

LILYANNE'S WELLBEING

England & Wales · Charity number 1204878

Details

Status Registered

Legal form CIO

Registered 2023-09-22

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

Contact

Address LilyAnne's Wellbeing Charity
Titan House
141 to 147A York Road
Hartlepool
Cleveland
TS26 9HL

Phone 01429728040

Email office@lilyannes.co.uk

Website www.lilyannes.co.uk

Activities

Objects: The objects of the charity are: To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are lonely, isolated or otherwise socially excluded and assisting them to integrate into society. To preserve and protect the mental health of the public, in particular but not exclusively, neurodivergent individuals, and those experiencing mental ill-health through social exclusion, by providing counselling services, early intervention support and crisis support. For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic charitable standards; crime (either as a victim of crime or as an offender rehabilitating into society).

Activities: Providing free mental health support and counselling in Hartlepool, specialising in neurodiversity, including Autism and ADHD. We offer one-to-one sessions, wellbeing activities, and early intervention for those facing loneliness, trauma, or distress. Funds support counselling, neurodiverse inclusion, and our accessible community wellbeing hub.

Classification

- **How:** Provides Services
- **What:** Disability
- **Who:** People With Disabilities

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-09-28	£143,233	£142,326	-	-
2024-09-28	£11,895	£1,547	-	-

Trustees

Name	Role	Appointed
Kieron Higgins	Chair	2025-02-10
Chole Mckay		2025-05-12
David Green		2023-09-22
Matthew Arnold		2023-09-22
Tracey Egglestone		2025-05-07

LILYANNE'S WELLBEING

England & Wales - Charity number 1204878

Accounts

LILYANNE'S

— W E L L B E I N G —

Reports and financial statements

End of year accounts 2025



Structure, Governance & Growth

LilyAnne's Wellbeing is a registered charity (No. 1204878), The Charity's governing document is its Constitution dated 22 Sep 2023 as amended on 05 Feb 2026. Governed by a Charitable Incorporated Organisation (CIO) constitution using the association model, with voting members separate from its charity trustees. The charity must have a minimum of three trustees.

Trustees retire on a rotational basis at each Annual General Meeting, with the longest-serving stepping down first. Vacancies can be filled by members at the AGM or appointed by trustees, with any new trustee appointments subject to the organisation's governing limits and retirement provisions. The charity has a range of policies and procedures in place to manage risks effectively. These include safeguarding, conflicts of interest, complaint handling, serious incident reporting, volunteer management, and staff payment policies. Trustees regularly review these policies to ensure the charity's operations are safe, transparent, and well-governed.

This year marks an important chapter for the charity as we continue to strengthen our mission and deepen our impact within the community. With the opening of our new home at Titan House, we now have a space that reflects the heart of who we are: welcoming, accessible and designed to offer calm, connection and meaningful support for those who need it most.

As part of this development, we have introduced new support pathways that allow us to focus on where we can make the greatest difference. Our work now centres on individuals experiencing mental health challenges and loneliness, including those who are neurodivergent. This ensures that everyone who accesses our service receives person-centred, humanistic, and trauma-informed support tailored to their needs.



Focusing Support Where It Matters

We are committed to creating mental health services that are neurofriendly and fully accessible, recognising that autistic people, those with ADHD and others with neurodiverse profiles often experience higher levels of loneliness, increased mental health challenges and, at times, significant distress, including thoughts of not wanting to be here. Many face barriers when trying to access traditional services, and too often their needs are misunderstood or overlooked. Our focus is to remove these barriers by offering support environments that are sensory aware, predictable, understanding and tailored to different communication and processing needs, ensuring people feel safe, valued and truly heard.

LilyAnne's Wellbeing is committed to ensuring individuals have access to the right support at the right time. Where needs fall outside our provision, we actively connect people with appropriate VCSE and statutory services across Hartlepool, ensuring no one is held back or left without support. We work collaboratively with local organisations, building strong, supportive partnerships that place the individual at the centre and prioritise outcomes over organisational boundaries.

To remain true to this focus, the Trustees have taken the considered decision to end our homelessness support within Hartlepool. While this was a valued part of our journey, we believe our resources and expertise are best placed in supporting people experiencing mental health challenges, many of whom also face loneliness, isolation and the barriers that come with neurodiversity. Those who approach us with homelessness needs will continue to be compassionately signposted to trusted partner organisations who can help the specialist support they deserve.

Looking ahead, we are proud to enhance our Support on the High Street, introduce streamlined referral pathways, and expand our walk-in support for people in mental health crisis.



Sustainable Growth Strategies

Our Trustees remain deeply committed to ensuring LilyAnne's Wellbeing continues to be a place of hope, connection and understanding for our community. We thank everyone who has walked alongside us this year and look forward to continuing our mission of reducing loneliness, improving wellbeing and standing beside those facing mental health challenges.

LilyAnne's Wellbeing maintains reserves to ensure continuity of services and to manage financial risks associated with fluctuations in funding, demand, and operational costs. As a community-based mental health charity, maintaining stability is essential to support vulnerable individuals without interruption. The charity aims to hold free reserves equivalent to approximately three months of core operating costs.

which is considered sufficient to cover essential expenditure, including staffing, premises at Titan House, utilities, and service delivery in the event of any unexpected disruption to income. Reserves are currently below the target level due to the charity's recent establishment and rapid growth in service demand. The trustees are actively working to build reserves through increased income generation, diversification of funding, and improved financial planning to achieve a sustainable reserve level of £8625 for three months costs.

Over the next year, LilyAnne's Wellbeing will continue to strengthen its position as a community-based mental health and neurodiversity support provider in Hartlepool. Priorities include expanding access to counselling and one-to-one support, further developing specialist ADHD and autism provision, and continuing to reduce loneliness through community-based initiatives. Alongside this, we will continue to build and strengthen our participation in local collaborative working, engaging actively in working groups and partnerships across the VCSE and statutory sector.



Service Standards & Innovation

We will implement minimum standards for all volunteers, including enhanced DBS checks and appropriate qualifications. This will include safeguarding, mental health, and counselling training to a minimum of Level 3 or an equivalent standard deemed acceptable by LilyAnne's Wellbeing. Alongside this, we will continue to develop our volunteer framework to ensure safe, consistent, and high-quality support delivery.

