

LONDON NIGHTLINE

Charity Number 1198922

Annual Report and Financial Statements

Year ended 30th June 2024

London Nightline

Year ended 30th June 2024

Reference and administrative details

Trustees	Mr A Ramsamy Mr B Collins (Chair) Mr E T Gathercole Ms G D R Fisher Ms J E A Curry (Treasurer) Ms J H Smith Mr L P Haines Ms S Allchin
Principal address	London Nightline PO Box 75974 London E1W 9QT
Bankers	CAF Bank NatWest Bank
Registered Charity Number	1198922
Independent Examiner	M R Heaton FCCA FCIE DChA KM Chartered Accountants 1 st Floor, Block C The Wharf Manchester Road Burnley BB11 1JG

TRUSTEES' REPORT

The trustees present their report and the financial statements for the year ending 30 June 2024. The trustees who served during the year are set out on page 2.

Structure, Governance, and Management

Set up in 1971, London Nightline has been running an overnight support service for students across the capital for over 50 years. In recent years, the trustees made the decision to move from being an unincorporated charity (charity number 1015744) into a Charitable Incorporated Organisation or CIO (charity number 1198922), a legal structure that better suits the type of organisation that we are now. This transfer has been undertaken only to move our charity to a more modern, and more appropriate, constitutional foundation for our work. Other than ordinary, continuing developments, there has been no change in our activities, the classes of beneficiaries that we serve, the purposes for which funds are held, or the persons that constitute the trustee body.

The CIO was set up in May of 2022, the move was formally authorised by the Charity Commission on 11 October 2023, and completed by way of an asset transfer agreement dated 18 January 2024, executed as a deed.

Since these changes took place structurally, with no impact on our charitable activities or trustee structure, our finances for this transition year are submitted under the CIO. Our aim in doing this is simplification, and a representation of the continuity of purpose and running as outlined above.

We are grateful to Travers Smith for the donation of pro-bono legal services relating to the restructuring.

The charity is administered by a management committee comprising the trustees, attended by the Coordinator and Director. It is vested in the trustees to run the charity in accordance with its governing documents to meet its charitable objectives.

The major risks to which the charity is exposed, as identified by the trustees, are reviewed regularly and procedures, including a risk register, are in place to manage those risks.

Objectives and Activities

London Nightline's stated objective is to relieve distress, loneliness and anxiety, and reduce the risk of suicide, of students enrolled in higher education, in particular but not exclusively, those studying in London, by the provision of a telephone helpline and other online support.

The trustees have considered the Charity Commission's guidance of public benefit in planning the charity's activities for the year.

Reserves policy

The trustees agreed a policy of holding reserves equivalent to 6 months' running costs. This sum is based on balancing the actual costs incurred by closing the charity with the nature of our funding structure and our inherent commitment to student support. Should it become necessary, working alongside our affiliates and other mental health support providers, who work in yearly planning and funding cycles, we would then fulfil obligations to allow sufficient time to find alternative student support solutions. We review our reserves policy annually to ensure we are maximising the impact and support that London Nightline provides, while exercising effective financial management.

As at 30 June 2024, the general funds carried forward are £98,071 (2023: £99,917) and the restricted funds carried forward £5,246 (2023: £Nil), giving total funds carried forward of £103,317 (2023: £99,917).

TRUSTEES' REPORT (CONTINUED)

Achievements and Performance in 2023-24

London Nightline is three key things:

1. We are a non-directive and confidential **listening and support service** offered to students by **students**. We are open **at night** (when most other services are closed), **with direct access** (no waiting lists or referral forms), and delivered **via phone, instant message, and email**.
2. We are **an opportunity for London students to volunteer** for a charity, led by students, with quality assured training, to support fellow students via the helpline, or become an ambassador, or support the charity in other ways.
3. We are **part of the wider London-specific mental health “eco system”** but crucially separate from any other individual institution or organisation.

A listening and support service

Our phone and digital support to students was open overnight throughout the academic year. On average 8 students from our 50 affiliated universities, students' unions, or accommodation providers contacted Nightline each night.

The topics students talk to Nightline about were varied and often overlapping. We know that our peer support model and low barrier to entry mean students can talk to us about whatever is on their mind without the pressure of feeling like issues need to be “big enough”, but we are on hand for those crisis conversations as well.

