



**Annual Report and Unaudited Accounts
2024-2025**



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Reference and administrative details

Charity registration number	1011145		
Company registration number	02709302		
Patron	The Duchess of Devonshire		
President	Don McFerran		
Vice President	Sandy Grimes		
Trustees and Directors (including new Trustees from 2025/26)	Pierre Espinasse	Chair	From 21/05/2025
	Lucy Colenso	Interim Chair	26/11/2024 - 21/05/2025
	Lynne Gillon	Chair	Resigned 29/11/2024
	Emma Stone		From 29/11/2024
	Peter Byrom		From 21/05/2025
	James Corcoran		
	Dr Nicola Heron		
	Dr Veronica Kennedy		
	Dr Lucy Handscomb		Retired 26/06/2024
Professional Advisers Committee (PAC)	Dr William Sedley		
	Dr Chris Cederroth		

	Dr Veronica Kennedy		
	Dr Emma Dickson		
	Dr James Jackson		
	Natalie Ronan		
Chief Executive	Robin Greenwood	Interim	11/03/2024-05/09/2024
	Alex Brooks-Johnson		From 09/09/2024

Registered office:

Unit 5, Acorn Business Park, Woodseats Close, Sheffield S8 0TB

Independent examiner:

Bourner Bullock Chartered Accountants, 114 St Martin's Lane, Covent Garden, London, WC2N 4BE

Bankers:

Unity Trust Bank, 4 Brindley Place, Birmingham B1 2JB

HSBC Bank plc, 49-63 Fargate, Sheffield S1 2HD

A message from our Chair



Is a world without tinnitus possible? Change certainly is.

Having recently been appointed Chair of Tinnitus UK, what I know for certain from personal experience is that tinnitus can have a profound impact. For some, it's life-altering. For others, it becomes something they learn to manage.

Too many people are facing this journey without the right support. Through listening closely to those with lived experience, we know how distressing it can be to encounter a healthcare system that lacks the confidence or specialist knowledge to help. People are waiting longer to be seen, often left isolated and overwhelmed. This shouldn't be happening — and we're committed to changing it.

Our new strategy is rooted in the voices of the community. It sets out an ambitious but clear direction: to push forward in the search for answers, while making sure no one is left behind in the meantime. We are strengthening our support services, influencing how tinnitus is understood and treated across the UK, and growing our impact through partnerships and research.

We're also prioritising prevention. We want to stop tinnitus before it starts - by raising awareness of hearing health and making sure people understand the risks. This includes reaching younger audiences, event organisers, professionals and policymakers alike.

Hope is at the heart of our vision. In the process of searching for that future, we will strive to improve the lives of thousands of people living with tinnitus today.

We know change is possible - and together, we're making it happen.

With gratitude,

Pierre Espinasse
Chair of Trustees, Tinnitus UK

Overview of the Year

An update from our CEO, Alex Brooks-Johnson



2024/25 has been a year of change and transition. I joined the team in September 2024 and, working closely with the Board of Trustees, quickly set about putting together a new strategy.

We took every opportunity to include as many different perspectives as possible - including maintaining focus on the voice of people with tinnitus as a central component - travelling the length and breadth of the UK to do so. The process itself was very rewarding, and I hope the outcome is a strategy which people feel part of and own.

What struck us very clearly though this time was the disparity in the level of services and support available to people with tinnitus and the stark realisation that for most, their experience of health services is woefully short of what should be expected. This has fuelled our new strategy and drives the team on daily basis to be an organisation picking up this support, striving for better outcomes for people with tinnitus and ensuring we are there for people when they need it.

This year was a difficult year financially and we had to resort to appealing to our supporters and others for immediate and emergency support to enable us to continue to provide our services.

I am delighted to report that thanks to the generosity of many people we were successful, meaning that we could keep

the team together and delivering the high-quality support to people with tinnitus and professionals that we are well known for.

We have faced five years of consecutive and quite significant financial losses as we have tried to protect the delivery of services in light of reducing revenue. Our aim now is to deliver a break-even performance for 2025/26 and rebuild from there.

We had an excellent Tinnitus Week as we launched our report 'Ringing the Alarm', which looked at confidence in hearing health professionals in supporting people with tinnitus. The outcome was significant media coverage with various TV and radio exposure, the highlight being on the BBC Breakfast sofa on BBC One. This really helped raise the profile of tinnitus and of our organisation, and we saw unprecedented levels of engagement through our website and other services.

During Tinnitus Week, we ran our first in-person event since lock down as we launched our report at the Royal College of Surgeons of England in central London. We had a full house of over 100 people who enjoyed listening to a wide range of speakers as we explored some of the common themes and issues in our world.

We have been trying hard to refresh and renew our relationships with our key audiences having spent a few years dealing with internal issues. Our Members, our volunteers and our wider group of supporters and advocates, champions and patrons have all reported how much better we have been at communication in this year. There is still room for improvement though, we recognise that, and I look forward to reporting next year on progress as we look to get the organisation back on its feet.

Who we are

Tinnitus UK is the only UK charity dedicated to supporting people living with tinnitus, advancing research, and improving public and clinical understanding of this often-misunderstood condition. Every year, we help thousands of people through our helpline, webchat, community events, professional training and evidence-based information. We stand alongside people at every stage of their tinnitus journey - from first experiencing symptoms to learning how to manage life with tinnitus.

