

Charity Registration No. 291489
Company Registration No. 1898188 (England and Wales)

THE YOU TRUST
(A COMPANY LIMITED BY GUARANTEE)
REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
CHARITY NUMBER 291489
COMPANY NUMBER 01898188

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TRUSTEES REPORT

1.0 INTRODUCTION

- 1.1 The Trustees present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary My Learning Cloud Limited for the year ending 31 March 2025 which are also prepared to meet the requirements for a Directors' report and accounts for Companies House.
- 1.2 In this document, the legal name of the YOU Trust is shortened to YOU. The legal name of My Learning Cloud Limited is shortened to MLC.
- 1.3 The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition October 2019).

2.0 OBJECTIVES

- 2.1 The objectives of the charity as set out in the Articles of Association are:

- (i) *To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.*

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 or drugs; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards); crime (either as a victim of crime or as an offender rehabilitating into society).

- (ii) *The advancement of education for the public benefit.*

The mission statement of YOU is:

"YOU: creatively empowering people to thrive in their communities"

- 2.2 Our culture and behaviours in pursuit of the mission and objectives are defined by our values that are embedded and role modelled throughout the charity:

- Person Centred

People are at the centre of all we do. We work in equal partnership, understanding that people are experts in their own experience and have strengths, skills, and life experiences

that they bring to their own situation and to others. Everyone is a unique human being to be valued. We design what we do with people based on what matters to them, ensuring they are in control of their daily lives and their future.

- Trustworthy

We do what we say we will, when we say we will and how we say we will. We do not let people down. We act with integrity, honesty and openness with everyone we meet.

- Excellence

We strive to be the best we can be in all that we do, recognising that people deserve nothing less from us.

- Can-do

We ask ourselves how we can achieve things and not whether we can.

- Innovative

We are creative thinkers. We listen and build on ideas. We do not block, welcoming fresh perspectives and imagining new possibilities.

3.0 ACTIVITIES IN PURSUIT OF THE CHARITY MISSION AND OBJECTIVES

3.1 YOU's services can be divided into five themes:

- Paragon: Ending violence against women and girls and reducing the harm caused by domestic and sexual violence
- Supporting people to live independently and flourish in their community
- Advice and Information services
- Improving the health and wellbeing of communities
- Training and Education

3.2 In 24/25, YOU delivered nearly 3,000 more client interactions than the previous year. This growth reflects the increasing needs in our community and is a testament to the flexibility of service delivery for which YOU is known. In 23/24, 25,617 adults and children connected with our services, this rose to 28,585 in 24/25.

3.3 PARAGON

PARAGON is our specialist service supporting people affected by domestic abuse, sexual violence, and stalking. We also work with those who use harmful behaviours in their intimate or family relationships.

Working across Hampshire, the Isle of Wight, Dorset, Somerset, Swindon, and pan-Sussex, we offer a wide range of accommodation and community-based services. Our refuges provide sanctuary and specialist support for those needing a safe space to heal and rebuild, often alongside their children. In the community, our teams work with individuals who are safe to remain at home, including those still in relationships with someone causing harm. In these cases, we offer safe, structured interventions for both parties.

Alongside our commissioned and grant-funded work, we've co-produced and developed innovative initiatives that create spaces for safety, recovery, and change. These include survivor-led programmes, peer support models, and tailored interventions for those using harmful behaviours.

As an inclusive organisation, our services are designed to support cis and trans women and men, as well as non-binary individuals. We recognise children and young people as victims in their own right, and we also work with those who instigate harm within their families or relationships.

Our approach is rooted in the principles of the Domestic Abuse Act and includes specialist support for children and young people—ensuring every person we work with is met with respect, compassion, and the opportunity to move forward.

Our specialist team working with people who use harmful behaviours has developed a prevention programme designed to support lasting change. Accessible through one-to-one sessions or group work, this programme is inclusive and suitable for both men and women.

We deliver a wide range of services—from integrated, county-wide teams and co-located specialists to the management of refuges, safe houses, and dispersed accommodation. These services are commissioned by local authorities, health organisations, grant funders, and social investors, reflecting the trust placed in our approach and outcomes.

Our team is highly effective in making a positive difference in the lives of those we support. This is consistently evidenced through tools like the Outcome Star, which tracks self-reported progress, and Exit Questionnaires completed by clients—both showing meaningful improvements in wellbeing, relationships, and personal responsibility.

As an example of feedback across the Paragon areas we can see that: -

- 100% of people we worked with felt safer since receiving support
- 100% of people reported a positive impact on their health and wellbeing

- 96% of people reported increase confidence in being able to improve the emotional, physical and social wellbeing of affected children
- 100% of people were supported to stay safe in their own home, where this was safe to do so, meaning they stayed connected to their own community and support networks
- 100% of people felt safer since receiving support and felt able to make positive decisions about their future
- 100% of children reported their support had a positive impact on their life
- 99% of children reported their health and wellbeing had improved

3.4 SUPPORTING PEOPLE TO LIVE INDEPENDENTLY AND FLOURISH IN THEIR COMMUNITY

Impact and Achievements 2024/2025

Young Lives

At Young Lives, we support young people living in two dedicated houses. Each a safe and nurturing space for those with previous lived experiences of care.

Our residents come from diverse backgrounds, and each young person is met with respect, understanding, and a tailored plan that evolves as they do.

We work alongside each young person to help them build the strategies, confidence, and resilience they need to shape their own future.

By offering a sense of belonging and emotional safety, we create the breathing space needed to reflect, grow, and explore aspirations. Our team provides practical support and education across key areas of independent living, including:

- Paying Rent
- Managing Bills
- Budgeting
- Cooking
- Laundry
- Daily living skills
- Developing social skills
- Accessing work
- Support with the benefits system
- Taking responsibility
- Support with Drug/Alcohol dependence
- Mental Health
- Support to address any offending behaviours and support with plans in place.

We aim to ensure every young person leaves our service feeling empowered, equipped, and ready for what comes next. Through tailored support and meaningful relationships, we help them hone existing skills and discover new ones, building confidence with every step.

We want each young person to look back on their time with us as a springboard: a place where they were valued, respected, and supported. A place that gave them the space to grow, the tools to thrive, and the belief that their future is theirs to shape.

Workwise

Workwise supports adults who are neurodivergent or have a learning disability to overcome the barriers they may face in finding or keeping work, whether in voluntary or paid roles.

Our focus is on helping each person identify their career aspirations and develop a realistic action plan to achieve them. Recognising that obtaining an official diagnosis can be a lengthy process, we welcome self-referrals and do not require formal diagnostic confirmation.

Workwise offers up to 12 weeks of tailored one-to-one support. This can include creating a personalised job profile, setting achievable goals, writing or updating CVs, identifying and addressing training needs, and providing practical help with job applications, interview preparation, and in-interview support. For those already in work, we assist in identifying reasonable adjustments, connecting with Access to Work funding where appropriate, and liaising with employers to ensure workplace needs are understood and met.

Our aim is to remove barriers, build confidence, and empower people to pursue meaningful employment opportunities that match their skills and ambitions, helping to create workplaces that are more inclusive, supportive, and accessible for all.

Learning disabilities services

We deliver services for people living with learning disabilities in Portsmouth and Hampshire, working in both supported living and community-based settings. We support people to live independent happy healthy lives in their community.

Service Location	Service Description	Referral Numbers in 2024/25	Commissioned/ Funded By
Portsmouth	Supported Housing schemes for people with learning disabilities	4 properties	Portsmouth City Council
	Registered Care Home for adults with mental illness	1 property	
	Floating Support	73 clients supported in their own homes	
	Adult Intervention Project	38 clients supported in 24/25	
	Into Work Service (changing to Workwise)	31 clients supported in 24/25	
Dorset	Supported Housing schemes for young people	2 properties	Dorset Council
Petersfield	Supported Housing schemes for people with learning disabilities	3 properties	Hampshire County Council
Eastleigh and New Forest	Supported Housing schemes for people with learning disabilities	12 properties	Hampshire County Council
New Forest	Registered Care Home for people with learning disabilities	2 properties	Hampshire County Council
Basingstoke	Supported Housing schemes for people with learning disabilities	13 properties	Hampshire County Council
Havant and Waterlooville	Supported Housing schemes for people with learning disabilities	16 properties	Hampshire County Council

Number of people supported by Learning Disability Services (by area)

- North Hampshire: 75
- East Hampshire: 89
- New Forest, Portsmouth and Eastleigh: 297

We support clients to live as independently as possible, taking a strengths-based, person-centred approach to care and support in people's homes, registered services and supported living. Following the active model of support, we work alongside people. Doing things with them, not for them, so they're empowered, build on existing strengths, develop new skills, and grow in confidence. People are encouraged and supported to pursue their interests, to make and maintain relationships, to undertake paid or voluntary work, and otherwise live a full life as an active citizen according to their own wishes and capacity.

