

KEEP TALKING SERVICES

England & Wales · Charity number 1200275

Details

Status Registered

Legal form CIO

Registered 2022-09-05

Register [View on the Charity Commission register](#)

Contact

Address Keep Talking Services
118A High Street
Herne Bay
Kent
CT6 5JY

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Website www.keeptalkingservices.com

Activities

Objects: For the public benefit, the relief of those who are experiencing either or a combination of ill health and or poor mental health, and have become socially isolated as a result, particularly but not exclusively in Kent, through the provision of support, signposting, and befriending services.

Activities: The provision of telephone befriending to sufferers of loneliness and or ill health.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities

Geography

- Kent

Finances

Period end	Income	Expenditure	Assets	Employees
2025-04-30	£113,257	£76,010	-	-
2024-04-30	£62,418	£33,650	-	-
2023-04-30	£29,310	£22,857	-	-

Trustees

Name	Role	Appointed
Catherine Bernal	Chair	2022-10-31
Charlotte Simpson		2025-09-29
Jennifer Sutton		2026-01-07
Leigh Saunders		2022-06-10

KEEP TALKING SERVICES

England & Wales - Charity number 1200275

Accounts

**KEEP TALKING SERVICES
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 APRIL 2025**

Beresfords
Chartered Certified Accountants
1-2 Rhodium Point
Spindle Close
Hawkinge, Folkestone
Kent
CT18 7TQ

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**Keep Talking Services
Reference and Administrative Details
For The Year Ended 30 April 2025**

Trustees	Ms C Bernal - Chair Mr L Saunders Mr T Tsangarides
Charity Number	1200275
Principal Address	153a Mortimer Street Herne Bay Kent CT6 5HA
Business	153a Mortimer Street Herne Bay Kent CT6 5HA
Independent Examiner	Daniel Payne FCCA Beresfords Chartered Certified Accountants 1-2 Rhodium Point Spindle Close Hawkinge, Folkestone Kent CT18 7TQ

Keep Talking Services

Trustees' Report For The Year Ended 30 April 2025

The trustees present their report and the financial statements for the year ended 30 April 2025.

Objectives and Activities

Aims and Objectives

The charity's objects are for the public benefit, the relief of those who are experiencing ill health or poor mental health and who have become socially isolated as a result, particularly but not exclusively in Kent, through the provision of support, signposting, and befriending services.

Public Benefit

Keep Talking Services provides a free telephone befriending service supporting individuals across Kent and Medway who are experiencing loneliness or mental health challenges. The charity recruits and trains student volunteers from health and social care disciplines to deliver weekly support calls, providing companionship, empathy, and early intervention. These activities directly advance the charity's purpose of reducing social isolation and improving wellbeing.

The trustees confirm that they have complied with the requirements of Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

Contribution Made by Volunteers

Keep Talking Services' activities are delivered almost entirely through the dedication and commitment of its volunteer team. The charity operates a structured volunteer programme that engages health and social care students from universities and colleges across the UK, providing them with training, supervision, and practical experience in supporting individuals experiencing loneliness and mental ill health.

During the reporting period, student volunteers collectively contributed several thousand hours of direct befriending support and associated activities, forming the core of the charity's service provision. Their contribution not only enables the charity to operate cost-effectively but also ensures that clients receive compassionate, consistent, and person-centred support.

The trustees wish to record their sincere appreciation to all volunteers for their professionalism, reliability, and the meaningful difference they make in the lives of our beneficiaries.

Achievements and Performance

Main Achievements

Keep Talking Services continues to provide vital telephone befriending support to clients across Kent and Medway. We remain deeply committed to involving health and social care students as volunteers—giving them meaningful opportunities to better understand mental illness while offering comfort and companionship to individuals facing loneliness.

This financial year marked a milestone for Keep Talking Services as we became a multi-award-winning organisation. We were proud to be named Kent's Start-up of the Year 2024, while our founder and operations manager received the Service Delivery of the Year award at the Kent Wellbeing Awards. In addition, they were recognised nationally, placing as runner-up for UK Mental Health Campaigner of the Year by Rethink Mental Illness.

Below are some key operational statistics from Keep Talking Services for the financial year:

Operations

- A total of 7321 telephone calls were made to community members, amounting to approximately 3081 hours of befriending.
- The average call length decreased to 32 minutes from last year, which was 35 minutes
- Of these calls, 392 went unanswered.
- In 764 calls, concerns were identified and appropriately addressed by Keep Talking Services management.
- On average, Keep Talking Services were making 608 calls per month.

Client information

This year, Keep Talking Services welcomed 187 new clients to the charity. The average age of clients was 55, marking a slight decrease from the previous year—a shift that reflects a growing number of referrals from younger adults seeking support with their current challenges.

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Keep Talking Services Trustees' Report (continued) For The Year Ended 30 April 2025

Main Achievements - continued

Of all new referrals, 67% identified as female and 33% as male, continuing to highlight the diverse needs across our community.

Social prescribing continues to be the most common referral source for Keep Talking Services. However, we have seen a notable rise in referrals from NHS services and our local authority, reflecting growing recognition of the value we provide.

We now receive referrals from 18 different providers across Kent and Medway, including local charities and community organisations that trust us to support their clients with compassionate and consistent care.

In terms of location, Herne Bay, Whitstable, and Canterbury remain our most frequent sources of referrals. However, this year we've experienced a sharp increase in referrals from the Medway area, signaling our expanding reach.

Overall, Keep Talking Services now receives referrals from 29 different areas across Kent and Medway, highlighting our growing presence and the increasing demand for our support services throughout the region.

When looking at diagnoses, Depression remains the most common primary mental health condition among our referrals, followed by Anxiety and Personality Disorder. Notably, 20% of clients had no confirmed mental health diagnosis at the time of referral, underscoring the importance of accessible early intervention and support.

Of all referrals:

- 45% of clients reported experiencing suicidal ideation
- 18% disclosed thoughts of or active engagement in deliberate self-harm
- 11% expressed a fear of leaving their homes (agoraphobia or similar symptoms)

In addition, 8% of clients have a confirmed diagnosis of ADHD or Autism Spectrum Disorder (ASD), while 3% have identified learning disabilities, reflecting the diverse and complex needs of those we support.

Testimonials from clients:

"Keep talking services has been a fundamental part of my life providing both solidarity in community as well as a safe space to communicate my problems and needs within life, they are amazing at remembering key factors of your life, in both support, advice and a place to openly talk about your problems and concerns, while also providing an uplifting safe space on your good days to celebrate your achievements, through highs and lows, keep talking services provides a personalised and caring experience that really makes the difference both emotionally and structurally, they are an amazing team that are rich in passion, care, confidentiality and community"

"I want to tell you that when I was at my lowest, suicidal and could see no light at the end of the tunnel and felt so alone, unable to get any help with my mental illness, you reached out. You phoned me, letting me know I was not alone. You will never know how much this helped me and I thank you both from the bottom of my heart."

"Not only do we have a lovely chat every week, but she listens to me and sometimes just knowing there is someone there is a wonderful thing"

Service Discharges

Over the course of the year, 95 clients were discharged from Keep Talking Services, with many of these being referrals carried over from the previous financial year. The most common reason for discharge continues to be clients not answering their scheduled calls, despite multiple attempts at engagement.

It's also important to note that 36 of the 187 new referrals did not progress beyond the referral stage, either due to withdrawal, non-response, or other eligibility-related factors.

Our Volunteers

Keep Talking Services proudly operates with a volunteer team made up exclusively of health and social care students, offering them valuable real-world experience. This model not only helps volunteers build strong communication and empathy skills but also provides meaningful social interaction for clients who are experiencing loneliness.

In this financial year, 118 student volunteers joined our service. Of these, 90% identified as female and 10% as male, with the average age being 24. Second-year students were the most represented group, reflecting our strong partnerships with local colleges and universities.

