Trustees' Annual Report 2025

Hope Against Suicide

Registered Charity Number: 1206116
Registered Address: 3 Torrance Close, Bristol, BS30 5LH

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1. Structure, Governance and Management

Hope Against Suicide is a Charitable Incorporated Organisation governed by the Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees (Foundation Model). The constitution was last amended on 6 December 2023. Trustees are appointed by resolution at properly convened meetings, with existing trustees entitled to appoint new trustees.

The charity operates under a clear governance framework ensuring compliance with legal and regulatory requirements. Trustees meet regularly to oversee strategy, risk management, and operational performance. The organisation benefits from a committed group of trustees with diverse skills relevant to mental health, community engagement, and charity management.

The trustees receive induction and ongoing training to ensure they understand their legal duties, charity governance best practices, and sector-specific challenges. Risk management processes are embedded to identify and mitigate operational, financial, and reputational risks.

Trustees as of Report Approval Date

- Louise Williams (Chair)
- James Smith (Treasurer)
- Rin Simpson
- Alexa Murray

2. Objectives and Activities

<u>Charitable Purposes</u>

The charity's purposes, as set out in its constitution, are for the public benefit to preserve and protect good mental health in Bristol. This is achieved primarily through:

- Providing a network of trained volunteers offering emotional support via talking therapy and listening services, aimed at early intervention and crisis support.
- Delivering a signposting service to support mental health wellbeing.
- Collaborating with specialist organisations to reduce deaths by suicide.

Main Activities in 2025

During the year, Hope Against Suicide delivered a range of activities aligned with its charitable objectives:

- Face-to-face listening and crisis intervention patrols across Bristol's city centre, nightlife areas, and known suicide hotspots.
- Obtaining and development of a Listening Hub, a safe space for longer conversations, signposting, and coordinated support.
- Collaborative partnerships with Network Rail, Public Health, Harbour Team, Borderlands, Cabot Circus, NCP, BID, and the Harbourside Water Safety Team.
- Volunteer recruitment, training and development, including structured responder progression, enhanced DBS checks, supervised shifts, and specialist training modules such as ASIST, trauma awareness, safeguarding, and crisis intervention.
- Support for individuals in crisis, including coordinated interventions with emergency services and harbour authorities.
- Trustee recruitment and development.

The trustees confirm that they have had regard to the Charity Commission's public benefit guidance in accordance with the Charities Act 2011.

3. Achievement and Performance

Key Achievements

In 2025, the charity made significant progress in delivering its mission:

- Continued frontline mental health and suicide-prevention patrols, providing vital emotional support and crisis intervention.
- Advanced the Listening Hub project, including securing a vacant property, agreeing lease terms, fitting out, policy development, volunteer recruitment and training, fire risk assessment, and preparation for opening.

- Strengthened partnerships with key stakeholders such as Network Rail, Public Health, Harbour Team, Borderlands, and local businesses.
- Recruited new volunteers and onboarded new trustees, enhancing organisational capacity.
- Developed safeguarding roles and structured volunteer support systems to ensure high standards of care and safety.

Benefits to Beneficiaries and Society

The charity's work has had a profound impact on individuals and the wider community by:

- Providing immediate emotional support and crisis intervention to people experiencing suicidal ideation, trauma, homelessness, addiction, and mental illness.
- Preventing harm through timely interventions, including life-saving collaborations with emergency services.
- Offering early intervention alternatives to NHS waiting times through the Listening Hub.
- Enhancing community safety via coordinated patrols and partnerships with public agencies.
- Supporting vulnerable groups such as refugees and asylum seekers through partnership work with Borderlands.

4. Financial Review

Summary of Draft Annual Accounts

The draft annual accounts for 1 January to 31 December 2025, comprising the statement of financial activities and balance sheet, were presented to the trustees' meeting on 12 February 2026. They were compiled by the finance volunteer team from the detailed record sheet prepared by Clare.

Item	2025	2023–24
Total income	£36,200	£31,154
of which unrestricted	£29,199	£4,896
of which restricted	£7,001	£26,258
Total costs	£28,391	£9,615
Net receipts for the year	£7,808	£21,539
Cash balance at year end	£36,089	£28,281

The 2023–24 comparatives cover a period of more than 12 months. Most of the income received in 2025 was unrestricted, with a smaller part restricted, because grants with minimal restrictions have been classified as unrestricted.

