing recognition of the importance of specialist support for victims and survivors of cybercrime.

Developing the next generation of ethical cybersecurity professionals

The Cyber Helpline's service is delivered with the support of a highly skilled volunteer community. During the reporting period, **136 volunteers** contributed their time and expertise. A total of **22,848 volunteer hours** were delivered across the period at an equivalent industry value of over **£2.5m.**

Many volunteers are studying cybersecurity or transitioning into the profession. Through structured training and supervised casework, volunteers gain first-hand experience of the real-world impact of cybercrime on individuals.

This enables them to develop both technical expertise and victim-centred practice, building the skills required to respond to cyber incidents with empathy and professionalism. Through this work, The Cyber Helpline contributes to strengthening the future cybersecurity workforce with professionals who understand both the technical and human impact of cybercrime.

Strengthening the wider response to cybercrime

Alongside direct support to victims, The Cyber Helpline works to strengthen the wider ecosystem responding to cybercrime and online harm.

During the reporting period we supported professionals across multiple sectors to better recognise and respond to cyber-enabled harm. This included:

- supporting Independent Domestic Violence Advisor (IDVA) training on cyber-enabled abuse, stalking and digital surveillance
- delivering training for organisations across the domestic abuse and stalking sectors
- providing training, resources and specialist support to police forces, including access to dedicated helpline guidance
- implementing a Case Consultancy process, enabling professionals to seek advice on complex cybercrime cases without requiring a formal referral
- delivering cybercrime awareness training for corporate partners

Through this work, The Cyber Helpline acts as a specialist resource within the wider response to cybercrime, helping ensure victims and survivors receive the right support at the right time.

6. Case study: Lottie

Background

Lottie contacted us following concerns her device had been compromised.

Initial Assessment

Prior to speaking with us, Lottie had already spoken to Apple who could not help, found a document in iCloud that did not belong to her, and found unknown devices linked to various social media and online accounts.

During the initial call, Lottie was guided to send screenshots as evidence to the responder.

Actions Taken

1. Discovery and advice: Our responder discovered that Lottie had a mode enabled on her phone that may have led to her being logged into new sessions each time she tried to do something - which may have explained the devices that were showing as logged in. Lottie was advised to turn this mode off for 48 hours to see if anything changed.
2. Report Harmful Content: Lottie disclosed there was also a Facebook account linked to her email address that she was unable to remove. We advised that this information could be sent to Report Harmful Content to assist with removal.
3. Harmful content removed: With Lottie’s approval, we reported the Facebook account to Report Harmful Content, and the account was successfully removed after our report.
4. Further Investigation: Lottie was still noticing logins on her phone that seemed unusual. She also mentioned apps were opening when she didn’t open the app. Our responder deduced that malicious software may have been installed on one, or several of her devices.
5. Additional Resources: Lottie was sent the guide Removing Malicious Software for review. She was also given support on how to scan for Malware.

Outcome

Lottie successfully had an unknown Facebook account removed from her email address, and actioned the malware advice given.

7. Financial summary

The full statement of financial activities for the period 1 June 2024 to 31 May 2025 is detailed in a separate section at the end of this document. The independent examiner's report to the trustees of The Cyber Helpline is also contained in a separate section. We have summarised the key data from the accounts here:

Income and Endowments	FY 24/25	FY 23/24
Donations and legacies	£152,477	£108,806
Sales	£89,175	£70,867
Grants	£161,805	£102,905
Total income	**£403,457**	**£282,578**
Expenditure		
Wages	£252,458	£190,639
Pensions	£15,215	£8,778
Advertising	£10,523	£5,127
Sundries	£811	£26
Travel and subsistence	£4,314	£10,224
Computer and IT costs	£67,032	£44,347
Subcontract	-	£12,665
Staff training	£572	£95
Other	£7,633	£9,077
Total expenditure	**£358,558**	**£280,978**
Net income	£44,899	£1,600
Total funds brought forward	£25,485	£23,885
Total funds carried forward	**£70,384**	**£25,485**

8. Structure, governance and management

The charity was established as a Charitable Incorporated Organisation (CIO) under a constitution dated 12 January 2022. The constitution requires that there are not less than three and not more than twelve trustees.

The trustees meet every two months and are responsible for:

- setting the strategic direction of The Cyber Helpline and its strategic plan
- agreeing a set of policies for The Cyber Helpline to operate within
- recruitment of trustees and senior staff
- managing risk
- approval of financial activities
- approval of the annual report and accounts

Every trustee is appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

The charity also operates an Advisory Board which is attended by a number of subject matter experts and provides strategic input to the Board of Trustees. The Advisory Board, which meets every two months, is chaired by a trustee and is also attended by the CEO.

9. Reference and administrative details

The name of the registered charity is The Cyber Helpline and its registered charity number is 198335. The Registered Address is Room 2, 1st Floor, 7 Bligh's Walk, Sevenoaks, TN13 1DB. The table shows the trustees serving for the duration of the reporting period and the trustees active on the approval date of the report:

Trustee name	Office on date of approval	Trustee for the duration of the reporting period?	Active Trustee on the approval date of this report?
J D Anderson	Treasurer	No. Appointed 14.4.25	Yes
K J Barker	Voice of the Victim and Safeguarding	No. Appointed 14.4.25	Yes
David Boda	Risk Lead	No. Appointed 18.8.24	Yes
Mary Calam	Vice Chair	No. Appointed 27.6.24	Yes
Andrew J Dell	Renumeration Lead	Yes	Yes
Stuart A Quick	Income Generation Lead	Yes	Yes
Philip Tansley	Legal Lead	No. Appointed 18.8.24	Yes
Simon J Walls		No	No. Resigned 18.02.25
Michael R Wawro	Chair	Yes	Yes

None of the trustees have been involved in the day-to-day operation of the charity. All staff have written job descriptions and their performance is monitored against them and their targets.

10. Declarations

The trustees are not claiming any exemptions from disclosure in this report. Neither the charity, nor its trustees are acting as custodian trustees.

The trustees declare that they have approved this report.

Signed on behalf of the charity's trustees

Name	Michael Wawro	Mary Calam
Position	Chair	Vice Chair
Date	25 March 2026	

REGISTERED COMPANY NUMBER: CE028662 (England and Wales)

REGISTERED CHARITY NUMBER: 1198335

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 May 2025

Amherst Accountancy
Room 2, 1st Floor
7 Bligh's Walk, Sevenoaks, Kent
TN13 1DB

Contents of the Financial Statements for the Year Ended 31 May 2025

Report of the Trustees for the Year Ended 31 May 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 May 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Structure, Governance and Management

Governing document

The charity is operated under its rules of CIO Association adopted 22 March 2022.

