

Charity registration number SC045861 (Scotland)

Company registration number SC510360

POSTCODE SUPPORT TRUST
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2025

POSTCODE SUPPORT TRUST

LEGAL AND ADMINISTRATIVE INFORMATION

Directors	Ian Dommett Elizabeth Tait Lynne Bell Doug Parkhill John Herriman
Executive Manager	Laura Chow
Charity number (Scotland)	SC045861
Company number	SC510360
Gambling Licence numbers	Non remote: 000- 043065-N-322112 Remote: 000- 043065-R-322111
Registered office	28 Charlotte Square Edinburgh Scotland EH2 4ET
Independent auditors	PricewaterhouseCoopers LLP Edinburgh Atria One PwC LLP Atria One 144 Morrison Street Edinburgh EH3 8EX United Kingdom
Bankers	Lloyds PLC 39 Threadneedle Street London UK EC2R 8AU Santander 301 St Vincent Street Glasgow UK G2 5HN
Solicitors	MacRoberts LLP 10 George Street Edinburgh UK EH2 2PF

POSTCODE SUPPORT TRUST

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POSTCODE SUPPORT TRUST

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

The Directors present their annual report and audited financial statements for the year ended 31 December 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Company's governing document, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)".

Objectives and activities

Postcode Support Trust has a vision that everyone has the right to access person-centred support to enable transformative change, so that each individual can embrace their full potential.

We want a world where individuals and communities feel confident and empowered to achieve change for themselves and others through the power of connection, voice, participation and volunteering.

Postcode Support Trust's mission is to support people who need help to live happy and more fulfilled lives.

Postcode Support Trust is solely funded by the proceeds of its society lottery and awards grants to good causes and charities that focus on improving adult mental health and wellbeing, promoting participation in communities and volunteering, tackling loneliness and isolation and seeking to end homelessness and support adults in crisis.

The Trust was established to promote:

- the advancement of education;
- the promotion of equality and diversity;
- the advancement of human rights, conflict resolution or reconciliation;
- the advancement of citizenship or community development;
- the advancement of arts, heritage, culture or science; and
- the relief of those in need by reason of age, ill health, disability, financial hardship or other disadvantage.

Postcode Support Trust operates its own society lottery which is regulated by the Gambling Commission under certificate 043065-N-322112-006 and 043065-R-322111-006. The Trust engages Postcode Lottery Limited (PLL), trading as Postcode Lottery, as its External Lottery Manager.

Grant making policy

The Trust team research a selection of potential grant beneficiaries with aims in line with the objects of the Trust, the current funding strategy and budget. This selection is presented to the Directors, who make recommendations to invite charities to apply. Once applications are received, the Directors make a final decision of who to support.

Funds are awarded in order to support sustainable long-term partnerships. At the point of application an indicative award amount is communicated. The final award is decided by the Directors on approval of the application.

The Trust awards unrestricted, flexible funding on an annual basis to each regular, supported charity. Funds are awarded to support sustainable, long-term partnerships, with a formal review after three years. Where our long-term partners are able to demonstrate impact aligned to our values and subject to the availability of funding, we will seek to provide uplifts over time where possible to enable them to do even more to create a better world.

Where funding allows, at the discretion of the trust, one-off awards may be offered for:

- a special project which meets the thematic and geographic priorities of the Trust;
- building capacity for long-term growth or organisation strengthening and sustainability
- additional support in emergency situations or to tackle specific needs;
- working in partnership with other funders on collaborative approaches to maximise impact

POSTCODE SUPPORT TRUST

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

Achievements and performance

Significant activities and achievements against objectives

In 2025, we were able to fund 14 charities working in Great Britain tackling loneliness and isolation, enabling volunteering and supporting adults in crisis. These were:

- Crisis UK - Equality, Educations & Human Rights
- Depaul UK - Health, Sport & Wellbeing
- Kinship - Health, Sport & Wellbeing
- Reengage - Health, Sport & Wellbeing
- Missing People - Health, Sport & Wellbeing
- Royal Voluntary Service - Health, Sport & Wellbeing
- The Reader - Health, Sport & Wellbeing
- Volunteering Matters - Health, Sport & Wellbeing
- The Royal Foundation of The Prince and Princess of Wales - Health, Sport & Wellbeing
- Shelter - Health, Sport & Wellbeing
- Turn2us (Elizabeth Finn Care) - Health, Sport & Wellbeing
- The Royal British Legion - Health, Sport & Wellbeing
- Refuge - Health, Sport & Wellbeing
- The Right Course - Equality, Educations & Human Rights

Case Study: Reengage

A year after the death of her husband, Norma is still raw from the traumatic experience and cries frequently.