Major sources of income in 2025 included:

- £2,500 from The Carmela and Ronnie Pignatelli Foundation
- £2,500 from Hammerson (Cabot Circus)
- £2,000 from the Quartet Foundation
- £1,750 from Bristol Council's Vacant Property Grant

Total costs in 2025 were £28,391, compared with £9,615 in 2023–24. The largest components of the 2025 costs were:

- Direct wages: £7,583.45
- Volunteer costs (including ASIST suicide intervention training, DBS checks and uniform): £5,033.88
- IT software and consumables: £3,181.34, most of which went towards the one-off redesign of the website

As income exceeded costs, net receipts for 2025 were £7,808, leaving a cash balance of £36,089. Please note these are provisional accounts and further reconciliation will be carried out by the finance team.

Reserves Policy and Position

Hope Against Suicide maintains a reserves policy targeting approximately six months' running costs, set at £2,000. This target was consistently met throughout 2025.

At the end of 2024, cash reserves stood at £28,281, significantly exceeding the target, providing a strong financial buffer to ensure operational continuity and manage risks.

Based on the draft accounts, cash at 31 December 2025 stood at £36,051.74 (provisional).

Designated Funds and Commitments

No designated funds were identified during the year.

At the meeting on 12 February 2026, trustees agreed to commit to the following expenditure for 2026:

Planned Expenditure	**Amount**
Subscriptions (web hosting, accounting, payroll)	£2,064
Operational costs (insurance, uniform, ASIST training)	£6,380
Charity manager (including tax)	£18,582
Fundraising manager (including tax)	£7,652
CEO contract extension	To be calculated

The cost of extending the CEO's contract was still to be calculated. It was subsequently decided to pay the CEO full pay during maternity cover to recognise the significant input made on the lead up to taking maternity leave. It is fully covered by remaining grants, and the charity will be able to reclaim 106% maternity relief from the government.

No funds were reported as being in deficit.

Financial Controls

It is proposed to update the financial control policy for the period of the CEO's maternity leave so that spending by the Charity Manager within the budget above does not need further trustee approval, while any spending over £100 requires trustee approval.

5. Fundraising Practices

Fundraising Approach

Fundraising during 2025 was volunteer-led and included community fundraising, corporate donations, grant applications, and events.

No complaints were received about fundraising activities or the treatment or use of funds received.

Compliance and Safeguarding

The charity is registered with the Fundraising Regulator and commits to adhering to the Code of Fundraising Practice. This includes legal, open, honest, and respectful

behaviour, appropriate volunteer training, safeguarding measures, cash-handling compliance, complaints procedures, and risk management.

No compliance failures or fundraising complaints were reported during the year.