In parallel, we will further integrate AI technology into our service provision, embedding structured workflows and automations to improve efficiency, access, and responsiveness. This will be supported by the development and implementation of robust policies to ensure safe, ethical, and compliant use of technology within our services.

The charity will also continue to refine referral and triage pathways to ensure individuals are connected quickly to the most appropriate support, including working collaboratively with local VCSE and statutory organisations to ensure people receive the right support without delay. The funding strategy will focus on securing a mix of grant funding, commissioned services, and partnership opportunities, alongside developing more sustainable and unrestricted income streams to support long-term stability and growth.

The trustees confirm that they have had due regard to the Charity Commission's general guidance on public benefit, in accordance with section 4 of the Charities Act 2011, when planning and delivering the charity's activities. LilyAnne's Wellbeing exists to provide accessible, community-based mental health support to adults experiencing mental health challenges, loneliness, and neurodiversity, including ADHD and autism. All activities are designed to deliver clear public benefit by improving wellbeing, reducing social isolation, and supporting individuals to access the right help at the right time.



Growth, Impact & Outcomes



During the year, we introduced minimum standards for all volunteers, developed a team of 10 volunteers supporting the charity, and transitioned from a staffed coffee shop to automated coffee and vending provision to prioritise human connection and a person-centred approach, allowing more time to speak with and support those who need us; we supported 513 individuals through one-to-one work, welcomed 6,843 attendances at our coffee mornings, delivered 1,968 hours of counselling with no waiting lists, and launched our internal radio station, reaching an average of 3,167 listeners per week and helping people stay connected to our community. We became a registered safe place with the Teeswide Safeguarding Adults Board, whereby people who feel unsafe can come when they need help and support, raising this with the police and other authorities.

Our Facebook page grew to 17,000 followers, and our private group to 7,000 members, while our website was updated to improve awareness of our services and introduce a digital pathway enabling 24-hour access to support and referrals; referrals continue to be driven primarily through strong partnerships with the police, GPs, social workers, the crisis team, and secondary mental health services.

During the year, the Charity's receipts totalled £143,233 (2024: £11,895), of which £37,669 (2024: nil) was restricted income. Total payments were £142,326 (2024: £9,707), consisting of £37,669 (2024: nil) from restricted grants and £104,657 (2024: nil) from general funds. Total unrestricted funds, also known as reserves, at the year-end are £3,095 (2024: £2,188). The increase in income reflects the continued growth and development of LilyAnne's Wellbeing, alongside increased demand for services within the community.



Our first Honorary Patron

Professor Brian Footitt OBE has made an exceptional contribution to LilyAnne's Wellbeing, shaping the organisation with his leadership, commitment and long-standing dedication to improving mental health support. As the first Chair of the charity, he played a central role in guiding LilyAnne's from its early foundations into a structured, credible and people-focused charity. His steady leadership helped establish strong governance, clear direction and a culture built on compassion, integrity and high standards. Brian brings decades of experience from his distinguished career within the NHS, where he held senior leadership positions, including Chief Executive roles within major hospital trusts. Throughout his career, he championed mental health awareness, patient-centred practice and the importance of accessible and safe services. His professional insight and calm, reflective approach helped shape LilyAnne's focus on trauma-informed support, strong safeguarding and an unwavering commitment to removing barriers for those seeking help.

His involvement in LilyAnne's is also grounded in genuine care for the community and a deep belief in the value of lived experience. Brian's ability to understand both strategic systems and the real human impact of mental health challenges made him an invaluable guide for the organisation during key periods of growth and transition. He supported the development of new pathways, encouraged innovation and helped strengthen the charity's long-term vision. After stepping down as Chair, the Trustees were proud to award him the title of Honorary Patron, recognising his exceptional contribution. Brian becomes the first Patron of LilyAnne's Wellbeing, a role that reflects both his influence and his continued dedication to the charity's mission. Although he was travelling the world when the award was first intended to be presented, his connection to LilyAnne's has remained strong and his encouragement continues to inspire the charity as it grows.



A Place to Be Understood

LilyAnne's Wellbeing began as a small community coffee space, created to offer connection and support for people experiencing loneliness and poor mental health in Hartlepool, where many were struggling to access timely and understanding support. Founded on lived experience, it quickly became clear there was a significant gap between what people needed and what was available.

What started as a safe space to talk has grown into a registered charity providing counselling, one-to-one support, crisis response, daily coffee mornings, and inclusive support for both neurodiverse and neurotypical individuals. This includes a strong focus on adults with ADHD and autism, an area where local provision remains limited.

LilyAnne's Wellbeing has developed into a community-based hub that combines early intervention with structured support, delivered through a trauma-informed, person-centred approach. With a simple referral pathway and a commitment to ensuring no one is turned away without support, we work to connect individuals with the right help quickly, whether within our service or through trusted local partners.

Working closely with health providers, crisis teams, and VCSE organisations, we play an active role in the local support system, helping to reduce pressure on services while improving outcomes for individuals.

Today, LilyAnne's continues to evolve, using innovation and collaboration to improve access to mental health and neurodiversity support. More than a service, it is a place where people feel understood, connected, and supported to move forward, helping to build stronger, healthier communities across Hartlepool.

Read our full story at www.lilyannes.co.uk/about



Meet Our Team



TREVOR SHERWOOD
CEO

Co-founder and Chief Executive of LilyAnne's Wellbeing brings lived experience of autism, ADHD and long-term health conditions together with extensive professional training in counselling and psychology. His insight into the barriers people face when seeking support has shaped the charity's person-centred, trauma-informed and accessible approach. Trevor's leadership, resilience and commitment to improving mental health and neurodiversity support continue to drive the organisation forward and strengthen its mission within the community.



ANGELA ARNOLD
HUB MANAGER

Co-founder and Hub Manager plays an important role in LilyAnne's Wellbeing, bringing compassion, lived experience and a strong commitment to supporting others. Her understanding of mental health, loneliness and neurodiversity has helped shape the charity's person-centred and trauma-informed approach. Her empathy and steady presence continue to support the charity's mission to provide safe, welcoming and accessible support for the community.



KIERON HIGGINS
CHAIR OF TRUSTEE'S

Brings valuable lived experience to the role of Trustee, having faced mental ill health, self-harm, crisis support and homelessness after family rejection. This insight strengthens his empathy and ensures the voices of people facing stigma are heard in Board decisions. Committed to inclusive, person centred and trauma informed support, plays an important role in helping LilyAnne's deliver safe and compassionate services.