"It was such an awful experience when Peter died that I can't stop thinking about it," said 79-year-old Norma. "I feel ashamed that it reduces me to tears."

But her heartache is relieved by the calls she gets from two Re-engage volunteers, Abi and Alaw, who she calls her 'earth angels.'

"It's lovely to get the calls. I feel so much better after them. There would be a big hole in my life if I didn't speak to Abi and Alaw," she said.

"They are both such wonderful people. At the end of every conversation I always tell them how grateful I am for their time. After half an hour of chat I'll thank them and say they should go and do other things but they won't be put off. They stay on the line and bring me great comfort.

"Alaw is in her twenties and training to be a doctor and I love to hear about the things she does because she's from a much younger generation. Abi is a bit older and is a special needs teacher with more experience of life, so it's wonderful to get the two ends of the spectrum.

"Sometimes when I talk about Peter I can't help but cry but Abi and Alaw are just so sympathetic. They keep me talking and eventually we will have a laugh, which is important as it takes me away from the realm of death."

Peter died days before his 79th birthday in March 2024 after undergoing several operations for hernias and the removal of his spleen. And during his weeks in hospital, Norma says he suffered quite badly.

Norma, from Winsford, Cheshire, married Peter in 1992 several years after the death of first husband, Tony. She has three children, seven grandchildren and ten great grandchildren.

"Peter's death has really hit me hard and so my granddaughter Kathryn encouraged me to get out and about. It's a little difficult for me as I can't walk unassisted. So, she then suggested I should try your call companion service.

"At first I said, oh no I didn't want to do that. But now I'm so glad I did. I thought I might just get one call but then I had two volunteers ringing me. Abi calls on a Sunday and Alaw on a Wednesday and I really look forward to them. We just have normal conversations but they really mean the world to me."

Abi, 35, from Bristol, who teaches children and adults with vision impairment, said: "I saw a Re-engage advert asking for volunteers to make calls to older people and I thought I'd give it a go. After all it was only going to take an hour a week.

POSTCODE SUPPORT TRUST

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

"I wasn't really looking at it as a long-term thing but then I got talking to Norma and got on so well with her that I just couldn't stop making the calls.

"She is so pleased she thanks me every time and speaks highly of Alaw. I just didn't realise what a difference it would make."

Another of Norma's daughters, Tina, was delighted to learn that the phone calls would continue as long as her mum wanted them: "She's been through a particularly bad time and they help her so much. She really, really appreciates them," she said.

Currently the majority of our Call Companion service is funded from core costs. Many funders like projects that involve setting up new face to face groups, which is a big part of our service delivery, but having flexible funding to ensure we can help people like Norma by connecting her to available volunteers as soon as possible is invaluable to them and the impact can be immediate.

Financial review

The Directors are closely monitoring performance and remain confident in the resilience of the subscription model to protect the Trust's revenues and amounts raised for good causes in 2025 and beyond.

All funds received from proceeds of Postcode Lottery relating to Postcode Support Trust have been included in the financial statements. This amounted to £48,972,527 (2024: £48,955,478). Of this, and included in expenditure on raising funds, 40%: £19,589,011 (2024: 40%: £19,582,191) is given out as prizes and 28%: £13,586,127 (2024: 27%: £13,217,979) is retained by our External Lottery Manager which is Postcode Lottery Limited. The remaining 32%: £15,797,389 (2024: 33%: £16,155,308) is managed by Postcode Support Trust. Postcode Support Trust promoted twelve draws during 2025 (2024: twelve draws).

£16,573,974 (2024: £14,900,000) was given out in grants for charitable activities in the year with £140,795 (2024: £77,785) of costs to support these activities. Of this, £7,322 (2024: £8,136) was included in Governance Costs.

Directors consider new beneficiaries of funds regularly, depending on the level of funds forecast to be received in the year.