Protection of Vulnerable People

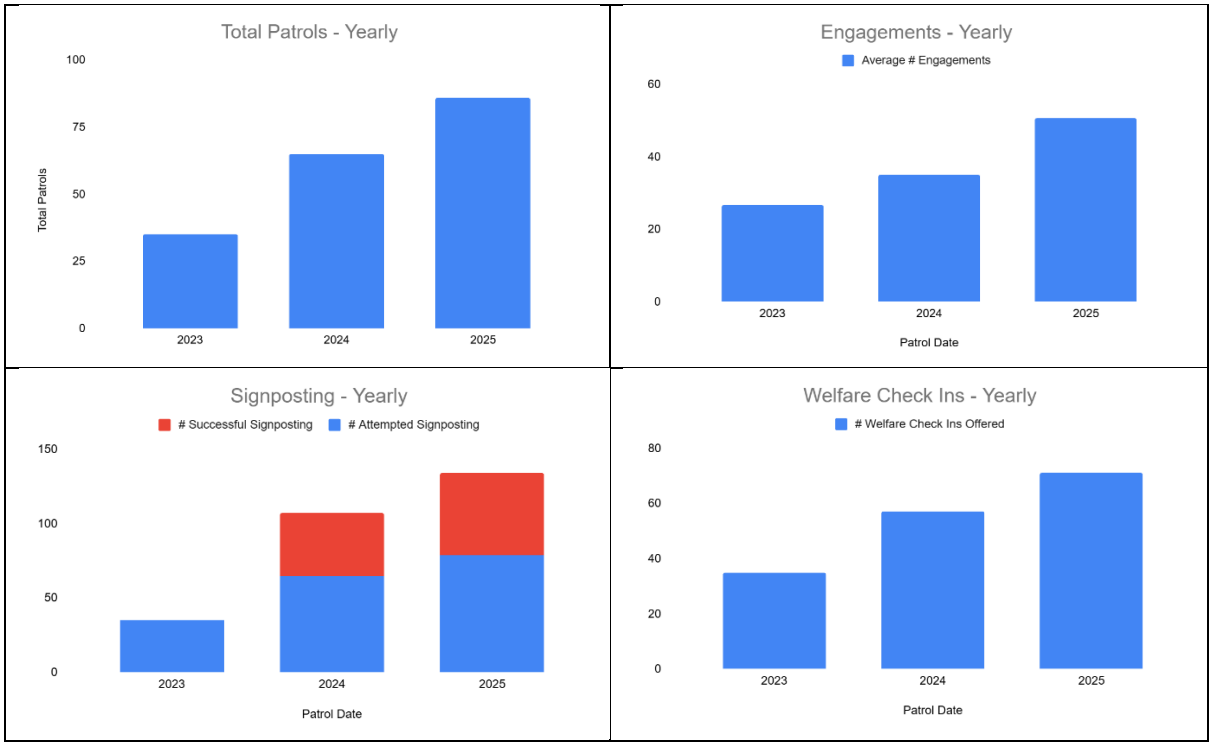
Fundraising activities are conducted with care to protect vulnerable individuals and the public. Volunteers withdraw if someone appears vulnerable or distressed, avoid undue pressure, use safe messaging around suicide, and follow safeguarding procedures.

Fundraising complaints received

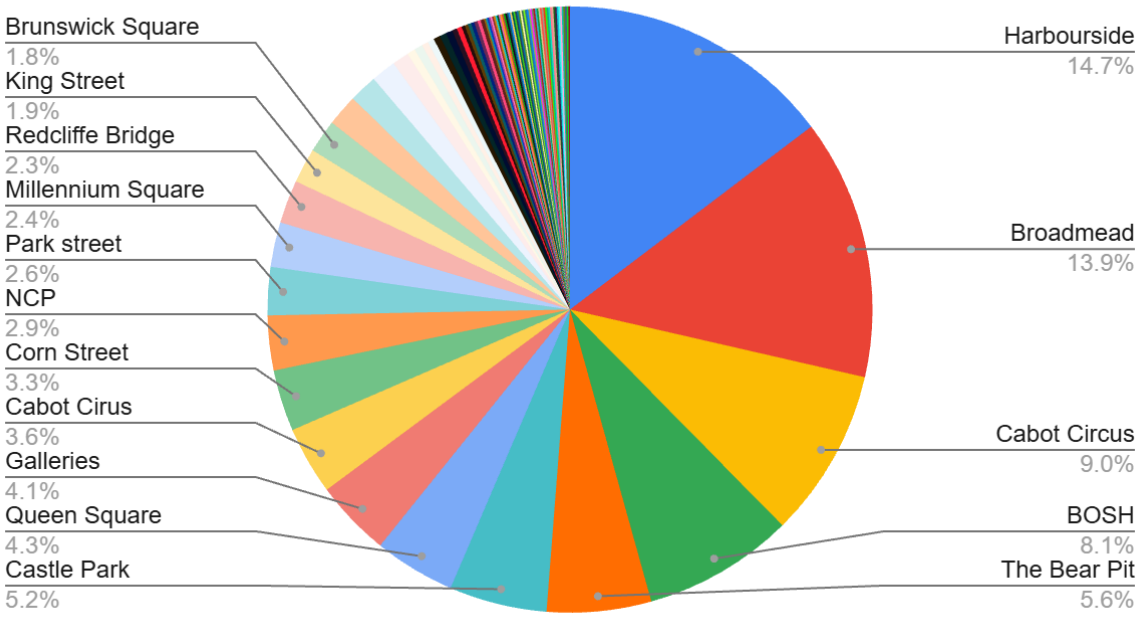
No complaints were received about fundraising activities or spending funds raised during 2025.