Founding Trustees



DAVE GREEN
FOUNDING TRUSTEE

Plays a valuable role within LilyAnne's Wellbeing, bringing practical insight, steady support and a strong commitment to community wellbeing. His understanding of the everyday challenges people face helps shape a down-to-earth and approachable environment within the charity. Dave's reliability, empathy and willingness to help strengthen the organisation's focus on creating safe, inclusive and person centred spaces where people feel welcomed, supported and able to connect.



SAMANTHA SHERWOOD
FOUNDING TRUSTEE

Plays a supportive and meaningful role within LilyAnne's Wellbeing, bringing lived understanding of mental health and neurodiversity to help shape a compassionate approach. Her insight into the pressures faced by families and carers strengthens the charity's focus on creating safe, inclusive and person-centred spaces. Her calm presence and empathy contribute to the organisation's commitment to dignity, connection and supportive community wellbeing.



MATTHEW ARNOLD
FOUNDING TRUSTEE

Lived experience played an important role in shaping the early direction and values of LilyAnne's Wellbeing. His journey through mental health challenges, including the impact of military service and difficulties accessing support, highlighted the need for a safe, trauma-informed and person-centred space in Hartlepool. His resilience and openness helped inspire pathways focused on wellbeing, connection and reducing loneliness, influencing the charity's commitment to compassionate and inclusive support.

Trustee's



CHLOE MCKAY

TRUSTEE

Brings strong lived experience to the role of Trustee after navigating lifelong mental health challenges, including crisis support and hospital admissions. Having been supported by LilyAnne's and now two years without statutory services, offers deep empathy for those in crisis and helps ensure support remains accessible, trauma informed and shaped by real experience.



TRACEY EGGLESTONE

TRUSTEE

Has spent her life caring for others through a long career in the care sector, with the impact of COVID-19 leaving her anxious about social connection. Brings important lived experience from her own journey through the mental health system, including crisis support and time spent sectioned, and with help from LilyAnne's has rebuilt strength and resilience. Her compassion and person centred values give her a vital voice as a Trustee, championing inclusive and trauma informed support. Although unable to return to full-time work, she now uses her lived experience to help shape services that reduce stigma and support those who feel isolated or afraid.

**Full team profiles are available online at
<https://www.lilyannes.co.uk/meet-the-team>**



LilyAnne's Values

Values

Accessibility and Inclusion

We ensure that support is easy to reach for everyone, including autistic people, those with ADHD, and individuals who face barriers to traditional services. We create spaces where every person feels welcome, understood, and accepted.

Person Centred Practice

We place each individual at the heart of everything we do. Our support is shaped around personal needs, strengths, and experiences, ensuring care that is respectful, empathetic, and truly centred on the person.

Compassion and Support

We offer a safe and caring environment where people can talk openly and receive meaningful support. Our aim is to reduce loneliness, build connections, and empower people to feel more confident and resilient.

High Standards and Professionalism

We are committed to delivering safe, reliable, and high-quality services. Our work is guided by continuous learning, strong governance, and a dedication to doing things well for the benefit of the people we serve.

Trust and Integrity

We act with honesty, transparency, and respect. Trust is at the core of every relationship we build, and we take responsibility for creating an environment where people feel safe, valued, and able to share their experiences without judgment.

Lived Experience Led

We recognise the power of lived experience and ensure it shapes our services, our decisions, and our culture. Many of our team have walked similar journeys, helping us offer understanding that is grounded in real life

Activities And Obejectives

Activities

Providing free mental health support and counselling in Hartlepool, specialising in neurodiversity, including Autism and ADHD.

We offer one-to-one sessions, wellbeing activities, and early intervention for those facing loneliness, trauma, or distress. Funds support counselling, neurodiverse inclusion, and our accessible community wellbeing hub.

Obejectives

To preserve and protect the mental health of the public, in particular but not exclusively, neurodivergent individuals, and those experiencing mental ill-health through social exclusion, by providing counselling services, early intervention support and crisis support.

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basiccharitable standards; crime (either as a victim of crime or as an offender rehabilitating into society)

Mission

To improve mental health outcomes by delivering accessible, community-based support for adults experiencing mental health challenges, loneliness, and neurodiversity, ensuring no one is left without the support they need. We are committed to creating a safe, inclusive environment where adults do not have to mask, and can access support without fear, stigma, or judgement, feeling understood, accepted, and able to be themselves.

Our Impact

Counselling and Emotional Support

We delivered 1,968 hours of counselling with no waiting list, ensuring people received help exactly when they needed it.

Reaching People Where They Are

Our Mobile Wellbeing Unit and Support on the High Street made support accessible across the community, reducing barriers for those who struggle to reach traditional services.

LilyAnne's Wellbeing Radio

Our wellbeing radio station had an average of 3,167 listeners every week, offering connection, reassurance and wellbeing content to people in their own homes.

Stronger Together

By working with GPs, Adult Social Care, NHS crisis teams and local partners, we ensured that every person had a clear pathway to the right support.





Our wider impact

ITV News Diversity Panel

Our contribution to the ITV News Diversity Panel has enabled us to support and contribute to ITV Local, ITV National Lunchtime News, ITV News at 10, and Good Morning Britain, sharing insight into how stigma, discrimination, and negative perceptions can significantly impact a person's mental health.

Through this involvement, we help raise awareness at both a regional and national level, highlighting the importance of inclusive representation and the emotional impact that poor or unbalanced media portrayals can have on individuals and communities. Speaking and directly supporting newsreaders and journalists editors and producers shape future coverage of impactful coverage when it comes to Mental Health, Autism and ADHD within the media.

Teesside Wide Safeguarding Partnership

Through our involvement with the Teesside-wide Safeguarding Partnership, we continue to play an active role in strengthening safeguarding practice across the region. Our engagement ensures that mental health, loneliness, and neurodiversity are considered within safeguarding frameworks, influencing how services identify risk, respond to vulnerability, and protect individuals.

We actively contribute to and benefit from partnership working, supporting the development of shared safeguarding policies, collaborative approaches, and the exchange of best practice. This includes participation in shared training, learning opportunities, and joint discussions that enhance our safeguarding knowledge, improve consistency across services, and strengthen outcomes for those we support.