Reference and Administrative Details

Registered Company number

CE028662 (England and Wales)

Registered Charity number

1198335

Registered office

Room 2
1st Floor
7 Bligh's Walk Sevenoaks Kent
TN13 1DB

Trustees

A J Dell
S A Quick
M R Wawro
J D Anderson (appointed 14.4.25)
K J Barker (appointed 14.4.25)
D Boda (appointed 18.8.24)
M J Calam (appointed 27.6.24)
P J Tansley (appointed 18.8.24)
S J Walls (resigned 18.2.25)

Independent Examiner

Amherst Accountancy
Room 2
1st Floor
7 Bligh's Walk Sevenoaks
Kent TN13 1DB

Approved by order of the board of trustees on 25th March 2026 and signed on its behalf by:

Michael Wawro
....
Trustee

Independent Examiner’s Report to the Trustees of The Cyber Helpline

Independent examiner's report to the trustees of The Cyber Helpline ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 May 2025.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent Examiner's Report to the Trustees of The Cyber Helpline

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Stephen Brown

Stephen Brown
The Association of Chartered Certified Accountants
Amherst Accountancy Room 2
1st Floor
7 Bligh's Walk Sevenoaks
Kent TN13 1DB

Date: 27/3/2026

Statement of Financial Activities for the Year Ended 31 May 2025

Income and Endowments From	Notes	Year Ended 31.5.25 Unrestricted Fund £	31.5.24 Total Funds £
Donations and legacies		152,477	108,806
Charitable activities			
Provision of support line		161,805	102,905
Other Trading Activities	2	89,175	70,867
Total		**403,457**	**282,578**
Expenditure On			
Raising Funds	3	663	-
Charitable activities			
Provision of support line		358,024	279,530
Other		(129)	1,448
Total		**358,558**	**280,978**
Net Income		**44,899**	**1,600**
Reconciliation of Funds			
Total funds brought forward		**25,485**	**23,885**
Total funds carried forward		**70,384**	**25,485**

Balance Sheet 31 May 2025

	Notes	31.5.25 Unrestricted Fund £	31.5.24 Total Funds £
Fixed Assets			
Tangible assets	7	1,023	938
Current Assets			
Cash at bank		82,040	32,156
Creditors			
Amounts falling due within one year	8	(12,679)	(7,609)
Net Current Assets		**69,361**	**24,547**
Total Assets Less Current			
Liabilities		70,384	25,485
Net Assets		**70,384**	**25,485**
Funds	9		
Unrestricted Funds		70,384	25,485
Total Funds		**70,834**	**25,485**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 May 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 May 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on

25th March 2026

and were signed on its behalf by:

....
Trustee

Notes to the Financial Statements for the Year Ended 31 May 2025

1. Accounting Policies

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2025

2. Other Trading Activities

	Year Ended 31.5.25 £	31.5.24 £
Sales	89,175	70,867

3. Raising Funds

	Year Ended 31.5.25 £	31.5.24 £
Support costs	663	-

4. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

Depreciation - owned assets	411	417

5. Trustees' Renumeration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 May 2025 nor for the year ended 31 May 2024.

Trustees' expenses
Total expenses of £656 were paid to trustees in the year. These were for travel expenses to attend meetings related to the work of the charity.

6. Comparatives for the Statement of Financial Activities

	Unrestricted fund £
Income and Endowments From	
Donations and legacies	108,806
Charitable activities	
Provision of support line	102,905
Other Trading Activities	70,867

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2025

Total	**282,578**

Expenditure On	Unrestricted fund £
Charitable activities	
Provision of support line	279,530
Other	1,448
Total	**280,978**
Net Income	**1,600**

Reconciliation of Funds

Total funds brought forward	**23,885**
Total funds carried forward	**25,485**

7. Tangible Fixed Assets

	Fixtures and fittings £
Cost	
At 1 June 2024	1,355
Additions	496
At 31 May 2025	1,851
Depreciation	
At 1 June 2024	417
Charge for year	411
At 31 May 2025	828

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2025

Net Book Value	
At 31 May 2025	1,023
At 31 May 2024	938

8. Creditors: Amounts Falling Due Within One Year	31/5/25 £	31/5/24 £
Trade creditors	1	1
Social security and other taxes	6,356	4,851
VAT	4,397	2,157
Other creditors	1,325	-
Accrued expenses	600	600
	12,679	7,609

9. Movement in Funds	At 1/6/24 £	Net movement in funds £	At 31/5/25 £
Unrestricted funds			
General fund	25,485	44,899	70,384
Total funds	25,485	44,899	70,384

Net movement in funds, included in the above are as follows:

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2025

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	403,457	(358,558)	44,899
Total funds	**403,457**	**(358,558)**	**44,899**

Comparatives for movement in funds

	At 1.6.23 £	Net movement in funds £	At 31.5.24 £
Unrestricted funds			
General fund	23,885	1,600	25,485
Total funds	**23,885**	**1,600**	**25,485**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	282,578	(280,978)	1,600
Total funds	**282,578**	**(280,978)**	**1,600**

A current year 12 months and prior year 12 months combined position is as follows:

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2025

	At 1.6.23 £	Net movement in funds £	At 31.5.25 £
Unrestricted funds			
General fund	23,885	46,499	70,384
Total funds	**23,885**	**46,499**	**70,384**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	686,035	(639,536)	46,499
Total funds	**686,035**	**(639,536)**	**46,499**

10. Related Party Disclosures

There were no related party transactions for the year ended 31 May 2025.

Detailed statement of financial activities for the Year Ended 31 May 2025

Income and endowments	31.5.25 £	31.5.24 £
Donations and legacies		
Gifts	-	2
Donations	152,477	108,804
	152,477	**108,806**
Other trading activities		
Sales	89,175	70,867
Charitable activities		
Grants for provision of support line	161,805	102,905
Total incoming resources	**403,457**	**282,578**

Expenditure

Charitable activities		
Wages	252,458	190,639
Pensions	15,215	8,778
Advertising	10,523	5,127
Sundries	811	26
Travel and subsistence	4,314	10,224
Computer and IT costs	67,032	44,347

continued...