Testimonials

"I think my first call was a couple years ago; I was incredibly nervous about it since I'm not exactly an extroverted person and phone calls normally make me very nervous. However, the team behind Keep Talking always rooted me on and made me feel at ease about the call. Since then, I have gained a new friend in my client, we have both helped each other with loneliness, and every personal achievement she makes warms my heart to know that I helped in the slightest."

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Keep Talking Services Trustees' Report (continued) For The Year Ended 30 April 2025

Main Achievements - continued

"The experience at this charity has massively improved my communication skills, while also giving me an outlet to help others. This experience is something I will take with me for whatever I do next in life."

Psychology remains by far our most common field of study among volunteers. In total, students from 14 different fields of study joined our services.

"It is clear to me that everyone at KTS are doing an amazing job and it is so lovely to be able to be part of a team that do such amazing work for the community!"

"I have absolutely loved my time at KTS so far! The whole team have been so supportive, welcoming and so friendly! It's been such a privilege to get to know my client and being the person he opens up to about how he is feeling. I cannot talk highly enough of Alex, he continually supports me while working with my client and provides such positive feedback to myself which really has boosted my confidence."

Keep Talking Services now welcomes student volunteers from 19 different universities across the UK, demonstrating the growing appeal and reach of our programme. The University of Kent remains our largest source of recruits, while this year saw a notable increase in student participation from the University of Portsmouth, reflecting our expanding national presence and reputation within the academic community.

Conclusion

This financial year, Keep Talking Services has experienced remarkable growth and deepened its impact across Kent and Medway. Our telephone befriending support increased substantially, with a 50.27% rise in total calls made, reflecting growing demand for our service. Alongside this, our average monthly call volume rose by 49.75%, further highlighting our consistent engagement with clients throughout the year.

We saw a significant 88.89% increase in referrals, with a particularly sharp rise from the Medway area. Our footprint now spans 29 different locations—an increase of 7 from last year—demonstrating the growing recognition and trust in our services across the region. Additionally, referrals from NHS services and local authorities have expanded, showing strengthened partnerships and increased reliance on our work.

This year, we welcomed 118 new student volunteers, doubling last year's intake and marking a 100% increase in student applications. The involvement of five new universities has broadened our reach nationally, with more students stepping forward to champion mental health and support lonely individuals.

In terms of client demographics, we observed a 7% increase in male clients supported, alongside a 3% rise in those with ADHD or ASD, reflecting a broader spectrum of individuals accessing our service.

The compassion, dedication, and resilience of our volunteers continue to form the foundation of Keep Talking Services. Their commitment has enabled us to make a tangible difference in the lives of those experiencing isolation and mental health struggles.

As we move into the next financial year, we remain dedicated to expanding our reach, supporting more individuals, and creating a network of care that empowers both our clients and volunteers. With the growing momentum behind our mission, Keep Talking Services is poised to continue transforming lives, one call at a time.

Financial Review

Financial Position

The charity has made a surplus on both unrestricted funds (£31,582) and restricted funds (£5,665).

Unrestricted reserves at the end of the year were £37,248 and restricted reserves were £35,219.

Reserves Policy

1. Introduction

This Reserves Policy outlines the principles and guidelines for holding reserves at Keep Talking Services, a charitable organisation committed to promoting mental health and providing support to individuals experiencing emotional distress. The objective of this policy is to establish responsible financial practices that ensure the long-term stability, sustainability, and effectiveness of the organisation.

2. Purpose of Reserves

Reserves are funds set aside by Keep Talking Services to achieve the following purposes:

- a. Financial Stability: Maintaining adequate reserves to cover short-term fluctuations in revenue and expenses, ensuring the organisation's ability to meet its operational needs.
- b. Program Continuity: Designating specific reserves to support the continuity of critical mental health programs and initiatives, especially during periods of uncertain or irregular funding.

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Keep Talking Services Trustees' Report (continued) For The Year Ended 30 April 2025

Reserves Policy - continued

c. Risk Management: Building reserves to manage potential risks and unforeseen circumstances that may impact the organisation's operations and financial stability.

3. Types of Reserves

Keep Talking Services will maintain the following types of reserves:

- a. Operating Reserves: These reserves will be held to cover short-term cash flow fluctuations and unforeseen expenses, equivalent to at least three months of the organisation's average operating expenses.
- b. Programmatic Reserves: These reserves will be allocated to support the continuation of essential mental health programs and services, ensuring their uninterrupted operation even during uncertain funding periods.

4. Determining Reserve Levels

The Board of Directors, in collaboration with the management team, will regularly assess and determine the appropriate levels of reserves for Keep Talking Services. The evaluation will take into account the following factors:

- a. Historical Financial Performance: Analysis of past revenue and expense patterns to identify potential risks and fluctuations.
- b. Operational Needs: Consideration of the organisation's operational requirements, including salaries, rent, utilities, and other essential expenses.
- c. Program Requirements: Evaluation of the financial needs of critical mental health programs to ensure their continuity and impact.
- d. Risk Assessment: Identification of potential risks and vulnerabilities that may require additional reserves for risk management.

5. Reserve Fund Management

- a. Responsible Oversight: The Board of Trustees, in collaboration with the management team, will be responsible for overseeing the management and allocation of reserves.
- b. Investment Policy: Keep Talking Services will have a clear investment policy for reserves that aims to balance safety, liquidity, and yield.
- c. Transparency and Accountability: Regular reporting on the status and utilisation of reserves will be provided to the Board, donors, and other stakeholders to ensure transparency and accountability.

6. Usage of Reserves

- a. Prudent Utilisation: Reserves will be utilised responsibly and only for their intended purposes, as outlined in this policy.
- b. Emergency Situations: Reserves may be utilised to address unforeseen emergencies or critical financial needs that may jeopardise the organisation's operations.

7. Review and Revision

This Reserves Policy will be reviewed periodically to assess its effectiveness and relevance. If necessary, the policy will be revised to adapt to changing circumstances and organisational needs.

Structure, Governance and Management

Governing Document

Keep Talking Services is governed by a Constitution of a Charitable Incorporated Organisation (CIO) – Foundation Model, originally adopted on 31 October 2022 and last amended on 3 June 2023. The constitution sets out the charitable objects, powers, and governance arrangements of the organisation in accordance with the Charities Act 2011.

Under the constitution, the charity is managed by a Board of Trustees who are also the charity's only voting members. Trustees are appointed by resolution of the existing Board for a standard term of three years, based on their relevant skills, knowledge, and experience. The minimum number of trustees is three and the maximum is twelve.

Trustee Selection Methods

Trustees are appointed in accordance with Clause 10 of the Constitution of Keep Talking Services CIO. All trustees are appointed by resolution of the existing Board for a standard term of three years and are eligible for reappointment upon completion of their term.

When selecting new trustees, the Board considers the skills, knowledge, and experience required to ensure the effective governance and administration of the charity. Appointments are made on the basis of merit, subject to eligibility requirements under the Charities Act 2011.

The CIO operates under the Foundation Model, meaning that the charity trustees are also the only voting members of the organisation. Trustees may also be removed or retire in accordance with Clause 12 of the constitution.

There are currently no external bodies or individuals entitled to appoint trustees. All appointments and resignations are recorded in the minutes of trustee meetings and reported to the Charity Commission as required.

**Keep Talking Services
Trustees' Report (continued)
For The Year Ended 30 April 2025**

Statement of Trustees' Responsibilities

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

The law applicable to charities in England and Wales 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 the financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgments and accounting estimates that are reasonable and prudent; 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 adequate accounting records which disclose with reasonable accuracy at anytime the financial position of the charity and to enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They 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 charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees' report was approved by the board of trustees and signed on its behalf by:



Ms C Bernal

Trustee

Date 29/10/2025

Keep Talking Services
Independent Examiner's Report to the Trustees of Keep Talking Services
For The Year Ended 30 April 2025

I report to the trustees on my examination of the accounts of Keep Talking Services (the Trust) for the year ended 30 April 2025.