Going concern

These financial statements have been prepared on the going concern basis which assumes that the charity will continue its operations. With having a single source of income, the Directors remain confident in the resilience of the subscription model of Postcode Lottery to protect the Trust income. In the event of a substantial change in circumstances significantly reducing revenue, the Trust holds sufficient cash reserves to ensure it can continue operations for the foreseeable future.

The Trust only awards grants once there is a level of certainty in the income due to be received. With any downturn in income, the Trust is in a position to adjust grant levels accordingly to ensure that the Trust remains to be a going concern.

The Directors consider it appropriate to prepare financial statements on a going concern basis.

Reserves policy

As a company limited by guarantee with no fixed assets, reserves are set according to budgeted income and against obligations for continuous funding for supported charities. It is intended to mitigate against uncertainty relating to cash flow, to ensure that there are sufficient reserves to cover any financial shortfalls, to react to unexpected situations, to protect the Trust's activities if expected income is not received and to retain continuity in relation to expected grant awards.

The Trust's sole income is generated by its society lottery operated by its External Lottery Manager, Postcode Lottery.

POSTCODE SUPPORT TRUST

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

We aim to hold financial reserves at a minimum of 25% of the annual provisional funding commitments, and a maximum of £500,000 above the minimum level within general funds. We acknowledge that from time to time the Trust's funding strategies and activities may require the Trust's reserves to exceed the maximum level or fall below the minimum level noted.

The Trust only awards grants once there is a level of certainty in the income due to be received. With any downturn in income, the Trust is in a position to adjust grant levels accordingly to ensure that the Trust remains to be a going concern.

At 31 December 2025, reserves were at £5,638,582 of which £4,338,582 related to general reserves. This is a decrease in general reserves of £1,334,398 from the prior year. This level is above the reserves policy and will be used to fund charities during 2026.

Major risks

The Directors have a risk management strategy which comprises:

- evaluation and review of risks to the Trust and its External Lottery Manager (ELM) at each Audit & Risk Committee meeting, and full Board meeting against the Risk Register;
- the Risk Register will be managed on a day-to-day basis by the Trust executive management team and they will establish systems and procedures to mitigate these risks;
- in the event of a risk rising above 'high' the Directors must implement procedures to manage any potential impact.

This strategy has identified the following key risks:

- Risk of the Government changing the law in relation to Society Lotteries. A review of the law relating to Society Lotteries is on-going, and both Directors and the Trust executive management team keep up to date with any information in relation to this.
- Risk of losing Gambling Licence due to non-compliance with the Gambling Commission Licence Conditions and Code of Practice (LCCP). Again, this is managed by adhering closely to the LCCP and being aware of anticipated changes to guidance and keeping abreast of industry best practice.
- Risk of dependence on one source of income and this income being lost. If the income were to reduce, this would be on a gradual basis. The Trust executive management team receive daily reports regarding ticket sales, so would be aware of any issues very quickly and these would be communicated to Directors.

Plans for future periods

With having a single source of income, the Directors remain confident in the resilience of the subscription model of People's Postcode Lottery to protect the Trust income. In the event of a substantial change in circumstances significantly reducing revenue, the Trust holds sufficient cash reserves to ensure it can continue operations for the foreseeable future.

In order for the Trust to fulfil its vision, in the next three years prioritisation will be given to enabling those most in need to access support to transform and sustain long term outcomes, including a focus on emotional wellbeing, quality employment, housing and advice and civic participation.

We explore how the work of our partner charities is aligned to the Sustainable Development Goals and continuously review how we can complement support from government, corporate and other funders to create change. We include support for advocacy in our work.

The Trust intends to fund supported charities during 2026, increasing the award levels many of them will receive and potentially funding a few one-off awards.

POSTCODE SUPPORT TRUST

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

Structure, governance and management

Governance

Postcode Support Trust is a company limited by guarantee, constituted by the Memorandum and Articles of Association and is governed by its elected Directors. New Directors are elected at twice yearly meetings and a Director shall hold office for a maximum period of four years from the date of appointment and shall then retire. Such person shall not again be appointed as a Director unless the Directors resolve that there are exceptional circumstances in that such individual possesses specific or unique skills and expertise, experience or ability of significant value to the Company. In such circumstances, a retiring Director may, if willing to act, be re-appointed by the Directors for a second and final term of a maximum of four years and shall at the end of that second term retire altogether so that no Director shall hold office as Director for more than eight years in total.