Lived Experience Forum and Peer Network

Our involvement in the Lived Experience Forum provides a vital space for sharing insight, gathering feedback and deepening understanding of how the mental health system feels to the people who rely on it. This platform enables us to contribute real stories, highlight barriers and advocate for changes that make services more compassionate and accessible. Membership of the connected Peer Network strengthens this further by bringing organisations and individuals together to share learning, explore challenges and offer mutual support. Through these groups, the lived experience of mental health, loneliness and neurodiversity directly shapes the wider system and helps drive meaningful, person-centred change.

Hartlepool Mental Health Forum

The Hartlepool Mental Health Forum provides a dedicated space for VCSE leaders and NHS primary and secondary care services to come together, building a more connected and responsive mental health sector across the town. The forum is founded on the principle that no door should ever be closed, ensuring individuals can access the right support regardless of where they first present.

Through regular engagement, the forum strengthens partnerships and relationships across services, enabling open discussion, shared learning, and collective problem-solving. It creates an environment where organisations can share ideas, identify emerging themes, and address challenges collaboratively, leading to more coordinated and effective support for the community.

By working in this joined-up way, the forum not only improves local service delivery but also contributes to wider system development, feeding into key partnerships across Hartlepool, including the Hartlepool Health Board, Hartlepool Pride in Place, and the Hartlepool Opportunities Partnership. Together, this collaborative approach helps build a stronger, more inclusive mental health system that places people at the centre and ensures no one is left without support.

Trustees' Responsibility & Accountability

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

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

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements 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 Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees on 30th March 2026 and signed on their behalf by:



Chair, Kieron Higgins



Independent Examiner's Report to the Trustees of LILYANNE'S WELLBEING

I report to the charity trustees on my examination of the accounts of the charity for the year ended 30 September 2025 which are set out on pages 17 to 18

Responsibilities and basis of report

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

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

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or

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.

Shruti Soni

Shruti Soni FCCA FCIE

Shruti Soni Ltd • Chartered Certified Accountants
117a St. John's Hill, Sevenoaks TN13 3PE

Date: 10 April 2026

LILYANNE'S WELLBEING

Receipts and payments accounts

For the year ended 30 September 2025

	2025			2024		
	Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
Receipts						
Donation	36,458		36,458	7,781		7,781
Grants	39,681	37,669	77,350	500		500
Sales	18,383		18,383	3,614		3,614
Sub Total	94,522	37,669	132,191	11,895	-	11,895
Assets and investment sales						
Long term Loans	11,042	-	11,042	-	-	-
Sub Total	11,042	-	11,042	-	-	-
Total Receipts	105,564	37,669	143,233	11,895	-	11,895
Payments						
Cost of Sales - Goods	2,631	-	2,631	1,074	-	1,074
Stripe Fees	7	-	7	-	-	-
Cost of Sales - Materials	5,192	-	5,192	474	-	474
Marketing	1,942	-	1,942	281	-	281
Employee Wages and Salaries	46,290	23,431	69,721	5,782	-	5,782
Rent	14,383	-	14,383	-	-	-
Water Rates	160	-	160	9	-	9
General Rates	1,680	-	1,680	190	-	190
Electricity	4,398	-	4,398	1,057	-	1,057
Vehicle Fuel	452	-	452	-	-	-
Entertainment	1,009	-	1,009	51	-	51
Postage and Carriage	40	-	40	-	-	-
Office Stationery	2,322	-	2,322	-	-	-
Telephone	1,083	-	1,083	30	-	30
Internet Charges	208	-	208	203	-	203
Computer & Software	1,570	-	1,570	108	-	108
Legal Fees	2,137	-	2,137	-	-	-
Consultancy & Professional Fees	150	-	150	-	-	-
Business Insurance	1,408	-	1,408	50	-	50
Repairs and Renewals	10,947	-	10,947	378	-	378
Bank Charges and Interest	1,185	-	1,185	-	-	-
Subscriptions	1,148	-	1,148	-	-	-
Training Costs	1,179	-	1,179	20	-	20
Office equipment expensed	759	-	759	-	-	-
Sub total	102,281	23,431	125,712	9,707	-	9,707
Assets and investment purchase						
Fixtures and fittings	2,376	-	2,376	-	-	-
Motor Vehicles	-	14,238	14,238	-	-	-
Sub Total	2,376	14,238	16,614	-	-	-
Total payments	104,657	37,669	142,326	9,707	-	9,707
Net of receipts/(payments)	907	-	907	2,188	-	2,188
Cash funds last year end	2,188	-	2,188	-	-	-
Cash funds this year end	3,095	-	3,095	2,188	-	2,188

LILYANNE'S WELLBEING

Statement of assets and liabilities

at the end of the period 30 September 2025

Details	Unrestricted funds £	Restricted funds £	Total funds £
Cash at bank and on hand	3,095	-	3,095
Debtors - Accrual income	-	-	-
Creditors - Accrual expenses	7,506	-	7,506
Unsecured Loan	11,042	-	11,042


During the year, the charity received unrestricted donations totalling £26,855 from key management personnel (KMP), including the CEO and senior management.

In addition, the charity received a short-term loan of £6,998 from KMP during the year, which was fully repaid before the year end.

Total remuneration paid to key management personnel during the year amounted to £33,320.

The financial statements comprising of the Receipts and Payments Summary and Statement of Assets and Liabilities were approved and authorised for issue by the Board on 30th March 2026

Signature



Print Name

Kieron Higgins

Contact Us



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www.lilyannes.co.uk



LILYANNE'S WELLBEING

England & Wales - Charity number 1204878

Accounts

LILYANNE'S

— W E L L B E I N G —

Report and Financial Statements

End of year accounts September 2024



Charity Information

Charity Name:

LilyAnne's Wellbeing CIO

Date of Incorporation:

September, 22 2023

Trustees:

Professor Brian Footitt OBE (Chair).
David John Green

Matthew Arnold
Samantha Hodgman

Management Team:

Trevor Sherwood
Angela Arnold

Chief Executive Officer
Wellbeing Hub Manager

Address:

LilyAnne's Wellbeing
Titan House
HARTLEPOOL
TS26 9HL

Banking:

Natwest Bank
150 York Rd,
Hartlepool,
TS26 9DZ

Solicitors:

R Bell & Sons Solicitors
32a Victoria Road
Hartlepool TS26 8DD

TBI Law
129A York Road
Hartlepool
TS26 9DP



A Message from the Chair of Trustees

We take great pride in the dedication of Trevor Sherwood and Angela Arnold, the co-founders of LilyAnne's Wellbeing. Their inspiring vision is focused on addressing feelings of loneliness, supporting individuals facing mental health challenges, and aiding those experiencing homelessness due to physical or mental health issues. The charity was motivated by brother and sister team Angela's husband and Trevor's brother-in-law, Matthew Arnold, who, after being discharged from the military, encountered numerous barriers in accessing mental health support. In their efforts to help him, they quickly recognized a significant lack of resources in Hartlepool that others desperately needed. This year, we provided support to 2,641 individuals, many of whom received assistance on multiple occasions through talking therapy, enhanced wellbeing programs, and one-on-one support.