Responsibilities and Basis of Report

As the charity trustees of the Trust 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 Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed 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 the Trust 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 applicable requirements concerning the form and contents 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.



Daniel Payne FCCA
Date **29/10/2025**
Beresfords
Chartered Certified Accountants
1-2 Rhodium Point
Spindle Close
Hawkinge, Folkestone
Kent
CT18 7TQ

**Keep Talking Services
Statement of Financial Activities
For The Year Ended 30 April 2025**

		Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	3	37,045	60,492	97,537	59,888
Other	4	15,720	-	15,720	2,530
		<u>52,765</u>	<u>60,492</u>	<u>113,257</u>	<u>62,418</u>
EXPENDITURE ON:					
Charitable activities	6	(21,183)	(54,827)	(76,010)	(33,650)
NET INCOME		31,582	5,665	37,247	28,768
NET MOVEMENT IN FUNDS		<u>31,582</u>	<u>5,665</u>	<u>37,247</u>	<u>28,768</u>
RECONCILIATION OF FUNDS:					
Total funds brought forward		5,666	29,554	35,220	6,452
TOTAL FUNDS CARRIED FORWARD	15	<u><u>37,248</u></u>	<u><u>35,219</u></u>	<u><u>72,467</u></u>	<u><u>35,220</u></u>

The notes on pages 11 to 15 form part of these financial statements.

Keep Talking Services
Comparative Statement of Financial Activities
For The Year Ended 30 April 2025

		Unrestricted funds	Restricted funds	2024 Total funds
	Notes	£	£	£
INCOME AND ENDOWMENTS FROM:				
Donations and legacies	3	18,017	41,871	59,888
Other	4	2,530	-	2,530
		<u>20,547</u>	<u>41,871</u>	<u>62,418</u>
EXPENDITURE ON:				
Charitable activities	6	(15,235)	(18,415)	(33,650)
NET INCOME		5,312	23,456	28,768
NET MOVEMENT IN FUNDS		<u>5,312</u>	<u>23,456</u>	<u>28,768</u>
RECONCILIATION OF FUNDS:				
Total funds brought forward		354	6,098	6,452
TOTAL FUNDS CARRIED FORWARD	15	<u><u>5,666</u></u>	<u><u>29,554</u></u>	<u><u>35,220</u></u>

The notes on pages 11 to 15 form part of these financial statements.

**Keep Talking Services
Statement of Financial Position
As At 30 April 2025**

		Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	Notes	£	£	£	£
FIXED ASSETS					
Tangible Assets	11	635	77	712	217
		<u>635</u>	<u>77</u>	<u>712</u>	<u>217</u>
CURRENT ASSETS					
Debtors	12	4,568	774	5,342	577
Cash at bank and in hand		33,673	34,367	68,040	35,026
		<u>38,241</u>	<u>35,141</u>	<u>73,382</u>	<u>35,603</u>
Creditors: Amounts Falling Due Within One Year	13	(1,628)	1	(1,627)	(600)
		<u>36,613</u>	<u>35,142</u>	<u>71,755</u>	<u>35,003</u>
NET CURRENT ASSETS (LIABILITIES)					
		<u>37,248</u>	<u>35,219</u>	<u>72,467</u>	<u>35,220</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>37,248</u>	<u>35,219</u>	<u>72,467</u>	<u>35,220</u>
NET ASSETS					
FUNDS OF THE CHARITY					
Restricted Funds				35,219	29,554
Unrestricted Funds				37,248	5,666
TOTAL FUNDS	15			<u>72,467</u>	<u>35,220</u>

On behalf of the board

C Bernal

Ms C Bernal

Trustee

Date 29/10/2025

The notes on pages 11 to 15 form part of these financial statements.

**Keep Talking Services
Notes to the Financial Statements
For The Year Ended 30 April 2025**

1. General Information

Keep Talking Services is a charitable incorporated organisation registered with the Charity Commission, registered charity number 1200275. The principal address is 153a Mortimer Street, Herne Bay, Kent, CT6 5HA.

2. Accounting Policies

2.1. Basis of Preparation of Financial Statements

The financial statements 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 Charities Act 2011.

The charity is a Public Benefit Entity as defined by FRS 102.

2.2. Incoming Resources

General

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and Legacies

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

Grants Receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

2.3. Resources Expended

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.

2.4. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures & Fittings	10 years straight line
Computer Equipment	5 years straight line

2.5. Cash and Cash Equivalents

Cash and cash equivalents are basic financial assets and include cash in hand and deposits held at call with banks, other short-term highly liquid investments that mature in no more than three months from the date of acquisition and are readily convertible to a known amount of cash with insignificant risk of change in value, and bank overdrafts.

3. Income from Donations and Legacies

	Unrestricted	Restricted	2025	2024
	funds	funds	Total	Total
	£	£	£	£
Donations and gifts	4,545	-	4,545	7,017
Grants	32,500	60,492	92,992	52,871
	<u>37,045</u>	<u>60,492</u>	<u>97,537</u>	<u>59,888</u>

Keep Talking Services
Notes to the Financial Statements (continued)
For The Year Ended 30 April 2025

4. Other Income

2025	2024
Unrestricted funds	Total funds
£	£
Rental and other income from property	-
Other income	2,530
15,720	2,530
15,720	2,530

5. Net Income/(Expenditure)

The net income is stated after charging/(crediting):

2025	2024
£	£
Depreciation of tangible fixed assets - owned	66
95	66
95	66

6. Analysis of Expenditure

	2025
	Support costs
	(see note 7)
	£
Keep Talking Services	76,010
	76,010
	2024
	Support costs
	(see note 7)
	£
Keep Talking Services	33,650
	33,650

7. Support Costs

	2025
	Keep Talking Services
	£
Employee costs	53,578
Premises expenses	6,462
General administration	15,215
Depreciation	95
Governance costs	660
	76,010
	76,010

Keep Talking Services
Notes to the Financial Statements (continued)
For The Year Ended 30 April 2025

	2024 Keep Talking Services £
Employee costs	24,650
Premises expenses	2,299
General administration	6,035
Depreciation	66
Governance costs	600
	33,650

8. Independent Examiner's Remuneration

	2025 £	2024 £
Independent examination of the financial statements	660	600
	660	600

9. Staff Costs

Staff costs were as follows:

	2025 £	2024 £
Wages and salaries	52,985	23,694
Social security costs	-	603
Other pension costs	78	-
	53,063	24,297

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000.

10. Average Number of Employees

Average number of employees during the year was: 2 (2024: 2)

11. Tangible Assets

	Fixtures & Fittings £	Computer Equipment £	Total £
Cost			
As at 1 May 2024	-	328	328
Additions	450	140	590
As at 30 April 2025	450	468	918
Depreciation			
As at 1 May 2024	-	111	111
Provided during the period	15	80	95
As at 30 April 2025	15	191	206
Net Book Value			
As at 30 April 2025	435	277	712
As at 1 May 2024	-	217	217

Keep Talking Services
Notes to the Financial Statements (continued)
For The Year Ended 30 April 2025

12. Debtors

	2025	2024
	£	£
Due within one year		
Other debtors	5,342	577
	5,342	577

13. Creditors: Amounts Falling Due Within One Year

	2025	2024
	£	£
Trade creditors	736	-
Other creditors	58	-
Taxation and social security	148	-
Accruals and deferred income	685	600
	1,627	600

14. Pension Commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

During the year the charge to the statement of financial activities in respect of defined contribution schemes was £78 (2024: £0).

