THE HEALING HUBS

(a Charitable Incorporated Organisation)

Charity Registration Number: 1201382

TRUSTEES' ANNUAL REPORT

For the year ended 31 December 2025

Reference and Administrative Details

Charity name	The Healing Hubs
Charity registration number	1201382 (England and Wales)
ICO registration number	ZC170291
Charity type	Charitable Incorporated Organisation (CIO), Association model
Governing document	Constitution of The Healing Hubs, last amended November 2024
Date of registration	The Healing Hubs was founded in December 2022 and registered with the Charity Commission for England and Wales shortly thereafter
Principal / registered office	The Hut, 60A Ashdell Road, Alton, Hampshire, GU34 2TA [trustees to confirm current registered office — administrative correspondence has, during 2025, also been handled from Fairways House, Southampton, provided rent-free by MDT Online / The Happy Healing Hut CIC]
Trustees who served during the year ended 31 December 2025	Susan (Sue) Lampard — Chair of Trustees Jackie Mogg — Trustee and Treasurer Kate Cutler — Trustee Aimee Parkes(-Young) — Trustee George Parkes(-Young) — Trustee Emily Parkes — Trustee Lily Mogg — Trustee
Patron	Jack Linley
Chief Executive Officer (senior staff, non-trustee)	Sarah Greenway, Co-Founder and CEO
Bankers	Co-Op Community Bank
Independent examiner / accountant	Jonah Stoodley,

Structure, Governance and Management

The Healing Hubs is a Charitable Incorporated Organisation (CIO), governed by its Constitution as last amended in November 2024. As an Association-model CIO, the charity's members are its charity trustees; there is no wider membership base.

Under the Constitution, the charity must have a minimum of three and a maximum of six charity trustees, each normally appointed for a three-year term. New trustees are provided with a copy of the Constitution and the charity's latest Trustees' Annual Report and accounts on appointment, and are made aware of their duties under charity law, in particular the duty to act in the charity's best interests, to exercise reasonable care and skill, and to manage conflicts of interest.

The Board of Trustees met regularly during the year — including meetings in March, June and September 2025 — to review the Chief Executive Officer's report, agree operational and funding decisions, and provide oversight of the charity's services and finances.

Governance developments during the year

- The charity completed its first insurance survey in June 2025, enabling The Healing Hubs to hold insurance cover in its own right rather than through a related organisation.
- A suite of policies and procedures was prepared and circulated to trustees for review and sign-off, covering the charity's operational and safeguarding requirements.
- A Conflict of Interest policy was adopted to reflect the CEO's connections to The Happy Healing Hut CIC, from which The Healing Hubs originated before becoming a fully independent CIO; a proposed acquisition involving that connection did not proceed during the year.
- The charity's head office functions (post and administration) transferred during the year to Fairways House, Southampton, made available to the charity free of charge.
- Trustees Jackie Mogg and Lily Mogg stepped down from the Board; their contributions, particularly Jackie's role as Co-Founder and Treasurer, were formally recognised by the Board. [Trustees to confirm whether these resignations fall within the 2025 reporting year or shortly after it, for accurate reporting.]

The charity is a registered training provider with the IPHM (International Practitioners of Holistic Medicine) and is a member of the Befriending Network, reflecting its commitment to quality standards in both training delivery and befriending practice.

Objectives and Activities

The objects of the CIO, as set out in the Constitution, are:

For the benefit of the public across England and Wales, to provide relief to those in need due to the effects of loneliness and isolation by reason of bereavement, domestic abuse, relationship breakdown, addiction, identity, caring responsibilities, armed forces or emergency service background, or crisis, by way of:

- The provision of free scheduled befriending telephone calls and a signposting service;
- The provision of community meeting places, including crisis prevention and warm hubs;
- The provision of excursions, activities and events;
- The provision of laughter yoga workshops and laughter clubs;
- The provision of training.

In planning the year's activities, the trustees have had due regard to the Charity Commission's general guidance on public benefit, and are satisfied that the charity's services are delivered for the public benefit and are accessible to those who need them, regardless of ability to pay.