Our mission is to promote social inclusion for the public good, which led to the establishment of LilyAnne's Wellbeing charity. We focus on:

- Preventing social exclusion
- Relieving the needs of those who are socially excluded
- Assisting individuals in their integration into society

Our charity is devoted to supporting individuals facing mental health issues, those in crisis related to mental health, suicide prevention, and people experiencing homelessness.

We collaborate with partner agencies, including local GP services and secondary mental health services, to assist individuals in registering as homeless. Together, we enhance mental wellbeing and support individuals on their journey toward improved mental health. Our focus is on three critical areas: **Loneliness, Mental Health, and Homelessness.**

Our ultimate goal is to ensure that everyone who engages with LilyAnne's Wellbeing receives the support they need to reduce feelings of loneliness and enhance their overall wellbeing. We strive to empower individuals, fostering a sense of control over their lives while nurturing hope and optimism to help them combat loneliness and improve their overall wellbeing.



Professor
Brian Footitt OBE

A handwritten signature in black ink, appearing to read 'Brian Footitt OBE'.



Trustee Report

LilyAnne's Wellbeing is a charitable non-profit organization that was incorporated and registered as a charity in 2023. The organization was inspired by the need for support after Trustee Matthew Arnold's medical discharge from the military. Co-creators Trevor (Matthew's brother-in-law) and Angela (Matthew's wife) aimed to establish a charity to assist others who find themselves in similar situations of isolation. The name pays tribute to both of their grandmothers, Lilian and Anne as well as to Angela and Matthew's daughter, Lily-Anne.

The financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP) relevant to charities preparing financial statements under FRS 102.

Day-to-day management is handled by the Chief Executive Officer, who oversees operational matters including the work program, continual financial management, safeguarding, and human resources.

Background

Originally founded in 2017 LilyAnne's Wellbeing transitioned into a charity in September 2023 to promote greater transparency in our operations.

The mission of LilyAnne's Wellbeing Charity, established in 2023, is to support individuals in alleviating feelings of mental health issues and loneliness while providing advice and information related to housing.

The primary objective of LilyAnne's Wellbeing is to promote social inclusion for the public benefit by preventing social exclusion and addressing the needs of those affected, thereby assisting them in reintegrating into society.

For clarity, "socially excluded" refers to individuals who are marginalized from society or specific segments due to factors such as unemployment, financial hardship, age (youth or elderly), ill health (both physical and mental), substance abuse or dependency (including alcohol and drugs), discrimination based on sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation, or gender reassignment, inadequate educational or skills attainment, relationship and family breakdowns, substandard housing, and crime (whether as a victim or an offender seeking reintegration).

Objectives and Activities

According to the Articles of Association, LilyAnne's Wellbeing charity was established to promote social inclusion for the public benefit by preventing social exclusion, addressing the needs of those who are socially excluded, and supporting their integration into society.

The charity provides assistance to individuals facing mental health challenges, those in crisis, suicide prevention, and support for individuals experiencing homelessness, in collaboration with partner agencies such as local GP services and secondary mental health services. Additionally, we facilitate the process of registering as homeless.

Collaborating for Enhanced Mental Wellbeing

We are committed to fostering better mental wellbeing by partnering with individuals on their journey towards improved mental health. Our support focuses on three key areas: 'Loneliness', 'Mental Health', and 'Homelessness'.

What Can Individuals Expect from LilyAnne's Wellbeing?

Our primary goal is to ensure that everyone who reaches out to LilyAnne's Wellbeing receives the necessary support, aiming to alleviate their feelings of loneliness and enhance their overall wellbeing.

We strive to empower individuals, enabling them to take control of their lives. Our mission is to instill a sense of hope, encouraging them to reduce feelings of loneliness while fostering optimism for improved wellbeing.

Charity Impact Report

This report examines the achievements of the charity and the outcomes of its work during the reporting period. The trustees assess the success of each key activity and the benefits the charity has provided to the groups it aims to assist. This review also helps ensure that the charity's goals, objectives, and activities remain aligned with its stated purposes.

Supporting Individuals

- **Empowering Individuals:** Clients are given ample time to explain the circumstances that led them to seek support from Lilyanne's Wellbeing. This allows them to set personal goals and targets while utilizing the core skills and counselling framework. In return, Lilyanne's Wellbeing offers respectful, validating, and non-judgmental language to support each person, recognizing that every situation is unique.
- **Symptom Management:** Clients receive strategies to alleviate their symptoms while gaining a deeper understanding of their condition and its related symptoms. We also provide techniques and coping skills to facilitate this process.
- **Personalized Consultations:** We ensure that enough time is dedicated to each individual during initial consultations and structured appointments of 45 minutes. Support continues until the client feels ready to move forward, which may range from a single session to months or, in rare cases, years.
- **Coping Techniques Development:** We help individuals develop coping strategies to manage their conditions, identifying triggers and learning how to better support themselves during challenging physical and emotional times.

Creating a Welcoming Environment

We strive to maintain a relaxing and friendly atmosphere, characterized by warmth and hospitality, ensuring a welcoming experience for everyone visiting Lilyanne's Wellbeing.

Connecting to Additional Support

For those needing further assistance, we facilitate connections to local services within both the charitable and statutory sectors. This includes access to local mental health services, substance misuse support, homelessness prevention services, and NHS services as required.