At the statement of financial position date contributions of £NIL were due to the fund and are included in creditors.

15. Movement in Funds

	As at 1 May 2024	Income	Expenditure	As at 30 April 2025
	£	£	£	£
Unrestricted funds				
General:				
General unrestricted fund	5,666	52,765	(21,183)	37,248
Restricted funds				
Awards for All	14,620	-	(14,620)	-
Allen Lane Foundation	481	-	(404)	77
Colyer Fergusson Charitable Trust	162	15,000	(2,562)	12,600
Kent Community Foundation	4,684	6,000	(8,401)	2,283
Kent County Council	300	-	(300)	-
Garfield Weston	3,332	10,000	(3,492)	9,840
The Henry Smith Charitable Trust	5,975	-	(5,975)	-
Phillip and Connie Foundation	-	7,000	(7,000)	-
The Walker Construction Trust	-	1,242	(1,242)	-
Postcode Society Trust	-	20,000	(9,581)	10,419
Monkton Solicitors	-	1,250	(1,250)	-
Total restricted funds	29,554	60,492	(54,827)	35,219
Total funds	35,220	113,257	(76,010)	72,467

Keep Talking Services
Notes to the Financial Statements (continued)
For The Year Ended 30 April 2025

	As at 1 May 2023	Income	Expenditure	As at 30 April 2024
	£	£	£	£
Unrestricted funds				
General:				
General unrestricted fund	354	20,547	(15,235)	5,666
Restricted funds				
Awards for All	-	19,971	(5,352)	14,619
Allen Lane Foundation	619	-	(137)	482
Colyer Fergusson Charitable Trust	479	4,000	(4,317)	162
Kent Community Foundation	5,000	4,600	(4,916)	4,684
Kent County Council	-	300	-	300
Garfield Weston	-	5,000	(1,668)	3,332
The Henry Smith Charitable Trust	-	8,000	(2,025)	5,975
Total restricted funds	<u>6,098</u>	<u>41,871</u>	<u>(18,415)</u>	<u>29,554</u>
Total funds	<u><u>6,452</u></u>	<u><u>62,418</u></u>	<u><u>(33,650)</u></u>	<u><u>35,220</u></u>

16. Transactions with Trustees

None of the trustees received any remuneration or any other benefits from an employment with the charity or a related entity during the current or previous year.

No trustee expenses have been incurred.

17. Related Party Disclosures

There have been no related party transactions in the reporting period that require disclosure.

KEEP TALKING SERVICES

England & Wales - Charity number 1200275

Accounts

Charity registration number: 1200275

Keep Talking Services

Annual Report and Financial Statements

for the Year Ended 30 April 2024

Keep Talking Services

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Keep Talking Services

Reference and Administrative Details

Trustees	Ms C Bernal, Chairperson Mr LJ Saunders Mr T Tsangarides
Charity Registration Number	1200275
Principal Office	153a Mortimer Street Herne Bay Kent CT6 5HA
Independent Examiner	Beresfords Chartered Certified Accountants 1-2 Rhodium Point Spindle Close Hawkinge Folkestone Kent CT18 7TQ

Keep Talking Services

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 30 April 2024.

Objectives and activities

Objects and aims

For the public benefit, the relief of those who are experiencing either a combination of ill health and/or poor mental health, and have become socially isolated as a result particularly, but not exclusively, in Kent, through the provision of a befriending service.

Objectives, strategies and activities

Telephone befriending service and delivering training related to the promotion of mental health awareness and safeguarding.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

Keep Talking Services remains dedicated to providing telephone befriending to clients in the Kent and Medway area. We are committed to involving health and social care students as volunteers, offering them the chance to gain insight into mental illness while providing support and relief to those experiencing loneliness.

Here are some key statistics from Keep Talking Services' operations for this financial year:

Operations

A total of 4,872 telephone calls were made to community members, amounting to approximately 2,289 hours of befriending.

The average call length increased from 35 minutes last year to 47 minutes.

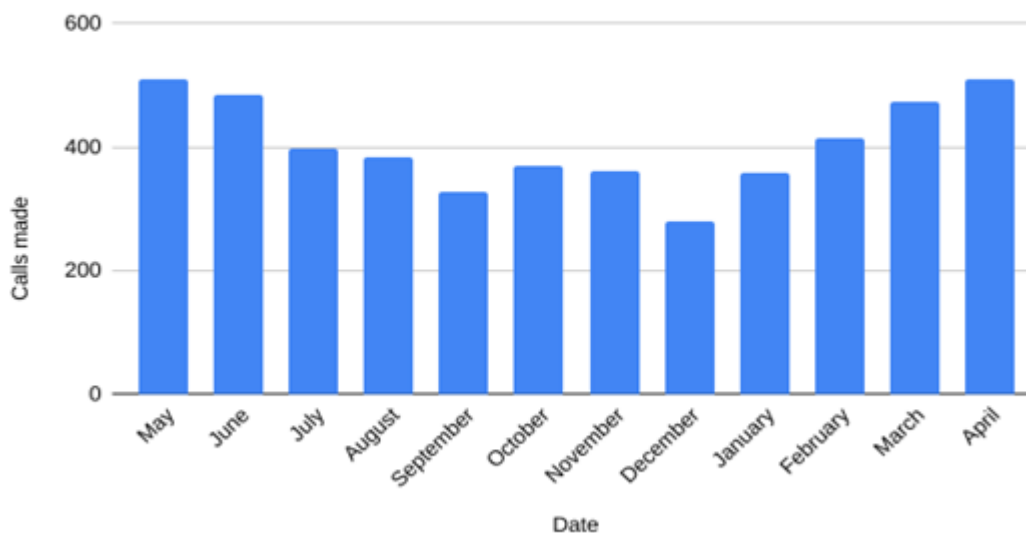
Of these calls, 234 went unanswered.

In 460 calls, concerns were identified and appropriately addressed by Keep Talking Services management.

On average Keep Talking Services were making 406 calls per month.

Keep Talking Services Trustees' Report (continued)

Calls made vs Date

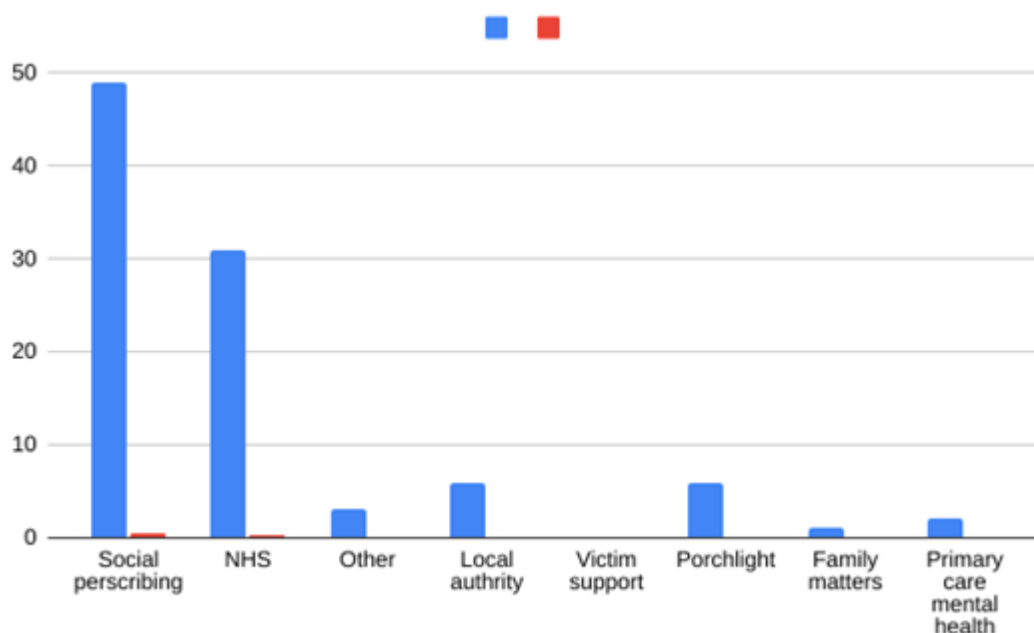


In terms of trends. It is noted calls began to reduce from July to September. This is understandable as many students return overseas halting the calls for a small period of time. Clients are still called on a monthly basis and if warranted weekly. December remains similar in a reduction of calls being a time of year where students return to their families. Keep Talking Services ensures that calls remain covered by management and non student volunteers within the service.