We are proud to be a trusted voice, a source of hope, and a catalyst for change.

Our Vision

A world without tinnitus.

OUR MISSION

We will work towards achieving our vision through:

- Ensuring that people with tinnitus have immediate access to high quality support
- Working with the research community to find a cure or cures, and better treatments for people with tinnitus
- Providing high-quality training and information, advice and guidance on tinnitus
- Ensuring that people with tinnitus have a voice in decisions and changes which affect them
- Influencing and lobbying policy makers to ensure that tinnitus and people with tinnitus are given the priority they deserve
- Raising awareness of the dangers and risks to help prevent people from getting tinnitus

"I appreciate more than words the passion & importance of this organisation."
Member and Sheffield support group attendee.

Our values

Our work is guided by our four core RISE values

Respect

We respect and value every individual, recognising each person's unique contribution and tinnitus experience.

Integrity

We provide trustworthy, evidence-based information and always act in the best interests of people with tinnitus.

Support

We meet people where they are, offering understanding, guidance and care.

Evolve

We learn, adapt and grow - embracing change to create lasting impact.

749,639

Total number of people Tinnitus UK supported in 2024/25

431,205

Visitors to our website seeking information, advice and guidance

12,209

People supported through the helpline

2,866

Phone calls answered

11,412

Tinnitus UK forum users

Our Strategy – A world without tinnitus.

We have a new 10-year strategy which has been created and shaped by the lived experience of people with tinnitus.

We have three strategic objectives, which will drive and inform our work between 2025 and 2035:

We will ensure that people with tinnitus receive the service and support they deserve; timely, person centred, evidence-based support including in-person (regional/community presence) and lead on improving and maintaining quality of tinnitus services across the UK including supporting professional CPD.

We will create a global research and innovation strategy for tinnitus; to find cures, enable better understanding and to improve treatments and support.

We will prevent as many people as possible from getting tinnitus in the first place through campaigning, education and training.

For 2025/26 our key objectives are:

Operations

- Deliver new training courses for professionals
- Deliver a hybrid annual conference
- Complete a Governance Review
- Deliver two Tinnitus Information Days

Services

- Grow our support group network
- Recruit more volunteers for our helpline
- Create a monitoring and evaluation framework

Development

- Review and relaunch our membership scheme
- Create a lobbying group
- Review corporate membership scheme
- Deliver a more successful Tinnitus Week

Impact

In 2024/25 we had:

- 431,205 visitors to our website seeking information, advice and guidance.
- 12,209 people supported through the helpline
- 2,866 phone calls answered
- 4,102 webchats answered
- 3,594 chatbot users
- 85 texts answered
- 1,562 emails answered
- 248 individual online support group attendees across 5 regular online groups
- 825 people attend 75 regular in-person support groups across the country, averaging 11 people per support group.
- 13 befriending matches made.
- 1,394 registrations for e-learning platform Take on Tinnitus.
- 11,412 Tinnitus UK forum users.

In addition, we have a growing Membership of 1,300 people who we support, and who support us.

In the last financial year, Tinnitus UK reached over 120,000 people online through awareness campaigns, alongside 200+ attendees at in-person events.

Our regular social media activity reached 45,000+ users, and our monthly email newsletters were sent to a mailing list of 35,000 subscribers.

The total number of people Tinnitus UK supported in 2024/25 was 749,639.

In 2024/25, as part of our strategic planning, we created a Theory of Change which has informed the following outcomes which we are now measuring.

We look forward to being able to report on our social impact in more detail next year.

Acknowledgements

At Tinnitus UK, we rely on voluntary donations to allow us to provide vital support to people with tinnitus, and we don't receive any government or statutory funding. Many of our supporters have tinnitus themselves or truly understand the devastating impact it can have on people's lives. We are so grateful to everyone who chooses to support us through donations, legacies bequests, grants, and sponsorship.

Thank you so much to every single person who generously answered our call for help during our Urgent Appeal in November 2024 and our Tinnitus Week appeal in February, as well those who regularly support us.

The incredible response from our community has been both humbling and motivating. There is still work to do but we are grateful for all the support we have been shown. Your donations changed the lives of people with tinnitus this year and enabled us to survive a difficult year.

Thank you to all our members for their time, support, commitment and understanding this year.

Grants from Trusts and Foundations underpin our work, allowing us to grow and build a strong base from which we can provide the best support for people with tinnitus. We would like to thank the following Grantmakers for their generous support this year.

Champniss Charitable Trust

Garfield Weston Foundation

Helen Roll Charity

Hodge Foundation

Hospital Saturday Fund

The James Tudor Foundation

Maria Bjornsen Memorial Fund

National Lottery Community Fund

Nationwide Colleague Grant

Schroder Charity Trust

Swann Morton Foundation

The Charles and Elsie Sykes Trust

The D'Oyly Carte Charitable Trust

The Holliday Charitable Trust

The Simpson Charitable Trust

The Souter Charitable Trust



A thank you to our corporate members

Tinnitus UK can achieve the greatest impact in collaboration with the hearing care sector.

