

Charity registration number: 1198922

London Nightline

Annual Report and Financial Statements
for the Year Ended 30 June 2025

London Nightline

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London Nightline

Reference and Administrative Details

Chair	Mr B Collins
Trustees	Mr B Collins Ms S Allchin Ms J E A Curry Ms G D R Fisher Mr E T Gathercole Mr L P Haines Mr A Ramsamy Ms J H Smith Mr D De Souza
Director	Ms J Easton
Coordinator	Ms Eve Carcas
Charity Registration Number	1198922
Principal Office	PO Box 75974 London E1W 9QT
Independent Examiner	KM Chartered Accountants 1st Floor, Block C The Wharf Manchester Road Burnley Lancashire BB11 1JG

London Nightline

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 30 June 2025.

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. Having moved from being an unincorporated charity (charity number 1015744) into a Charitable Incorporated Organisation, or CIO (charity number 1198922), this financial year 24-25 was the first academic year that London Nightline enjoyed the full benefit of this more modern and appropriate constitutional foundation for our work.

The charity is administered by a management committee comprising the trustees, with meetings 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.

The Nightline Association (NLA) - the membership body for Nightlines across the UK - announced its closure this year, and stopped operating in June 2025. We were saddened by this announcement and thankful for the NLA's contributions over the years. As an independent charity with our own trustee board and income streams, we were keen to ensure that our supporters were aware that London Nightline would continue to exist for students across the capital. We updated our systems, communicated with stakeholders and began a new accreditation initiative with the Helplines Partnership to ensure London Nightline remains resilient and ready to support students for years to come.

We were delighted to welcome Darren de Souza as a new trustee this year, bringing a wealth of knowledge and experience to the board. Darren is the Senior Policy Officer at London Higher, the membership organisation for universities and higher education institutions across the capital.

We have received ongoing pro-bono legal support from Travers Smith. We continue to be very grateful for their time and expertise.

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 9 months' running costs, to reflect the aims of the service, the primary of which is supporting students throughout the academic year.

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.

London Nightline

Trustees' Report (continued)

Achievements and Performance in 2024-25

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. 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.

Over the past two years, the percentage of calls, instant messages and emails discussing mental health has risen by 11%. Conversations about mental health made up 27% of calls in 23-24, whereas in 24-25 this figure rose to 33%. This year we spoke to 75 students about self-harm and suicidal thoughts. Calls about interpersonal relationships also rose from 24% to 33%, with many students getting in touch to talk about challenges concerning their partners, family, friends, and flatmates. Academic stress remains significant: discussed in 14% of calls it remained the third most prominent call topic.

Our conversations with students are non-directive and we do not enforce a time limit, ensuring that students feel comfortable to speak for as long as they need to. In 24-25 our phone calls lasted an average of 28 minutes and our instant messages for 53 minutes.

With the closure of the Nightline Association and to ensure quality assurance of London Nightline’s work, we decided to invest in obtaining accreditation for our service. In May we embarked on the journey to achieving the Helplines Standard, an award that defines and certifies best practice in helpline work. It provides an independent benchmark that makes sure helplines operate safely, consistently, and in ways that meet the needs of their users. Our assessment and evidence are to be submitted and reviewed by the Helplines Partnership in the 25-26 academic year.

A service run by student volunteers

Our helpline continues to be run exclusively by highly trained student volunteers, who understand that student life isn’t always easy. In groups of 2-4, they complete night shifts between 6pm-8am during term time.

This year, our October and February intakes of new student volunteers brought the team to 87 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.

This year’s executive committee of experienced student volunteers were engaged in a variety of areas around service delivery, from supporting volunteers after challenging calls to putting on socials and an end-of-year awards night.

We attended 24 events at universities, student unions and halls of residences across the year – from freshers’ fairs to mental health awareness sessions – to maximise engagement and awareness amongst students across London.

London Nightline

Trustees' Report (continued)

We were delighted to celebrate one of our volunteers, Syeda, who was awarded Volunteer of the Year 2025 by Queen Mary Students' Union.

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. This academic 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.

In November our Director spoke to university staff at the London Higher Mental Health and Wellbeing Network, about current trends in call topics and wider collaboration across the sector.

In March our Coordinator, Eve, was invited to speak as part of the London screening of the short film *Contact Hours*. The filmmakers behind *Contact Hours* sought to raise awareness of the ripple effect of student suicide; affecting so many, but often not addressed until it's too late. Eve discussed the power of student volunteering as a protective factor and source of wellbeing support, the anonymity and confidentiality that sets Nightline apart to fight taboos, and gave some tools we can all use to have confident conversations around mental health and suicide.

More widely than London, we were part of launching a new report on student mental health in Europe as part of Nightline Europe, *Learning the Lessons*. The first of its kind as a deep-dive into student mental health, it provided insights from almost 15,000 anonymous calls and messages from students in 2023-24.