Within our Learning Disabilities services, we seek to forge connections not only between residents but also with the surrounding local community. The following examples are representative of efforts within the last year to achieve this aim:

- Clients liking to go out with friends who may also need support. Staff facilitate regular meet ups and together they go out for lunch or to see a movie.
- We help people to visit family members and attend family events and are particularly mindful on maintaining connections where parents may be elderly and no longer able to travel.
- We support clients with their relationships and provide information and support about sex and healthy relationships.
- We regularly arrange day trips and events across all services to enable friendships to be made. Regular occasions include the yearly trip to the local panto and a meal out, garden parties in the summer, trips to the coast, trips to local attractions such as zoos, etc.
- We have supported people to find voluntary work in their local community e.g., working in a care home, local cafes, and the local library. This has encouraged relationships to develop within the community.
- In one service, members of the local community have formed a charitable organisation to raise money for the clients. They have provided a “house” vehicle which has opened up opportunities to the clients. Members of the group come to the service every month and hold a coffee and cake event. They have also provided funds for everyone to have a communal roast dinner on a Sunday if they wish to participate.

Mental health

We provide tailored mental health support at two dedicated homes. One in Portsmouth and one in Gosport. Many of the people we welcome have spent years in hospital environments, we focus on recovery and building the resilience needed to move into more independent living.

When someone arrives, our priority is to listen. We take time to understand what matters most to each individual—their goals, aspirations, and personal journey. No two people are the same, and we honour that by shaping support around their unique needs and outlook.

Whether it’s rebuilding confidence, reconnecting with community, or simply feeling safe and settled, we’re here to walk alongside each person as they take the next step toward wellness and independence.

For some, it's managing to get up and face the day or to complete what may seem the smallest of tasks, but for them this is a big achievement. For example, getting out of the house even for a small amount of time, making some good food and socialising with others. For other clients, we help them to build skills by looking for a voluntary job, employment or education to enrich their lives, working on their goals that continually build independence.

In the last year, our residents have participated in weekly conservation groups focusing on preservation and protection around Hilsea Lines (a green corridor). Another has been participating in a group where they're working on a performance and presentation to explain their diagnosis and show who they're moving beyond this.

3.5 ADVICE AND INFORMATION SERVICES

Advice Portsmouth and First Point Dorset

The people we support often face the harshest realities of the current economic climate. For those already navigating systemic barriers, the cost-of-living crisis isn't just a headline—it's a daily struggle to stay afloat.

Across our services, we work tirelessly to help individuals maximise their income, manage debt, and remain safely housed. This support is especially vital in Advice Portsmouth and First Point Dorset, where our teams provide tailored guidance and practical solutions to those most at risk.

Whether securing benefits, negotiating with creditors, or preventing homelessness, we stand alongside our clients, offering not just advice, but hope.

Support with Debt, Finances, and Housing

Advice Portsmouth supported people with Universal Credit, Personal Independence Payment, Child Benefit and other claims. The service also supported people to tackle debts through Debt Management, Debt Write-Offs, Bankruptcy, and obtaining Debt Relief Orders, including working with VIVID residents to secure these. In addition to these, First Point Dorset supported people to maintain their accommodation via support with benefits awarded (149), Debts Managed/Written Off (53), and Rent Arrears resolved (13).

The dedicated, compassionate work of the Advice Portsmouth team helped to achieve £1,671,593.24 in debt relief and improved finances through helping people to find and sustain employment and maximising benefit income for the people of Portsmouth.

First Point Home from Hospital

Home from Hospital supports Dorset Council residents in acute and community hospitals by helping overcome social and environmental barriers to a safe discharge, offering up to six weeks of guidance and practical assistance—from home safety checks and financial support to liaising with housing teams and ensuring medical equipment and community resettlement are in place. A related service, First Point, provides up to seven days of emergency department admission avoidance support for those not requiring overnight care but needing reassurance to return home safely, including welfare checks, basic provisions, medication, and connection to ongoing community support—all aimed at reducing hospital readmissions and promoting independence. From 2024-2025 they helped 640 people which saved the NHS nearly £2.5m.

3.6 IMPROVING THE HEALTH AND WELLBEING OF COMMUNITIES

Cycling Without Age

Cycling Without Age started in Denmark in 2012 with the aim of combatting social isolation and loneliness. Since 2012, Cycling Without Age has spread into 3,050-chapter locations, covering towns and cities across 39 countries. The YOU Trust runs the Portsmouth and Hayling Island chapter of this international initiative.

Our goal is to reduce social isolation and loneliness in Portsmouth and Hayling Island. By giving our residents the opportunity to get out and about, we help tackle social isolation. It gives riders the opportunity to engage with the younger generation too.

Isolation and loneliness can be caused by a whole range of issues. It might be caused by a health condition, bereavement, family issues. We have a team of over 60 volunteers who provide safe rides, free of charge, seven days a week.

Our fully trained and DBS-checked volunteers pilot our electric trishaws. They take participants around Portsmouth or Hayling Island to re-experience the sights and sounds of their local communities.

Our pilots come from a variety of backgrounds, which allows us to ‘buddy up’ participants with a pilot who shares common interests. This allows lasting relationships to form, and the sharing of intergenerational stories which may have otherwise been long forgotten.

In the 2024-2025 period, our Cycling Without Age service has gone on 300 rides, adding joy and company to the lives of hundreds.

Personalised Care (formally Social Prescribing)

The Personalised Care Team is a collaborative initiative between The YOU Trust and Portsmouth Southcoast Primary Care Network, bringing together Social Prescribers, a Health Coach, and a Care Coordinator to support patients in a holistic, person-centred way.

Launched in 2019 with just one Social Prescriber, the team has since grown to include three Social Prescribers, a dedicated Health Coach, and a Care Coordinator, each playing a vital role in helping individuals improve their health and wellbeing.

Social Prescribing is at the heart of our approach. It connects people to local activities, groups, and services that meet their practical, emotional, and social needs — all of which can have a profound impact on health.

- Our Health Coach specialises in behaviour change, helping individuals set personalised goals, build self-management skills, and stay motivated in managing their health.
- Our Care Coordinator acts as a single point of contact, guiding patients through health and care services and linking them to the right professionals. This support helps many people remain independent in their own homes for longer.

Thanks to grant funding and strong partnerships, we've been able to offer tailored group activities that respond directly to patient needs:

- Chair Exercise Group: In partnership with Portsmouth City Council (PCC), this welcoming group invites anyone looking to stay physically active in a safe and supportive environment.
- 12-Week Wellbeing Course: After hearing from patients who found traditional Pilates and yoga groups inaccessible, we co-designed a unique 12-week course with PCC to support both physical and mental wellbeing. Demand is high — both groups are well attended and often have a waiting list.
- Carers Group: Created in partnership with the Carers Centre, this monthly group offers carers a chance to take a break, learn about available services, and connect with others for peer support.
- Monthly Drop-In Sessions: These informal gatherings have grown steadily, offering patients a chance to meet new people, join in activities, and build lasting friendships

YOU Counselling Centres

YOU's established Counselling Centres in Fareham and Portsmouth offer a safe, welcoming space for people navigating life's challenges. From these locations, we deliver a wide range of trauma-informed interventions, including:

- Generic counselling
- Substance misuse support
- Specialist counselling for victims of domestic and sexual violence (STAR), both in refuges and the wider community
- Children and young people's counselling, available in person and online

We work in partnership to deliver these services, ensuring that support is accessible, inclusive, and rooted in compassion.

Our STAR and PARAGON counsellors also operate from our Fareham and Isle of Wight centres, offering weekend retreats and therapeutic workshops that provide space for reflection, healing, and growth.

We're proud to support the next generation of counsellors—many of whom begin their journey with us as trainees, and some who, having once accessed our services themselves, choose to train so they can help others. Their lived experience brings depth, empathy, and authenticity to the support we offer.

YOU Counselling Centres, including PARAGON and STAR, received 2,719 referrals during the 2024-2025 period. One of the valuable community benefits of our counselling services is that they provide Trainee Counsellors opportunities to develop and gain practical experience and expertise within a BACP-accredited framework and under regular clinical supervision.

Once they have completed their training, these counsellors add to the resource of the local community, building resilience and strengthening the local capacity to respond to people's mental health needs. The 27 trainee counsellors who worked with YOU's teams in 2024-2025 can increase the number of sessions delivered annually in our community by 19,440-25,920 once they have completed their training.

Given the rise in demand for counselling, this contribution to our community is important in terms of health and wellbeing and demonstrates the social value that YOU gives back to the community.

Loneliness and isolation have significant detrimental effects on a person's physical and mental health, as well as their overall wellbeing. In all of our services, we try to foster

people's connections and personal support networks so that they can live fulfilling lives and have a sense of purpose and belonging. Peer Support groups in domestic abuse services help to build these bonds, for example.

3.7 TRAINING AND EDUCATION

Dragonfly Project

We believe that everyone has a role to play in ending domestic abuse and hidden violence. Many of the factors that allows this to remain a persistent issue are deeply rooted in systemic power imbalances and harmful, outdated attitudes and social norms.

To change this, we recognised that more people within the community needed to be able to identify and understand domestic abuse in its varied forms so that they could help those experiencing abuse to access the support that's available in their area. That led to the creation of the Dragonfly Project.

The Dragonfly Project delivers free domestic abuse awareness courses that train people in communities to be 'Dragonfly Champions'. These Champions apply this learning in their own communities to improve our collective response. This has been noted nationally as a best practice approach, and we are proud to have trained 903 Dragonfly Champions in 2024-2025.

4.0 MY LEARNING CLOUD

My Learning Cloud (MLC) is at the forefront of driving up the quality of services in the health, housing and social care sector and beyond.