We would like to thank each of the 35 corporate members from 2024/25, our industry's professional bodies for their in-kind support, and the following companies whose sponsorship made Tinnitus Week possible:

- Lenire, by Neuromod Devices
- Specsavers
- GN
- TinniSoothe
- OTO
- Puretone
- Widex & Signia

"Great support group which really made me understand how I'm not alone suffering with Tinnitus. I stopped feeling totally alone with feelings that no one understands me and braver in 'reintegrating' with family and friends which I was struggling with. Excellently run by Senior Audiologist Kerry who clearly has a true interest and understanding how debilitating Tinnitus can be."

Warwick support group attendee.

Governance and Management

Structure, Governance and Management Overview

The Trustees

The Directors of the charitable company ('the Charity') are its Trustees for the purpose of charity law and throughout this report are referred to as 'the Trustees'.

In accordance with the Memorandum and Articles of Association, one-third of the Trustees are subject to retirement by rotation or, if their number is not a multiple of three, then the nearest number rounded up to one-third shall retire from office at the AGM. Retiring members are eligible for re-election for up to three terms.

Tinnitus UK monitors the development of Trustees to ensure they are provided with training on their role and responsibilities, directed by Charity Commission guidelines.

The Trustees are responsible for setting the strategy and establishing policies; they met five times during 2024/25.

There are also three sub-committees, to which the board delegates responsibility, for matters related to finance (which met twice in the year), research (which met once), and HR (which met once).

Chief Executive

Authority to conduct Tinnitus UK's day-to-day activities is delegated to the Chief Executive, who is responsible for ensuring that the agreed strategy and policies are carried out.

The Chief Executive meets regularly with the managers in the organisation to action strategic and organisational objectives.

Employees

At the end of 2024/25, Tinnitus UK had 12 staff (2023/24: 13; 2022/23:18), of whom 8 were full time and 4 part time representing an FTE of 10.45 full time staff (2023/24: 11.6; 2022/23: 17).

Volunteers

Volunteers continue to be vital to the effective provision of our services. We currently have 37 active volunteers across the country. Our volunteers carry out various roles including support group leaders, helpline and web chat advisers, befrienders, and administrative support.

To help our volunteers connect with and learn from each other, we have introduced regular online forums for befrienders and support group leaders, with the opportunity to share their experiences and get updates about tinnitus and Tinnitus UK.

We are very grateful for all the work our volunteers do, despite the challenging situations many of them face. We are also grateful for the support group leaders who are not included in our total number of volunteers because they are not official Tinnitus UK volunteers; they do, however, give their time freely in their own communities to support those with tinnitus.

Trustees responsibility statement

- The Trustees (who are also Directors of Tinnitus UK 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 fiscal financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they which give a true and fair view of the situation 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 Charities SORP 2019 (FRS 102);
 - make judgements and estimates that are reasonable and prudent;
 - state whether applicable UK Accounting Standards have been followed; and
 - prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

- 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.

Risk Management and Compliance

The Trustees of Tinnitus UK confirm that they regularly review the risks faced by the organisation. A comprehensive Risk Register outlines the risks and mitigations and is completed by the CEO for Trustee review and approval at every Board and Committee meeting.

Key Risks

During the reporting period, Tinnitus UK faced the following key risks:

- **Funding**

Like many charities, Tinnitus UK experienced uncertainty and a reduction in income from fundraising activities, with reductions in grants and donations largely due to external economic pressure and a reducing legacy income.

- **Staff Turnover**

Several key people moved on during the year which posed challenges to continuity and service delivery. The changes in leadership and work culture were the main reasons cited in exit interviews.

Risk Mitigation Strategies

To mitigate these and other risks, the following actions were taken:

• Funding Diversification

We continue to build a more sustainable fundraising function and diversification of income streams, including pursuing corporate partnerships, individual giving, event and training income and trust funding to reduce reliance on any single income source.

• Culture change programme

A new CEO was recruited and initiatives to support staff wellbeing, flexible working arrangements, and development opportunities were introduced or enhanced to improve staff retention and attract new talent. A new approach to embed values-based performance has been introduced by the new leadership team.

Integration with Operations and Strategy

Risk management is embedded into the charity's day-to-day operations and strategic planning processes. All major projects and decisions are assessed for associated risks, and appropriate mitigation measures are incorporated into implementation plans. Regular reviews of operational risk are conducted at management and Board levels, ensuring proactive oversight and responsiveness.

Legal and Regulatory Compliance

Tinnitus UK is fully committed to compliance with all relevant legal and regulatory frameworks. In the year under review, we confirm compliance with:

- Charity Commission guidance including ongoing adherence to governance standards, public benefit reporting, and trustee responsibilities.
- General Data Protection Regulation (GDPR) and UK Data Protection Act 2018 – maintained through data audits, data protection impact assessments, and staff training.
- Employment Law – with appropriate HR policies and legal advice ensuring compliance in recruitment, contracts, and workplace practices.
- Fundraising Regulator standards – we continue to follow the Code of Fundraising Practice and uphold the highest standards in supporter engagement and ethical fundraising.