Detailed operational metrics for 2025

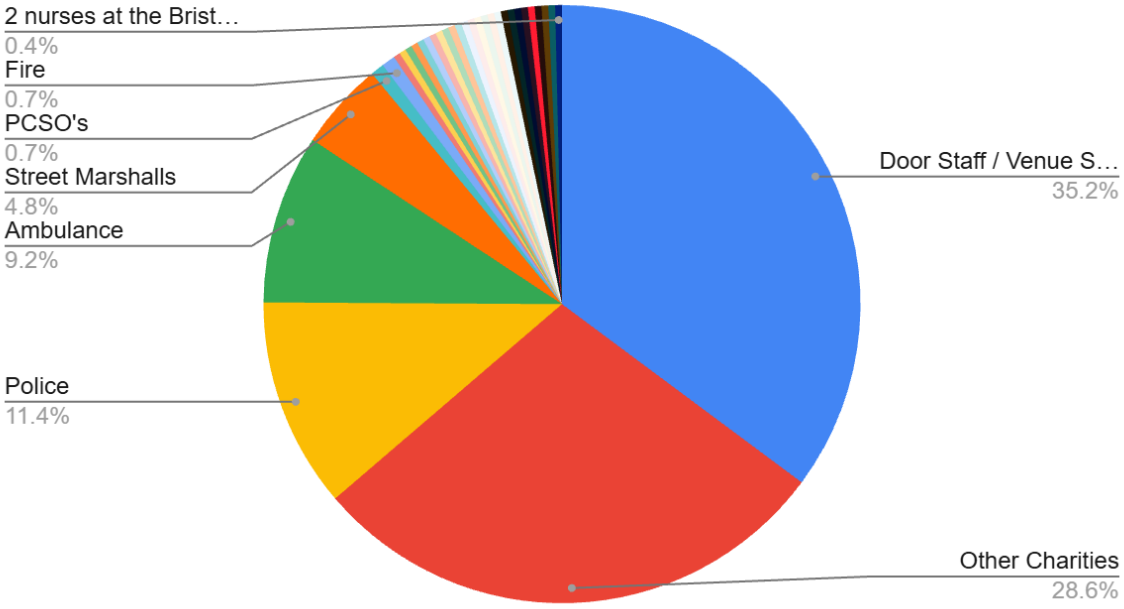
2025 has been a year of growth, learning, and laying the foundations for the future of Hope Against Suicide (HAS). One of our biggest challenges was growing the charity without the funding to recruit the right people for key roles, which at times led to volunteer burnout and slowed the pace of progress. Despite these challenges, we have made significant strides in volunteer development, building strong partnerships, and increasing our impact in the community, putting us in a strong position to reach and support even more people in 2026. Please see below the increasing number of patrols completed annually.