MLC has been trading since 2012 as a wholly owned company operating as a social enterprise gifting profit to YOU. Our team of 19 staff at MLC develops and sells two main products – our Learning Management System (LMS – a software tool that allows businesses to plan, create, deliver and report on training programmes for their workforce) and e-Learning courseware (individual subject specific e-learning courses).

Our LMS is available in multiple tiers subject to the organisation's requirements and budget. These are branded as Lumis Essentials (minimum feature set), Lumis Pro and Lumis Enterprise (maximum feature set)

We operate to a Software as a Service (SaaS) model whereby organisations subscribe to our products and services for a fixed term which may be renewed indefinitely. These products have traditionally been sold as a package on a business-to-business basis.

In 2024/25 My Learning Cloud continued to gift aid profit to YOU. Turnover was approximately £1.4m.

MLC had approximately 118,000 active user accounts in 24/25.

We're focused on building on our success through a sharpened commercial strategy. By expanding into new industries and geographic markets, we aim to significantly increase profitability over the coming years which will enable us to make more of the difference that drives us.

This ambition is backed by strong foundations. MLC continues to attract new customers while maintaining long-standing relationships built on trust and value.

5.0 QUALITY ASSURANCE

5.1 YOU, has a robust and comprehensive Quality Assurance Framework that is overseen by the Quality Assurance Committee. The committee receives regular reports on Quality Assurance activities and case studies and has a role in assuring improvement activity planned is delivered.

Some YOU services are subject to statutory inspections. The Care Quality Commission assess all relevant services. All YOU services assessed by CQC are rated as 'good'.

Our Young Peoples service in Dorset is now subject to Ofsted Inspection. As this is a new inspection regime for supported living, a formal Ofsted Inspection has not as yet taken place.

Advice Portsmouth provides free, independent, impartial and confidential advice to people living in Portsmouth. It's accredited with the Financial Conduct Authority to ensure an excellent standard of advice and support.

We believe that meeting the requirements of national inspection bodies is achieved by upholding high standards of service delivery and constantly learning and listening to our clients. These key elements are the foundations of the YOU Quality Assurance Framework we operate which includes: -

- Peer Quality Audits
- Director Audits of services specifically focussed on standard of accommodation, quality of intervention and record keeping.

- Pre-inspection preparation visits.
- Trustee Quality Visits.

Trustees visit our services and teams, chat to staff and residents and feedback what they have seen and heard to Quality Assurance Performance and People Committee.

Accreditations and association membership provides assurance that our services meet high quality industry standards. Where we have unregistered/unregulated teams/services we actively seek external accreditation that represent national excellence – specifically for YOU Counselling and Paragon. We are also members of the Helpline Partnership and our teams are all trained by them in effective staffing of a helpdesk and ensuring our front-line response is trauma informed and meets national standards.

Our domestic violence and abuse teams in Somerset, Dorset, Hampshire and the IOW hold Safe Lives accreditation and we are beginning that accreditation process with our teams in Wiltshire and West Sussex.

Our STAR Counselling and Paragon Counselling teams both hold accreditation with Lime Culture for their work with male victims of sexual violence.

We are not able to apply for some national accreditations and memberships as our charity model does not meet their criteria. However, we adopt their standards and our robust quality assurance process means these are internally assessed against that national benchmark.

6.0 SAFEGUARDING

6.1 Safeguarding our clients is a golden thread that runs through everything that YOU does.

Our definition of safeguarding is the protection of vulnerable individuals from abuse, harm, and neglect. It encompasses measures to promote the health, well-being, and human rights of individuals in our care.

Our safeguarding framework and policies are rooted in our legal commitments, the feedback we actively collect and learning from practice. Our Directors of Operations and Business Development fulfil the roles of Safeguarding Leads for both Adults and Children.

There is an identified Safeguarding lead on our Board of Trustees and the Quality Assurance Performance and People Committee receives quarterly reports on all

safeguarding activity. Trustees receive annual training on safeguarding for adults and children and are cognisant of the duties for safeguarding oversight.

New trustees that joined the Board this year have been briefed and participate in training in relation to their duties for safeguarding.

Trustees have a role in promoting a safeguarding culture within the organisation ensuring effective safeguarding policies and procedures are in place, ensuring all staff receive regular safeguarding training, reviewing safeguarding practices and ensuring there are clear mechanisms for reporting safeguarding concerns.

A set of key principles underpin YOUs approach to safeguarding. These are: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.

7.0 PEOPLE VALUES AND ORGANISATIONAL DEVELOPMENT

- 7.1 At YOU, we recognise that our staff, practitioners and volunteers are the foundation of everything we do. Their energy, commitment and compassion are central to delivering the high-quality support that defines our mission.

Whether contributing in a paid or voluntary capacity, every team member plays an essential role in our success. In turn, we are committed to providing them with the support, recognition, and opportunities they deserve. We aim to nurture both wellbeing and professional development, ensuring our workforce feels valued, empowered, and equipped to continue making a difference.

Together, we create a culture of care – not just for the people we support, but for one another.

We are so pleased to welcome new people to work with and support us. Including new Trustees, a host of volunteers and student placements, as well as a high number of new support workers. YOU has grown significantly over the past 40 years.

In 2024/25 staff joined us via TUPE (Transfer of Undertakings, Protection of Employment), following the award of a new Paragon contract. Additionally, we have had five new staff join My Learning Cloud in the same period. They bring their deep experience to the ongoing growth of our charity.

The YOU Trust remains committed to fostering an environment where continuous professional development is both supported and celebrated. In line with this ethos, one of the notable highlights of the 2024/25 year has been the number of internal promotions across the Group.

A total of 27 staff members progressed into more senior roles during this period, reflecting the organisation's dedication to nurturing talent and recognising individual growth.

The YOU Group is powered by approximately 886 remarkable individuals who bring passion, expertise and heart to everything we do.

We're proud of the diversity within our team. We are an equal opportunities employer, disability confident since October 2017, members of the Armed Forces Covenant and publish Gender Pay Gap results that reflect our ongoing commitment to fairness and equity.

Together, we form a vibrant, resilient workforce committed to making a difference.

The YOU Trust has continued its positive working relationship with Unison, the organisation's recognised Trade Union with who we have a Consultation and Negotiation Framework Agreement. Holding regular meetings and discussions about staffing matters, policies, and priorities, including the annual pay review, is an important part of our commitment to those working for YOU.

We believe that recruiting and retaining the best staff, workers, and volunteers is central to providing high quality services based on solid relationships to those we work with. This is achieved in many ways, including:

- traditional advertising
- social media marketing campaigns
- attending job fairs
- creating relationships with schools, colleges and universities
- working closely with local Job Centres
- personalised recruitment events
- benchmarking our offer to staff so that it's attractive and engaging

At MLC and YOU, we believe that the wellbeing of our staff is fundamental to the work we do. That's why we've built a culture of care, connection, and continuous support. From our Employee Assistance Scheme to our dedicated network of internal Wellbeing Champions, we're committed to ensuring our teams feel valued and empowered.

We foster open communication through weekly CEO updates, micro-surveys, polls, and regular roadshows—creating space for feedback, reflection, and shared learning. Our commitment extends to providing strong terms and conditions, alongside high-quality training and development opportunities. Whether it's through funded qualifications or

tailored career pathways, we champion a 'lifelong learner' ethos that helps every team member grow and thrive.

Wellbeing Champions

Across our services, a dedicated network of trained Wellbeing Champions offers compassionate, confidential support to anyone who may need it. Whether it's a listening ear, practical guidance, or simply a moment of connection, these Champions are there to make a difference.

Throughout 2024, a series of planning and training sessions—led first by Jane Cracknell, Group Director of People, Culture and Organisational Development, and later by Karen Hobbs, Assistant Director of Community Services—brought Champions together to strengthen their skills and shape a calendar of wellbeing actions for the year ahead.

The impact of this staff-led initiative is profound. Time and again, we hear how the presence of a Champion has helped someone feel seen, heard, and supported. Their kindness, empathy, and commitment ripple through our organisation, creating a culture where wellbeing is woven into everyday practice.

Learning and Development

We've long believed that high-quality training and meaningful career development are essential. Not just for delivering excellent services, but for empowering our staff to thrive.

We're proud to offer robust training opportunities, support for relevant qualifications, and clear pathways for professional growth. Our teams consistently tell us that this investment makes a real difference—not only in their day-to-day work, but also in how valued and supported they feel.

We pride ourselves on our comprehensive training package. This includes a mix of certified, face-to-face, online, and hybrid programmes, all geared towards elevating staff proficiency, confidence and knowledge leading to the delivery of excellent, quality services to those we work with.

We're an Apprenticeship Levy-paying employer, actively supporting our staff to gain valuable qualifications that enhance their careers and strengthen our services. Over the past few years, we've consistently maintained around 20 active learners at any one time, studying qualifications from Level 3 to Level 5—tailored to their roles and aspirations.

Interest in our Apprenticeship Programme continues to grow, especially following recent changes to the Functional Skills components, making pathways to learning more accessible. Looking ahead to 2025/26 and beyond, The YOU Trust and MLC remain committed to expanding this programme—not only to support internal career progression, but also as part of our recruitment strategy to welcome new apprentices into the social care and technology sectors.