Internal Controls and Monitoring

A comprehensive system of internal controls is in place to monitor and manage financial, operational, and compliance risks. These controls are reviewed regularly and include:

- Monthly financial reporting and budget monitoring.
- Periodic reviews of key processes.
- Delegated authority limits and segregation of duties.
- Regular trustee oversight through committees and Board meetings.

These measures ensure that Tinnitus UK maintains high standards of governance, accountability, and transparency in delivering our mission.

"Thank you for existing. Thank you for your holistic approach to this 'condition'. Thank you for reassuring me when I was in crisis. I have joined your organisation and the forum. Thank you and keep going." Member

Policies and Procedures

Tinnitus UK operates within a robust framework of policies and procedures that support ethical practice, operational consistency, and compliance with legal and regulatory requirements. These policies guide our day-to-day work, ensure the protection of our stakeholders, and promote accountability at every level of the organisation.

Key Organisational Policies

The following key policies are in place and form the foundation of Tinnitus UK's governance and operations:

- Data Protection and Privacy Policy – Ensures the secure handling, storage, and processing of personal data in compliance with the UK GDPR and Data Protection Act 2018.
- Whistleblowing Policy – Provides a clear and confidential mechanism for staff, volunteers, and stakeholders to report concerns regarding misconduct or malpractice.
- Health and Safety Policy – Outlines our commitment to maintaining a safe and healthy environment for staff, volunteers, service users, and visitors.
- Volunteer and Staff Code of Conduct – Establishes the expected standards of behaviour, professionalism, and integrity across the organisation.
- Equality, Diversity and Inclusion Policy – Promotes a culture of respect and fairness, ensuring equal opportunities for all and actively addressing discrimination and bias.
- Fundraising Policy – Guides ethical fundraising practices and ensures compliance with Fundraising Regulator standards and the Code of Fundraising Practice.

- Conflict of Interest Policy – Requires trustees, staff, and volunteers to declare any conflicts that could impact impartiality or decision-making.
- Safeguarding Policy - Explains the principles of safeguarding and defines what our roles and responsibilities are individually and as an organisation, in keeping people safe. Everyone must adhere to this policy and follow the procedures including all staff, volunteers, Trustees and temporary members of staff.

Policy Reviews and Updates

During the reporting year, all core organisational policies underwent a scheduled review and policies were updated to reflect the latest guidance from the Charity Commission, changes in legislation, and emerging best practices in the sector. This included strengthening our data protection protocols and revising the Volunteer Code of Conduct to reflect changes in hybrid and remote engagement.

Training and Awareness

To ensure that policies are effectively implemented and understood:

- All staff and volunteers receive induction training that includes a review of key policies which is currently being reviewed and improved upon.
- Tinnitus UK remains committed to regularly reviewing and updating our policy framework to ensure it remains relevant, compliant, and aligned with our values and strategic priorities.

"I truly appreciate the time you took to explain the connection between tinnitus and anxiety, and to offer so many helpful suggestions and resources. It means a lot to know that I'm not alone in dealing with this and that there are supportive tools and people available to help."
Service user

Feedback and complaints

Our website outlines our process for complaints, timescales for responses and details of how to escalate an unresolved complaint to the Chief Executive and Trustees. We did not receive any fundraising-related complaints during the year.

Our approach to safeguarding

We work hard to safeguard people living with tinnitus.

The Services Team regularly meets to confidentially review Tinnitus UK's interactions with service users and their specific cases and have mechanisms in place to bring these people into the reach of more specialist crisis responders.

Our Safeguarding Policy was rewritten in 2024, a monthly improvement check-in with a counsellor to review cases has been implemented and mandatory safeguarding training is undertaken by all staff and volunteers.

In 2024/25, we had one safeguarding incident and 72 suicidal ideation reports in that period, and one case where the adviser contacted an external body due to concern over the wellbeing of the caller they had spoken to. These are logged in a safeguarding and suicidal ideation log, and the safeguarding policy is followed to ensure necessary action is taken where possible.

Financial Review

At the year end restricted reserves were £27,908 (2024: £66,651) and unrestricted reserves were £173,825 (2024: £379,712).

The deficit for the year was £244,630 (2024: £442,709).

Investment policy

The investment policy of Tinnitus UK is to maximise the total return without undue risk and having regard to the operating requirements of the Charity and the reserves policy.

In practice, whilst kept under constant review, this means that funds are currently held in long- and short-term interest-bearing deposit accounts with UK banks and building societies or managed investment funds, seeking to achieve the maximum possible rate of return.

Reserves policy

The Trustees operate a policy of retaining sufficient reserves in restricted funds without compromising the availability of those funds. They must be available for the purposes originally intended as and when they are required.

The Trustees aim to maintain unrestricted reserves at a level equivalent to no more than a year's unrestricted expenditure and no less than three months.

The policy also requires the Charity to hold at least three months of the unrestricted reserves as cash or cash equivalents (investments). It also requires that investments should not constitute more than 50% of the total of cash and cash equivalents.

It is their view that, given the elevated level of legacy volatility, it is important to have sufficient reserves to support the Charity whilst it seeks other funding sources.

The current level of unrestricted reserves represents just over two and a half months of unrestricted expenditure, which is below the minimum level set out in the policy. The Trustees continue to monitor this position closely.