Achievements and Performance

- **Creation of the Hartlepool Suicide Prevention Scheme:** This initiative aims to raise awareness of local support services available in Hartlepool. Information is displayed in public spaces, promoting a QR code that connects individuals to immediate assistance.
- **Development of an Evening Wellbeing Walk:** This program addresses the needs of those experiencing distress during nights out, particularly when alcohol is involved. The initiative engages with the community to raise awareness about local help and support options.
- **Establishment of a Core Counselling Team:** This team serves as the first point of contact for individuals facing emotional distress or those identified by the suicide prevention campaign. Clients receive six counselling sessions, with referrals made to additional services following completion.
- **Implementation of a Secure In-house System:** This system integrates with NHS System One for safeguarding and logging initial client assessments, along with digital communications such as SMS, sound, and video calls for those unable to access services in person. Client information is securely recorded to ensure individuals do not need to repeat their stories. Support is continually reviewed, and clients are informed about local charities that can enhance their wellbeing and physical health. An appointments system has also been developed to minimize wait times for support.
- **Development of a Better Wellbeing Workshop:** This workshop assists individuals struggling with negative thoughts that impact their mindset. It offers strategies for challenging these thoughts and introduces concepts like self-care, coping techniques, a stress log, and a safety plan. This program supports clients who may have previously attempted suicide or are experiencing suicidal ideation but have no active plans. It ensures they have the right local support, including connections with their GP and access to secondary services as needed.
- **Coffee Mornings:** These gatherings provide a social setting for individuals to connect with others. Run by volunteers, they offer a safe and relaxing environment for those dealing with feelings of loneliness or poor wellbeing.
- **Support for Individuals at Risk of Homelessness:** This initiative assists those facing homelessness due to various factors, including job loss, domestic abuse, risk of violence, financial issues, and substance use. Team members help clients access services to aid their progression, collaborate with other organizations, report issues to the police, and support individuals through legal proceedings or medical appointments. Many individuals have received assistance in escaping dangerous domestic violence situations with guidance through available services.

Statement of trustee responsibilities

The trustees are responsible for preparing the Trustees, Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (UK GAAP).

Company law 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 charitable organisation and of the incoming resources and application of resources including the income and expenditure of the charitable company 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 judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation
- The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

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 have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable organisations website.

Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees on 20th May 2025 and signed on their behalf by



Professor Briain Footitt - Chair, Board of Trustees

LilyAnne's Wellbeing: Future Plans for 2025



In 2025, LilyAnne's Wellbeing will transition from our current location, which has served us since 2017, to Titan House on York Road. This move will allow us to establish a new coffee shop space, a dedicated wellbeing hub, private therapy rooms, and management offices to better accommodate our growth and expand our charitable work.

Team Development

We are committed to enhancing internal training and personal development for our team members, ensuring we have minimum standards for new volunteers to achieve setting the highest standards within the charity sector.

Voluntary Leadership

Our goal is to evolve LilyAnne's Wellbeing into a volunteer-led organization, thriving with lived experience at all levels of our charity.

Collaborative Partnerships

We will continue to collaborate with like-minded local organizations that empower individuals without fostering dependencies.

Peer Support Models

We aim to create peer-to-peer support models that are centered around the individual, fostering confidence over time.

Accreditation and Standards

Our objective is to become a registered safe space and an accredited counseling service, ensuring we meet the highest standards in policies, procedures, and safeguarding practices.

Framework for Client Support

We will develop structured frameworks for team members to assess clients, ensuring they receive appropriate support. If necessary, we will collaborate with other organizations to guarantee that clients are receiving the best care while ensuring their safety during crisis situations.

Lived Experience voice

Additionally, we are committed to developing support systems based on lived experience, ensuring our charity reflects the people it serves. This approach provides those at their lowest with the opportunity to be part of our charity's future, as their confidence and resilience grow over time.

Trustee Biographies

Professor Brian Footitt, a former Director at Hartlepool and North Tees Hospital, brings a wealth of experience as a Mental Health Professor and a former chair of a hospice. His strong background in clinical practice, management, and trusteeship fuels his commitment to offering peer-to-peer support. His previous positions include Director of Nursing Development at South Tees Hospitals NHS Trust and Visiting Professor at the University of Teesside.

Brian is passionate about assisting individuals facing mental health challenges and loneliness. With extensive experience in mental health care and end-of-life support, he spent several months alongside Hollywood actor Robin Williams, who inspired the film **Patch Adams**. During this period, Williams shadowed him, wearing clown shoes and a nose to bring humor and fulfill the final wishes of patients during end-of-life care.

David Green serves as an operational air traffic controller and also functions as a national test examiner for aspiring controllers. His expertise includes conducting investigations and managing teams while excelling in the high-pressure environment of his role.

David is committed to supporting individuals struggling with mental health issues, drawing from his personal experience in assisting those in crisis.

Matthew Arnold offers a unique perspective influenced by his lived experience as a former military ordnance disposal dog officer. After receiving a medical discharge, he encountered complex mental health challenges, providing him with invaluable insights from a management viewpoint. Matthew inspired the creation of LilyAnne's Wellbeing after facing significant barriers to support following his discharge. His firsthand experience with both physical and mental health conditions motivates him to ensure that others receive the critical support he once found difficult to access.

He engages in various activities within the charity, including DIY projects and creating artwork, which help him maintain focus and enhance his mental health and well-being. Matthew has served multiple tours in both Afghanistan and Iraq, where he developed PTSD as a result of his experiences, along with chronic pain from an incident during one of his deployments that left him physically injured and living with the effects to this day.

Samantha Hodgman acts as the safeguarding lead for both adults and children, in addition to serving as our data controller. She is a qualified Level 3 First Aider and has completed diplomas in various domains, including counseling, self-harm and suicide prevention, nutrition and health, and domestic abuse.

Having faced anxiety, depression, and mental health issues linked to a physical health condition, Samantha offers a vital perspective based on her lived experiences. She has also survived domestic violence, using her journey to empower others toward improved mental well-being.

With a background in drug and alcohol wards at Hartlepool Hospital, she possesses extensive knowledge of substance use and recovery. Samantha excels at supporting individuals in mental health crises, administering first aid to those who have self-harmed, and assisting those at risk of homelessness. Additionally, she manages essential administrative tasks, such as scheduling and coordinating team appointments.