Detailed statement of financial activities for the Year Ended 31 May 2025 - Continued

Subcontract	-	12,665
Staff training	572	95
	350,925	**271,901**
Other		
Exchange rate difference	(129)	1,448
Support costs		
Management		
Insurance	1,148	951
Postage and stationary	1,225	410
	2,373	**1,361**
Finance		
Bank charges	882	719
Information technology		
Depreciation of tangible fixed assets	-	323
Information technology		
Human resources		
DBS checks	1,558	1,400
Other		
Depreciation of tangible fixed assets	411	94
Governance costs		
Accountancy and legal fees	1,458	1,999
Legal and professional fees	1,080	1,733

continued...

Detailed statement of financial activities for the Year Ended 31 May 2025 - Continued

	2,538	3,732
Total resources expended	358,558	280,978
Net income	44,899	1,600

The Cyber Helpline

Supporting victims of cybercrime

THE CYBER HELPLINE
ROOM 2, 1ST FLOOR, 7 BLIGH'S
WALK, SEVENOAKS, TN13 1DB

CHARITY NUMBER: 1198335

REGISTERED COMPANY NUMBER: CE028662

1 JUNE 2024 TO 31 MAY 2025

Accounts

The Cyber Helpline

Supporting victims of cybercrime

Trustees Annual Report

REGISTERED COMPANY NUMBER: CE028662

1 JUNE 2023 TO 31 MAY 2024

CHARITY NUMBER: 1198335

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Foreward

Over the past year, The Cyber Helpline has provided a lifeline for victims of cybercrime, digital fraud and online harm across the UK.

In England and Wales alone, we estimate that there are five million victims of online harm every year of which 1.7 million report to the police. Shockingly, 98% of those who report get a ‘no further action’ decision from the police. In fact, you are seven times LESS likely to see your perpetrator charged or summoned if your crime is online. The gap in support and access to justice for individuals who suffer online crime is inexcusable.

The Cyber Helpline has mobilised the cyber security community to step in and help close this gap. Over the course of the year, more than 300,000 individuals accessed our self-help guidance and we opened 23,740 cases.

The impact on individuals suffering from these issues is severe and affects mental health, ability to live their normal lives, online confidence, personal safety and finances. For too many, they decide to take their own lives as a result. Cybercrime is not victimless.

Our mission has never been more important. Technology is now involved in 58% of crime and our police and justice systems are not able to modernise quickly enough to support victims. The rise of artificial intelligence, the removal of safeguards on many social media platforms and the integration of technology throughout our day-to-day lives mean a breach of our security and privacy can impact all aspects of our lives.

Urgent action is needed now. The Government has cut victim support budgets, and police forces are under increasing pressure to do more with fewer resources. At a time when significant investment in cybercrime and online harm is essential, budgets are being slashed. It seems we are on track to become an ‘AI superpower’ that cannot ensure its citizens' safety online.

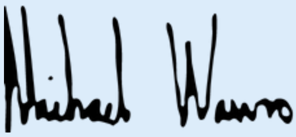
What next?

The Cyber Helpline will work tirelessly to provide immediate, expert support to those who need help with online harm and minimise the impact on their lives. We will also push for change to make the internet and personal technology as safe as possible and ensure perpetrators are brought to justice.

Our key focus is helping more victims and we can only do this if we receive adequate funding. The Cyber Helpline is asking all Police & Crime Commissioners, all grant funders and all relevant government departments to address the collective apathy towards cybercrime. Our achievements show that with the right innovation, motivation and collaboration, we can support victims and get better justice outcomes. However, investment in this work needs to match the level of crime and we know that less than 5% of police budgets are spent in this space.

Over the last eight years, we have collected a huge amount of data and insight into how individuals are targeted online, how criminals carry out their attacks, how they can be stopped, and the impact on individuals. A key focus for our team is going to be building tools and intelligence that will help everyone understand these threats and build safer online services.

Let’s work together to create a world where cybercriminals don’t win.



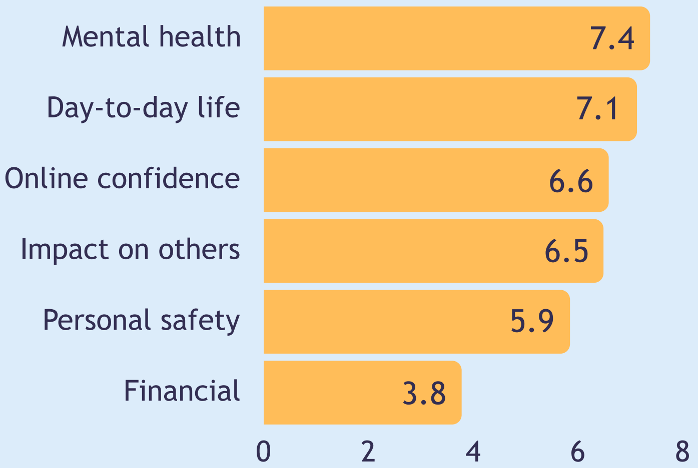
Mike Wawro

Chair of the Trustees

Not enough is being done to support victims of cybercrime

Research by The Cyber Helpline indicates there are likely to have been around five million victims of cybercrime and online harm in the UK in the last year. Around 58% of all crimes occurring in the UK now have an online component. Those five million victims are estimated to have experienced losses of at least £4.8 billion. However, victims tell us that financial loss is the least significant impact, with the impact on mental health, online confidence and personal safety far greater.

Impact scores (average out of 10)



Data from TCH service users (average score out of 10 across all attack types (3,188 data points)

Despite the numbers of victims of online crime across the UK, victims services are locally commissioned resulting in significant variation in capacity and capability. The national agencies addressing cybercrime (Action Fraud, National Cyber Security Centre, National Crime Agency) focus on businesses/organisations, not individuals. Furthermore, police forces and victims' charities often lack the cybersecurity expertise to assist individuals who have been victims of online harm.

Perhaps unsurprisingly therefore, victims of cybercrime are more than 40% less likely to report the crime and seven times less likely to see the perpetrator of the crime charged or summonsed, than victims of crime as a whole. Only around 36% of Cyber Helpline users state that they have reported to the police/Action Fraud. Even when an online crime is reported it will almost certainly result in being categorised as 'no further action' - we estimate that about 98% of all reported cybercrimes have this outcome.

All this leaves cybercrime victims feeling isolated and frustrated, not knowing who to turn to for help and with no access to justice.

How we are responding

Our vision

A world in which cybercriminals don't win.

Our mission

To ensure all individuals have immediate, free access to cyber expertise when they need it.