Financial Statements

The Directors present their report and the examined financial statements of the charity for the year ended 31 March 2025. The Directors have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

Trustees' responsibilities statement

The Trustees (who are also Directors of Tinnitus UK 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 fiscal financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they which give a true and fair view of the situation 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 Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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.

"I want you to know what an important part your organisation has and are playing in that healing. My sister found you whilst I was in the depths - and I joined - I am learning - I watched your webinar yesterday on stress and tinnitus (very useful and I am already adopting strategies suggested to good effect). But apart from all the information it is the feeling of being accompanied that is SO valuable. I just so wanted to encourage you - as I sit here this morning - feeling calm and more confident of my ability to enjoy life - and to say THANK YOU."
Forum user

Disclosure of information to the Examiners

As far as the Trustees are aware:

- there is no relevant information of which the charitable company's examiner is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company Directors.

On behalf of the Board,



Pierre Espinasse | Chair

8th October 2025

"I woke up early one morning not long after the tinnitus had begun and was desperate for help then I found the local tinnitus help group on my phone so I contacted them by text straight away looking back now some 18 months later I believe that this first step was the most important step towards recovery and acceptance. I received a response from someone in the group within 10 minutes. I had been in the depth of despair and that wonderful response gave me hope and strength to believe that I could overcome this. I knew it would take time but today tinnitus lives with me but doesn't control and define me and I am now really enjoying my life again and my retirement. Thank you, Southsea Tinnitus Support Group"

Support group attendee

Independent Examiner's report to the members of Tinnitus UK

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Tinnitus UK ('the charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cashflows and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities

Act 2011 ('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 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements.

The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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 financial statements to be reached.



Russell Joseph | ACA

For and on behalf of:

Bourner Bullock
Chartered Accountants
114 St Martin's Lane Covent Garden
London
WC2N 4BE

Date: 8th October 2025

Statement of financial activities

	Note	Unrestricted funds £	Restricted funds £	2025 total £	2024 total £
Income					
Donations and legacies	3	364,553	64,000	428,553	341,775
Charitable activities	4	177,955	-	177,955	131,340
Other activities	5	38,568	-	38,568	1,000
Investments	6	4,211	-	4,211	10,339
Total income		585,287	64,000	649,287	484,454
Expenditure					
Raising funds	8	(207,535)	(39,990)	(247,525)	(256,158)
Charitable activities	7	(547,687)	(60,326)	(608,013)	(625,529)
Other activities	9	(35,952)	(2,427)	(38,379)	(45,475)
Total expenditure		(791,174)	(102,743)	(893,917)	(927,162)
Net (losses) on investments		-	-	-	-
Net expenditure	9	(205,887)	(38,743)	(244,630)	(442,709)
Transfers between funds		-	-	-	-
Net movement in funds		(205,887)	(38,743)	(244,630)	(442,709)
Reconciliation of funds:					
Total funds brought forward	20	379,712	66,651	446,363	889,072
Total funds carried forward	20	173,825	27,908	201,733	446,363

- All income and expenditure derives from continuing activities.
- The Statement of financial activities includes all gains and losses recognised during the year.
- The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Balance sheet

Company registration number 02709302

	Note	2025 £	2024 £
Fixed assets			
Intangible assets	14	17,500	20,000
Tangible assets	15	-	-
Total		17,500	20,000
Current assets			
Debtors	16	57,925	61,203
Cash in bank and in hand		156,108	481,430
Total		214,033	542,633
Creditors: amounts falling due within one year	17	(29,800)	(116,270)
Net current assets		184,233	426,363
Total assets less current liabilities		201,733	446,363
Charity funds			
Restricted funds	20	27,908	66,651
Unrestricted funds	20	173,825	379,712
Total charity funds		201,733	446,363

- For the financial year ending 31 March 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.
- No members have required the company to obtain an audit of its accounts for the year ended 31 March 2025 in accordance with section 476 of the Companies Act 2006.
- The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.
- These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.
- Approved by the trustees, and authorised for issue on and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'P. Espinasse', with a horizontal line underneath.

Pierre Espinasse | Chair

8th October 2025

Statement of cash flows

	Note	2025 £	2024 £
Net cash flow from operating activities	21	(329,534)	(127,488)
Cash flow from investing activities			
Interest received		4,212	10,339
Dividends received		-	-
Net cash flow from investing activities		4,212	10,339
Net (decrease)/increase in cash and cash equivalents		(325,322)	(117,149)
Cash and cash equivalents at 1 April		481,430	598,579
Cash and cash equivalents at 31 March		156,108	481,430

Notes to the financial statements

1. Summary of significant accounting policies

a. General information and basis of preparation

Tinnitus UK (the Charity) is a registered charity and a company limited by guarantee in the United Kingdom. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the information on page 3 of these financial statements. The nature of the Charity's operations and principal activities are set out in the Trustees' Report.

The Charity constitutes a public benefit entity as defined by FRS 102. 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, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently

applied to all years presented unless otherwise stated.

b. Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity; these funds have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

c. Income recognition

All incoming resources are included in the Statement of Financial Activities (SOFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Notes to the financial statements continued

Legacies are recognised at a point that they are quantifiable and there is reasonable certainty that they will be received. On occasion legacies will be notified to the Charity, but it may not always be possible to measure the amount expected to be distributed.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the Charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred. Such income is recognised net of VAT.