Client information

Keep Talking Services welcomed 99 new clients into the charity this year. The average age of these clients is 57, reflecting a decrease from the previous year. We have observed an increase in referrals from younger adults seeking support for their current situations. Of the total referrals, 74% identify as female and 26% identify as male.

Keep Talking Services Trustees' Report (continued)



Of those referrals, social prescribing remains the most common source. However, there has been a significant increase in referrals from NHS services. By NHS services we are referring to secondary mental health services (Community mental health teams and community mental health teams for older persons). Keep Talking Services now receives referrals from 17 different providers across Kent and Medway, including local charities and other organisations eager to utilise our support services for their clients.

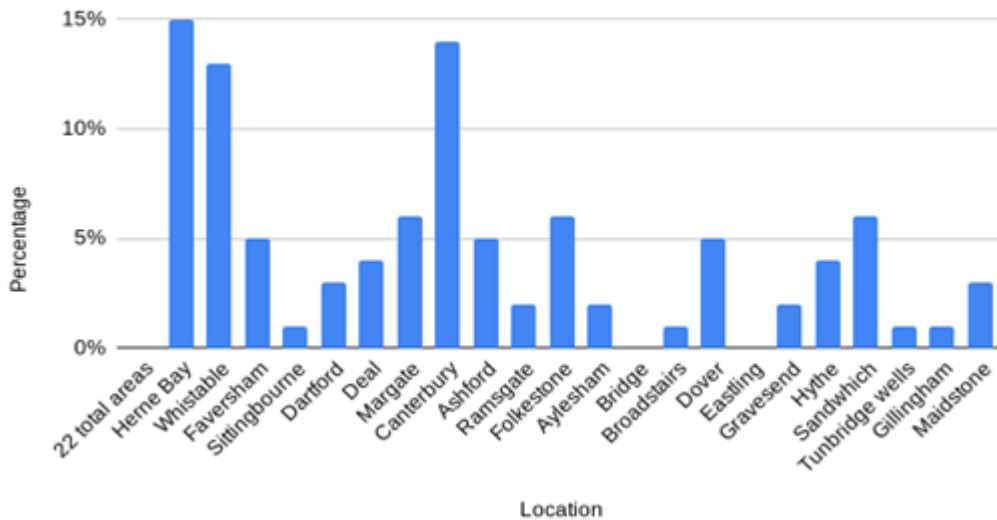
Provider feedback

“In the year that I have known Alex and his team at Keep Talking services, I cannot thank them enough for the continued support they have offered me but more importantly to my patients. “

“South East Kent Home treatment team have been referring to your service and feel it is vital and a lifeline to some of our clients. A lot of clients feel socially isolated which exacerbates their mental health difficulties. Through your service some of our clients now have regular contact, which has reduced them entering a crisis period leading on to them having to have input from our service. Feedback from them has been really positive and the referral process is efficient and easy. We as a team appreciate Keep talking service and thank you for ALL you and your team's hard work.

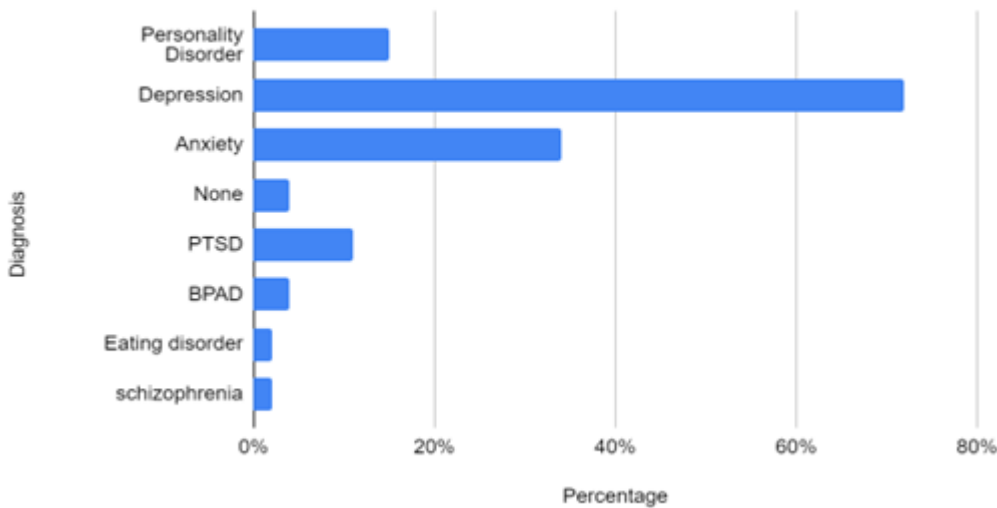
Keep Talking Services Trustees' Report (continued)

Percentage vs Location



Regarding location, the majority of referrals come from Herne Bay, followed by Canterbury and Whitstable. Currently, there are 22 areas within Kent and Medway that actively refer clients to our service.

Diagnosis



In terms of diagnosis, Depression remains the most common primary mental health diagnosis, followed by Anxiety and then Personality Disorder.

Of these referrals, 79% of clients have suicidal ideations, and 14% have thoughts of or actively engage in deliberate self-harm. Additionally, 14% of clients have identified a fear of leaving their homes.

Keep Talking Services

Trustees' Report (continued)

Furthermore, 5% of clients referred have a confirmed diagnosis of ADHD or ASD, and another 5% have learning disabilities. It was noted that of all referrals 4% of referrals did not have any confirmed mental health diagnosis but were identified as being lonely. Though Keep Talking Services remains to proudly support individuals suffering with mental health conditions this service is inclusive to individuals over the age of 18

Testimonials from clients:

"Your kindness and thoughtfulness has warmed my heart, I've never had anyone show such kindness. Thank you so very much. There's no lonely place when you are alone with your thoughts and lose your mind but your calls really did make me realise I wasn't alone. Yes I had my husband here and my son would come and stay but it's very hard to realise that when you can't make sense of it yourself."

"I want to tell you that when I was at my lowest, suicidal and could see no light at the end of the tunnel and felt so alone, unable to get any help with my mental illness, you reached out. You phoned me, letting me know I was not alone. You will never know how much this helped me and I thank you both from the bottom of my heart."