Smarter Learning with Lumis Pro

To manage our workforce’s learning and development, we use Lumis Pro, an advanced Learning Management System provided by My Learning Cloud. This platform enables us to:

- Plan tailored learning journeys for individuals, roles, and locations
- Assign mandatory and optional training directly via an intuitive online interface
- Facilitate e-learning, book face-to-face workshops, and access virtual events
- Track, record, and report on training compliance for quality assurance
- Submit and store certificates and learning-related documents securely

We make full use of MLC’s certified courseware, chosen for its relevance, high standards, and user-friendly design. In 2024/25, the launch of the Lumis mobile app added even greater flexibility—allowing staff to engage with training at a time and pace that suits them.

Together with MLC, our mission is clear: to create imaginative, inclusive, and accessible learning opportunities that keep pace with a rapidly evolving world. This commitment supports not only our staff, workers, and volunteers—but ultimately, the people and communities we serve.

8.0 FINANCIAL REVIEW

- 8.1 The YOU Group Finance and Commercial Committee met regularly during the year to review policies, the proposed budget, review management accounts, forecasts and the annual accounts.

At its meeting, trustees of the Finance and Commercial Committee, regularly reviewed the financial performance of the charity and My Learning Cloud against the budget it set at the start of the year.

At the end of the financial year, the audited accounts show that YOU made a healthy surplus which has helped YOU recover from the losses incurred in 22/23. This will

alleviate the charities financial risk going forwards by contributing to investment in services, increasing the unrestricted reserves and reducing debt.

However, like many charities in the UK, and particularly in the social care sector, the challenge continues to be managing to meet rises in the national living wage against constraints faced in the public sector. These two factors mean our financial future remains uncertain and priority for Trustees as we seek to provide much needed services going forwards.

YOU continues to proactively manage the Pension Deficit. In order to actively manage the other financial risks and issues faced by charities including YOU, we have focused on identifying opportunities for growth and at the same time a range of activities that improve value for money, reduce our overheads and increase time that staff can spend with clients.

RESERVES POLICY

- 8.2 The Reserves Policy was reviewed in September 2023 and a target of £1,500,000 free reserves was agreed being the value of unrestricted reserves, before deducting the pension reserve, less fixed assets. Considering its current working capital arrangements, the Board felt that this was an acceptable level to operate within YOU on a day to day level and meet its obligations. Any additional free reserves would be used to further the Trust's aims and objectives. The actual free reserves figure will rise as operating surpluses are made and fall as assets are purchased.

At the year end unrestricted reserves were £2,986,000 (2024: £2,218,000) and restricted reserves were £1,550,000 (2024: £2,382,000) and the pension reserve was in deficit at £2,126,000 (2024 £2,573,000). The deficit on the pension reserve is being managed via an agreed repayment plan through The Pensions Trust by way of annual deficit payments payable until 31st March 2028, subject to actuary adjustments as appropriate throughout the period.

At the year end the free reserves of the charity were £1,462,000 which is under target and equally in light of the Pension Deficit, the Trustees do not consider the reserves to be excessive.

INVESTMENT POLICY

- 8.3 The levels of unrestricted reserves are not significant enough to consider a wide range of investments. The bank account is an interest-bearing account and surplus monies to immediate operating needs are placed on the money market to earn additional interest.

SERVICE CHARGES

8.4 Publicly funded services are delivered free of charge to beneficiaries, with charges applying in the case of:-

- Accommodation charges (rent – includes weekly licence charges)
- Private purchases of domiciliary care – service user choice for additional care over and above the items funded by Adult Services
- Means tested counselling services

In all services where charges applied, the Trustees ensured that these did not discriminate against those who were poorer in society.

Across publicly funded services, YOU was subject to external monitoring, inspection and validation against publicly set standards.

9.0 REFERENCE AND ADMINISTRATIVE INFORMATION

9.1

Registered Charity Name	The YOU Trust (known as YOU on an operating basis)
Charity Number	291489
Company Number	1898188
Registered Office	Delme 1, Delme Place, Cams Hall Estate, Fareham, PO16 8UX
Auditors	Sumer Audit Piper House 4 Dukes Court Bognor Road Chichester, West Sussex PO19 8FX
Bankers	Lloyds TSB Bank plc. St John's Centre, Hedge End, Southampton, Hampshire, SO30 4QU

TRUSTEES AND DIRECTORS

- 9.2 The Trustees and officers serving during the year and since the year-end are set out below.

Derek Marshall – Chair of the YOU Group Board (elected January 2024)

Caroline Sharman-Mendoza

Steve Pitt

Anne Ridley

Simon Bowden (Appointed July 2024)

Edward Vera-Cruz (Appointed July 2024)

Gareth Pugh (Appointed July 2024)

Amanda Jobling (Appointed July 2024)

Anthony Quinn (Appointed July 2024)

Oliver Long (Appointed February 2025)

Alison Bradley (Appointed August 2025)

Amanda Partington-Todd (Appointed August 2025)

James Fullarton (Resigned June 2024)

Marcia Nguyen (Resigned November 2024)

Emma Giles (Resigned November 2024)

Robyn Allen (Resigned February 2025)

Jonathan Crutchfield (Resigned March 2025)

Trudy Mansfield (Resigned May 2025)

Helen Andrews (Resigned July 2025)

The directors of the company are also charity Trustees for the purposes of charity law and under the Company's Articles are known as Trustees and collectively as 'The YOU Group Board'.

The Trustees would like to give thanks to Bishop Jonathan Frost of the Anglican Diocese of Portsmouth for his patronage during the year.

EXECUTIVE LEADERSHIP TEAM

- 9.3 Senior staff to whom leadership of YOU and My Learning Cloud is delegated:

Name	Role	Delegated Authority
Hayley Connor	Group Chief Executive of YOU and Managing Director of My Learning Cloud	Lead for The YOU Group Board, Liaison Committee (<i>previously Trust Executive Committee</i>) and Managing Director of My Learning Cloud
Paul Taylor-Toms	Group Director of Finance	Lead for Finance and Commercial Committee and Director of My Learning Cloud

Jane Cracknell	Group Director of People, Culture and Organisational Development (Left YOU in May 2025)	Lead for Culture, People and Communications Committee (<i>moved to QAPPC in November 2024</i>) and My Learning Cloud Director
Phil Freed	Director of Operations and Business Development	Joint Lead for Quality Assurance Committee (<i>moved to QAPPC in November 2024</i>)
Tonia Redvers	Director of Operations and Business Development	Joint Lead for Quality Assurance Committee (<i>moved to QAPPC in November 2024</i>)
Michael Statham	Director of MLC (Appointed as Director in September 2024, previously Interim Chief Officer)	My Learning Cloud
Nigel Groves	Group Head of IT (Left YOU in August 2024)	IT Lead across the YOU Group

10.0 STRUCTURE GOVERNANCE AND MANAGEMENT

10.1 The YOU Trust is a charitable company limited by guarantee, first incorporated on 21 March 1985(The Portsmouth Housing Trust) and registered as a charity on 10 April 1985. The company was established under its Memorandum and Articles of Association, which were amended in 1998 (becoming The Southern Focus Trust) and further amended in 2001, 2003 and 2008 (becoming The YOU Trust) and in 2010. Amendments approved in 2010 led to The Articles of Association replacing the Memorandum and Articles of Association in accordance with the Companies Act 2006. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

GENERAL MEETING OF THE COMPANY

10.2 One General Meeting was held during the year. This was the Annual General Meeting (AGM) held on 12 November 2024.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

10.3 Under the requirements of the Articles of Association, the members of the Board of Trustees, known as the YOU Group Board, are elected to serve until required to retire by rotation. Those who retire under rotation are those who have been longest in office since their last appointment or reappointment. At each AGM, one quarter of the Trustees are subject to retirement by rotation or, if their number is not four or a multiple of four, the number nearest to one quarter shall retire from office.

10.3.1 The Board of Trustees may appoint Trustees between General Meetings, pending full appointment at a general meeting. The Board of Trustees operate an open recruitment

and selection procedure when considering new Trustees for appointment in order to ensure a balanced, skilled, committed and representative board.

TRUSTEE RECRUITMENT INDUCTION, LEARNING AND DEVELOPMENT

- 10.4 Trustees are recruited upon reviews of numbers, diversity and skills by the Trust Executive Committee (constituted to bring together chairs of all Committees and the YOU Group Board chair) for decision by the Board.

Given the resignations during 2024, a successful recruitment campaign for trustees has ensured a strong board has been maintained. All Trustees sign a copy of the Trustee Code of Conduct and the Trustee Role Profile to signify their agreement to follow the terms documented.

- 10.4.1 All YOU Trustees and MLC Non-executive Directors join our YOU Learning Management System and receive training online on a range of subjects relevant to being a trustee, aligned to the services we deliver.

During the year the Trustees participated in training including Adult and Young People's safeguarding, and Equality, Diversity and Inclusion.

- 10.4.2 The Board meets at least once a year for a Strategy Away Day to make key decisions to inform the annual business plan.

- 10.4.3 The YOU Group Board delegates its work to Committees of the Board with approved Terms of Reference reviewed each year. There is a separate Board for My Learning Cloud. The main Committees of the Board are:

- YOU Group Liaison Committee
- Pay & Remuneration Committee
- Quality Assurance, Performance and People Committee
- Group Finance and Commercial Committee

- 10.4.4 The Group Finance and Commercial Committee further delegates work from time to time to the Property Working Group when the consideration of capital assets are required.

