

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

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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
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Human resources

DBS checks	1,140
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Other

Accountancy and legal fees	584
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Total resources expended	135,912
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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.

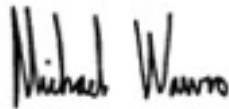
Declarations

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

Date: 29/02/2024