"Not only do we have a lovely chat every week, but she listens to me and sometimes just knowing there is someone there is a wonderful thing"

"I am very happy with my calls I feel that she really listens to me and cares"

"I feel that the service is working and I am happy with it"

"I spend a lot of my time phoning neighbours asking if they are okay, it's nice to have someone calling me and asking me if I am okay"

"The calls keep me going"

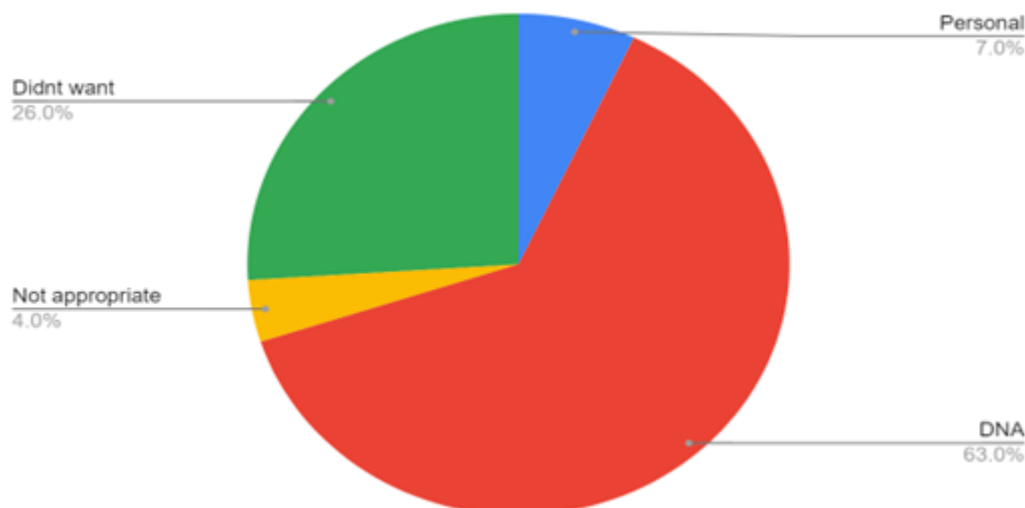
"I am so glad they found me, I could talk to my student for hours, she reminds me of me 20 years ago"

"I don't know where I would be without Keep Talking Services"

"When I first joined Keep Talking Services, I hadn't left the house in a long time, I wasn't coping and I had lost trust in others, I have been speaking with Keep Talking Services for over 1 year now. I am able to leave the house to do my shopping, Keep Talking Services are supporting me in looking into voluntary work and I finally am beginning to trust service again and its all thanks to Keep Talking Services"

Keep Talking Services Trustees' Report (continued)

Reasons for disengagement.



In total, 46 clients were discharged from our service, with many being referrals from the previous financial year. The most common reason for discharge remains clients not answering the phone.

It is important to note that out of the 26% of clients that did not want to engage 83% had expressed this during the referral stage.

Our Volunteers

Keep Talking Services exclusively uses health and social care students as volunteer befrienders. This provides students with an opportunity to develop their communication skills and increase their mental health awareness, while also offering social interactions to clients identified as feeling lonely.

During this financial year, 59 students joined our service. Of these, 96% identified as female and 4% as male. The average age of our volunteers has decreased from 26 to 24. Third-year students were the most common among those who joined.

Testimonials from our student volunteers

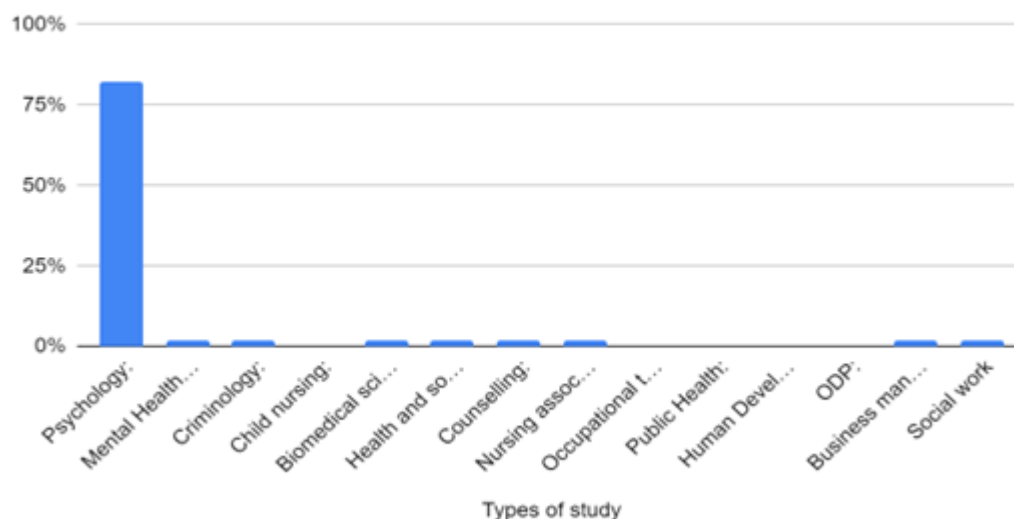
“My own self development in a professional context has been stretched to a place I didn't think this service would take me. It has helped me to build a professional rapport with individuals in an environment that they feel safe and comfortable with.”

“It may sound cheesy, but this service has the capacity to change the lives of individuals just through open lines of communication. Even though I am not a mental health nursing student, I can directly see the mental health problems that emerge from being isolated and lonely.”

Keep Talking Services

Trustees' Report (continued)

Types of study for students



Psychology remains by far our most common field of study among volunteers. In total, students from 14 different fields of study joined our services. Keep Talking Services is now receiving students from 15 different universities across the UK. The University of Kent continues to be our most significant source of recruits.

Conclusion

This financial year, Keep Talking Services has made significant strides in providing essential telephone befriending support to the Kent and Medway communities. Our dedicated efforts are reflected in the substantial increase in the average call length and the number of concerns addressed. We have successfully welcomed new clients, with a noticeable shift towards younger adults seeking support.

Our robust referral network has expanded, with a notable rise in referrals from NHS services and diverse providers across the region. The majority of our clients continue to come from Herne Bay, Canterbury, and Whitstable, emphasising the widespread need for our services.

The commitment of our health and social care student volunteers has been invaluable. Their participation not only enhances their professional skills but also enriches the lives of our clients, many of whom face severe mental health challenges and social isolation. The involvement of students from 15 different universities, particularly the University of Kent, underscores the broad support and recognition our service has garnered.

As we look forward, Keep Talking Services remains committed to expanding our reach and impact. We will continue to build on our successes, addressing the mental health needs of our community with compassion and dedication.

Financial review

Policy on reserves

The trustees, in collaboration with the management team, will regularly assess and determine the appropriate levels of reserves.

Keep Talking Services
Trustees' Report (continued)

Structure, governance and management

Nature of governing document

The charity is registered as a Charitable Incorporated Organisation and is governed by its constitution adopted on 5th September 2022.

Recruitment and appointment of trustees

Trustees are appointed after consideration by the current board of trustees.

The annual report was approved by the trustees of the charity on 15/07/24 and signed on its behalf by:

Catherine Bernal
.....

Ms C Bernal
Trustee

Keep Talking Services

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 ~~15/07/24~~ and signed on its behalf by:

Catherine Bernal
Catherine Bernal (Jul 15, 2024 13:20 GMT+1).....

Ms C Bernal
Trustee

Keep Talking Services

Independent Examiner's Report to the trustees of Keep Talking Services

I report to the trustees on my examination of the accounts of Keep Talking Services for the year ended 30 April 2024.

Responsibilities and basis of report

As the charity trustees of Keep Talking Services 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 Keep Talking Services'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 Keep Talking Services 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.



.....
Daniel Payne FCCA
Beresfords
Chartered Certified Accountants
1-2 Rhodium Point
Spindle Close
Hawkinge
Folkestone
Kent
CT18 7TQ

15/07/24

Date:.....