The Directors who served during the year and up to the date of signature of the financial statements were:

Ian Dommett
Elizabeth Tait
Lynne Bell
Doug Parkhill
John Herriman

Recruitment and appointment of directors

No person shall be appointed or re-appointed as Director at any general meeting unless:

- he/she is recommended by the Directors; or
- not less than fourteen or more than thirty-five clear days before the date appointed for the meeting, notice executed by a member qualified to vote at the meeting has been given to the Company of the intention to propose that person for appointment or re-appointment together with notice executed by that person of his willingness to be appointed or reappointed.
- not less than seven nor more than twenty-eight clear days before the date appointed for holding a general meeting notice shall be given to all who are entitled to receive notice of the meeting of any person who is recommended by the Directors for appointment or re-appointment as a Director at the meeting or in respect of whom notice has been duly given to the Company of the intention to propose him at the meeting for appointment or re-appointment as a Director. The notice shall give the particulars of that person which would, if he were so appointed or re-appointed, be required to be included in the Company's register of Directors.
- the Company may by Ordinary Resolution appoint a person who is willing to act to be a Director either to fill a vacancy or as an additional Director.
- the Directors may appoint a person who is willing to be a Director, either to fill a vacancy or as an additional Director, provided the appointment does not cause the number of Directors to exceed any number fixed by or in accordance with the Articles as the maximum number of Directors.

Unless otherwise determined by ordinary resolution, the number of Directors shall not be subject to any maximum but shall not be less than three. The Board of Directors shall at all times comprise a majority of non-remunerated Directors.

POSTCODE SUPPORT TRUST

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

Organisational structure

The business of Postcode Support Trust is managed by the Directors who exercise all the powers of the Company. No alteration of the memorandum or articles and no such direction shall invalidate any prior act of the Directors. The Directors ultimately decide the procedures for selection of projects and the amounts of grants involved. Directors meet formally twice a year. These are chaired and fully minuted to discuss and decide the following:

- Management of the Trust's Society Lottery, including social responsibility and current management by the Trust's External Lottery Manager
- Applications received
- Outcomes of completed projects
- Progress of current funding
- New funding streams/programmes
- Review of finances
- Review of risk register
- Any other business

The Directors of Postcode Support Trust engage Postcode Lottery Limited (who operate under brand name Postcode Lottery) as their external lottery manager.

The Trust engaged MacRoberts LLP as its solicitor to use in all cases where legal services are required.

Induction and training of directors

Directors receive an induction handbook covering all relevant policies, procedures and any other relevant information. They also have the opportunity for yearly training and continued professional development.

Staff Structure

The Board of Directors appointed an Executive Manager of Postcode Support Trust to oversee the day-to-day administration of the Trust. The Executive Manager is responsible for strategy advice and the day-to-day operations of Postcode Support Trust. The Manager appointed the Trust team to undertake day-to-day activities including the following:

- Screening of all funding proposals;
- Assessing complete applications and providing short summaries for the Directors to make decisions;
- Management of Director meetings including consultation of Directors where desirable or needed;
- Management of marketing/communication on behalf of the Trust including websites, newsletters, publicity etc.

The Trust finance team provide financial management services for Postcode Support Trust including the following:

- Management of the bank account which will receive payments direct from Postcode Lottery Limited;
- Monthly financial updates including income position, breakdown of costs, and awards made;
- Making payments to recipient projects;
- Reporting of lottery proceeds to Gambling Commission.

As part of services provided as outlined in the Services Agreement that exists between the Trust and Postcode Lottery Limited, staff mentioned above are employed by Postcode Lottery Limited. Salaries for key management personnel are determined by the Directors of Postcode Lottery Limited.

POSTCODE SUPPORT TRUST

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

Statement of directors' responsibilities in respect of the financial statements

The trustees (who are also directors of Postcode Support Trust for the purposes of company law) are responsible for preparing the Annual Report And Financial Statements in accordance with applicable law and regulation.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have prepared the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law).

Under company law, directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing the financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2019);
- state whether applicable United Kingdom Accounting Standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements;
- make judgements and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are also responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006.

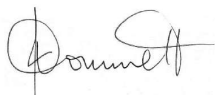
The directors are responsible for the maintenance and integrity of the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Directors' confirmations

In the case of each director in office at the date the directors' report is approved:

- so far as the director is aware, there is no relevant audit information of which the company's auditors are unaware; and
- they have taken all the steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Directors' report was approved by the Board of Directors.