11.0 RISK MANAGEMENT

- 11.1 In accordance with Legislation and Charity Commission Guidance, The YOU Group has a structured approach to risk management. The YOU Group has a Risk Management Framework with policies and processes and a Risk Register that encompasses all YOU Group activity.

At YOU we define a risk as any event that could prevent a charity achieving its aims or carrying out its strategies.

The risks we have identified are categorised in to six themes; Governance, People and Organisation, Operations, Finance, Environmental or External Factors such as public opinions or national events and Compliance (with law or regulation). These six themes are described in detail in the Risk Register along with proposed responses and the effectiveness of it. The Risk Register encompasses MLC.

The risk register is owned and reviewed annually by Trustees, along with the Organisational Risk Policy which sets out the methodology and expectations of all involved in identifying and responding to risk. Each quarter the MLC and YOU Group Board and its committees reflect on the key risks, rising risks and new risks. The responsibility for risk management is at the centre of the Terms of Reference for all formal governance meetings.

The major risks faced by YOU in 2024/25 were similar to those being managed by other charities across the UK:-

- Changes within governance
- Changes in leadership arrangements
- Financial pressure as a result of continuing squeeze on public spending coupled with rising costs
- Recruitment and retention of key roles required to deliver services

There is a plan to manage risks summarised in the Risk Register and the organisational Business Plan priorities include controlling, mitigating and management of risks in year and beyond.

YOU and MLC have comprehensive disaster recovery policies and plans. These are tested regularly and annually a disaster recovery exercise takes place to test resilience and if our approach is fit for purpose.

- 11.2 The Board has not constituted an Audit Committee. The internal Audit functions are contained within the Terms of Reference of all Committees and audit reports are commissioned by those Committees paying due regard to the rankings of the risk register. The Charity Commissions internal audit checklist tool forms the basis of short, medium and longer term audit plans for YOU and MLC in the future.

During 2024/25 the impact of agency costs continued to be a major risk for the charity as the national crisis in social care recruitment continued. This risk is monitored at every meeting of the Board and Committees.

The inability to meet pension deficit contributions continued to be a major risk. This is managed through gift aid contributions from the trading subsidiary and the ability to secure concessions if required secured against property. The Group Finance and Commercial Committee monitor this through monthly management accounts and forecasts.

12.0 DELEGATION OF AUTHORITY

12.1 The YOU Group Board has agreed to delegate their authority through a number of internal mechanisms, including:

- The YOU Group Board Terms of Reference sets out the powers, decisions it retains, and those delegated to Committees, which are reviewed annually.
- The YOU Group Board approves Terms of Reference for Committees which set out their remit and scope, receives minutes; approves decisions reserved for them.
- A Scheme of delegation is in place and was reviewed by the Board during the year. This sets out the respective roles and responsibilities of Trustees and paid officers; defines responsibility/accountability points within the structure for decision making and actions to be undertaken.
- YOU Policies (approved at either the YOU Trust Board or Committee level) deal with a wide range of legal compliance / operational matters and set out responsibilities and duties. Where policy revisions are minor they are delegated to the Group Executive Leadership team to decide.
- The Procurement Policy sets out financial authority limits (approvals and expenditure) and is approved by the Group Finance and Commercial Committee.

RELATED PARTIES AND COOPERATION WITH OTHER ORGANISATIONS

None of our Trustees receive remuneration. Any connection between a trustee or Group Executive Leadership team member with any related third party must be disclosed to the YOU Group Board. In the current year, no such related party transactions were reported.

The charity's wholly owned subsidiary My Learning Cloud Ltd was established to provide excellence in learning management and e learning across the health, housing and care sectors. Each year My Learning Cloud gift aids the majority of its profits to the charity. The Board of Directors are appointed and removed by the charity Trustees. The charity Board receives performance reports from the subsidiary Board of Directors at each meeting.

STAFF AND VOLUNTEERS WITH DISABILITIES

The YOU Trust is an equal opportunities employer, Disability Confident since October 2017. As part of its open and transparent Recruitment Policy and procedure, the charity displays the Disability Confident logo on all job advertisements and references being a Disability Confident Employer on social media pages to actively encourage applications from people with disabilities. All job vacancies are advertised on a number of recruitment sites and are available in a number of formats. In addition, the charity provides a named contact so applicants can call to directly discuss any support they may require throughout the recruitment process. The YOU Trust offers a variety of flexible options to best meet the requirements of the candidate and reasonable adjustments are offered from the point of being invited along to interview, so the candidate can best demonstrate their full ability, and onwards into their employment as required, based on information shared by the applicant or staff member upon joining the organisation and throughout their time with YOU. YOU also engages with its own in-house 'Into Work' disability service for guidance and further support of disabled persons as needed and offers assistance with applying to the Access to Work scheme for eligible recruits.

Dedicated Employee Wellbeing Champions also offer support, together with a free and confidential EAP service, and YOU accesses the input of Occupational Health providers to seek advice on support the charity can implement for those with a disability or long-term health condition.

13.0 TRUSTEES' RESPONSIBILITY STATEMENT

- 13.1 The Trustees (who are also directors of The YOU Trust for the purposes of company law) are responsible for preparing the Trustees' annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 company 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 Charity SORP 2019 (FRS 102);
- make judgements 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 charitable company will continue in business.

The Trustees are responsible for keeping adequate 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

14.0 DISCLOSURE OF INFORMATION TO AUDITORS

14.1 In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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 auditor is aware of that information.

By order of the Board of Trustees

A handwritten signature in black ink, appearing to read 'D Marshall', with a stylized, cursive script.

Derek Marshall (Chair)

Report of the Independent Auditors to the Members of The YOU Trust

Opinion

We have audited the financial statements of The YOU Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the group statement of financial activities, the group and charity balance sheet, the group and charity statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Report of the Independent Auditors to the Members of The YOU Trust

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' Report, which includes the directors' report and strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

Report of the Independent Auditors to the Members of The YOU Trust

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charitable company or the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Identification and assessment of irregularities including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We designed procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures were capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the group's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the group and our sector-specific experience.

Report of the Independent Auditors to the Members of The YOU Trust

As a result of these procedures, we considered the opportunities and incentives that may exist within the group for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: health & safety, employment law, and compliance with the UK Companies Act and Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management.
- Reading correspondence with regulators
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Report of the Independent Auditors to the Members of
The YOU Trust



Jordan Abbott BSc ACA (Senior Statutory Auditor)

for and on behalf of Sumer Audit

02/12/2025
.....

**Chartered Accountants
Statutory Auditor**

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Sumer Audit is a trading name of Sumer Auditco Limited

The YOU Trust
Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the Year Ended 31 March 2025

		Unrestricted funds £'000	Restricted funds £'000	Total 2025 £'000	Total 2024 £'000
	Notes				
Income from					
Donations and legacies	4	-	70	70	64
Fundraising		-	5	5	-
<i>Charitable activities</i>					
Care and Support	5	22,746	1,280	24,026	22,486
<i>Other trading activities</i>					
Commercial trading operations	6	1,384	-	1,384	1,356
Investment income	7	-	-	-	-
Other income		1	-	1	1
		<u>24,131</u>	<u>1,355</u>	<u>25,486</u>	<u>23,907</u>
Total					
Expenditure on					
<i>Raising funds</i>					
Commercial trading operations	6	1,157	-	1,157	1,325
<i>Charitable activities</i>					
Care and Support	8	21,915	2,187	24,102	21,807
		<u>23,072</u>	<u>2,187</u>	<u>25,259</u>	<u>23,132</u>
Total					
Net (expenditure)/income		1,059	(832)	227	775
Actuarial gains/(losses) on defined benefit schemes	20	156	-	156	(419)
Net movement in funds	21	1,215	(832)	383	356
Reconciliation of funds					
Total funds brought forward		(355)	2,382	2,027	1,671
		<u>860</u>	<u>1,550</u>	<u>2,410</u>	<u>2,027</u>
Total funds carried forward					

The statement of financial activities includes all gains and losses in the year.
All incoming resources and resources expended are derived from continuing activities.
The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

The YOU Trust
Balance Sheet
For the Year Ended 31 March 2025

		Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
	Notes				
Fixed assets					
Tangible assets	16	1,524	1,557	1,498	1,527
Investments	17	-	-	10	10
		<u>1,524</u>	<u>1,557</u>	<u>1,508</u>	<u>1,537</u>
Current assets					
Debtors	18	4,030	3,781	3,601	3,326
Cash at bank and in hand		<u>1,770</u>	<u>1,566</u>	<u>1,271</u>	<u>1,119</u>
		5,800	5,347	4,872	4,445
Creditors					
Amounts falling due within one year	19	(2,788)	(2,304)	(1,858)	(1,397)
		<u>3,012</u>	<u>3,043</u>	<u>3,014</u>	<u>3,048</u>
Net current assets					
Total assets less current liabilities		4,536	4,600	4,522	4,585
Provisions for liabilities	20	(2,126)	(2,573)	(2,126)	(2,573)
		<u>2,410</u>	<u>2,027</u>	<u>2,396</u>	<u>2,012</u>
Net assets					
Funds					
Unrestricted income funds	21	2,986	2,218	2,972	2,203
Pension reserve	20	(2,126)	(2,573)	(2,126)	(2,573)
General unrestricted funds		<u>860</u>	<u>(355)</u>	<u>846</u>	<u>(370)</u>
Restricted income funds	21	<u>1,550</u>	<u>2,382</u>	<u>1,550</u>	<u>2,382</u>
		<u>2,410</u>	<u>2,027</u>	<u>2,396</u>	<u>2,012</u>
Total funds					