Senior Leadership Team Biographies

Trevor Sherwood, co-founder and Chief Executive Officer of LilyAnne's Wellbeing, is an individual who lives with high-functioning autism and ADHD. He possesses a visionary outlook, skillfully crafting solutions to challenges by developing services and pathways that assist others. His journey began upon recognizing significant gaps in local support services. As an accredited counselor, he has completed a foundation degree in counseling and has trained in cognitive behavioral therapy.

Trevor's diverse background spans hospitality, leadership, management, mental health safeguarding, suicide prevention, and counseling, providing him with a unique perspective on mental health. Additionally, he holds a degree in Psychology, Crime & Investigation, highlighting the importance of personalized support.

Originally, in 2017, Trevor envisioned creating a coffee shop to serve the local community and provide employment for his sister Angela, who was returning home with her husband after being medically discharged from the military due to trauma from Afghanistan and Iraq. However, he soon realized a pressing need for services addressing local homelessness, mental health issues, and loneliness, inspired by his brother-in-law, Matthew.

In 2021, Trevor was severely impacted by COVID-19 and continues to deal with its lasting effects, feeling grateful to have emerged from such a challenging period. He faced personal hurdles, including the development of long COVID and receiving a diagnosis of severe allergic asthma, which eventually led to fibromyalgia. In February 2024, he required hospitalization for life-saving treatment, during which he was diagnosed with Type 1 insulin-dependent diabetes.

He experiences profound brain fog, chronic body pain, and heightened sensory sensitivity, often finding daily life to be a struggle.

Angela Arnold brings a unique perspective shaped by her personal experiences, having faced a mental health crisis and the feelings of suicide in early 2010. Living with ADHD, she also manages anxiety and depression. As a co-creator of LilyAnne's Wellbeing, Angela sought to support her husband Matthew after his military discharge, recognizing the scarcity of available resources.

With expertise in hospitality, leadership, management, and mental health safeguarding, Angela is dedicated to providing housing assistance. She possesses extensive experience in supporting individuals dealing with domestic violence, childhood trauma, psychotherapeutic counseling, grief and loss, abuse and trauma, and addiction. Angela employs a person-centered humanistic approach to counseling.

Angela excels at ensuring you receive the appropriate support, especially during challenging times, and can help connect you with additional services, such as your GP.

Her support also extends to issues related to homelessness or the risk thereof, particularly when they affect an individual's physical or mental well-being.

Moreover, Angela plays a vital role in nurturing and managing relationships with other professionals, including the council and various support services, to ensure you receive the most comprehensive assistance possible.

Assistance Provided to Our Community

Addressing Root Causes for Enhanced Community Support 2,641 individuals walked through our doors to access support.

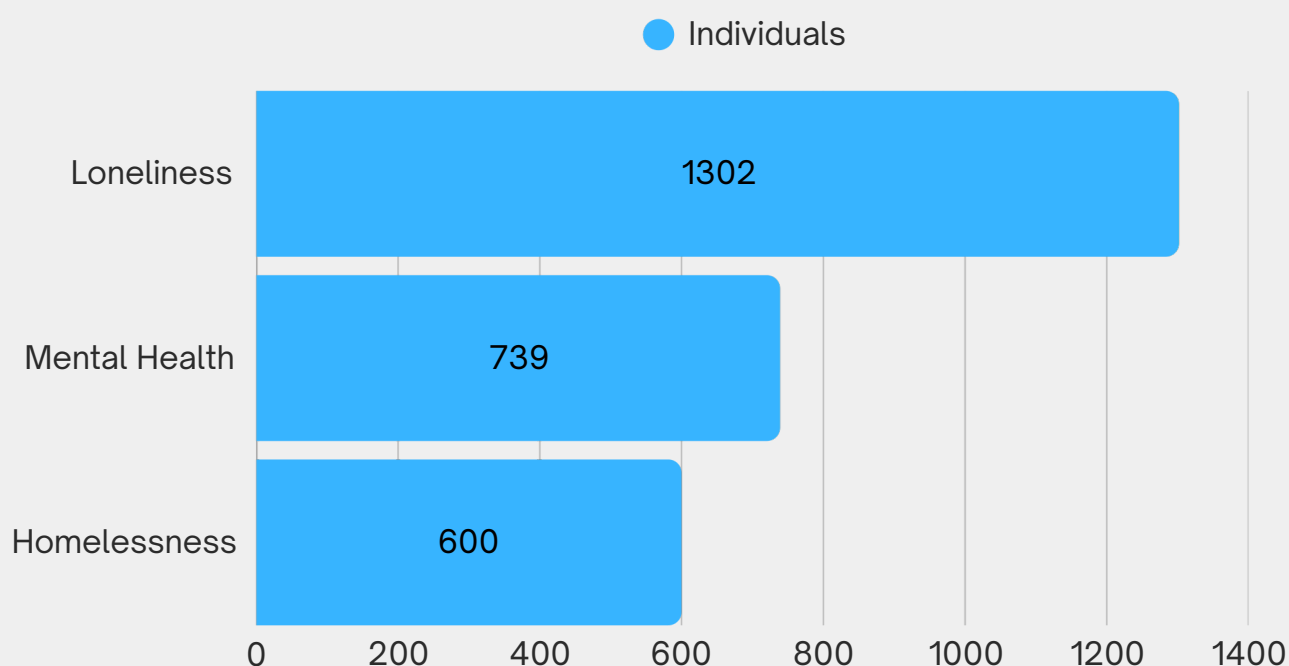
By tackling the root causes of these three primary areas, we have successfully concentrated on providing assistance to individuals across nine essential support areas, ensuring they can access the right resources within the community.