We also brought together a new partnership of charities working within the London suicide prevention eco-system to offer wider support to the staff and volunteers at the heart of this work – details below.

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 been built upon to provide longer-term stability to the charity and its service aims.

Foremost among these milestones is the establishment of a new partnership designed to reduce suicides across London. This initiative collaborates with other London charities who each have a focus on suicide prevention – CB Plus, Amparo, New Citizens Gateway, and Grassroots Suicide Prevention – and was successful in being awarded City Bridge Foundation's strategic suicide funding for the next 7 years. Now known as the Stay Project, the funding will enable London Nightline to leverage our expertise to deliver a training programme and share best practices with university staff across London, enhancing support for student mental health and reducing staff burnout. We look forward to delivering our first session in the forthcoming academic year.

We were very grateful for the continuation of the City Bridge Foundation's core costs grant, which supported many of our charitable activities this year. Additional funding successes included securing grants from the Hollick Family Foundation, the Albert Hunt Trust, and the De La Rue Foundation. Huge thanks to these generous supporters.

We built on learnings from last year to expand our fundraising activities and events, solidifying them as a core income stream. This included increasing the number of runners in the Hackney Half to 15, raising over £6,000. Plus, a new Christmas singalong event and a larger-scale pub quiz brought in more than £2,000.

London Nightline

Trustees' Report (continued)

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 £3,158 surplus, demonstrating our continued efforts to minimise running costs whilst delivering on what we promise; namely, a service for students.

As we look ahead to London Nightline's 55th anniversary, we have agreed to invest some of our resources into undertaking an impact report to better evaluate our work. We also look to put some towards an office relocation in the next academic year - a strategic move to reduce our outgoings for longer term financial stability as well as providing our team with an accessible base.

The annual report was approved by the trustees of the charity on 28 April 2026 and signed on its behalf by:

.....
Mr B Collins
Chair and trustee

.....
Ms J E A Curry
Trustee

London Nightline

Statement of Trustees' Responsibilities

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

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 28 April 2026 and signed on its behalf by:

.....
Mr B Collins
Chair and trustee

.....
Ms J E A Curry
Trustee

London Nightline

Independent Examiner's Report to the trustees of London Nightline

I report to the trustees on my examination of the accounts of London Nightline for the year ended 30 June 2025.

Responsibilities and basis of report

As the charity trustees of London Nightline 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 London Nightline 's accounts carried out under section 145 of the 2011 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 material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of London Nightline as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



.....
Mark Heaton FCCA FCIE DChA
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Manchester Road
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BB11 1JG

28 April 2026

London Nightline

Statement of Financial Activities for the Year Ended 30 June 2025

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:							
Donations and legacies	2	697	-	697	1,526	-	1,526
Charitable activities	3	83,194	50,000	133,194	99,495	37,500	136,995
Other trading activities	4	8,104	-	8,104	5,303	-	5,303
Investment income	5	794	-	794	1,230	-	1,230
Other income	6	695	-	695	888	-	888
Total income		<u>93,484</u>	<u>50,000</u>	<u>143,484</u>	<u>108,442</u>	<u>37,500</u>	<u>145,942</u>
Expenditure on:							
Charitable activities	7	<u>(78,042)</u>	<u>(62,284)</u>	<u>(140,326)</u>	<u>(110,287)</u>	<u>(32,254)</u>	<u>(142,541)</u>
Total expenditure		<u>(78,042)</u>	<u>(62,284)</u>	<u>(140,326)</u>	<u>(110,287)</u>	<u>(32,254)</u>	<u>(142,541)</u>
Net income/(expenditure)		15,442	(12,284)	3,158	(1,845)	5,246	3,401
Gross transfers between funds		<u>(7,038)</u>	<u>7,038</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net movement in funds		8,404	(5,246)	3,158	(1,845)	5,246	3,401
Reconciliation of funds							
Total funds brought forward		<u>98,071</u>	<u>5,246</u>	<u>103,317</u>	<u>99,916</u>	<u>-</u>	<u>99,916</u>
Total funds carried forward	15	<u><u>106,475</u></u>	<u><u>-</u></u>	<u><u>106,475</u></u>	<u><u>98,071</u></u>	<u><u>5,246</u></u>	<u><u>103,317</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 15.

The notes on pages 10 to 16 form an integral part of these financial statements.

London Nightline

(Registration number: 1198922) Balance Sheet as at 30 June 2025

	Note	2025 £	2024 £
Current assets			
Debtors	13	26,458	17,447
Cash at bank and in hand		<u>85,142</u>	<u>99,730</u>
		111,600	117,177
Creditors: Amounts falling due within one year	14	<u>(5,125)</u>	<u>(13,860)</u>
Net assets		<u>106,475</u>	<u>103,317</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		-	5,246
Unrestricted income funds			
Unrestricted funds		<u>106,475</u>	<u>98,071</u>
Total funds	15	<u>106,475</u>	<u>103,317</u>

The financial statements on pages 8 to 16 were approved by the trustees, and authorised for issue on 28 April 2026 and signed on their behalf by:

.....
Mr B Collins
Chair and trustee

London Nightline

Notes to the Financial Statements for the Year Ended 30 June 2025

1 Accounting policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

London Nightline meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income

Investment income comprises interest earned from bank accounts. Interest is recognised when receipt is probable and the amount receivable can be measured reliably.