Ian Dommett

Chair

8 June 2026

POSTCODE SUPPORT TRUST

STRATEGIC REPORT

FOR THE YEAR ENDED 31 DECEMBER 2025

The Directors present their strategic report on the Trust for the year ended 31 December 2025.

Business Review

The description under the headings "Achievements and performance" meet the company law requirements for the Directors to present a strategic report.

Performance Analysis and Financial KPIs

The description under the headings "Financial review" meet the company law requirements for the Directors to present a strategic report.

Key Business Objectives and Strategy

The description under the headings "Objectives and activities" meet the company law requirements for the Directors to present a strategic report.

Principal Risks and Uncertainties

The description under the headings "Financial review" meet the company law requirements for the Directors to present a strategic report.

On behalf of the board



Ian Dommett
Director

8 June 2026

POSTCODE SUPPORT TRUST

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS AND TRUSTEES OF POSTCODE SUPPORT TRUST

Report on the audit of the financial statements

Opinion

In our opinion, Postcode Support Trust's financial statements ("the financial statements"):

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2025 and of its incoming resources and application of resources, including its income and expenditure, and cash flows, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law); and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of The Charities Accounts (Scotland) Regulations 2006 (as amended).

We have audited the financial statements, included within the Annual Report and Financial Statements (the "Annual Report"), which comprise: the balance sheet as at 31 December 2025; the statement of financial activities including income and expenditure account and the statement of cash flows for the year then ended and the notes to the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under ISAs (UK) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remained independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, which includes the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

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

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

However, because not all future events or conditions can be predicted, this conclusion is not a guarantee as to the charitable company's ability to continue as a going concern.

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

POSTCODE SUPPORT TRUST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF POSTCODE SUPPORT TRUST

Reporting on other information

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The directors are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

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

With respect to the Strategic Report and Directors' Report, we also considered whether the disclosures required by the UK Companies Act 2006 have been included.

Based on our work undertaken in the course of the audit, the Companies Act 2006 and The Charities Accounts (Scotland) Regulations 2006 (as amended) require us also to report certain opinions and matters as described below.

Strategic report and Directors' Report

In our opinion, based on the work undertaken in the course of the audit the information given in the Directors' Report, including the Strategic Report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and the Strategic report and Directors' report have been prepared in accordance with applicable legal requirements.

In addition, in light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we are required to report if we have identified any material misstatements in the Strategic report and Directors' report. We have nothing to report in this respect.

Responsibilities for the financial statements and the audit

Responsibilities of the directors for the financial statements

As explained more fully in the Statement of directors' responsibilities in respect of the financial statements, the Directors are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view. The directors are also responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditors under section 44(1) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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

POSTCODE SUPPORT TRUST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF POSTCODE SUPPORT TRUST

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

Based on our understanding of the charitable company and industry, we identified that the principal risks of non-compliance with laws and regulations related to the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of The Charities Accounts (Scotland) Regulations 2006 (as amended), and we considered the extent to which non-compliance might have a material effect on the financial statements. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to inappropriate use of charitable funds, for example through fraudulent application for awards. Audit procedures performed included:

- enquiring of management and the directors to identify any instances of non-compliance with laws and regulations, fraud or inappropriate use of charitable funds;
- understanding the approach taken by management and the directors to monitor compliance with laws and regulations, and to prevent fraud or inappropriate use of charitable funds;
- validating, for a sample of charitable payees, that appropriate and sufficient evidence over bank details was obtained by management, and that proper controls are in place over payee details; and
- testing that payments recorded within the financial statements can be traced to appropriate supporting documentation.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of this report

This report, including the opinions, has been prepared for and only for the charitable company's members and directors as a body in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and the Companies Act 2006 and regulations made under those Acts (regulation 10 of The Charities Accounts (Scotland) Regulations 2006 (as amended) and Chapter 3 of Part 16 of the Companies Act 2006) and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

POSTCODE SUPPORT TRUST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF POSTCODE SUPPORT TRUST

Other required reporting

Matters on which we are required to report by exception

Under the Companies Act 2006 and The Charities Accounts (Scotland) Regulations 2006 (as amended) we are required to report to you if, in our opinion:

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

We have no exceptions to report arising from this responsibility.