This year, we saw an increase in the percentage of contacts discussing mental health issues of all kinds. Combined, these were 27%, risen from 22% last year, suggesting an increasing need. Though this has overtaken interpersonal relationships, a topic that saw a huge spike in the previous two years, many students are still getting in touch to talk about challenges concerning their partners, family, friends, and flatmates. Academic stress remains a significant topic, discussed in 14% of calls.

A service run by student volunteers

This year, our October and February intakes of new student volunteers brought the team to 80 in total. This has been fantastic for helping ensure we can offer support by keeping the helpline open as consistently as possible and is testament to the ongoing commitment from our volunteers.

Volunteer wellbeing continues to be paramount, and this year we introduced new recognition schemes and an enhanced volunteer award ceremony. Shifts are done in pairs or more, and it is a non-negotiable that there is always someone experienced to debrief with on shift and afterwards. Our space is communal and comfortable, with improvements led by the volunteer executive committee. These are combined with regular social events, where volunteers can mix with a community of peers that spans across London universities.

TRUSTEES' REPORT (CONTINUED)

A part of the wider London university and mental health “eco-system”

Being part of the London higher education eco-system is a central tenet of our business model. In this year, 50 universities, student unions and halls of residences placed their confidence in London Nightline to provide critical support to their students. We worked closely with each to promote Nightline's service to their students, through freshers' fairs, speaking events and awareness days, to ensure they know someone is there to listen during the darkest hours.

It was great to see this recognised by London Nightline winning UCL Volunteer Organisation of the Year, as well as the Nightline Associate Nightline of the Year.

We are proud to be continually expanding our work within this network and seeking opportunities to better support London's students. In June our Director presented at the Smarten Student Mental Health Conference discussing the importance of peer support.

More widely than London, we became a member of Nightline Europe, bringing together Nightlines from across the continent. We hope that this new network will amplify student voices on a larger scale, kicking off with the publication of its inaugural Mental Health Report next year.

Financial Review and expanded fundraising efforts

The charity's primary source of income remains higher education institutions but thanks to a team effort, our income through grant funding has significantly increased in 2023-24.

The appointment of a Charity Director in April 2023 has been a very positive one, with their dedicated efforts at fundraising and grant applications evident in this academic year. We received, and are very grateful for, a two-year grant from the City Bridge Foundation, and we are keen to continue this success and the stability it gives the running of the service into the coming academic year. We are also grateful to the Forrester Family Trust for supporting us with a £10,000 grant.

We invested in some new fundraising events that we plan to turn into annual fundraising opportunities for London Nightline. In May we cheered on 12 Hackney Half marathon runners, raising an impressive £4,500, and ran a brilliant pub quiz which raised almost £1,000.

The charity continues to work to ensure it has the financial resources to maintain its objectives, namely providing a helpline and instant messaging service for students in London and supporting the volunteers who carry out these services. This year we balanced our operating costs and income so as to end the year with a £3,400 surplus, demonstrating our continued efforts to minimise running costs whilst delivering on what we promise; namely, a service for students.

TRUSTEES' REPORT (CONTINUED)

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with the applicable law and United Kingdom Standards (United Kingdom Generally Accepted Accounting Practice).

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which can give a true and fair view of the charity and of the incoming resources and the application of resources of the charity for that year. In preparing these financial statements, the trustees are required to:

1. Select suitable accounting policies and then apply them consistently;
2. Observe the methods and principles in the Charities SORP;
3. Make judgement and estimates that are reasonable and prudent;
4. State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
5. Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act of 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the reservation and detection of fraud and other irregularities.

Approved by order of the board of trustees on 28th April 2025 and signed on its behalf by:

.....
Mr B Collins
Chair of Trustees

.....
Ms J Curry
Treasurer

London Nightline
Year ended 30th June 2024

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF LONDON NIGHTLINE

I report to the charity trustees on my examination of the accounts of the charity for the year ended 30th June 2024.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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 charity as required by Section 130 of the Act; or
- (2) the accounts do not accord with those records.

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.