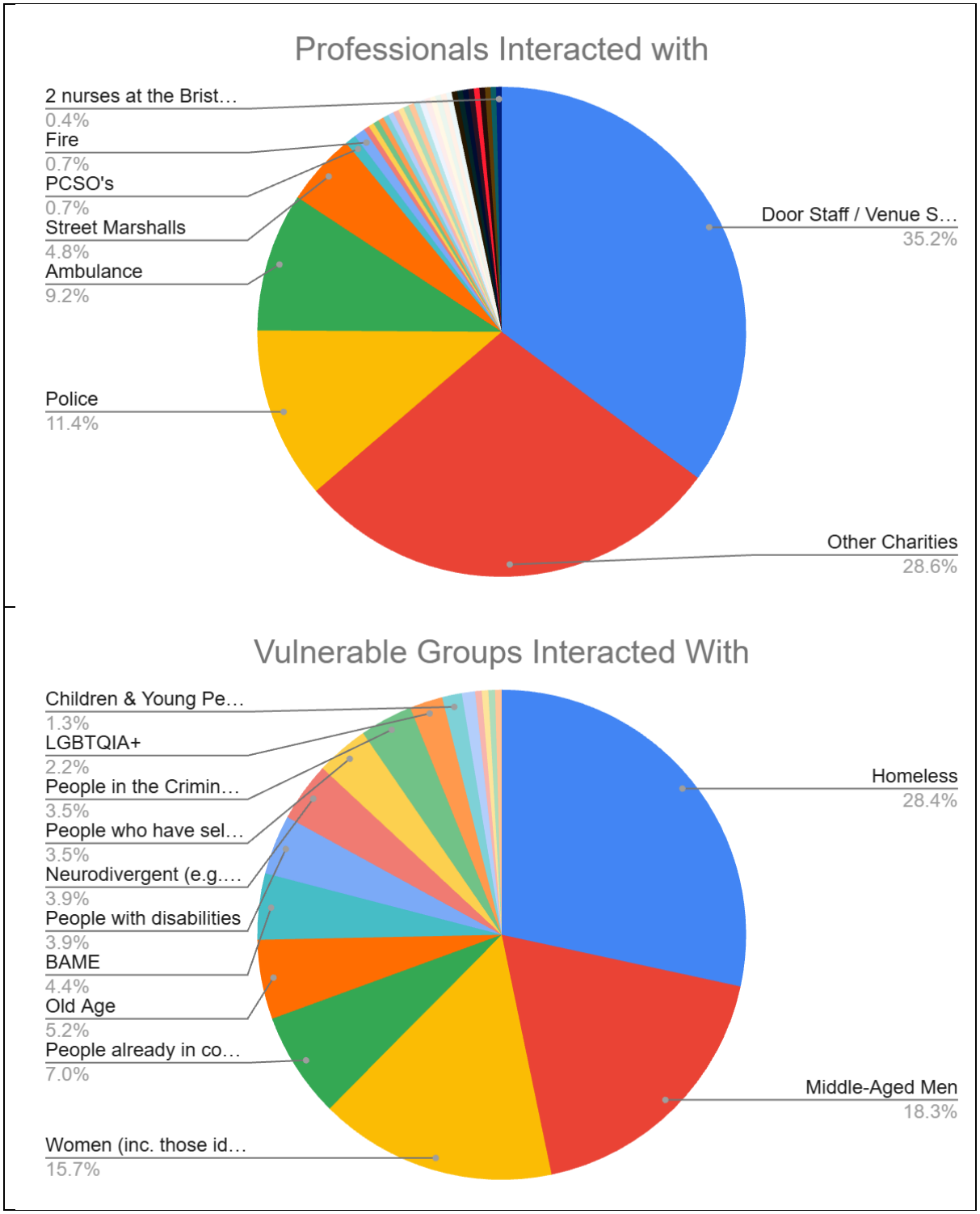


Patrol Locations



Professionals Interacted with





Making a difference:

We started off the year with a major milestone, being recognised as an award-winning charity and receiving the Lord Mayor's Medal for our dedication and impact. This achievement was made even more meaningful with the support and endorsement of local MPs and the BID, who acted as professional references for our work.

Building a Stronger Volunteer Team & enhancing on training

This year, we introduced a Training Manager volunteer role, which has been a success. They've created a structured induction course for new recruits, a team lead course for volunteers stepping into leadership roles, and a quarterly training schedule so everyone knows exactly when to attend mandatory sessions. Volunteers have consistently given positive feedback about these course's after attending. Our aim is to have volunteers feel safer, more confident, and supported, whether they are completely new or have been with us for a while.

Our volunteers also took part in throw line training with the Fire Service, giving them lifesaving skills and boosting their confidence when responding to high-risk situations near the waterside, where we regularly patrol on foot.

Partnerships and Community Connections

Partnerships continue to be at the heart of HAS. Our relationships with the police and fire service have strengthened, making our crisis response more coordinated and effective.

Cabot Circus became a formal partner in February 2025 after a year of informal collaboration, they have gone above and beyond, providing free parking for volunteers, space for awareness stands, poster placements, free training room space for all training sessions we've held, and now a free unit for a new Listening Hub. They have also generously awarded us a £2,500 grant to help fit out the space.

We've been closely involved in Safe Space pilot schemes alongside Avon & Somerset Police and the BID. By attending shifts and participating in meetings, our team has helped shape these programs, strengthening HAS's reputation as a trusted and reliable mental health partner in Bristol.