Thomas Kendall (Senior Statutory Auditor)
for and on behalf of PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
Edinburgh
8 June 2026

POSTCODE SUPPORT TRUST

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2025

		Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Total 2025 £	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Total 2024 £
	Note						
Income from:							
Other trading activities	3	48,972,527	-	48,972,527	48,955,478	-	48,955,478
Investments	4	305,506	-	305,506	336,060	-	336,060
Total income		49,278,033	-	49,278,033	49,291,538	-	49,291,538
Expenditure on:							
Raising funds	5	(33,197,662)	-	(33,197,662)	(32,809,316)	-	(32,809,316)
Charitable activities	6	(16,414,769)	(300,000)	(16,714,769)	(14,677,785)	(300,000)	(14,977,785)
Total expenditure		(49,612,431)	(300,000)	(49,912,431)	(47,487,101)	(300,000)	(47,787,101)
Net (expenditure)/income		(334,398)	(300,000)	(634,398)	1,804,437	(300,000)	1,504,437
Transfers between funds		(1,000,000)	1,000,000	-	-	-	-
Net movement in funds	9	(1,334,398)	700,000	(634,398)	1,804,437	(300,000)	1,504,437
Reconciliation of funds:							
Fund balances at 1 January		5,672,980	600,000	6,272,980	3,868,543	900,000	4,768,543
Fund balances at 31 December		4,338,582	1,300,000	5,638,582	5,672,980	600,000	6,272,980

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

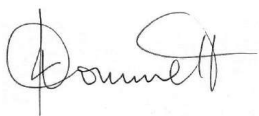
POSTCODE SUPPORT TRUST

BALANCE SHEET

AS AT 31 DECEMBER 2025

	Note	2025 £	£	2024 £	£
Current assets					
Debtors	11	1,835,601		3,096,069	
Cash at bank and in hand		5,664,432		6,267,359	
		<u>7,500,033</u>		<u>9,363,428</u>	
Creditors: amounts falling due within one year	12	(1,861,451)		(3,090,448)	
Net current assets			5,638,582		6,272,980
The funds of the Company					
Unrestricted funds - general	13	4,338,582		5,672,980	
Unrestricted funds - designated	14	1,300,000		600,000	
		<u>5,638,582</u>		<u>6,272,980</u>	

The financial statements on pages 13 to 22 were approved by the Board of Directors on 8 June 2026



Ian Dommett
Chair

Company registration number SC510360 (Scotland)

POSTCODE SUPPORT TRUST

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 DECEMBER 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	17		(908,433)		1,167,967
Investing activities					
Bank interest		305,506		336,060	
Net cash generated from investing activities			305,506		336,060
Net (decrease)/increase in cash and cash equivalents			(602,927)		1,504,027
Cash and cash equivalents at beginning of year			6,267,359		4,763,332
Cash and cash equivalents at end of year			5,664,432		6,267,359

POSTCODE SUPPORT TRUST

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2025

1 Accounting policies

Charity information

Postcode Support Trust is a private company limited by guarantee incorporated in Scotland. The registered office is 28 Charlotte Square, Edinburgh, EH2 4ET, Scotland.

1.1 Basis of preparation

The financial statements have been prepared in accordance with the Company's governing document, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)". The Company is a Public Benefit Entity as defined by FRS 102.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

These financial statements have been prepared on the going concern basis which assumes that the charity will continue its operations. With having a single source of income, the Directors remain confident in the resilience of the subscription model of Postcode Lottery to protect the Trust income. In the event of a substantial change in circumstances significantly reducing revenue, the Trust holds sufficient cash reserves to ensure it can continue operations for the foreseeable future.

The Trust only awards grants once there is a level of certainty in the income due to be received. With any downturn in income, the Trust is in a position to adjust grant levels accordingly to ensure that the Trust remains to be a going concern.

The Directors consider it appropriate to prepare financial statements on a going concern basis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Directors in furtherance of their charitable objectives.

Designated funds are unrestricted funds earmarked by the Directors for particular purposes.

1.4 Income

Income is recognised when the charity has entitlement to the funds, when it is probable that the income will be received, and the amount can be measured reliably. Income from other trading activities include gross proceeds from the sale of Lottery tickets before deduction of up to 40% of proceeds for prizes and up to 30% for operations costs.