Our charitable objectives

To advance the education of the public in the subjects of cybercrime, online harm and cyber security by:

- the provision of expert advice, assistance, tools and guidance to help victims, and those who suspect they have become victim, of cyber-enabled crime, cyber-dependent crime or online malicious activity understand what has happened, contain the issue, recover and learn from their experience.

- reducing the likelihood and impact of cybercrime on individuals, particularly but not exclusively, through the provision of information, training and education to the general public and organisations which come into contact with those who are vulnerable to cybercrime and online harm.

Who we help & what we do

The Cyber Helpline fills the huge gap in support for cybercrime victims by providing expert helpline support to individual victims: support in understanding what has happened, gathering evidence, reclaiming their digital identity, rebuilding their confidence online, reducing the risk of re-victimisation and (if they wish) reporting to the police.

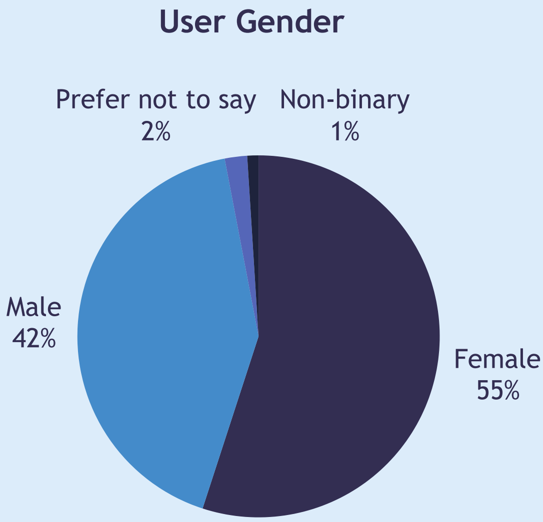
We have developed a unique model that can provide support at scale by harnessing a mix of technology and experts from the cybersecurity industry. Since The Cyber Helpline service was launched in 2018 more than 1.1 million victims have accessed our online support and we have directly supported over 70,000 individuals. Typically, 2,000 new cases are opened each month. The charity supports victims of all forms of online crime, but a specialist area of work is online harassment and cyberstalking, which comprises 25% of our caseload.

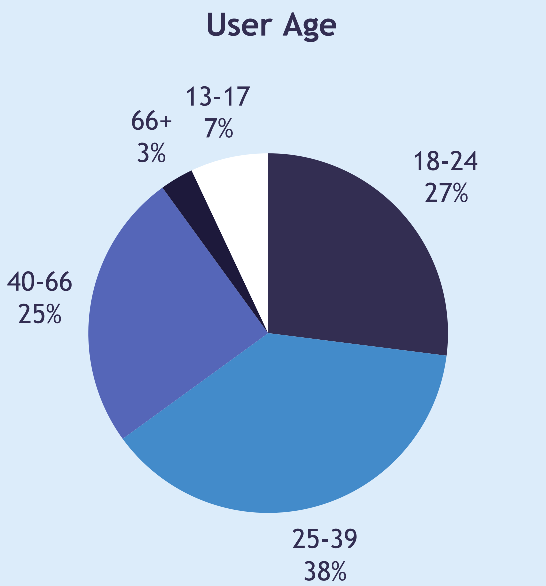
Who we help

Our service is for individuals and sole traders only, we do not provide support to businesses. We support users who are aged 13 years or older who are typically experiencing an issue with their own digital footprint.

55% of our service users are female, 42% male, 1% are non-binary, and 2% prefer not to say. While access to our service is fairly evenly split across the sexes, the issues that each sex faces are very different. Females are much more likely to suffer cyberstalking, online harassment and intimate image abuse. Males are much more likely to suffer sextortion and virtual currency scams.

25-39 year olds are the biggest age segment accessing our service at 38% of users. 18-24 year olds are the next biggest group at 27% and 40-66 year olds make up 25% of our users. Cybercrime is not an issue that faces older generations alone and those over 66 years old make up only 3% of our service users. Our youth cohort of 13-17 year olds account for 7% of our users.





What we help people with

Across the 70,000 cases we have opened to date, around 50% are fraud & scams, 25% cyberstalking & online harassment, and the remaining 25% a range of more technical cybercrimes.

Our top ten attack types are:

1. Hacked social media accounts
2. Online harassment
3. Cyberstalking
4. Hacked email accounts
5. Sextortion
6. Content for ransom
7. Phishing scams (email scams)
8. Unauthorised surveillance
9. Revenge porn
10. Smishing scams (text messaging scams)

While we deal with a lot of technical crimes, the majority of our work deals with human issues wrapped up in technology.

How we keep service users safe

From day one The Cyber Helpline has had a large commitment to safeguarding. Many of our service users are in dangerous situations including an active stalker, an abusive partner or a live threat. They face risks to their physical safety, as well as the risks to their mental health from online issues.

We have a Vulnerable User process that allows us to work with children (13 to 17 years old) and those who need additional help accessing our service. Our safeguarding team provides regular training, tools and support for all of our team members to help them keep themselves and the victims they support safe.

Self-help service powered by our AI chatbot

Many of our service users want immediate help to support them with a time-sensitive crisis. We have developed a unique chatbot service to meet this need.

Many of our service users want immediate help to support them with a time-sensitive crisis. We have developed a unique chatbot service to meet this need.

Almost all contact by service users is initiated through our website thecyberhelpline.com by following the get help link, or are referred by a partner organisation. They first interact with our 24/7 chatbot which provides immediate help and has a unique ability to diagnose the user’s issue from a non-technical description and then connect them with the right level of support, which may be self-serve or one-to-one. The chatbot allows them to remain anonymous and self-help, which encourages victims who would not otherwise come forward.

The chatbot can point the user to targeted and highly detailed online self-help guides. It is powered by machine learning algorithms and becomes increasingly powerful and effective the more it is used.

Over 80% of cases are resolved by the users themselves with the help of the chatbot and guides, which together form a knowledge repository that is sustainable and resilient. As cybercriminals develop their techniques, we rapidly develop the means to identify, track and defend against their innovations.

Volunteer-led helpdesk service

For those victims who need more help either because of the complexity of the case or because they are vulnerable users (in all, around 25% of those who access our service), a team of cyber security expert volunteers provide free email and phone support. We have an ‘assisted self-help model’ where we empower the users to take the action themselves - we never remotely connect to the user's accounts and devices.