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.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

London Nightline

Notes to the Financial Statements for the Year Ended 30 June 2025 (continued)

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including independent examination, strategic management and trustees meetings and reimbursed expenses.

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.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

London Nightline

Notes to the Financial Statements for the Year Ended 30 June 2025 (continued)

2 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations	697	697	1,526
	<u>697</u>	<u>697</u>	<u>1,526</u>

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Affiliation fees	71,694	-	71,694	88,995
Grants receivable	11,500	50,000	61,500	48,000
	<u>83,194</u>	<u>50,000</u>	<u>133,194</u>	<u>136,995</u>

4 Income from other trading activities

	Unrestricted funds General £	Total funds £	Total 2024 £
Fundraising events	8,104	8,104	5,303
	<u>8,104</u>	<u>8,104</u>	<u>5,303</u>

5 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable on bank deposits	794	794	1,230
	<u>794</u>	<u>794</u>	<u>1,230</u>

6 Other income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Other income	695	695	888
	<u>695</u>	<u>695</u>	<u>888</u>

London Nightline

Notes to the Financial Statements for the Year Ended 30 June 2025 (continued)

7 Expenditure on charitable activities

		Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
	Note				
Helpline and other online support		54,432	-	54,432	54,404
Management and administration		1,321	-	1,321	7,228
Staff costs	10	21,269	62,284	83,553	79,889
Governance costs	8	1,020	-	1,020	1,020
		<u>78,042</u>	<u>62,284</u>	<u>140,326</u>	<u>142,541</u>

8 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Examination of the financial statements	<u>1,020</u>	<u>1,020</u>	<u>1,020</u>
	<u>1,020</u>	<u>1,020</u>	<u>1,020</u>

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

London Nightline

Notes to the Financial Statements for the Year Ended 30 June 2025 (continued)

10 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	78,672	74,806
Social security costs	2,521	2,366
Pension costs	2,360	2,717
	<u>83,553</u>	<u>79,889</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2025 No	2024 No
Charitable activities	<u>2</u>	<u>2</u>

No employee received emoluments of more than £60,000 during the year

11 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	<u>1,020</u>	<u>1,020</u>

12 Taxation

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

13 Debtors

	2025 £	2024 £
Trade debtors	200	500
Prepayments	13,358	4,047
Other debtors	<u>12,900</u>	<u>12,900</u>
	<u>26,458</u>	<u>17,447</u>

London Nightline

Notes to the Financial Statements for the Year Ended 30 June 2025 (continued)

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	1,294	2,847
Other creditors	1,173	7,011
Accruals	2,224	4,002
Deferred income	434	-
	<u>5,125</u>	<u>13,860</u>

15 Funds

	Balance at 1 July 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2025 £
Unrestricted funds					
General	98,071	93,484	(78,042)	(7,038)	106,475
Restricted funds					
City Bridge Foundation	<u>5,246</u>	<u>50,000</u>	<u>(62,284)</u>	<u>7,038</u>	<u>-</u>
Total funds	<u>103,317</u>	<u>143,484</u>	<u>(140,326)</u>	<u>-</u>	<u>106,475</u>

A temporary transfer has been made to address the deficit on the City Bridge Foundation Fund. The deficit arose due to the timing of income, as the donor had committed to providing additional funding which was received after the year end.

	Balance at 1 July 2023 £	Incoming resources £	Resources expended £	Balance at 30 June 2024 £
Unrestricted funds				
General	99,916	108,442	(110,287)	98,071
Restricted funds	<u>-</u>	<u>37,500</u>	<u>(32,254)</u>	<u>5,246</u>
Total funds	<u>99,916</u>	<u>145,942</u>	<u>(142,541)</u>	<u>103,317</u>

London Nightline

Notes to the Financial Statements for the Year Ended 30 June 2025 (continued)

16 Analysis of net assets between funds

	Unrestricted funds General £	Total funds at 30 June 2025 £
Current assets	111,600	111,600
Current liabilities	<u>(5,125)</u>	<u>(5,125)</u>
Total net assets	<u><u>106,475</u></u>	<u><u>106,475</u></u>

	Unrestricted funds General £	Restricted funds £	Total funds at 30 June 2024 £
Current assets	111,931	5,246	117,177
Current liabilities	<u>(13,860)</u>	<u>-</u>	<u>(13,860)</u>
Total net assets	<u><u>98,071</u></u>	<u><u>5,246</u></u>	<u><u>103,317</u></u>

17 Related party transactions

There were no related party transactions in the year.