1.5 Expenditure

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for expenditure. All costs have been directly attributed to one of the functional categories of resources expended in the statement of financial activities.

Grants awarded are recognised in full in the year in which they are approved.

The expenditure on raising funds consist of direct expenditure including prize monies as well as operational costs including marketing and PR.

POSTCODE SUPPORT TRUST

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2025

1 Accounting policies

(Continued)

1.6 Cash and cash equivalents

Cash at bank and in hand includes cash and highly liquid short-term investments with a maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Interest on funds is recognised when the charity has entitlement to the funds, when it is probable that the income will be received, and the amount can be measured reliably.

1.7 Financial instruments

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

Basic financial assets

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Basic financial liabilities

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in a transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2 Critical accounting estimates and judgements

The preparation of the financial statements requires judgement, estimates and assumptions to be made that affect the reported values of assets, liabilities revenues and expenses. The charity has not identified any area where critical estimates are required.

The charity has made a judgement that they are acting as principal for the draws carried out by Postcode Lottery Limited.

3 Income from other trading activities

	Unrestricted funds 2025 £	2025 %	Unrestricted funds 2024 £	2024 %
Total proceeds	48,972,527	100.00%	48,955,478	100.00%
Prizes	(19,589,011)	(40.00)%	(19,582,191)	(40.00)%
Operational costs	(13,586,127)	(27.74)%	(13,217,979)	(27.00)%
Lottery fund allocation	15,797,389	32.26%	16,155,308	33.00%

POSTCODE SUPPORT TRUST

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2025

4 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Bank interest	305,506	336,060

5 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Prizes	19,589,011	19,582,191
Operational costs	13,586,127	13,217,979
Gambling commission	22,524	9,146
	<u>33,197,662</u>	<u>32,809,316</u>

6 Expenditure on charitable activities

	Expenditure on charitable activities 2025 £	Expenditure on charitable activities 2024 £
Direct costs		
Grant funding of activities (see note 7)	16,573,974	14,900,000
Share of support and governance costs (see note 8)		
Support	133,473	69,649
Governance	7,322	8,136
	<u>16,714,769</u>	<u>14,977,785</u>
Analysis by fund		
Unrestricted funds - general	16,414,769	14,677,785
Unrestricted funds - designated	300,000	300,000
	<u>16,714,769</u>	<u>14,977,785</u>

POSTCODE SUPPORT TRUST

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2025

7 Grants payable

		Expenditure on charitable activities 2025 £	Expenditure on charitable activities 2024 £
Grants to institutions (14 grants):			
Crisis UK	Equality, Educations & Human Rights	3,500,000	3,000,000
Depaul UK	Health, Sport & Wellbeing	3,000,000	3,000,000
Kinship	Health, Sport & Wellbeing	500,000	500,000
Re-engage	Health, Sport & Wellbeing	600,000	600,000
Missing People	Health, Sport & Wellbeing	1,000,000	1,000,000
Royal Voluntary Service	Health, Sport & Wellbeing	3,358,974	3,000,000
The Reader	Health, Sport & Wellbeing	900,000	900,000
Volunteering Matters	Health, Sport & Wellbeing	900,000	900,000
The Royal Foundation of The Prince and Princess of Wales	Health, Sport & Wellbeing	500,000	500,000
Shelter	Health, Sport & Wellbeing	500,000	400,000
Turn2us (Elizabeth Finn Care)	Health, Sport & Wellbeing	500,000	300,000
The Royal British Legion	Health, Sport & Wellbeing	1,005,000	500,000
Refuge	Health, Sport & Wellbeing	300,000	300,000
The Right Course	Equality, Education & Human Rights	10,000	-
		<u>16,573,974</u>	<u>14,900,000</u>

8 Support costs allocated to activities

	2025 £	2024 £
Cost recharges	67,990	63,114
Travel	512	523
Consultancy	9,666	600
Bank charges	46	72
Events	2,904	1,763
Subscriptions	3,714	2,158
Insurance	1,561	1,419
Public Relations	40,157	-
Conferences	6,923	-
Governance costs	7,322	8,136
	<u>140,795</u>	<u>77,785</u>
Analysed between:		
Expenditure on charitable activities	<u>140,795</u>	<u>77,785</u>

POSTCODE SUPPORT TRUST

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2025

8 Support costs allocated to activities (Continued)

	2025 £	2024 £
Governance costs comprise:		
Audit fees	6,049	6,492
Accountancy	-	630
Legal and professional	1,273	1,014
	<u>7,322</u>	<u>8,136</u>

Cost recharges include salary, property and office costs incurred by the Postcode Lottery Limited which are recharged to the Trust under a Services Agreement.