Our work has also received formal recognition and support from Public Health, Bristol City Council, and the Harbourmaster, leading to metal signage along high-risk areas near the water. These signs guide anyone in distress to either HAS or the Samaritans, helping ensure people get the support they need and potentially saving lives.

In 2025, we were invited to attend the premiere of the short film "Contact Hours" at Bristol University. Directed by award-winning Rufus Love, the film tells a powerful story about student suicide. HAS was asked to be a partner of the film, and we made sure to have a presence at the screening. It was incredibly moving to hear our work mentioned so positively before the film and during the Q&A session, highlighting how students can reach out to us for support and recognizing the role we play in the community.

Listening Hub Launch

One of the biggest highlights of 2025 was the launch of our first Listening Hub in August, providing both walk-in and appointment-based support. This space gives people a safe, confidential place to talk with trained volunteers, helping them navigate moments of distress or crisis. The launch has been a success, and we are already planning to expand hours and increase volunteer capacity in 2026 You can read the full Listening Hub impact report for more details and the data we've captured.)

Volunteer Numbers and Capacity

We finished 2025 with 40 volunteers, down from 52 at the start of the year. This drop was due to the timing of the Listening Hub launch, early recruits had to wait months before the space was ready, and some moved on to other volunteering opportunities.

Despite this, we now have a waiting list of enthusiastic volunteers for the Listening Hub, the patrol team, and management positions, showing that interest in supporting our mission, and those who need us remains strong.

Plans for 2026

Looking ahead, we are focused on growth and building on the strong foundation laid in 2025. Our trustee board has expanded from three to seven members, bringing expertise in marketing, HR, safeguarding, and compliance, ensuring we have the right guidance to support our volunteers, service users and communities. We've also welcomed a part-time Charity Manager, who will help steer our growth and oversee day-to-day operations, bringing fresh input into the charity while our CEO is on maternity leave.

We are preparing to open a new, larger Listening Hub, with grant support from Cabot Circus and potentially Bristol City Council. This hub will allow us to run two Listening Hubs simultaneously, expanding support for the community and creating more volunteer opportunities. Alongside this, we are strengthening our Response Manager and Volunteer Manager roles, currently interviewing those who are interested in filling them, which will improve shift coverage, volunteer support, and operational coordination across all hubs and patrols.

Our social media presence is being enhanced by a new dedicated coordinator (also a volunteer) and a team of content creators, making HAS more visible and accessible to the public, while also raising awareness of mental health and suicide prevention.

Training remains a priority. In 2026, we hope to expand ASIST, first aid, and negotiation training, ensuring our volunteers are fully prepared to respond safely and effectively in high-risk situations.

Community partnerships and patrols continue to grow. We are proud to now be working with Ashton Gate Stadium, providing support at events and on match days, alongside our ongoing patrols across the city. These partnerships strengthen our visibility and reinforce HAS as a trusted, reliable presence in Bristol.

Fundraising and engagement will also continue to naturally expand, with upcoming events, corporate partnerships, and volunteer-led initiatives planned throughout the year. These activities not only provide vital funding but also help us reach new communities and raise awareness of our services.

Looking Forward

2025 was a year of building, learning, and preparing. While we faced challenges, such as volunteer turnover and gaps in coverage, we've set strong partnerships, structured training, and expanded hubs which position us to support more people, more effectively, in 2026.

With our dedicated volunteers, improved systems, and ambitious plans, HAS is ready to continue saving lives, supporting vulnerable individuals, and growing as a trusted presence in Bristol.

This Trustees' Annual Report incorporates the Treasurer's Report for the financial year 1 January 2025 to 31 December 2025 and provides a comprehensive overview of the charity's governance, activities, achievements, financial health, and fundraising practices.

This statement is endorsed by the Trustees of the charity as signed hereafter:

Signed:

Print name: LOUISE WILLIAMS

Signed:

Print name: KARIN (RIN) HAMBURGH

Signed:

Print name: JAMES SMITH.