The financial statements were approved by the Board of Trustees on 25th November 2025 and were signed on its behalf by:



Trustee – Derek Marshall

The You Trust, registered in England no. 1898188

The YOU Trust
Statement of Cash Flows and Consolidated Cash Flows
For the Year Ended 31 March 2025

	Notes	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Cash flows from operating activities					
Cash generated from operations	24	459	852	406	714
Pension interest charge		(117)	(104)	(117)	(104)
Net cash provided by (used in) operating activities		<u>342</u>	<u>748</u>	<u>289</u>	<u>610</u>
Cash flows from investing activities					
Interest income		-	-	-	-
Purchase of tangible fixed assets		(138)	(75)	(137)	(75)
Proceeds on disposal of tangible fixed assets		-	1	-	1
Cash provided by (used in) investing activities		<u>(138)</u>	<u>(74)</u>	<u>(137)</u>	<u>(74)</u>
Change in cash and cash equivalents in the reporting period		204	674	152	536
Cash and cash equivalents at the beginning of the reporting period		1,566	892	1,119	583
Total cash at the end of the year		1,770	1,566	1,271	1,119

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

1 Accounting Policies

a) Basis of preparation

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS102)), and the Companies Act 2006.

The You Trust meets the definition of a public benefit entity under FRS102. Assets and Liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. These financial statements are presented in Sterling, the currency of the primary economic environment in which the Group operates, in round thousands.

b) Going concern

The Trustees have reviewed financial forecasts, cashflow and given consideration to the ability to raise finance if necessary and consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

c) Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary My Learning Cloud Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executors to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advanced is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

f) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Trust's work.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs of commercial trading and their associated support

Expenditure on charitable activities includes activities undertaken to further the purposes of the charity and their associated support costs.

Other expenditure represents those items not falling into any other heading.

h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and

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activities. These costs have been allocated across expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9.

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In preparing these financial statements, the directors have made the following judgements:

- Determine whether leases entered into by the group either as a lessor or a lessee are operating or lease or finance leases. These decisions depend on an assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.
- Determine whether there are indicators of impairment of the group's tangible and intangible assets, including goodwill. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset and where it is a component of a larger cash-generating unit, the viability and expected future performance of that unit.
- Pension Scheme deficit payments – The Charity participates in a multi-employer pension scheme which is in deficit. Provision has been made for the deficit contributions payable and the board have relied upon the information received from the Pensions Trust.

Key Sources of Estimation Uncertainty

Multi employer defined benefit pension scheme

See Note 20 for details of estimates and assumptions regarding the pension scheme.

k) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Freehold Property

Straight line over 50 years and 10 years

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Long Leasehold property	Straight line over 10 years
Short Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	
Assets held in service properties	Straight line over 3 years
Assets held in offices	Straight line over 5 years
Short term improvements to property	Straight line over 10 years
Motor Vehicles	Straight line over 5 years

l) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid.

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity from the date of opening of the deposit or similar account.

n) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured reliably.

o) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

p) Pensions

Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

q) Redundancy and termination payments

Redundancy costs arising from project reviews of staff levels are charged in the year in which employees leave the group.

r) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Payments are also made to two multi-employer defined benefit schemes.

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For the Social Housing Pension Scheme (SHPS) the cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as an expense in measuring profit or loss in the period in which they arise.

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in profit or loss as other finance revenue or cost.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other comprehensive income in the period in which they occur and are not reclassified to profit and loss in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

For the Social Housing Growth Scheme (GS), due to the nature of the scheme, it is not possible to identify on a reasonable and consistent basis the share of the underlying assets and liabilities. Therefore, the scheme is accounted for as a defined contribution scheme.

2 Legal status of the Trust

The company is limited by guarantee and does not have a share capital and is a private company registered in England and Wales. All Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

3 Financial Performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary My Learning Cloud Limited.

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The summary financial performance of the charity alone is:

	2025	2024
	£'000	£'000
Income	24,102	22,551
Gift aid from subsidiary company	228	16
	24,330	22,567
Expenditure on charitable activities	24,102	21,807
Net (expenditure)/income	228	760
Actuarial gains/(losses) on defined benefit pension schemes	156	(419)
Net movement in funds for the year	384	341
Total funds brought forward	2,012	1,671
Total funds carried forward	2,396	2,012
Represented by:		
Restricted income funds	1,550	2,382
Unrestricted income funds	2,972	2,203
Pension reserve	(2,126)	(2,573)
	2,396	2,012
4 Restricted Funds - Donations and legacies		
	2025	2024
	£'000	£'000
Small gifts and donations	70	64
Legacies	-	-
	70	64

The trust benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

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5 Charitable Activities

	Unrestricted funds 2025 £'000	Restricted funds 2025 £'000	Total Funds 2025 £'000	Total Funds 2024 £'000
Grants receivable for charitable activities	-	1,280	1,280	2,752
Fees and charges	22,746	-	22,746	19,734
	<u>22,746</u>	<u>1,280</u>	<u>24,026</u>	<u>22,486</u>

6 Other trading activities

The wholly owned trading subsidiary My Learning Cloud Limited is incorporated in the United Kingdom (company number 08191627). The summary financial performance of the subsidiary alone is:

	2025 £'000	2024 £'000
Turnover	1,384	1,356
Cost of sales and administration costs	(1,157)	(1,325)
Corporation tax credit/(charge)	-	-
Net profit	227	31
Amount gift aided to the charity	(228)	(29)
Retained in subsidiary	<u>(1)</u>	<u>2</u>
The assets and liabilities of the subsidiary were:		
Fixed Assets	26	30
Current assets	1,184	994
Current liabilities	(1,182)	(995)
Total net assets	<u>28</u>	<u>29</u>
Aggregate share capital and reserves	<u>28</u>	<u>29</u>

7 Investment income

	2025 £'000	2024 £'000
Interest received	-	-
	<u>-</u>	<u>-</u>

All investment income is derived from money held in interest bearing deposit accounts

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8 Charitable Activities

	Advice & Counselling £'000	Health and Recovery £'000	Homeless- ness £'000	Domestic Violence £'000	Disabilities £'000	Young People £'000	Total 2025 £'000	Total 2024 £'000
Salary and associated costs	1,042	840	407	3,457	13,484	405	19,635	18,010
Rent	25	80	-	251	258	124	738	654
Other property costs	29	71	9	115	196	59	479	448
Depreciation	1	1	-	6	85	-	93	90
Other costs	22	72	3	55	96	6	254	221
Support costs (see note 9)	151	144	57	527	1,914	81	2,874	2,357
Governance costs (see note 9)	2	2	1	5	18	1	29	27
	<u>1,272</u>	<u>1,210</u>	<u>477</u>	<u>4,416</u>	<u>16,051</u>	<u>676</u>	<u>24,102</u>	<u>21,807</u>

Expenditure on charitable activities was £24,102,000 (2024: £21,807,000) of which £21,915,000 was unrestricted (2024: £19,407,000) and £2,187,000 was restricted (2024: £2,400,000).

9 Support Costs

	General Support £'000	Governance function £'000	Total £'000	Basis of apportionment
Salary and associated costs	1,947	28	1,975	Proportion of Direct Costs
Rent	75	-	75	Proportion of Direct Costs
Other property costs	179	-	179	Proportion of Direct Costs
Depreciation	73	-	73	Proportion of Direct Costs
Legal and professional fees	86	-	86	Proportion of Direct Costs
Other costs	514	1	515	Proportion of Direct Costs
	<u>2,874</u>	<u>29</u>	<u>2,903</u>	

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10 Net income/(expenditure) for the year - Group

	2025	2024
	£'000	£'000
This is stated after charging:		
Operating leases - land and buildings	225	226
Operating leases - other and motor vehicles	-	-
Depreciation	171	170
(Loss)/Profit on disposal of fixed assets	-	1
Auditors' remuneration - audit services	20	13
Auditors' remuneration - non-audit services	2	2

11 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2025	2024
	£'000	£'000
Salaries and wages	18,365	15,830
Social security costs	1,601	1,360
Pension costs	652	633
Redundancy costs	38	7
	<u>20,656</u>	<u>17,830</u>

The number of employees whose annual emoluments were £60,000 or more were:

	2025	2024
	Number	Number
£60,000 to £69,999	-	-
£70,000 to £79,999	-	-
£80,000 to £89,999	1	2
£90,000 to £99,999	-	-
£100,000 to £109,999	-	-
£110,000 to £119,999	1	-

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2024: £nil). Nil (2024: 2) trustees were reimbursed expenses for charitable purposes during the year of £Nil (2024: £1,790). A further £538 (2024: £222) was spent on Trustee Meetings during the year. No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

The key management personnel of the parent charity, the Trust, comprise the trustees, the Group Chief Executive Officer, the Group Director of Finance and the Group Director of People, Culture and Organisational Development. The total employee benefits of the key management personnel of the Trust were £281k (2024: £274k)

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12 Staff Numbers

The average monthly number of employees (including casual and part-time staff) during the year were as follows:

	2025	2024
	Number	Number
Management and administration	55	63
Direct and support staff	<u>706</u>	<u>615</u>
	<u>761</u>	<u>678</u>

13 Government Grants

Income from government grants during the year was £nil (2024: £nil). See note 5 for more information and to the amount and source of these grants.