Keep Talking Services

Statement of Financial Activities for the Year Ended 30 April 2024

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	2	18,017	41,871	59,888
Other income		2,530	-	2,530
Total income		<u>20,547</u>	<u>41,871</u>	<u>62,418</u>
Expenditure on:				
Charitable activities	3	(15,235)	(18,415)	(33,650)
Total expenditure		<u>(15,235)</u>	<u>(18,415)</u>	<u>(33,650)</u>
Net income		<u>5,312</u>	<u>23,456</u>	<u>28,768</u>
Net movement in funds		5,312	23,456	28,768
Reconciliation of funds				
Total funds brought forward		<u>354</u>	<u>6,098</u>	<u>6,452</u>
Total funds carried forward	13	<u>5,666</u>	<u>29,554</u>	<u>35,220</u>
	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies		13,541	15,507	29,048
Other income		262	-	262
Total income		<u>13,803</u>	<u>15,507</u>	<u>29,310</u>
Expenditure on:				
Charitable activities		(13,448)	(9,409)	(22,857)
Total expenditure		<u>(13,448)</u>	<u>(9,409)</u>	<u>(22,857)</u>
Net income		<u>355</u>	<u>6,098</u>	<u>6,453</u>
Net movement in funds		<u>355</u>	<u>6,098</u>	<u>6,453</u>
Reconciliation of funds				
Total funds carried forward	13	<u>355</u>	<u>6,098</u>	<u>6,453</u>

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2023 is shown in note 13.

Keep Talking Services
(Registration number: 1200275)
Balance Sheet as at 30 April 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	217	283
Current assets			
Debtors	11	578	358
Cash at bank and in hand		35,026	6,411
		35,604	6,769
Creditors: Amounts falling due within one year	12	(601)	(599)
Net current assets		35,003	6,170
Net assets		35,220	6,453
Funds of the charity:			
Restricted income funds			
Restricted funds		29,554	6,098
Unrestricted income funds			
Unrestricted funds		5,666	355
Total funds	13	35,220	6,453

The financial statements on pages 12 to 20 were approved by the trustees, and authorised for issue on 15/07/24... and signed on their behalf by:

Catherine Bernal
Catherine Bernal (on 15.07.2024 13:20 GMT+1).....
 Ms C Bernal
 Trustee

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024

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

Keep Talking Services 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

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

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

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

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.

Governance costs

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

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

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.

Tangible fixed assets

Individual fixed assets costing £100.00 or more are initially recorded at cost.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Office equipment	5 years straight line

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.

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.

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and legacies;				
Donations received	7,017	-	7,017	13,541
Grants, including capital grants;				
Government grants	-	300	300	-
Grants from other charities	11,000	41,571	52,571	15,507
	<u>18,017</u>	<u>41,871</u>	<u>59,888</u>	<u>29,048</u>

3 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Note				
Training	136	218	354	923
Rent	721	1,578	2,299	1,104
Insurance	375	31	406	243
Telephone	200	140	340	290
Computer software and maintenance costs	554	392	946	589
Printing, postage and stationery	230	-	230	93
Subscriptions	144	72	216	90
Sundry expenses	185	68	253	138
Travel and subsistence	-	-	-	84
Advertising and promotional expenses	333	1,667	2,000	1,118
Payroll processing fees	120	363	483	480
DBS Checks	449	711	1,160	1,110
Depreciation, amortisation and other similar costs	36	30	66	45
Staff costs	11,152	13,145	24,297	15,950
Governance costs	600	-	600	600
	<u>15,235</u>	<u>18,415</u>	<u>33,650</u>	<u>22,857</u>

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

4 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Independent examiner fees			
Examination of the financial statements	600	600	600
	<u>600</u>	<u>600</u>	<u>600</u>

5 Net incoming/outgoing resources

Net incoming resources for the year include:

	2024 £	2023 £
Depreciation of fixed assets	<u>66</u>	<u>45</u>

6 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.

7 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	23,694	15,601
Social security costs	<u>603</u>	<u>349</u>
	<u>24,297</u>	<u>15,950</u>

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

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

8 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	<u>600</u>	<u>600</u>

9 Taxation

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

10 Tangible fixed assets

	Office equipment £	Total £
Cost		
At 1 May 2023	<u>328</u>	<u>328</u>
At 30 April 2024	<u>328</u>	<u>328</u>
Depreciation		
At 1 May 2023	45	45
Charge for the year	<u>66</u>	<u>66</u>
At 30 April 2024	<u>111</u>	<u>111</u>
Net book value		
At 30 April 2024	<u>217</u>	<u>217</u>
At 30 April 2023	<u>283</u>	<u>283</u>

11 Debtors

	2024 £	2023 £
Prepayments	<u>578</u>	<u>358</u>

12 Creditors: amounts falling due within one year

	2024 £	2023 £
Accruals	<u>601</u>	<u>599</u>

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

13 Funds

	Balance at 1 May 2023 £	Incoming resources £	Resources expended £	Balance at 30 April 2024 £
Unrestricted funds				
General	354	20,547	(15,235)	5,666
Restricted funds	6,098	41,871	(18,415)	29,554
Total funds	6,452	62,418	(33,650)	35,220
		Incoming resources £	Resources expended £	Balance at 30 April 2023 £
Unrestricted funds				
General		13,803	(13,448)	355
Restricted funds		15,507	(9,409)	6,098
Total funds		29,310	(22,857)	6,453

The specific purposes for which the funds are to be applied are as follows:

Colyer Fergusson Charitable Trust - A grant of £4000 was awarded to cover staff salaries and other core costs.

Kent Community Foundation Trust - A grant of £4600 was awarded to cover staff salaries.

The National Lottery Awards for all - 2 separate grants were awarded in this year. 1st grant of £5429 and then the second was £14,542. These grants were allocated towards core costs including staff salaries.

Henry Smith Charity - A grant of £8000 was awarded to cover core costs including staff salaries.

Garfield Weston - A grant of £5000 was awarded to cover core costs.

14 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 30 April 2024 £
Tangible fixed assets	110	107	217
Current assets	6,157	29,447	35,604
Current liabilities	(601)	-	(601)
Total net assets	5,666	29,554	35,220

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

	Unrestricted funds General £	Restricted funds £	Total funds at 30 April 2023 £
Tangible fixed assets	146	137	283
Current assets	808	5,961	6,769
Current liabilities	<u>(599)</u>	<u>-</u>	<u>(599)</u>
Total net assets	<u>355</u>	<u>6,098</u>	<u>6,453</u>









Keep Talking Services - Accounts

Final Audit Report

2024-07-15

Created:	2024-07-15
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KEEP TALKING SERVICES

England & Wales - Charity number 1200275

Accounts

Charity registration number: 1200275

Keep Talking Services

Annual Report and Financial Statements

for the Year Ended 30 April 2023

Keep Talking Services

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Keep Talking Services

Reference and Administrative Details

Trustees	Ms C Bernal, Chairperson Mr LJ Saunders Mr T Tsangarides
Charity Registration Number	1200275
Principal Office	Neptune Coworking Hub Wimereux Square Herne Bay Kent CT6 5NX
Independent Examiner	Beresfords Chartered Certified Accountants 1-2 Rhodium Point Spindle Close Hawkinge Folkestone Kent CT18 7TQ

Keep Talking Services

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 30 April 2023.

Objectives and activities

Objects and aims

For the public benefit, the relief of those who are experiencing either a combination of ill health and/or poor mental health, and have become socially isolated as a result particularly, but not exclusively, in Kent, through the provision of a befriending service.

Objectives, strategies and activities

Telephone befriending service and delivering training related to the promotion of mental health awareness and safeguarding.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

Since obtaining charitable status in September, Keep Talking Services has made significant strides in fulfilling its mission and delivering valuable support to the community. Our achievements are as follows:

Befriending Hours: A total of 540 hours of befriending services have been provided to individuals within the community. These efforts have played a crucial role in promoting social connections and enhancing the well-being of those we serve.

Interaction: Our dedicated staff members have engaged in 2880 interactions with various providers, students, and clients. These interactions have aimed at fostering collaboration and ensuring the most beneficial outcomes for the individuals in need of our services.

Recognition in Kent: We have successfully established recognition and credibility across Kent, earning acknowledgment from a diverse range of primary and secondary care sectors. Notably, our partnerships span GP surgeries, other charitable organizations, local authorities, and the local NHS provider.