Hope Against Suicide year end accounts 1 Jan 25- 31 Dec 25

Receipts and payments accounts

For the period from	01/01/2025	To	31/12/2025

Statement of financial activities for the period 1 Jan 25 - 31 Dec 25

	Unrestricted funds	Restricted funds	Total 2025 funds	Total 23/24 funds (Restated)
	to the nearest £	to the nearest £	to the nearest £	to the nearest £
Receipts				
Voluntary receipts	29,199	7,001	36,200	31,154
Activities for generating funds (trading)	-	-	-	-
Investment dividends/interest	-	-	-	-
Charitable activities	-	-	-	-
Interest received	-	-	-	-
***Sub total** (Gross income for AR)*	29,199	7,001	36,200	31,154
Asset and investment sales				
Receipts from sale of fixed assets	-	-	-	-
Receipts from sale of investments	-	-	-	-
Loan repayments received	-	-	-	-
Loans received from an external funder	-	-	-	-
Sub total	-	-	-	-
Total receipts	29,199	7,001	36,200	31,154
Payments				
Costs of generating voluntary receipts	-	1,724	1,724	1,628
Fundraising costs (trading activities)	5,686	128	5,814	-
Investment management costs	-	-	-	-
Costs of charitable activities	16,892	2,748	19,639	7,937
Governance and admin costs	-	206	206	50
Sub total	22,578	4,805	27,383	9,615
Asset and investment purchases				
Cost of purchasing fixed assets	-	1,008	1,008	-
Cost of investments	-	-	-	-
Cost of providing loans	-	-	-	-
Loan payments	-	-	-	-
Sub total	-	1,008	1,008	-
Total payments	22,578	5,814	28,391	9,615
Net of receipts/(payments)	6,621	1,188	7,808	21,539
A5 Transfers between funds	-	-	-	
A6 Cash funds last year end	4,479	23,802	28,281	
Cash funds this year end	11,100	24,990	36,089	

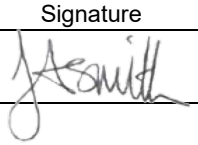
Statement of assets and liabilities at 31 December 2025

Categories	Details	Unrestricted funds	Restricted funds	Total 2025 funds
		to the nearest £	to the nearest £	to the nearest £
Cash funds				
	Cash	36,089	-	36,089
			-	-
			Total cash funds	36,089

	Details	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Total 2025 funds to the nearest £
Other monetary assets	Tax reclaims due		-	-
	Recoverable grants due		-	-
	other debts		-	-
Liabilities	Details			
	Taxes due		-	-
	Staff costs		-	-
	Suppliers' accounts		-	-
	Other liabilities		-	-
	Net assets		36,089	-

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Total 2025 funds to the nearest £	Total 23/24 funds (Restated) to the nearest £
Receipts				
Voluntary receipts				
Grant income	5,000	5,182	10,182	23,930
Other donations	24,199	1,820	26,018	7,224
Sub total	29,199	7,001	36,200	31,154
Charitable activities				
Volunteer payments	-	-	-	-
Sub total	-	-	-	-
Total receipts	29,199	7,001	36,200	31,154
Payments				
Costs of generating voluntary receipts				
Fundraising and marketing costs	-	1,628	1,628	1,628
Sub total	-	1,628	1,628	1,628
Costs of charitable activities				
Volunteer deployment	-	5,068	5,068	5,068
Other operational costs	-	2,002	2,002	2,002
Office costs	-	500	500	500
Remuneration costs	-		-	-
Insurance	367		367	367
Sub total	367	7,570	7,937	7,937
Governance and administration costs				
Governance costs	50		50	50
Trustee expenses			-	-
Sub total	50	-	50	50
Total payments	417	9,198	9,615	9,615

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	James Smith	31/10/2026

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees	Hope Against Suicide		
On accounts for the year ended	31st December 2025	**Charity no (if any)**	1206116
Set out on pages	1 to 7 (remember to include the page numbers of additional sheets)		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st December 2025.D / MM / YYYY.

Responsibilities and basis of report

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:	A R Dicker	**Date:**	30th October 2026
Name:	Anthony Robin Dicker FCA		
Relevant professional qualification(s) or body (if any):	Fellow of the Institute of Chartered Accountants in England & Wales		
Address:	29 Courtenay Road, Keynsham, Bristol BS31 1JU		

Section B	Disclosure
	Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).
Give here brief details of any items that the examiner wishes to disclose.	

Signable

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Fri, 30th Oct 2026 12:04:47 GMT	This envelope has been signed by all parties (92.233.117.240)
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