14 Corporation Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

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15 Comparatives for the statement of financial activities

	Unrestricted Funds £'000	Restricted funds £'000	Total Funds £'000
Income from			
Donations and legacies	-	64	64
<i>Charitable activities</i>			
Care and Support	19,734	2,752	22,486
<i>Other trading activities</i>			
Commercial trading operations	1,356	-	1,356
Investment income	-	-	-
Other income	1	-	1
Total	<u>21,091</u>	<u>2,816</u>	<u>23,907</u>
Expenditure on			
<i>Raising funds</i>			
Commercial trading operations	1,325	-	1,325
<i>Charitable activities</i>			
Care and Support	19,407	2,400	21,807
Total	<u>20,732</u>	<u>2,400</u>	<u>23,132</u>
Net (expenditure)/income	359	416	775
Actuarial (losses)/gains on defined benefit pension schemes	(419)	-	(419)
Net movement in funds for the year	(60)	416	356
Reconciliation of funds			
Total funds brought forward	(295)	1,966	1,671
Total funds carried forward	<u>(355)</u>	<u>2,382</u>	<u>2,027</u>

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16 Tangible fixed assets – Group

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2024	1,823	148	79	913	54	3,017
Additions	-	3	-	135	-	138
Disposals	-	-	-	-	-	-
At 31 March 2025	<u>1,823</u>	<u>151</u>	<u>79</u>	<u>1,048</u>	<u>54</u>	<u>3,155</u>
Depreciation						
At 1 April 2024	618	36	28	753	25	1,460
Charge for year	22	8	2	136	3	171
On disposals	-	-	-	-	-	-
At 31 March 2025	<u>640</u>	<u>44</u>	<u>30</u>	<u>889</u>	<u>28</u>	<u>1,631</u>
Net book value						
At 31 March 2025	<u>1,183</u>	<u>107</u>	<u>49</u>	<u>159</u>	<u>26</u>	<u>1,524</u>
At 31 March 2024	<u>1,205</u>	<u>112</u>	<u>51</u>	<u>160</u>	<u>29</u>	<u>1,557</u>

Tangible fixed assets – Charity

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2024	1,823	116	79	859	54	2,931
Additions	-	2	-	135	-	137
Disposals	-	-	-	-	-	-
At 31 March 2025	<u>1,823</u>	<u>118</u>	<u>79</u>	<u>994</u>	<u>54</u>	<u>3,068</u>
Depreciation						
At 1 April 2024	618	33	28	700	25	1,404
Charge for year	22	4	2	135	3	166
On disposals	-	-	-	-	-	-
At 31 March 2025	<u>640</u>	<u>37</u>	<u>30</u>	<u>835</u>	<u>28</u>	<u>1,569</u>
Net book value						
At 31 March 2025	<u>1,183</u>	<u>81</u>	<u>49</u>	<u>159</u>	<u>26</u>	<u>1,498</u>
At 31 March 2024	<u>1,205</u>	<u>83</u>	<u>51</u>	<u>159</u>	<u>29</u>	<u>1,527</u>

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Included within freehold land and buildings is land with a value of £475,652 (2024:£475,652) which is not depreciated. Included within Fixtures, fittings and equipment are restricted fixed assets with a value of £nil (2024: £nil). A fixed charge is held by our pension provider over freehold/leasehold properties with a net book value of £848,204 (2024:£863,874)

17 Investments

The charity holds 10,000 shares of £1 each in its wholly owned trading subsidiary My Learning Cloud Ltd (registered no. 8191627). These are the only shares allotted, called up and fully paid. The activities and results of this company is summarised in note 6.

18 Debtors

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Trade Debtors	2,202	901	1,572	371
Other Debtors	87	13	87	13
Prepayments and accrued income	1,741	2,867	1,714	2,849
Amount due from subsidiary undertaking	-	-	228	93
	<u>4,030</u>	<u>3,781</u>	<u>3,601</u>	<u>3,326</u>

19 Creditors

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Trade Creditors	202	177	150	171
Other Creditors and Accruals	933	710	903	668
Deferred Income	1,206	1,019	439	265
Taxation and social security costs	447	398	343	293
Amount due to subsidiary undertaking	-	-	23	-
	<u>2,788</u>	<u>2,304</u>	<u>1,858</u>	<u>1,397</u>

Deferred Income

Deferred income relates to funding received from various funders that are for a future accounting period

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Brought forward	1,019	892	265	182
Amount released to incoming resources	(1,019)	(892)	(265)	(182)
Amount deferred in year	1,206	1,019	439	265
Carried Forward	<u>1,206</u>	<u>1,019</u>	<u>439</u>	<u>265</u>

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20 Provisions for liabilities – Group and Charity

	2025	2024
	£'000	£'000
SHPS	2,126	2,571
Growth Plan	-	2
	<u>2,126</u>	<u>2,573</u>

Defined benefit pension schemes

The You Trust – SHPS

The charity participates in the Social Housing Pension Scheme (the Scheme), a multi-employer scheme which provides benefits to some 500 non-associated employers. The Scheme is a defined benefit scheme in the UK.

The Scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The last triennial valuation of the scheme for funding purposes was carried out as at 30 September 2023. This valuation revealed a deficit of £693m. A Recovery Plan has been put in place with the aim of removing this deficit by 31 March 2028.

The Scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the Scheme. Participating employers are legally required to meet their share of the Scheme deficit on an annuity purchase basis on withdrawal from the Scheme.

For accounting purposes, a valuation of the scheme was carried out with an effective date of 30 September each year. The liability figures from this valuation are rolled forward for accounting year-ends from the following 31 March to 28 February inclusive. The latest accounting valuation was carried out with an effective date of 30 September 2024. The liability figures from this valuation were rolled forward for accounting year-ends from the following 31 March 2025 to February 2026 inclusive.

The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £133,000 (2024 - £120,000).

The deficit on the scheme, representing the shortfall on the value of the scheme assets below the present value of the scheme liabilities, is recognised as a liability on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

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The Charity pays a contribution to help support the deficit on the scheme. The total contribution was £411,608 (2024: £390,150) The cash contribution paid was £377,307 (2024: £162,563). Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £790,021 (2024: £790,021) by way of a fixed and floating charge. Further contributions are scheduled to continue in the subsequent accounting period.

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

The amounts recognised in the balance sheet are as follows:

	2025	2024
	£	£
Fair value of plan assets	6,125,000	6,357,000
Present value of defined benefit obligation	(8,251,000)	(8,928,000)
Defined benefit pension scheme deficit	<u>(2,126,000)</u>	<u>(2,571,000)</u>

Defined benefit obligation

Changes in the defined benefit obligation are as follows:

	2025
	£
Present value at start of year	8,928,000
Expenses	16,000
Interest expense	431,000
Actuarial losses (gains)	(801,000)
Benefits paid and expenses	<u>(323,000)</u>
Present value at end of year	<u>8,251,000</u>

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows:

	2025
	£
Fair value at start of year	6,357,000
Interest income	314,000
Return on plan assets, excluding amounts included in interest income/(expense)	(617,000)
Employer contributions	394,000
Benefits paid and expenses	<u>(323,000)</u>
Fair value at end of year	<u>6,125,000</u>

Amounts recognised in the Income and Expenditure Account

	2025	2024
	£	£
Expenses	16,000	16,000
Net interest expense	<u>117,000</u>	<u>104,000</u>
	133,000	120,000

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Amounts recognised as gains/(losses) in the Statement of Financial Activities

	2025	2024
Experience on plan assets (excluding amounts recognised as interest cost) – gain/(loss)	(972,000)	(666,000)
Effects of changes in the financial assumptions – gain/(loss)	1,156,000	247,000
	<u>184,000</u>	<u>(419,000)</u>

Analysis of assets

The major categories of scheme assets are as follows:

	2025	2024
Global Equity	686,000	634,000
Absolute Return	-	248,000
Distressed Opportunities	-	224,000
Credit Relative Value	-	208,000
Alternative Risk Premia	-	202,000
Liquid Alternatives	1,136,000	-
Emerging Markets Debt	-	82,000
Risk Sharing	-	372,000
Insurance-Linked Securities	19,000	33,000
Property	307,000	255,000
Infrastructure	1,000	642,000
Private Equity	5,000	5,000
Real Assets	733,000	-
Private Debt	-	250,000
Opportunistic Illiquid Credit	-	249,000
Private Credit	750,000	-
Credit	234,000	-
Investment Grade Credit	189,000	-
High Yield	-	1,000
Cash	83,000	125,000
Long Lease Property	2,000	41,000
Secure Income	102,000	190,000
Liability Driven Investment	1,855,000	2,588,000
Currency Hedging	10,000	(3,000)
Net current Assets	13,000	11,000
Total Assets	<u>6,125,000</u>	<u>6,357,000</u>

Principal actuarial assumptions

The principal actuarial assumptions at the balance sheet date are as follows:

	2025	2024
	%	%
Discount Rate	5.85	4.91
Inflation (RPI)	3.09	3.14

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Inflation (CPI)	2.79	2.78
Salary Growth	3.79	3.78
Allowance for commutation of pension for cash at retirement	75% of maximum allowance	75% of maximum allowance

Post retirement mortality assumptions

	Life expectancy at age 65 Years
Male retiring in 2024	20.5
Female retiring in 2024	23.0
Male retiring in 2044	21.7
Female retiring in 2044	24.5

Social Housing Growth Plan Scheme

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full valuation for the scheme was carried out at 30 September 2023. This valuation showed a deficit of £693m which has reduced since the last valuation on 30th September 2020 where the deficit was £1,560m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

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Reconciliation of opening and closing provisions	31 March 2025	31 March 2024
	£'000	£'000
Provision at start of period	2	2
Unwinding of the discount factor	-	-
Deficit contribution paid	(30)	-
Impact of change in assumptions and contribution schedule	<u>28</u>	<u>-</u>
Provisions at end of period	<u>-</u>	<u>2</u>

Income and expenditure impact	31 March 2025	31 March 2024
	£'000	£'000
Interest expense	-	-
Impact of change in assumptions and contribution schedule	28	-

Assumptions	31 March 2025	31 March 2024	31 March 2023
	% per annum	% per annum	% per annum
Rate of discount	-	5.31	5.52

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

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Notes to the Financial Statements
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21 Analysis of charitable funds

Analysis of movements in unrestricted funds - Group

	Balance at 1 April 2024	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2025
	£'000	£'000	£'000	£'000	£'000
General fund	2,218	24,131	(23,363)	-	2,986
Pension reserve	(2,573)	-	291	156	(2,126)
	<u>(355)</u>	<u>24,131</u>	<u>(23,072)</u>	<u>156</u>	<u>860</u>

	Balance at 1 April 2023	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2024
	£'000	£'000	£'000	£'000	£'000
General fund	1,918	21,091	(20,791)	-	2,218
Pension reserve	(2,213)	-	59	(419)	(2,573)
	<u>(295)</u>	<u>21,091</u>	<u>(20,732)</u>	<u>(419)</u>	<u>(355)</u>

Analysis of movements in unrestricted funds - Charity

	Balance at 1 April 2024	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2025
	£'000	£'000	£'000	£'000	£'000
General fund	2,203	22,975	(22,206)	-	2,972
Pension reserve	(2,573)	-	291	156	(2,126)
	<u>(370)</u>	<u>22,975</u>	<u>(21,915)</u>	<u>156</u>	<u>846</u>

	Balance at 1 April 2023	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2024
	£'000	£'000	£'000	£'000	£'000
General fund	1,918	19,751	(19,466)	-	2,203
Pension reserve	(2,213)	-	59	(419)	(2,573)
	<u>(295)</u>	<u>19,751</u>	<u>(19,407)</u>	<u>(419)</u>	<u>(370)</u>

The pension reserve is a reserve designated by the trustees to recognise the pensions deficit liability on defined benefit schemes.

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Notes to the Financial Statements
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Analysis of movements in restricted fund

	Balance at 1 April 2024 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2025 £'000
DV Welfare	1,238	851	(1,274)	-	815
Big Lottery	21	-	(21)	-	-
PCC	2	-	-	-	2
Community	438	2	(265)	-	175
MOJ	238	171	(178)	-	231
Legacy	18	-	(1)	-	17
Fundraising	-	5	1	-	4
SRASAC	427	326	(447)	-	306
	<u>2,382</u>	<u>1,355</u>	<u>(2,187)</u>	<u>-</u>	<u>1,550</u>

Name of restricted fund	Description, nature and purposes of the fund
DV Welfare	To provide support for victims of Domestic Abuse
Big Lottery	Support and Counselling services
Community	Funds to combat loneliness and isolation in communities
MOJ	Funds from Ministry of Justice
Fundraising	YOU Fundraising Activities
PCC	Hardship funds for communities in Portsmouth
Legacy	Legacy Donations
SRASAC	To provide Rape and Counselling services

Analysis of movements in restricted fund

	Balance at 1 April 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2024 £'000
DV Welfare	1,048	1,497	(1,307)	-	1,238
Big Lottery	73	-	(52)	-	21
PCC	2	-	-	-	2
Community	494	290	(346)	-	438
MOJ	174	339	(275)	-	238
Legacy	41	-	(23)	-	18
SRASAC	134	690	(397)	-	427
	<u>1,966</u>	<u>2,816</u>	<u>(2,400)</u>	<u>-</u>	<u>2,382</u>

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Notes to the Financial Statements
For the Year Ended 31 March 2025

22 Analysis of group net assets between funds - Group

	Unrestricted funds 31 March 2025 £'000	Pension Reserve 31 March 2025 £'000	Restricted funds 31 March 2025 £'000	Total funds 31 March 2025 £'000
Tangible fixed assets	1,524	-	-	1,524
Cash at bank and in hand	1,519	-	251	1,770
Other net current assets/(liabilities)	(57)	-	1,299	1,242
Other long term liabilities		(2,126)	-	(2,126)
	<u>2,986</u>	<u>(2,126)</u>	<u>1,550</u>	<u>2,410</u>

	Unrestricted funds 31 March 2024 £'000	Pension Reserve 31 March 2024 £'000	Restricted funds 31 March 2024 £'000	Total funds 31 March 2024 £'000
Tangible fixed assets	1,557	-	-	1,557
Cash at bank and in hand	859	-	707	1,566
Other net current assets/(liabilities)	(198)	-	1,675	1,477
Other long term liabilities		(2,573)	-	(2,573)
	<u>2,218</u>	<u>(2,573)</u>	<u>2,382</u>	<u>2,027</u>

Analysis of group net assets between funds - Charity

	Unrestricted funds 31 March 2025 £'000	Pension Reserve 31 March 2025 £'000	Restricted funds 31 March 2025 £'000	Total funds 31 March 2025 £'000
Tangible fixed assets	1,508	-	-	1,508
Cash at bank and in hand	1,020	-	251	1,271
Other net current assets/(liabilities)	444	-	1,299	1,743
Other long term liabilities		(2,126)	-	(2,126)
	<u>2,972</u>	<u>(2,126)</u>	<u>1,550</u>	<u>2,396</u>

	Unrestricted funds 31 March 2024 £'000	Pension Reserve 31 March 2024 £'000	Restricted funds 31 March 2024 £'000	Total funds 31 March 2024 £'000
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Notes to the Financial Statements
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Tangible fixed assets	1,537	-	-	1,537
Cash at bank and in hand	412	-	707	1,119
Other net current assets/(liabilities)	254	-	1,675	1,929
Other long term liabilities		(2,573)	-	(2,573)
	<u>2,203</u>	<u>(2,573)</u>	<u>2,382</u>	<u>2,012</u>

23 Related party disclosures

There were no related party transactions for the year ended 31 March 2025 (2024: none). The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Transactions between group entities which have been eliminated on consolidation are not disclosed within the financial statements.

24 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Net movement in funds	227	775	228	775
Depreciation charge	171	170	166	159
Pension interest charge	117	104	117	104
(Profit)/loss on the sale of fixed assets	-	(1)	-	(1)
Difference between pension charge and cash contributions	(291)	(59)	(291)	(59)
Interest received	-	1	-	1
(Increase)/decrease in debtors	(249)	67	(275)	17
Increase/(decrease) in creditors	<u>484</u>	<u>(205)</u>	<u>461</u>	<u>(281)</u>
	<u>459</u>	<u>852</u>	<u>406</u>	<u>714</u>

25 Analysis of changes in net funds

The charity had no debt during the year.

The YOU Trust
Notes to the Financial Statements
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26 Operating lease commitments

The following operating lease payments are committed to be paid as follows:

	Other		Land and buildings	
	Group	Group	Group	Group
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Expiring:				
Within one year	-	-	588	490
Between one and five years	-	-	495	454
In more than five years	-	-	-	-
	<u>-</u>	<u>-</u>	<u>1,083</u>	<u>944</u>

27 Financial Instruments

Financial instruments are used that are necessary to facilitate the group's ordinary trade activities, namely cash, trade payables and receivables; the resultant risks are credit risk and interest rate risk. The group does not use financial derivatives in its management of these risks.

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Carrying amount of financial assets				
Debt instruments measured at amortised cost	<u>2,289</u>	<u>914</u>	<u>1,658</u>	<u>384</u>
Carrying amount of financial liabilities				
Measured at amortised cost	<u>650</u>	<u>575</u>	<u>492</u>	<u>464</u>

Credit Risk

The group's policy in respect of credit risk is to require appropriate credit checks on potential customers before sales are made. At the balance sheet date, the group had the following trade receivables:

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Carrying amount of financial assets				
Trade Receivables	<u>2,203</u>	<u>901</u>	<u>1,572</u>	<u>371</u>

The YOU Trust
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Interest Rate Risk

Cash balances are held in short-term deposit accounts, repayable on demand: these attract interest rates which fluctuate in relation to movements in bank base rate. This maintains liquidity and does not commit the group to long-term deposits at fixed rates of interest.

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Financial Assets:				
Cash and Cash Equivalents				
Sterling	1,770	1,566	1,271	1,119