Investment income is earned through holding assets for investment purposes such as shares and property funds. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend income is recognised when the Charity's right to receive payment is established.

d. Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes direct costs and appropriate proportion of the support costs of the business.
- Expenditure on charitable activities includes direct costs and appropriate proportion of the support costs of the business.
- Other expenditure represents those items not falling into the categories above.

Grants payable to third parties are within the charitable objectives. Where unconditional grants are offered, this is accrued as soon as the recipient is notified of the grant, as this gives rise to a reasonable expectation that the recipient will receive the grant.

Where grants are conditional relating to performance then the grant is only accrued when any unfulfilled conditions are outside the control of the Charity.

e. Support costs allocation

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs, administrative costs and payroll costs. They are incurred directly in support of expenditure on the objects of the Charity.

Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads and other overheads have been allocated on the following basis: The time spent on activities was calculated by reference to a typical four-week period for all staff.

Notes to the financial statements continued

Overhead has been attributed based on the hours spent on each area of activity.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in Note 8.

f. Intangible assets

Intangible fixed assets are stated in the balance sheet at cost less any subsequent accumulated amortisation and subsequent accumulated impairment losses.

Amortisation is provided on intangible assets so as to write off the cost, less any estimated residual value, over their useful life as follows:

Trademarks: 10% on cost per annum.

g. Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Cost includes costs directly attributable to making the asset capable of operating as intended. The capitalisation policy is to capitalise all individual assets having a cost of £1,000 or greater.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Fixtures and fittings: 33% on cost per annum.

h. Stock

Stock is stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing stock to its present location and condition. Cost is calculated using the first-in, first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

i. Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

j. Leases

Rentals payable and receivable under operating leases are charged to the SOFA on a straight line basis over the period of the lease.

k. Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments.

l. Employee remuneration

The Charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

m. Tax

The Charity is an exempt charity within the meaning of Schedule 3 of

Notes to the financial statements continued

the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

The Charity is not VAT registered and all expenditure is inclusive of VAT charged.

n. Debtors

Debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

o. Creditors

Creditors are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date, otherwise they are presented as non-current liabilities. Creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

p. Going concern

The Trustees have made enquiries of management, reviewed the level of funds held and the expected level of income and expenditure for a period at least 12 months beyond the date these accounts were approved.

The Trustees have a reasonable expectation that the Charity remains a going concern and the financial statements have been prepared on that basis accordingly.

2. Significant judgements and estimates

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In the Trustees' opinion, the only significant judgement relates to the amortisation of the intangible fixed assets.

The annual amortisation charge for intangible fixed assets is sensitive due to changes in useful economic lives and residual value of the assets. The carrying amount is £17,500 (2024: £20,000) and incurring amortisation of £2,500 (2024: £2,500).

Notes to the financial statements continued

3. Income from donations and legacies

	2025 £	2024 £
Gifts and donations	132,845	100,687
Legacies	179,708	130,505
Grants	116,000	110,583
	428,553	341,775

4. Income from charitable activities

	2025 £	2024 £
Membership income	63,481	85,549
Meetings and conferences	114,474	45,791
	177,955	131,340

5. Income from other trading activities

	2025 £	2024 £
Other	38,567	-
Advertising	-	1,000
	38,567	1,000

Notes to the financial statements continued

6. Income from investments

	2025 £	2024 £
Bank interest	4,211	10,339
	4,211	10,339

7. Analysis of expenditure on charitable activities 2025

	Activities undertaken directly £	Support costs £	Total £
Membership and support activities	121,424	17,653	139,077
Awareness and events	410,797	30,600	441,397
Project costs including research	24,470	3,069	27,539
	556,691	51,322	608,013

Analysis of expenditure on charitable activities 2024

	Activities undertaken directly £	Support costs £	Total £
Membership and support activities	160,606	54,558	215,164
Awareness and events	276,087	42,544	318,631
Project costs including research	86,904	4,830	91,731
	523,597	101,932	625,529

Notes to the financial statements continued

8 Analysis of expenditure on raising funds 2025

	Activities undertaken directly £	Support costs £	Total Funds 2025 £
Membership and support activities	57,948	27,190	85,138
Awareness and events	100,446	47,132	147,578
Project costs including research	10,080	4,729	14,809
	168,474	79,051	247,525

Analysis of expenditure on raising funds 2024

	Activities undertaken directly £	Support costs £	Total Funds 2024 £
Membership and support activities	93,669	43,437	137,106
Awareness and events	73,043	33,872	106,915
Project costs including research	8,292	3,845	12,137
	175,004	81,154	256,158

Notes to the financial statements continued

9 Analysis of expenditure on other activities 2025

	Activities undertaken directly	Support costs	Total £
Membership and support activities	6,188	7,013	13,201
Awareness and events	10,726	12,156	22,882
Project costs including research	1,076	1,220	2,296
	17,990	20,389	38,379

