



Trustees Annual Report

CHARITY NUMBER: 1198335

1 JUNE 2024 TO 31 MAY 2025

REGISTERED COMPANY NUMBER: CE028662

Table of Contents

Foreword	2-3
Not Enough is Being Done to Support Victims of Cybercrime	4
How We Are Responding?	5
Who We Help and What We Do	6
Who We Help	
What We Help People With	
How We Keep Service Users Safe	7
Self-help Service Powered by our AI Chatbot & Experts	
Volunteer-Powered Helpdesk Service	8
Open-source Intelligence Investigations	
Training and Consulting	
Data and Intelligence	
Case Study: Aisha	9
Impact and Reach	10
Supporting Victims and Survivors of Online Harm	
Recognition of Our Work	11
Developing the Next Generation of Ethical Cybersecurity Professionals	
Strengthening the Wider Response to Cybercrime	
Case Study: Lottie	12
Financial Summary	13
Structure, Governance and Management	14
Reference and Administrative Details	15
Declarations	16

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

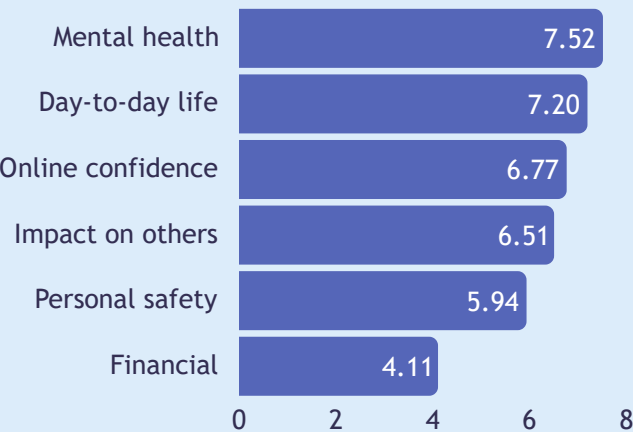
Our research suggests there were approximately 5 million victims of cybercrime, digital fraud, and online harm in the UK in the last year. Around 58% of all crimes occurring in the UK now have an online component. Those five million victims are estimated to have experienced losses of at least £4.8 billion.

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:

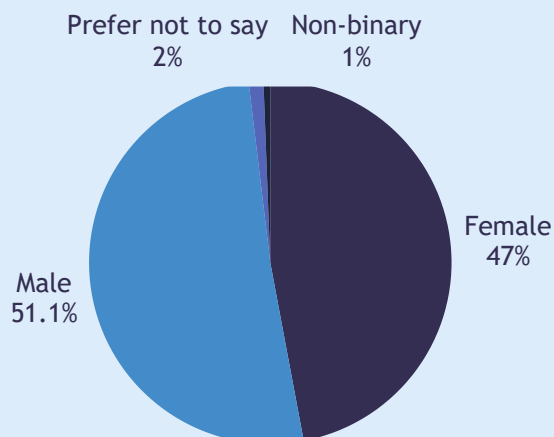
- the provision of expert advice, assistance, tools and guidance to help victims, and those who suspect they have become victim, of cyber-enabled crime, cyber-dependent crime or online malicious activity understand what has happened, contain the issue, recover and learn from their experience.
- reducing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

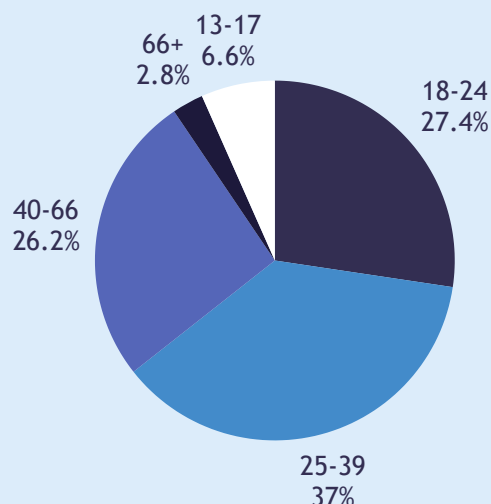
User Gender



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.

User Age



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

3.2 What we help people with

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

users

22,728

new cases

124%

increase in
police reports

22,848

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	Remuneration 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

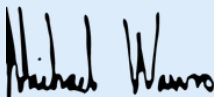
None of the trustees have been involved in the day-to-day operation of the charity. All staff have written job descriptions and their performance is monitored against them and their targets.

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	19
Independent Examiner's Report	20-21
Statement of Financial Activities	22
Balance Sheet	23-24
Notes to the Financial Statements	25-30
Detailed Statement of Financial Activities	31-33

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

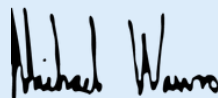
Trustees

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:



.....
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
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

		Notes	Year Ended 31.5.25 Unrestricted Fund £	31.5.24 Total Funds £
Income and Endowments From				
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

Fixed Assets	Notes	31.5.25	31.5.24
		Unrestricted Fund £	Total Funds £
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			
Unrestricted Funds	9	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

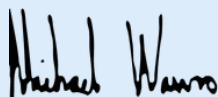
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the 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:

A handwritten signature in black ink, appearing to read 'Michael Wainwright', is written over a dotted line.

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' Remuneration 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
ROOM 2, 1ST FLOOR, 7 BLIGH'S
WALK, SEVENOAKS, TN13 1DB**

CHARITY NUMBER: 1198335

1 JUNE 2024 TO 31 MAY 2025

REGISTERED COMPANY NUMBER: CE028662