Achievements and Performance

2025 was a year of consolidation and community connection for The Healing Hubs, as the charity continued to grow its core befriending and meeting-place services while broadening its reach through campaigns, partnerships and fundraising. Highlights are set out below.

Community meeting places and warm hubs

Throughout the year the charity ran a weekly programme of face-to-face sessions across Hampshire, adapting the offer as venues and funding changed:

- Meeting Places in Aldershot (Traco) and Alton, and a Respite session at Traco;
- Warm Hubs at Orchard House, Alton (in partnership with Abri Housing) and Bourne Court, Aldershot;
- A new all-day Wednesday Respite Meeting Place was piloted during the year;
- A monthly Coffee Morning was established at a new nursing home in Alton;
- A new Carers Support Group began meeting monthly online.

Funding for the Southampton meeting place, previously supported for two years by the Eastleigh Southern Parishes Network (NHS), came to an end during the year; the trustees took the decision to redirect resources to the charity's other services rather than continue this project unfunded.

Befriending service

The charity's free national telephone befriending line continued to grow, taking referrals from the NHS and other community organisations and offering companionship to people who are isolated, bereaved, or otherwise vulnerable to loneliness. In September 2025 the charity successfully registered on the NHS Volunteering platform, going live on 3 October 2025 — a significant step in broadening volunteer recruitment and outreach as a befriending charity. The service continues to be sponsored by Core Telecom..

Laughter, wellbeing and choir activities

- Laughter Awareness Campaign: a year-long campaign of daily social media content — inspirational quotes, facts about the benefits of laughter, and photos and clips from supporters — ran throughout the year and concluded in August 2025. While it did not generate significant direct fundraising income, the trustees consider it to have been a valuable and sustained awareness- and profile-building exercise for the charity.
- A six-week laughter workshop was delivered at Bentworth Primary School, funded by a Sport England grant.
- The Memory Choir continued to meet, with members singing contemporary songs from the era most relevant to them — a popular and well-attended activity.
- The charity provided ongoing mentorship — including laughter yoga and meditation sessions — to Silent Storms, a male (and, during the year, newly established female) suicide prevention charity, through a bi-monthly Mentor Support Group.

Social, creative and celebratory activities

- Members made Easter bonnets as part of the charity's regular arts and crafts programme, which remained one of the most active strands of the meeting-place offer throughout the year.
- An indoor bowling session was run with the support of a corporate volunteer.
- In October 2025, the charity celebrated the 100th birthday of Ada, a long-standing member, with a party attended by local councillors — a highlight of the year and a demonstration of the charity's roots in, and relationships with, the local community.
- The charity took part in a Winter Wellbeing event at Farnham's Health and Wellbeing Centre, showcasing the charity's services to the local community alongside other local organisations.
- Members and volunteers took part in local Pride celebrations.

Fundraising and income generation

- A team of supporters completed the Vitality London 10,000 run in aid of The Healing Hubs..
- The charity was registered as a good cause with both the Rushmoor Community Lottery and the East Hampshire Community Lottery, providing an ongoing source of income.
- The charity signed up to easyfundraising, enabling supporters to raise donations through their everyday online shopping.

- Chair of Trustees Sue Lampard and her band, Out of the Shadows, performed a benefit concert at Ash Victorian Hall in April 2025, donating the proceeds to the charity.
- The Healing Hubs was chosen as Stafforce Ports' charity partner for their Easter Egg appeal.
- A supporter connected to Stafforce Ports and Nicholas Associates Group completed a sponsored Roller Coaster Climb at Thorpe Park in aid of the charity.

Organisational development

- Nick Barrett joined the staff team, supporting all clubs and helping launch the free befriending helpline.
- Zehtu Makatini joined as a voluntary Director of Inclusion, co-authoring a blog on inclusion challenges faced by BAME communities in relation to dementia, and beginning work to establish a monthly online carers group.
- The charity was invited to take part in a charity filming project in partnership with Cine Schools.