The volunteers typically have a STEM education, work in the cyber security industry, or are studying to do so, and have been thoroughly vetted and trained to deal with all aspects of the issues users face. In some specialist areas, such as cyberstalking, they have received advanced training and we have some dedicated, full-time staff who undertake more complex, time-dependent and high-risk cases. We also have a team of volunteer Case Support Specialists who have a plethora of expertise in technical areas and are on hand to support our volunteers and staff when extra guidance is needed.

Open source intelligence investigations

For cases that would benefit from further investigation, internal referrals can be made to our Investigations Team. This team is made up of volunteers with experience in Open Source Intelligence (OSINT). They are able to conduct OSINT investigations and compile reports that can supplement police investigations and help attribute malicious behaviours online to potential perpetrators, as well as help victims and survivors of cybercrime and online harms to understand what their online footprint looks like and how it might have been used in the conduct of a crime.

This expert team of volunteers and staff use their diverse cybersecurity skills and qualifications to build and maintain a bank of proprietary resources and tools that allow users to access instant advice on their own. The assisted self-help model empowers users to take the necessary action, with expert guidance and real-time support. It also allows for completely remote service delivery.

Training, consulting and intelligence

A key part of our mission is to ensure online platforms and organisations can provide more secure platforms and better victim support within those platforms. To aid this our team provides a range of training and consulting projects to help stakeholders understand the threats facing their users, how these threats can be mitigated and what support victims need to recover.

Our Threat Intelligence & Data Analytics team also provides data and insight to organisations that need ongoing insight into the threat landscape.

Impact, achievements and performance

During the reporting period we've directly helped over 23,740 individuals navigate and overcome cybercrime challenges. Over 300,000 individuals accessed our online guidance to support their own self-help. In the previous 12 months, these metrics were 18,400 and 160,000 respectively, demonstrating that the number of people that benefit from our charity has grown by approximately 100% since our last FY. Users of our services scored their satisfaction with their experience with us at an average of 9 out of 10.

Feedback from our users shows that we have a significant impact on improving their mental health, online confidence and ability to recover and get back to their day to day lives.

> The Cyber Helpline was patient, supportive and understanding. I'm not great with computers and can be slow. They stayed calm and patient. I was given information and step-by-step instructions on how I can help protect my online accounts, etc. I feel empowered and safe at last.
>
> Victim of Hacked Accounts

Many of our volunteers are studying, or have recently graduated from, cybersecurity degree courses. Working with the charity benefits them by exposing them to the real impact of cybercrime and victims, and by giving them evidential experience towards their career goals. During the reporting period,120 cybersecurity specialists supported our cause as volunteers.

In September 2023 The Cyber Helpline was chosen as *Charity of the Year* at the National Cyber Awards, for the third consecutive year. The National Cyber Awards recognises organisations that are committed to cyber innovation, cybercrime reduction and protecting citizens online. The National Police Chiefs' Council (NPCC) is the primary sponsor of the annual awards.

In October 2023 The Cyber Helpline launched a dedicated service for Londoners funded by the Mayor's Office for Policing and Crime (MOPAC). This partnership enables us to localise the expertise we are able to provide to London residents and build out the support we can offer in the capital, closing the gap in support for London residents experiencing online harm.

These achievements and performance metrics demonstrate that our charity is delivering significant benefits to society and that we are fulfilling the objectives set out in our constitution. We are determined to scale our activities to enable us to reach and support the millions of victims who need our help.

> The online hacking, texts being received named to be my friends name but were not and the constant false allegations being made by our stalker became a nightmare, along with feeling like a target daily, whether it was the stalker or police, I was at a total loss when I contacted The Cyber Helpline. They helped us make sense of it all and took us a step closer to finding some sense of security. Having their expertise to assist the police investigating my case gave us hope of bringing eventual charges on my stalker.
>
> Victim of Cyberstalking

> The response to my query was very prompt. I was given choices as to how I would like to proceed and I didn't feel any pressure, I was given plenty of time to respond. I didn't feel any judgment. It felt like a safe space to get help. The Cyber Helpline responders were efficient and professional, and were able to answer my query in a practical and efficient way.
>
> Service User

Financial summary

The full statement of financial activities for the period 1 June 2023 to 31 May 2024 is detailed in a separate section at the end of this document. The independent examiner's report to the trustees of The Cyber Helpline is also contained in a separate section. We have summarised the key data from the accounts here:

Income and endowments	FY 23/24	FY 22/23
Donations and legacies	£108,806	£21,796
Other trading activities	£70,867	£122,701
Grants for provision of support line	£102,905	£15,300
Total income	**£282,578**	**£159,797**

Expenditure		
Wages	£190,639	£79,221
Pensions	£8,778	£3,519
Advertising	£5,127	£3,618
Sundries	£26	£2
Travel and subsistence	£10,224	£3,663
Computer and IT costs	£44,347	£30,554
Subcontract	£12,665	£12,656
Staff training	£95	£125
Other	£9,077	£584
Total expenditure	**£280,978**	**£135,912**
Net income	£1,600	£23,885
Total funds brought forward	£23,885	-
Total funds carried forward	**£25,485**	**£23,885**

Note that the values in the FY22/23 column above cover a period of approximately 15 months from the incorporation of the charity in March 2022 to the end of our first FY in May 2023.

Computer and IT costs

The Cyber Helpline is a fully digital charity in which all of our team members work remotely. The majority of this expenditure relates to the functioning and maintenance of our unique chatbot, the primary interface to charity service delivery. The remainder of this expenditure is on the tools and systems that allow our team members to operate, collaborate and deliver their expertise.

Free reserves

The charity aims to hold as free reserves a minimum of three months of operating costs plus any contractual obligations longer than three months to provide stability and as a precaution against an unexpected decline in income. The trustees anticipate that the free reserve coverage period will grow commensurately as the charity grows.

Balance sheet

The balance sheet shows an improvement in the financial position compared to last year. Total net assets increased slightly to £25,485 from £23,885 in 2023, representing growth in unrestricted funds. Cash balances decreased from £48,625 to £32,156, but this was offset by a substantial reduction in liabilities, with creditors falling from £25,696 to £7,609. Additionally, the charity acquired tangible fixed assets valued at £938, enhancing its operational capacity. Overall, the charity has maintained financial stability, strengthened its asset base, and significantly reduced its short-term obligations.

Structure, governance and management

The charity was established as a Charitable Incorporated Organisation (CIO) under a constitution adopted on 22 March 2022. The constitution requires that there are not less than three and not more than twelve trustees.