Analysis of expenditure on other activities 2024

	Activities undertaken directly	Support costs	Total £
Membership and support activities	12,747	11,593	24,340
Awareness and events	9,940	9,040	18,980
Project costs including research	1,128	1,027	2,155
	23,815	21,660	45,475

Notes to the financial statements continued

10 Allocation of all support costs 2025

Support cost	Note	Basis of allocation	Raising funds £	Charitable activities £	Other activities £	Total £
Governance	8.1	Time spent	18,929	31,721	510	51,160
Premises costs	8.2	Floorspace	11,246	18,845	303	30,394
Other costs	8.3	Time spent	48,876	35,697	19,579	104,149
			79,051	86,263	20,389	185,703

Allocation of all support costs 2024

Support cost	Note	Basis of allocation	Raising funds £	Charitable activities £	Other activities £	Total £
Governance	8.1	Time spent	13,947	29,281	1,791	45,019
Premises costs	8.2	Floorspace	10,156	21,294	1,310	32,760
Other costs	8.3	Time spent	57,052	51,357	18,559	126,968
			81,155	101,932	21,660	204,747

The time spent on activities was calculated by reference to a typical four-week period for all staff.

Notes to the financial statements continued

10.1 Analysis of governance costs

	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Accountancy fees	43,013	-	43,013	33,061
Trustee meeting expenses and office costs	174	-	174	1,139
Staff salaries	7,974	-	7,974	10,819
	51,160	-	51,160	45,019

10.2 Analysis of premises costs

	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Rent, rates and utilities	23,409	-	23,409	25,651
Insurance	5,190	-	5,190	5,132
Cleaning	1,795	-	1,795	1,977
	30,394	-	30,394	32,760

Notes to the financial statements continued

10.3 Analysis of other costs

	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Amortisation	2,500	-	2,500	2,500
Bad debts	681	-	681	4,740
Bank charges and investment costs	2,707	-	2,707	3,656
Health & Safety	1,053	-	1,053	1,964
Inventory write off	-	-	-	756
IT software and support	38,681	9,991	48,672	48,149
Legal & professional fees	11,223	72	11,295	21,619
Repairs & renewals	-	-	-	198
Staff salaries	37,241	-	37,241	43,385
	94,086	10,063	104,149	126,968

10.4 Net income for the year

Net income is stated after crediting /(charging)	2025 £	2024 £
Operating lease rentals	(16,200)	(16,200)
	(16,200)	(16,200)

Notes to the financial statements continued

11 Governance costs (see note 10.1)

	2025 £	2024 £
Trustee expenses	174	947
Independent examiner's remuneration (see note 11)	980	2,500
Other	50,006	41,572
	51,160	44,719

12 Trustees' and key management personnel remuneration and expenses

During the financial year, a leadership group comprising of the Head of Communications, Business Development Lead, the Operations Manager plus the Chief Executive (including a temporary Interim Chief Executive) met regularly. This group represents key management personnel. The total remuneration for five individuals including associated employer's national insurance was £200,595 (2024: £131,330)

The reimbursement of Trustee expenses was as follows:

	2025 number	2025 £	2024 number	2024 £
Travel and subsistence	1	174	2	947

Notes to the financial statements continued

13 Staff costs and employee remuneration

The average monthly number of employees and full-time equivalent (FTE) during the year was as follows:

	2025 number	2025 FTE	2024 number	2024 FTE
Raising funds	4	4	4	4
Charitable activities	8	7	8	8
	12	11	12	12

The total staff costs and employee benefits was as follows:

	2025 £	2024 £
Wages and salaries	360,743	491,293
Social security	30,798	13,631
Defined contribution pension costs	17,781	18,190
	409,322	523,114

The number of employees who received employee benefits (excluding employer pension costs) of more than £60,000 from the charity during the year was as follows:

£60,000 - £70,000: 1 employee (2024, none).

Notes to the financial statements continued

14 Intangible assets

	Trademark £
Cost or valuation:	
At 1 April 2024	25,000
Additions	-
At 31 March 2025	25,000
Amortisation:	
At 1 April 2024	5,000
Charge for the year	2,500
At 31 March 2025	7,500
Net book value at 31 March 2025	17,500
Net book value at 31 March 2024	20,000

The amount of amortisation was recognised as an expense within support costs £2,500 (2024: £2,500).

Notes to the financial statements continued

15 Tangible fixed assets

	Fixtures and fittings £
Cost or valuation:	
At 1 April 2024	67,350
Additions	-
Disposals	(1,905)
At 31 March 2025	65,445
Depreciation:	
At 1 April 2024	67,350
Charge for the year	-
Elimination on disposal	(1,905)
At 31 March 2025	65,445
Net book value at 31 March 2024 and 2025	-

16 Debtors

	2025 £	2024 £
Trade debtors	3,032	29,645
Other debtors	54,893	31,558
	57,925	61,203

Notes to the financial statements continued

17 Creditors

	2025 £	2024 £
Trade creditors	10,116	59,698
Other tax and social security	4,901	5,511
Grants payable	-	19,690
Accruals and deferred income	11,718	27,172
Other creditors	3,065	4,200
	29,800	116,270

18 Leases

Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2025 £	2024 £
Within one year	16,200	16,200
Later than one and not later than five years	133	16,333
	16,333	32,533

The amount of non-cancellable operating lease payments recognised as an expense during the year was £16,200 (2024: £12,150).