9 Net movement in funds

	2025 £	2024 £
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The net movement in funds is stated after charging:

Fees payable for the audit of the charity's financial statements	<u>6,049</u>	<u>6,492</u>
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10 Staff costs

No Directors received remuneration during the year (2024: £nil).

Three Directors received reimbursement of travel expenses totalling £343 during the year (2024: £523). Directors' indemnity insurance costing £1,561 (2024: £1,419) was purchased in the year.

The charity has no employees (2024: none). All services of individuals were obtained from Postcode Lottery Limited and invoiced to the charity. The amount attributable to key management personnel and recharged through the Services Agreement during the year was £3,146 (2024: £2,942).

11 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Other debtors	<u>1,835,601</u>	<u>3,096,069</u>

12 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	40,227	6,204
Other creditors	1,815,175	3,078,323
Accruals and deferred income	6,049	5,921
	<u>1,861,451</u>	<u>3,090,448</u>

POSTCODE SUPPORT TRUST

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2025

13 Unrestricted funds - general

	At 1 January 2025	Incoming resources	Resources expended	Transfers	At 31 December 2025
	£	£	£	£	£
General funds	5,672,980	49,278,033	(49,612,431)	(1,000,000)	4,338,582
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 January 2024	Incoming resources	Resources expended	Transfers	At 31 December 2024
	£	£	£	£	£
General funds	3,868,543	49,291,538	(47,487,101)	-	5,672,980
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

14 Unrestricted funds - designated

These are unrestricted funds which are material to the Company's activities.

	At 1 January 2025	Resources expended	Transfers	At 31 December 2025
	£	£	£	£
Designated	600,000	(300,000)	1,000,000	1,300,000
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 January 2024	Resources expended	Transfers	At 31 December 2024
	£	£	£	£
Designated	900,000	(300,000)	-	600,000
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

2025 opening designated funds comprise £600,000 for Refuge. They were awarded £300,000 during 2025.

2025 closing designated funds comprise £300,000 for Refuge and £1,000,000 for The Royal Foundation. The charities will apply for these funds during 2026.

POSTCODE SUPPORT TRUST

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2025

15 Analysis of net assets between funds

	Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Total 2025 £
Fund balances at 31 December 2025 are represented by:			
Current assets	4,338,582	1,300,000	5,638,582
	<u>4,338,582</u>	<u>1,300,000</u>	<u>5,638,582</u>
	<u><u>4,338,582</u></u>	<u><u>1,300,000</u></u>	<u><u>5,638,582</u></u>
	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Total 2024 £
Fund balances at 31 December 2024 are represented by:			
Current assets	5,672,980	600,000	6,272,980
	<u>5,672,980</u>	<u>600,000</u>	<u>6,272,980</u>
	<u><u>5,672,980</u></u>	<u><u>600,000</u></u>	<u><u>6,272,980</u></u>

16 Related party transactions

Postcode Lottery Limited is considered to be a related party.

During 2025 £13,586,127 (2024: £13,217,979) was retained by Postcode Lottery Limited as their external lottery management fee.

A Services Agreement also exists between Postcode Support Trust and Postcode Lottery Limited, whereby staff costs and running expenses of the Trusts are paid by Postcode Lottery Limited. All staff are employed by Postcode Lottery Limited, and the total of these costs are recharged on a monthly basis. In the year to 31 December 2025 £67,990 (2024: £63,114) was due to Postcode Lottery Limited, with £40,206 (2024: £5,693) being outstanding at the year end.

17 Cash (absorbed by)/generated from operations	2025 £	2024 £
(Deficit)/surplus for the year	(634,398)	1,504,437
Adjustments for:		
Investment income recognised in statement of financial activities	(305,506)	(336,060)
Movements in working capital:		
Decrease/(increase) in debtors	1,260,468	(756,236)
(Decrease)/increase in creditors	(1,228,997)	755,826
Cash (absorbed by)/generated from operations	<u><u>(908,433)</u></u>	<u><u>1,167,967</u></u>