The trustees meet every two months and are responsible for:

- setting the strategic direction of The Cyber Helpline and its strategic plan
- agreeing a set of policies for The Cyber Helpline to operate within
- recruitment of trustees and senior staff
- managing risk
- approval of financial activities
- approval of the annual report and accounts

Every trustee is appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

The charity also operates an Advisory Board which is attended by a number of subject matter experts and provides strategic input to the Board of Trustees. The Advisory Board, which meets every two months, is chaired by a trustee and is also attended by the CEO.

Reference and administrative details

The name of the registered charity is The Cyber Helpline. Its registered charity number is 198335 and its registered company number is CE028662 (England and Wales). The Registered Address is Room 2, 1st Floor, 7 Bligh's Walk, Sevenoaks, TN13 1DB. The table shows the trustees serving for the duration of the reporting period and the trustees active on the approval date of the report:

Trustee Name	Office	Trustee for the duration of the reporting period?	Active Trustee at the approval date of this report?
David Boda	Risk Lead	No. Appointed 18/08/24	Yes
Mary-Jane Calam	Vice Chair	No. Appointed 27/06/24	Yes
Andrew J Dell	Finance Lead	Yes	Yes
Stuart A Quick	Advisory Board Lead Safeguarding Lead	Yes	Yes
Philip J Tansley	Legal Lead	No. Appointed 18/08/24	Yes
Simon J Walls		Yes	No. Resigned 18/02/25
Michael R Wawro	Chair	Yes	Yes

None of the trustees have been involved in the day-to-day operation of the charity. All staff have written job descriptions and their performance is monitored against them and their targets.

Declarations

The trustees are not claiming any exemptions from disclosure in this report. Neither the charity, nor its trustees are acting as custodian trustees.

The trustees declare that they have approved this report.

Signed on behalf of the charity's trustees

Name	Michael Wawro	Andrew Dell
Position	Chair	Finance Trustee
Date	26 March 2025	

REGISTERED COMPANY NUMBER: CE028662

CHARITY NUMBER: 1198335

Unaudited Financial Statements for the Year Ended 31 May 2024

Amherst Accountancy
Room 2, 1st Floor
7 Bligh's Walk, Sevenoaks, Kent
TN13 1DB

Contents of the Financial Statements for the Year Ended 31 May 2024

Report of the Trustees for the Year Ended 31 May 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 May 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Structure, Governance and Management

Governing document

The charity is operated under its rules of CIO Association adopted 22 March 2022.

Reference and administrative details

Registered Company number

CE028662 (England and Wales)

Registered Charity number

1198335

Registered office

Room 2
1st Floor
7 Bligh's Walk Sevenoaks Kent
TN13 1DB

Trustees

M R Wawro
A J Dell
S A Quick
P J Tansley (appointed 18.8.24)
D Boda (appointed 18.8.24)
M Calam (appointed 27.6.24)

Independent Examiner

Amherst Accountancy
Room 2
1st Floor
7 Bligh's Walk Sevenoaks
Kent TN13 1DB

Approved by order of the board of trustees on 19th March 2025 and signed on its behalf by:

....

Trustee

Independent Examiner’s Report to the Trustees of The Cyber Helpline

Independent examiner's report to the trustees of The Cyber Helpline ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 May 2024.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5)(b) of the 2011 Act.

Independent Examiner's Report to the Trustees of The Cyber Helpline

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. **accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or**
2. **the accounts do not accord with those records; or**
3. **the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or**
4. **the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).**

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Stephen Brown

Stephen Brown
The Association of Chartered Certified Accountants
Amherst Accountancy Room 2
1st Floor
7 Bligh's Walk Sevenoaks
Kent TN13 1DB

Date: 25 March 2025

Statement of Financial Activities for the Year Ended 31 May 2024

Income and Endowments From	Year Ended 31/5/24 Unrestricted Fund £	Period 22/3/22 to 31/5/23 Total Funds £
Donations and legacies	108,806	21,796
Charitable activities		
Provision of support line	102,905	15,300
Other Trading Activities	70,867	122,701
Total	**282,578**	**159,797**

Expenditure On		
Charitable activities		
Provision of support line	279,530	135,912
Other	1,448	-
Total	**280,978**	**135,912**
Net Income	**1,600**	**23,885**

Reconciliation of Funds		
Total funds brought forward	**23,885**	-
Total funds carried forward	**25,485**	**23,885**

Balance Sheet 31 May 2024

Fixed Assets	31/5/24 Unrestricted Fund £	31/5/23 Total Funds £
Tangible assets	938	-
Current Assets		
Debtors	-	956
Cash at bank	32,156	48,625
	32,156	49,581
Creditors		
Amounts falling due within one year	(7,609)	(25,696)
Net Current Assets	**24,547**	**23,885**
Total Assets Less Current		
Liabilities	25,485	23,885
Net Assets	**25,485**	**23,885**
Funds		
Unrestricted Funds	25,485	23,885
Total Funds	**25,485**	**23,885**

The charitable company is entitled to exemption from audit under Section 477 2006 for the year ended 31 May 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 May 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386
- and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the
- charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on

19th March 2025

and were signed on its behalf by:

....
Trustee

Notes to the Financial Statements for the Year Ended 31 May 2024

1. Accounting Policies

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2024

2. Other Trading Activities	Year Ended 31/5/24 £	Period 22/3/22 to 31/5/23 £
Sales	70,867	122,701

3. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

Depreciation - owned assets	417	-

4. Trustees' Renumeration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 May 2024 nor for the period ended 31 May 2023.

Trustees' expenses
Total expenses of £656 were paid to trustees in the year. These were for travel expenses to attend meetings related to the work of the charity.

5. Comparatives for the Statement of Financial Activities	Unrestricted fund £
Income and Endowments From	
Donations and legacies	21,796
Charitable activities	
Provision of support line	15,300
Other Trading Activities	122,701
Total	**159,797**

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2024

Expenditure On	Unrestricted fund £
Charitable activities	
Provision of support line	135,912
Net Income	**23,885**
Total funds carried forward	**23,885**

6. Tangible Fixed Assets	Fixtures and fittings £
Cost	
Additions	1,355
Depreciation	
Charge for year	417
Net Book Value	
At 31 May 2024	938
At 31 May 2023	-

7. Debtors: Amounts Falling Due Within One Year	31/5/24 £	31/5/23 £
At 31 May 2023	-	956

8. Creditors: Amounts Falling Due Within One Year	31/5/24 £	31/5/23 £

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2024

Trade creditors	1	-
Social security and other taxes	4,851	2,061
VAT	2,157	-
Other creditors	-	23,035
Accrued expenses	600	600
	7,609	**25,696**

9. Movement in Funds	At 1/6/23 £	Net movement in funds £	At 31/5/24 £
Unrestricted funds			
General fund	23,885	1,600	25,485
Total funds	**23,885**	**1,600**	**25,485**

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	282,578	(280,978)	1,600
Total funds	**282,578**	**(280,978)**	**1,600**

continued...