- Coffee Mornings (peer-to-peer support)
- Walk-In Crisis Support
- Domestic Abuse Assistance
- Suicide Prevention Support (Hartlepool Suicide Prevention Campaign)
- Support for Loneliness
- Support for Depression
- Support for Anxiety
- Talking Therapy & Counselling
- Cognitive Behavioral Therapy (CBT)



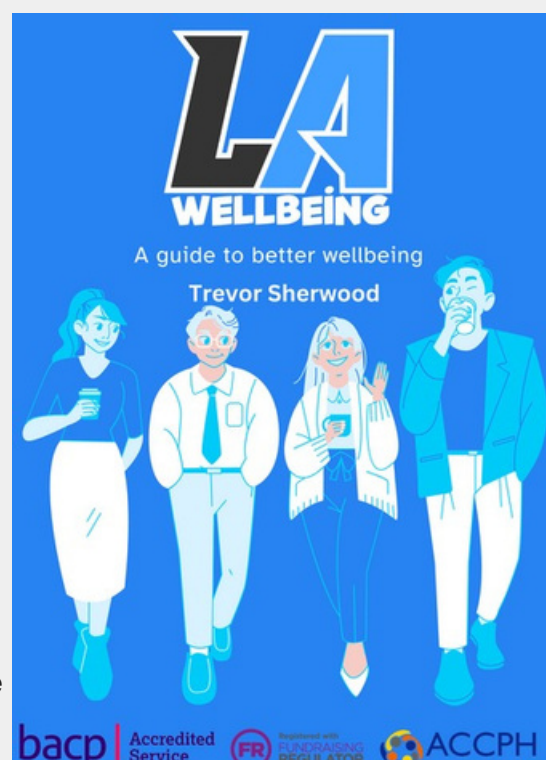
We are here for those who require our support.

In the period from 2023 to September 2024, we provided support to 2,641 individuals, focusing on key issues such as loneliness, mental health, and homelessness.



Of those who received support, 283 individuals engaged in the Talking Therapy Better Wellbeing Programme. This programme consists of a minimum of seven hours of therapy, which can be extended by two additional hours if further assistance is required, spanning a duration of seven to nine weeks. Altogether, we have completed 1,968 hours of pre-scheduled counselling appointments dedicated to mental health. Importantly, there was no waiting list for accessing our services, enabling individuals to improve their wellbeing while reducing the demand for secondary mental health services within the community. We accomplish this by following a trauma-informed, person centred, and humanistic approach to support.

Out of those appointments only three people failed to attend an appointment due to various reasons but were re-booked to a later date and within 100% of cases everyone accessed us for support was able to be supported.



We are here for those who require our support.

We have collaborated with partner agencies to ensure individuals can access the appropriate support.

- We focus on helping people connect with the right resources, encouraging them to communicate with their GP. This includes making sure they are aware of their needs, booking regular appointments, and actively engaging in their treatment.
- For those receiving secondary mental health care, we support them in communicating with their care team if there are any changes to their mental health. We emphasize the importance of continued engagement and provide encouragement for those who may have stopped seeking help, ensuring they are referred to the appropriate secondary support if they disengage from the service.
- We make certain that individuals accessing support through LilyAnne's receive assistance for drug and alcohol misuse, as addressing these issues is crucial for tackling the underlying causes of mental health challenges and loneliness.
- We assist people in accessing secondary mental health services after they have completed an initial assessment, should this be the most suitable path forward.

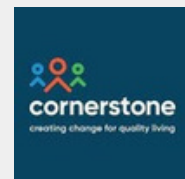
We ensure that individuals are connected with the appropriate local authority resources, linking them to other local charities and organizations to guarantee they receive the support they require.



- **Assigning Ownership:** Designate a person to oversee external pathway support, ensuring individuals receive the assistance they need rather than being left to navigate challenges on their own.
- **Safeguarding Support:** Ensure that safeguarding reports are filed whenever there are concerns. Connect with local authorities, including police and housing teams, as well as domestic violence support services, to provide appropriate help.
- **Crisis Situation Assistance:** Offer support to individuals in crisis who are seeking help for their mental health. Whether they are contemplating or have already begun to implement a plan, provide a listening ear, a safe environment, access to first aid, and assistance in engaging the crisis team.
- **Internal Pathway Referrals:** Refer individuals to internal resources to address feelings of mental health challenges and loneliness. This includes one-on-one support, peer-to-peer interactions, and group activities aimed at improving mental health and fostering confidence over time.
- **Safe Community Spaces:** Ensure that individuals have access to safe spaces within the community when they feel vulnerable.
- **Wellbeing Workshops:** Facilitate access to workshops focused on wellbeing, tackling the inner critic, and building self-confidence. These resources equip individuals with the tools they need to cultivate resilience and work towards enhancing their mental health.
- **Collaboration with Partner Agencies:** Work alongside local police and other agencies to assist individuals in reporting crimes that may adversely affect their health and wellbeing, such as historic child sexual abuse, domestic violence, or coercion into criminal activities.
- **Interagency Coordination:** Collaborate with local adult and children's services to report any risks, with the client's consent, and address safeguarding issues that may impact their health or wellbeing.



Our local community partners.



Balance Sheet

LilyAnne's Wellbeing As at 30 September 2024

30 SEPT 2024

Fixed Assets

Tangible Assets

Office equipment and IT - Cost	59.73
Total Tangible Assets	59.73

Total Fixed Assets	59.73
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Current Assets

Cash at bank and in hand

LILYANNE'S WELLBEING	2,148.39
Total Cash at bank and in hand	2,148.39

Total Current Assets	2,148.39
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Creditors: amounts falling due within one year

Net Wages	(5,721.77)
Total Creditors: amounts falling due within one year	(5,721.77)

Net Current Assets (Liabilities)	7,870.16
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Total Assets less Current Liabilities	7,929.89
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Creditors: amounts falling due after more than one year

Long term Loans & Mortgages	2,633.68
Total Creditors: amounts falling due after more than one year	2,633.68

Net Assets	5,296.21
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Capital and Reserves

Current Year Earnings	5,296.21
Total Capital and Reserves	5,296.21

Profit and Loss

LilyAnne's Wellbeing

For the year ended 30 September 2024

2024

Turnover

Donation (10001)	7,780.93
Grant Income	500.00
Sales - Products	3,614.47
Total Turnover	11,895.40

Cost of Sales

Cost of Sales - Goods	1,073.66
Cost of Sales - Materials	473.94
Total Cost of Sales	1,547.60

Gross Profit

10,347.80

Administrative Costs

Bank Charges and Interest	0.01
Business Insurance	50.00
Computer & Software	108.18
Electricity	1,057.32
Entertainment	51.25
General Rates	190.27
Internet Charges	203.08
Marketing	280.48
Repairs and Renewals	378.32
Telephone	29.99
Training Costs	20.00
Water Rates	9.00
Total Administrative Costs	2,377.90

Operating Profit

7,969.90

Profit on Ordinary Activities Before Taxation

7,969.90

Profit after Taxation

7,969.90

Thank You

LILYANNE'S

— W E L L B E I N G —



LilyAnne's Wellbeing Charity
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TS26 9HL