University Collaborations: Keep Talking Services is actively collaborating with three different universities, with the initiation of work with two additional universities. These partnerships signify our commitment to fostering knowledge exchange and contributing to academic advancements in our field.

Student Involvement: To date, we have engaged with 56 students across 11 distinct fields of study. These students have provided invaluable support to 130 clients, significantly enhancing the quality and scope of the assistance we offer.

Mental Health Awareness Training: As part of our ongoing efforts to create a mentally health-aware environment, we have delivered mental health awareness training to numerous third-sector organizations and all students involved in our initiatives. This endeavor aims to foster a better understanding of mental health issues and promote a more supportive atmosphere within the community.

These achievements signify our unwavering commitment to making a positive impact on the lives of those who require assistance and support the most. We remain dedicated to our mission and look forward to continuing to serve the community with utmost professionalism and dedication.

Keep Talking Services

Trustees' Report (continued)

BBC South East Feature: Recently, our organization was featured on BBC South East Today, providing us with an excellent platform to showcase the essential work we do and raise awareness about mental health issues in the community. This media exposure has allowed us to reach a broader audience and disseminate our message more effectively.

Charity of the Year Recognition: We are honored to be recognized as the Charity of the Year for the VC Business Games at our local university. This prestigious accolade underscores the value of our contributions and the positive influence we have had on the lives of individuals in need. It also serves as a testament to the effectiveness of our programs and the dedication of our team.

Financial review

Unrestricted reserves at the end of the financial year were £355 while restricted reserves were £6,098.

Policy on reserves

The trustees, in collaboration with the management team, will regularly assess and determine the appropriate levels of reserves.

Structure, governance and management

Nature of governing document

The charity is registered as a Charitable Incorporated Organisation and is governed by its constitution adopted on 5th September 2022.

Recruitment and appointment of trustees

Trustees are appointed after consideration by the current board of trustees.

The annual report was approved by the trustees of the charity on ^{Jul 27, 2023} and signed on its behalf by:


Cathy Bernal (Jul 27, 2023 12:16 GMT+1)...

Ms C Bernal
Trustee

Keep Talking Services

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 Jul 27, 2023 and signed on its behalf by:

Cathy Bernal

Cathy Bernal (Jul 27, 2023 12:16 GMT+1)

Ms C Bernal

Trustee

Keep Talking Services

Independent Examiner's Report to the trustees of Keep Talking Services

I report to the trustees on my examination of the accounts of Keep Talking Services for the year ended 30 April 2023.

Responsibilities and basis of report

As the charity trustees of Keep Talking Services 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 Keep Talking Services'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 Keep Talking Services 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.



.....
Daniel Payne FCCA
Beresfords
Chartered Certified Accountants
1-2 Rhodium Point
Spindle Close
Hawkinge
Folkestone
Kent
CT18 7TQ

Date: Jul 27, 2023.....

Keep Talking Services

Statement of Financial Activities for the Year Ended 30 April 2023

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	2	13,541	15,507	29,048
Other income		262	-	262
Total income		<u>13,803</u>	<u>15,507</u>	<u>29,310</u>
Expenditure on:				
Charitable activities	3	<u>(13,448)</u>	<u>(9,409)</u>	<u>(22,857)</u>
Total expenditure		<u>(13,448)</u>	<u>(9,409)</u>	<u>(22,857)</u>
Net income		<u>355</u>	<u>6,098</u>	<u>6,453</u>
Net movement in funds		<u>355</u>	<u>6,098</u>	<u>6,453</u>
Reconciliation of funds				
Total funds carried forward	13	<u>355</u>	<u>6,098</u>	<u>6,453</u>

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

Keep Talking Services
(Registration number: 1200275)
Balance Sheet as at 30 April 2023

	Note	2023 £
Fixed assets		
Tangible assets	10	283
Current assets		
Debtors	11	359
Cash at bank and in hand		<u>6,411</u>
		6,770
Creditors: Amounts falling due within one year	12	<u>(600)</u>
Net current assets		<u>6,170</u>
Net assets		<u><u>6,453</u></u>
Funds of the charity:		
Restricted income funds		
Restricted funds		6,098
Unrestricted income funds		
Unrestricted funds		<u>355</u>
Total funds	13	<u><u>6,453</u></u>

The financial statements on pages 6 to 13 were approved by the trustees, and authorised for issue on ~~Jul 27, 2023~~ and signed on their behalf by:

Cathy Bernal
Cathy.Bernal@jul.27.2023.12:16.GMT+1)...
 Ms C Bernal
 Trustee

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2023

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

Keep Talking Services 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

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

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

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

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.

Governance costs

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

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2023 (continued)

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.

Tangible fixed assets

Individual fixed assets costing £100.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Office equipment	5 years straight line

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.

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.

2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations and legacies;			
Donations received	13,541	-	13,541
Grants, including capital grants;			
Grants from other charities	-	15,507	15,507
Total for 2023	13,541	15,507	29,048

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2023 (continued)

3 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total funds £
Training		77	846	923
Rent		420	684	1,104
Insurance		243	-	243
Telephone		290	-	290
Computer software and maintenance costs		589	-	589
Printing, postage and stationery		93	-	93
Subscriptions		90	-	90
Sundry expenses		138	-	138
Travel and subsistence		30	54	84
Advertising and promotional expenses		360	758	1,118
Payroll processing fees		480	-	480
DBS Checks		-	1,110	1,110
Depreciation, amortisation and other similar costs		33	12	45
Staff costs	7	10,005	5,945	15,950
Governance costs	4	600	-	600
Total for 2023		<u>13,448</u>	<u>9,409</u>	<u>22,857</u>

4 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	600	600
Total for 2023	<u>600</u>	<u>600</u>

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2023 (continued)

5 Net incoming/outgoing resources

Net incoming/outgoing resources for the year include:

	2023
	£
Depreciation of fixed assets	<u>45</u>

6 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.

7 Staff costs

The aggregate payroll costs were as follows:

	2023
	£
Staff costs during the year were:	
Wages and salaries	15,601
Social security costs	<u>349</u>
	<u>15,950</u>

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

8 Independent examiner's remuneration

	2023
	£
Examination of the financial statements	<u>600</u>

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2023 (continued)

9 Taxation

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

10 Tangible fixed assets

	Office equipment £	Total £
Cost		
Additions	328	328
At 30 April 2023	328	328
Depreciation		
Charge for the year	45	45
At 30 April 2023	45	45
Net book value		
At 30 April 2023	283	283

11 Debtors

		2023
		£
Prepayments		359

12 Creditors: amounts falling due within one year

		2023
		£
Accruals		600

13 Funds

	Incoming resources £	Resources expended £	Balance at 30 April 2023 £
Unrestricted funds			
General	13,803	(13,448)	355
Restricted funds	15,507	(9,409)	6,098
Total funds	29,310	(22,857)	6,453

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2023 (continued)

The specific purposes for which the funds are to be applied are as follows:

Colyer Fergusson Charitable Trust - This grant was allocated to pay for core costs including salaries, travel, and expenses and also used in our branding and advertising materials.

Kent Community Foundation Trust - This grant was allocated to pay for core costs including salaries, travel, and expenses and also used in our branding and advertising materials. There was also an additional £1000 that was given in support of the cost of living increase which was unrestricted. This paid for salaries along with part payment for our yearful database.

The National Lottery Awards for all - This paid for DBS checks for all our volunteers, office space rental, and a small training budget, branding and our database. £2478 of this grant was agreed by the funder to be diverted in payment of staffing salaries.

14 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 30 April 2023 £
Tangible fixed assets	146	137	283
Current assets	809	5,961	6,770
Current liabilities	(600)	-	(600)
Total net assets	<u>355</u>	<u>6,098</u>	<u>6,453</u>









Keep Talking Services - Accounts - 30 April 2023

Final Audit Report

2023-07-27

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