Notes to the Financial Statements - Continued for the Year Ended 31 May 2024

Comparatives for movement in funds

	Net movement in funds £	At 31/5/23 £
Unrestricted funds		
General fund	23,885	23,885
Total funds	**23,885**	**23,885**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	159,797	(135,912)	23,885
Total funds	**159,797**	**(135,912)**	**23,885**

10. Related party disclosures

There were no related party transactions for the year ended 31 May 2024.

Detailed statement of financial activities for the Year Ended 31 May 2024

Income and endowments	Year Ended 31/5/24 £	Period 22/3/22 to 31/5/23 £
Donations and legacies		
Gifts	2	-
Donations	108,804	21,796
	108,806	**21,796**
Other trading activities		
Sales	70,867	122,701
Charitable activities		
Grants	102,905	15,300
Total incoming resources	**282,578**	**159,797**

Expenditure		
Charitable activities		
Wages	190,639	79,221
Pensions	8,778	3,519
Advertising	5,127	3,618
Sundries	26	2
Travel and subsistence	10,224	3,663
Computer and IT costs	44,347	30,554

continued...

Detailed statement of financial activities for the Year Ended 31 May 2024 - Continued

Subcontract	12,665	12,656
Staff training	95	125
	271,901	**133,358**
Other		
Exchange rate difference	1,448	-
Support costs		
Management		
Insurance	951	497
Postage and stationary	410	32
	1,361	**529**
Finance		
Bank charges	719	301
Information technology		
Depreciation of tangible fixed assets	323	-
Human resources		
DBS checks	1,400	1,140
Other		
Depreciation of tangible fixed assets	94	-
Governance costs		
Accountancy and legal fees	1,999	584
Legal and professional fees	1,733	-

continued...

Detailed statement of financial activities for the Year Ended 31 May 2024 - Continued

	3,732	584
Total resources expended	280,978	135,912
Net income	1,600	23,885

Supporting victims of cybercrime

THE CYBER HELPLINE
ROOM 2, 1ST FLOOR, 7 BLIGH'S
WALK, SEVENOAKS, TN13 1DB

REGISTERED COMPANY NUMBER: CE028662

1 JUNE 2023 TO 31 MAY 2024

CHARITY NUMBER: 1198335

Accounts

Report of the Trustees

and

Unaudited Financial Statements for the Period 22 March 2022 to 31 May 2023

for

The Cyber Helpline

Charity Registration Number 1198335

Table of Contents

Introduction

The Trustees of The Cyber Helpline are pleased to present their report and accounts for the period 22 March 2022 to 31 May 2023.

From May 2018 until 21st March 2022, the organisation operated as a not-for-profit enterprise. When we became a registered charity on 22 March 2022 we chose to continue to operate our financial year from June to May. This report therefore covers our first 14 months of operation as a charity. Subsequent reports will cover 12-month periods from 1 June to 31 May.

Objectives and Activities

The name of the Charitable Incorporated Organisation is **The Cyber Helpline**. Our objectives are as follows:

> *To advance the education of the public in the subjects of cybercrime, online harm and cyber security by:*
>
> - *the provision of expert advice, assistance, tools and guidance to help victims, and those who suspect they have become victim, of cyber-enabled crime, cyber-dependent crime or online malicious activity understand what has happened, contain the issue, recover and learn from their experience and;*
> - *reducing the likelihood and impact of cybercrime on individuals, particularly but not exclusively, through the provision of information, training and education to the general public and organisations which come into contact with those who are vulnerable to cybercrime and online harm.*

In summary, The Cyber Helpline is a unique UK-based charity that provides free, expert help to victims of cybercrime, digital fraud and online harm. Our vision is a world where cybercriminals don't win and our mission is to ensure everyone has immediate access to cybersecurity expertise when they need it most.

Our service is for individuals and sole traders only, we do not provide support to businesses. We support users who are aged 13 years or older who are typically experiencing an issue with their own digital footprint.

Operational Model

Our own data shows that less than 40% of our users have reported their issue to the police - highlighting a vast under-reporting of these crimes. However, more than 50% of reported crime is now cybercrime. An astonishing 87% of these cybercrime reports to the authorities are closed immediately and classified as NFA: No Further Action. This leaves cybercrime victims feeling isolated, and frustrated, not knowing who to turn to for help and with no possible access to justice. Over the life of The Cyber Helpline more than 600,000 individuals have accessed our resources and our helpline has opened more than 50,000 cases.

All contact by service users is initiated through our website www.thecyberhelpline.com by following the get help link, or are referred by a partner organisation. The Cyber Helpline's services are delivered through two primary systems: self-serve and one-to-one.

Our team of expert volunteers use their diverse cybersecurity skills and qualifications to build a bank of proprietary resources and tools that allow users to access instant advice on their own. We have developed a unique chatbot that can diagnose cybercrime and triage cases as they arise, pointing the user to targeted and highly detailed online self-help guides as required, and referring the most complex cases and vulnerable users to the volunteer team for telephone and email support.

The chatbot is powered by machine learning algorithms and becomes increasingly powerful and effective the more it is used. Over 80% of cases are resolved by the user themselves with the help of the chatbot and guides, which together form a knowledge repository that is sustainable and resilient. As cybercriminals develop their techniques, we rapidly develop the means to identify, track and defend against their innovations. The charity is a completely virtual organisation - we have no offices and only a very modest amount of physical assets.

Achievements and Performance

During the reporting period we've directly helped over 23,000 individuals navigate and overcome cybercrime challenges. Over 200,000 individuals accessed our online guidance to support their own self-help. Users of our services scored their satisfaction with their experience with us at an average of 9 out of 10.

Many of our volunteers are studying, or have recently graduated from, cybersecurity degree courses. Working with the charity benefits them by exposing them to the real impact of cybercrime and victims, and by giving them evidential experience towards their career goals. During the reporting period, 114 cybersecurity specialists supported our cause as volunteers.