In Their Own Words

The trustees believe the figures above only tell part of the story. In the words of the people the charity exists to support:

> *"I always feel happy being here. No matter what is going on in my life."*
>
> — Community member, thehealinghubs.org.uk

Sarah Greenway, Chair of Trustees, has spoken publicly about why this work matters, drawing on her own experience of isolation:

> *"I know what it feels like to sit in a room full of people and still feel completely alone. I also know the moment that changes — when someone simply sits with you, listens, and makes you feel like you matter. That is what The Healing Hubs does, every single day."*
>
> — Sarah Greenway, Chair of Trustees, thehealinghubs.org.uk

Financial Review

The charity held £41,882.41 in its main bank account at 1 January 2025. During the year, income was principally derived from grants, including from Hampshire County Council, Groundwork UK, and continuing ESPN funding via The Happy Healing Hut , together with donations (including via JustGiving, Benevity and CharitableGiving), invoiced training and session income, community lottery proceeds (Rushmoor and East Hampshire Community Lotteries), and fundraising activity including the Vitality London 10,000, easyfundraising, and the Out of the Shadows benefit concert.

Expenditure during the year was principally on sessional and staff costs for front-line delivery (including team managers and support workers running the meeting places, warm hubs and befriending service), volunteer and staff travel, insurance, and operating costs including accounting, fundraising-platform and communications subscriptions (Xero, JustGiving, PayPal and Padlet) and the ICO data protection registration fee.

The charity's accounts for the year 1 January 2025 to 31 December 2025 are summarised below. (Charity Commission Number: 1201382)

Income

Income	£
Opening balance (as at 01.01.2025)	41,882.41
Donations / Meeting Places	17,379.83
Grants	27,830.00
Fundraising	8,816.34
Companionship Fees	6,150.00
Misc	697.99
Total	**102,756.57**

Expenditure

Expenditure	£
Balance B/F	0.00
Meeting Place Aldershot	11,936.98
Meeting Place Aldershot 2	579.89
Meeting Place Alton	1,179.93
Meeting Place Lowford	3,718.48
Orchard House	393.79
Bourne Court	480.40
Insurance	3,422.43
Travel Expenses	246.69
Mileage	198.15
Subscriptions	2,811.48
Salaries	61,188.47
Telephones	82.00
Office Equipment	37.14
General Expenses	4,311.54
Marketing	3,899.00
Balance in Bank C/F	8,269.90
Total	**102,756.27**

Summary

Summary of the year	£
Balance C/F from 31.12.2024	41,882.41
Income 01.01.2025 – 31.12.2025	60,873.86
Total	**102,756.27**
Less Expenditure	(94,486.37)
Balance carried forward to 01.01.2026	**8,269.90**

Year-end position

At 31 December 2025 the charity held £8,269.90 in the bank, which is carried forward into 2026. Over the year, expenditure on the charity's services exceeded the income received, and the difference was met from the balance of £41,882.41 brought forward from 31 December 2024.

Plans for Future Periods

Looking ahead to 2026, the trustees intend to:

- Continue to expand the national telephone befriending service, including a planned initiative in collaboration with Core Telecom to provide free data support for volunteers;
- Review the Board's leadership structure to ensure it remains fit for purpose and sustainable given the current funding environment;
- Continue to develop training income streams, building on the charity's status as a registered training provider with the IPHM, including exploring Mental Health First Aid training;
- Keep the meeting place and warm hub offer under regular review, adjusting or ceasing individual sessions where attendance or funding no longer supports them, while protecting the services members value most;
- Continue to pursue new funding relationships and referral partnerships, including with the NHS, local authorities and corporate supporters.

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the accounts in accordance with applicable law and regulations. Charity law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of its financial activities for that year.

In preparing those accounts, the trustees are required to: select suitable accounting policies and apply them consistently; make judgements and estimates that are reasonable and prudent; state whether applicable accounting standards have been followed; and prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity, and for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approval

This report was approved by the Board of Trustees of The Healing Hubs on October 12th 2026 and signed on its behalf by:

Signed: *Sarah Greenway*

Name: Sarah Greenway
Position: Chair of Trustees
Date: October 12th 2026