.....
M R Heaton FCCA FCIE DChA
KM
1st Floor, Block C,
The Wharf
Burnley
Lancashire
BB11 1JG

29th April 2025

LONDON NIGHTLINE
Year ended 30th June 2024

STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted £	Restricted £	Total £	Total 2023 £
Incoming resources				
Fundraising & Donations	6,829		6,829	2,278
Affiliation Fees	88,995		88,995	85,042
Grant Funding	10,500	37,500	48,000	-
Hoodies	388		388	315
Training	500		500	500
Volunteer Social Contributions	-		-	180
Interest Received	1,230		1,230	134
Total income	108,441	37,500	145,941	88,449
Charitable Expenditure				
Charitable Activities	99,176	32,254	131,430	89,845
Management & Administration	8,248		8,248	15,608
Publicity	1,363		1,363	1,448
Provision for redecoration	1,500		1,500	-
Total resources expended	110,288	32,254	142,541	106,901
Net income/(expenditure)	(1,846)	5,246	3,400	(18,452)
Total funds brought forward	99,917	-	99,917	118,369
Total funds carried forward	98,071	5,246	103,317	99,917

LONDON NIGHTLINE
Year ended 30th June 2024

BALANCE SHEET

	Note	Total £	Total 2023 £
Current assets			
Rent deposit		12,900	12,900
Debtors	5	4,547	6,956
Cash at bank and in hand		<u>99,730</u>	<u>88,921</u>
		117,177	108,777
Creditors: Amounts falling due within one year	6	<u>13,860</u>	<u>8,860</u>
Net current assets		<u>103,317</u>	<u>99,917</u>
Net assets		<u>103,317</u>	<u>99,917</u>
Funds of the charity			
Unrestricted funds		98,071	99,917
Restricted funds		<u>5,246</u>	<u> </u>
Total funds	7	<u>103,317</u>	<u>99,917</u>

Approved by the trustees and signed by:

.....
 Mr B Collins
 29th April 2025

NOTES TO THE FINANCIAL STATEMENTS

1. Accounting Policies

a) Accounting Standards

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Scheme, the Charities Act 2011 and "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 from 1st January 2019).

The principal accounting policies adopted in the preparation of the financial statements are as follows:

b) Incoming Resources:

Affiliation fees and Donations are recognised in the year they are receivable. Subscriptions and income from fund raising events are recognised in the year they are receivable.

c) Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

d) Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

e) Funds Structure Policy

The charity operates both unrestricted and restricted funds.

Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity. Restricted funds are those that may only be used for specific purposes. Restrictions arise when specified by the donor.

f) Voluntary help

The value of any voluntary help received is not included in the financial statements but is described in the annual report.

LONDON NIGHTLINE
Year ended 30th June 2024

NOTES TO THE FINANCIAL STATEMENTS

2. Trustees' remuneration & expenses

The trustees did not receive any remuneration and disbursements from the charity during the year, (2023: £Nil).

3. Independent Examiner's Fees

Professional fees charges by the independent examiner are £1,020 (2023: £525).

4. Taxation

The charity is a registered charity and is therefore exempt from taxation.

5. Debtors

	2024	2023
	£	£
Trade debtors	500	3,591
Prepayments	4,047	3,365
	<hr/>	<hr/>
	4,547	6,956
	<hr/>	<hr/>

6. Creditors

	2024	2023
	£	£
Trade creditors	2,846	1,671
Other creditors	7,012	4,148
Accruals	4,002	3,041
	<hr/>	<hr/>
	13,860	8,860
	<hr/>	<hr/>

LONDON NIGHTLINE
Year ended 30th June 2024

NOTES TO THE FINANCIAL STATEMENTS

7. Funds

	Balance at 1 July 2023 £	Incoming resources £	Resources expended £	Balance at 30 June 2024 £
Unrestricted funds				
General	99,917	108,441	(110,288)	98,071
Restricted funds				
City Bridge Foundation	-	37,500	(32,254)	5,246
Total funds	99,917	145,941	(142,542)	103,317

8. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds at 30 June 2024 £
Rent deposit	12,900	-	12,900
Current assets	99,031	5,246	104,277
Current liabilities	(13,860)	-	(13,860)
Total net assets	98,071	5,246	103,317