In February 2023 we launched a successful pilot in the USA helping over 700 users between the launch date and the end of May 2023. This is a very positive start showing the influence and potential we have to offer leading international, as well as national, support in this sector.

In September 2022 The Cyber Helpline was chosen as *Charity of the Year* at the National Cyber Awards, for the second consecutive year. The National Cyber Awards recognises organisations that are committed to cyber innovation, cybercrime reduction and protecting citizens online. The National Police Chiefs' Council (NPCC) is the primary sponsor of the annual awards.

The foregoing metrics demonstrate that our nascent charity is delivering significant benefits to society and we are determined to scale our activities to enable us to support the millions of victims who need our help.

Financial Review

Statement of Financial Activities for the Period 22 March 2022 to 31 May 2023

INCOMING RESOURCES	Notes	Unrestricted Fund (£)
Incoming resources from generated funds		
Voluntary income		21,796
Activities for generating funds	2	122,701
Incoming resources from charitable activities		
Provision of support line		15,300
Total incoming resources		**159,797**
RESOURCES EXPENDED		
Charitable activities		
Provision of support line		135,301
Other resources expended		611
Total resources expended		135,912

NET INCOMING RESOURCES	23,885
TOTAL FUNDS CARRIED FORWARD	23,885

Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the period ended 31 May 2023. There were no trustees' expenses paid for the period ended 31 May 2023.

Staff Costs	£
Wages and salaries	79,221
Other pension costs	3,519
	82,740

The average monthly number of employees during the period was 5. No employees received emoluments in excess of £60,000.

DEBTORS: Amounts Falling Due Within One Year	£
Other debtors	356

CREDITORS: Amounts Falling Due Within One Year	£
Taxation and social security	2,061
Other creditors	23,035
	25,096

MOVEMENT IN FUNDS	Net movement in funds £	£
Unrestricted funds		
General Fund	23,885	23,885
TOTAL FUNDS	**23,885**	**23,885**

INCOMING RESOURCES	**£**
Voluntary income	
Donations	21,796
Activities for generating funds	
Sales	122,701
Incoming resources from charitable activities	
Grants	15,300
Total incoming resources	**159,797**

RESOURCES EXPENDED	
Charitable activities	
Wages	79,221
Pensions	3,519
Advertising	3,618
Sundries	2
Travel and subsistence	3,663
Computer and IT costs	30,554
Subcontract	12,656
Staff training	125
	133,358

Support costs	
Management	
Insurance	497
Postage and stationery	32
	529
Finance	
Bank charges	301
Human resources	
DBS checks	1,140
Other	
Accountancy and legal fees	584
Total resources expended	**135,912**

Computer and IT Costs

The Cyber Helpline is a fully digital charity in which all of our team members work remotely. The majority of this expenditure relates to the functioning and maintenance of our unique chatbot, the primary interface to charity service delivery. The chatbot is a collaboration with a Connected Organisation - On Your Six Ltd. The remainder of this expenditure is on the tools and systems that allow our team members to operate, collaborate and deliver their expertise.

Free Reserves

The charity aims to hold as free reserves a minimum of three months of operating costs plus any contractual obligations longer than three months to provide stability and as a precaution against an unexpected decline in income. The trustees anticipate that the free reserve coverage period will grow commensurately as the charity grows.

Structure, Governance and Management

The charity is established as a Charitable Incorporated Organisation (CIO) under a constitution dated 12 January 2022. The constitution requires that there are not less than three and not more than twelve trustees.

The trustees meet every two months and are responsible for:

- setting the strategic direction of The Cyber Helpline and its strategic plan
- agreeing a set of policies for The Cyber Helpline to operate within
- recruitment of trustees and senior staff
- managing risk
- approval of financial activities
- approval of the annual report and accounts

Every trustee is appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

The charity also operates an Advisory Board which is attended by a number of subject matter experts and provides strategic input to the Board of Trustees. The Advisory Board, which meets every two months, is chaired by a trustee and is also attended by the CEO.

Reference and Administrative Details

The name of the registered charity is The Cyber Helpline and its registered charity number is 198335. The Registered Address is Room 2, 1st Floor, 7 Bligh's Walk, Sevenoaks, TN13 1DB. The trustees serving for the duration of the reporting period are:

Trustee Name	**Office (if any)**	**Trustee for the duration of the reporting period?**	**Active Trustee on the approval date of this report?**
Andreea Andrasiu	Secretary	Yes	No. Resigned 31.01.24
Jason W Cordingley	Risk Lead	No. Appointed 14.12.22	No. Resigned 17.01.24
Andrew J Dell	Finance Lead	No. Appointed 25.05.23	Yes
Rory Innes	Chair until 31.01.23	Yes	No. Resigned 31.01.23
Stuart A Quick	Advisory Board Lead Safeguarding Lead	No. Appointed 14.12.22	Yes
Simon J Walls		Yes	Yes
Michael R Wawro	Chair from 01.02.23	No. Appointed 14.12.22	Yes

Rory Innes, Founder of the charity, operated as Chair of the Trustees from the instigation of the charity until 1 February 2023 when he became CEO. He is also the Director of a Connected Organisation, On Your Six Ltd.

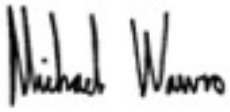
Since February 2023, none of the trustees have been involved in the day-to-day operation of the charity. All staff have written job descriptions and their performance is monitored against them and their targets.

Declarations

The trustees are not claiming any exemptions from disclosure in this report. Neither the charity, nor its trustees are acting as custodian trustees.

The trustees declare that they have approved this report.

Signed on behalf of the charity's trustees

Signatures		
Full name	Michael Wawro	Andrew Dell
Position	Chair	Finance Trustee
Date	3 March 2024	

Independent Examiner's Report to the Trustees of The Cyber Helpline

I report on the accounts of the company for the period 22 March 2022 to 31 May 2023, which are set out on pages five to seven.

Responsibilities and basis of report

As the charity's trustees (and also the directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, I have examined your charity's accounts as required under section 145 of the Charities Act 2011 ('the Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. that accounting records were not kept as required by section 386 of the Companies Act 2006;
   or
2. that the accounts do not accord with those records; or
3. that the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; or
4. that there is further information needed for a proper understanding of the accounts.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission I have found no matters that require drawing to your attention.

Stephen Brown

Stephen Brown FCCA
Amherst Accountancy Room 2
1st Floor
7 Bligh's Walk Sevenoaks
Kent
TN13 1DB

Date: 29/02/2024