Notes to the financial statements continued

19 Deferred income

	Total £
At 1 April 2024	21,500
Additions during the year	4,008
Amount released to income	(21,500)
At 31 March 2025	4,008

20 Fund reconciliation

Unrestricted funds

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (losses) £	Transfers £	Balance at 31 March 2025 £
Unrestricted	379,712	585,287	(791,174)	-	-	173,825

Notes to the financial statements continued

Restricted funds 2024/25

	Balance at 1 April 2024 £	Income £	Expenditu re £	Gains/ (losses) £	Transfers £	Balance at 31 March 2025 £
Research projects						
General Research	10,429	-	-	-	-	10,429
Other funds						
Tinnitus Support Services	2,011	27,000	(29,011)	-	-	-
James Ivor Jones Memorial Fund	8,770	-	(8,770)	-	-	-
Shapiro Prize	1,650	-	-	-	-	1,650
Daniel Ballinger Memorial Fund	210	-	-	-	-	210
Helpline Appeals	2,248	18,000	(20,248)	-	-	-
National Lottery Reaching Communities	41,333	-	(26,966)	-	-	14,367
Nationwide	-	10,000	(8,748)	-	-	1,252
Helpline costs	-	9,000	(9,000)	-	-	-
	66,651	64,000	(102,743)	-	-	27,908

Notes to the financial statements continued

Fund descriptions

a. Unrestricted funds

Unrestricted funds are those received for the furtherance of the aims and objectives of Tinnitus UK but with no additional restriction on how these funds can be applied.

b. Restricted funds

General Research

These are specific or general medical or healthcare research funds made up of legacies and donations specifically for the purpose of commissioning research into tinnitus.

This includes our Biobank project which will create a biological database containing data from people with tinnitus.

Tinnitus Support Services (Information Management)

This fund was received to deliver the Charity's helpline. During the year, further funding has been recognised to develop the helpline with a view to restructuring and improving the helpline service including appointing designated helpline staff and widening the availability of helpline services.

James Ivor Jones Memorial Fund

This fund was created through the fundraising efforts of Mr Jones' family and friends. The funds will be used to support people with tinnitus (on helpline and through our other services) and to investigate the links between tinnitus and hyperacusis, hypersensitivity, anxiety and depression.

Shapiro Prize

A prize of £250 is awarded each year for the published research paper by a UK based author most likely to result in improved treatment or public awareness of tinnitus. The Marie & Jack Shapiro Prize is intended to encourage researchers, public communicators and others to develop an interest in tinnitus and to recognise their efforts.

Daniel Ballinger Memorial Fund

This fund was created as a result of a fundraising appeal in memory of Daniel Ballinger. The majority of the fund will be used to fund research into neural plasticity in tinnitus and hearing loss.

National Lottery Reaching Communities

This fund supports tinnitus support in the form of groups and other support services in the Southwest region.

Helpline Costs

This fund is for successful funding applications specifically to support and develop the helpline function.

Nationwide

This fund was to contribute to volunteer and helpline training and to conduct an independent social value review of our services.

Notes to the financial statements continued

Unrestricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/ (losses) £	Transfers £	Balance at 31 March 2024 £
Unrestricted	569,449	394,261	(705,031)	-	121,033	379,712

Restricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/ (losses) £	Transfers £	Balance at 31 March 2024 £
Research projects						
General Research	220,655	70	(73,459)	-	(136,837)	10,429
Other funds						
Tinnitus Support Services	29,166	46,542	(87,876)	-	14,179	2,011
James Ivor Jones Memorial Fund	8,770	-	-	-	-	8,770
Shapiro Prize	1,650	-	-	-	-	1,650
National Lottery Community Fund Digital Project	52,149	-	(60,797)	-	8,648	-
Daniel Ballinger Memorial Fund	210	-	-	-	-	210
Support groups Bedfordshire	2,850	-	-	-	(2,850)	-

Notes to the financial statements continued

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/ (losses) £	Transfers £	Balance at 31 March 2024 £
Helpline Appeals	-	2,248	-	-	-	2,248
National Lottery Reaching Communities	-	41,333	-	-	-	41,333
Chatbot Project	4,173	-	-	-	(4,173)	-
	319,623	90,193	(222,132)	-	(121,033)	66,651

21 Reconciliation of net (expenditure) to net cash flow from operating activities

	2025 £	2024 £
Net (expenditure) for the year	(244,630)	(442,709)
Interest receivable	(4,211)	(10,339)
Amortisation and depreciation of fixed assets	2,500	2,500
Decrease in stock	-	756
Decrease in debtors	3,278	370,689
(Decrease) in creditors	(86,471)	(48,385)
Net cash flow from operating activities	(329,534)	(127,488)

21. Pension and other post-retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £17,781 (2024: £16,564).

22. Financial commitments

There were no financial commitments at the year-end other than operating leases disclosed at Note 17.

23. Related party transactions

During the year one of the Trustees, Lucy Handscomb, was reimbursed £174 (2024: £462) for lecturing services provided at Tinnitus UK online supported events.



Tinnitus UK

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Company limited by guarantee number: 2709302

