

COMPANY REGISTRATION NUMBER: 06891337
CHARITY REGISTRATION NUMBER: 1135535

Hear Us
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2022

Hear Us
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2022

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Hear Us

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2022.

Reference and administrative details

Registered charity name	Hear Us
Charity registration number	1135535
Company registration number	06891337
Principal office and registered office	Orchard House, 15a Purley Road, South Croydon CR2 6EZ

The trustees

Ruth Govan	
Cassandra Austin	
Abeline Greene	
Jonathan Weller	
Josh Baker-Mendoza	
Mr Niall Mcveigh	(Appointed 23 December 2021)
Mrs Jacqueline Ashton	(Appointed 23 December 2021)
Angela Mitchell	(Retired 23 December 2021)
Karen Grayson	(Retired 23 December 2021)

Company secretary	Abeline Greene
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Accountants	Axis Accountants Ltd T/as Mitchell Rodrigues & Co Chartered accountant Suite 14, Zeal House, 8, Deer Park Road London SW19 3GY
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Hear Us

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Structure, governance and management

Formation

Hear Us has been running since 4th October 2001 as a not for profit organisation in Croydon and on 15th April 2010 the Management Committee registered Hear Us with the Charity Commission for charity status (No. 1135535) to give Hear Us a more independent and stronger voice in the community.

Management

The constitution in the original form was adopted by resolution at the AGM held on the 27th May 2004. Amendments to the constitution were adopted by resolution at the EGM held on 1st July 2008.

The Management Committee are the Board of Trustees and are listed above. They include a Chairperson, Vice Chairperson, Secretary, Treasurer and the Chief Executive Officer Tim Oldham. The Committee has the power to co-opt members as and when they deem it necessary. The Board of Trustees are responsible for the day to day running of Hear Us and have a responsibility to report to the funders, charity commission and other stakeholders whenever the need arises.

Objectives and activities

The objectives of Hear Us are:

To relieve the needs of people living in the London Borough of Croydon and surrounding areas who have mental health problems by provision of services and advice.

To advance education about mental health for public benefit in the London Borough of Croydon and surrounding areas with the object of creating awareness and reducing the stigma attached to mental health.

Achievements and performance

Hear Us Senior Management Team worked hard to achieve accreditation from Advice Quality Standard (AQS) for our Welfare Surgeries Project whilst bringing in new funding from Lloyds Foundation, City Bridge and the National Lottery to help secure and expand our projects. We are now able to support more service users to claim and maintain their benefit claims whilst ensuring continuous service improvement and increased quality in all our services.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Financial review

Reserves Policy

Hear Us endeavours to maintain reserves equivalent to a minimum of 6 months costs at all times. For the financial year 2022/23 this will be approximately £120,000. These should be held in bank accounts with easy withdrawal facilities.

Risk Management

The Board of Trustees have identified and reviewed the major risks facing Hear Us and systems have been established to mitigate them. Lack of financial resources to cover expenditure is recognised as the main concern, together with the need to protect our reputation and ensure that all regulatory requirements are adhered to. Measures to reduce risk in these areas include:

Review of the Service Level Agreement with Clinical Commissioning Group (CCG). Annual Review of events. Regular Committee meetings including Financial Report (current & projected), Charity Chief Executive Officer Reports and a review of fundraising activities. Formation of a fundraising committee who are required to report on all plans and activities to the Board of Trustees. Regular liaison with officers of the Croydon Clinical Commissioning Group. Continuation of staff training programmes.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption. The trustees' annual report was approved on 28/10/2022 and signed on behalf of the board of trustees by:



Jacqueline Ashton
Trustee

Abeline Greene
Charity Secretary



Hear Us
Company Limited by Guarantee
Independent Examiner's Report to the Trustees of Hear Us
Year ended 31 March 2022

I report to the trustee on my examination of the financial statements for the year ended 31 March 2022, which comprise the statement of financial activities, statement of financial position and the related notes.

Responsibilities and basis of report

As the Trustee of the Charity, you are responsible for the preparation of the financial statements.

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters, other than those fully detailed below, have come to my attention in connection with the examination giving me reasonable cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. 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)].

Hear Us

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Independent Examiner's Report to the Trustees of Hear Us *(continued)*

Year ended 31 March 2022

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached



Sohaib Akram FCCA
AXIS ACCOUNTANTS LTD
Chartered Certified Accountants

Suite 14, Zeal House,
8, Deer Park Road
London
SW19 3GY

28/10/2022

Hear Us
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)

31 March 2022

			2022		2021
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	140,658	104,071	244,729	191,528
Total income		<u>140,658</u>	<u>104,071</u>	<u>244,729</u>	<u>191,528</u>
Expenditure					
Expenditure on charitable activities	6,7	(98,829)	(80,306)	(179,134)	(145,977)
Other expenditure	8	(1,870)	—	(1,870)	(1,206)
Total expenditure		<u>(100,699)</u>	<u>(80,306)</u>	<u>(181,004)</u>	<u>(147,183)</u>
Net income and net movement in funds		<u>39,959</u>	<u>23,765</u>	<u>63,725</u>	<u>44,345</u>
Reconciliation of funds					
Total funds brought forward		128,987	7,600	136,587	92,242
Total funds carried forward		<u>168,946</u>	<u>31,365</u>	<u>200,311</u>	<u>136,587</u>

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

The notes on pages 9 to 14 form part of these financial statements.

Hear Us
Company Limited by Guarantee
Statement of Financial Position
31 March 2022

		2022		2021
		£	£	£
Current assets				
Debtors	13	244		226
Cash at bank and in hand		<u>201,864</u>		<u>138,043</u>
		202,108		138,269
Creditors: amounts falling due within one year	14	<u>1,796</u>		<u>1,682</u>
Net current assets			200,312	136,587
Total assets less current liabilities			<u>200,312</u>	<u>136,587</u>
Net assets			<u>200,312</u>	<u>136,587</u>
Funds of the charity				
Restricted funds			31,366	7,600
Unrestricted funds			<u>168,946</u>	<u>128,987</u>
Total unrestricted funds		168,946		128,987
Total charity funds	15		<u>200,312</u>	<u>136,587</u>

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Trustees responsibilities:

- The shareholders have not required the charity to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 28/10/2022 and are signed on behalf of the board by:



Jacqueline Ashton
Trustee

COMPANY REGISTRATION NUMBER: 06891337

The notes on pages 9 to 14 form part of these financial statements.

Hear Us
Company Limited by Guarantee
Statement of Cash Flows
Year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net income	63,725	46,335
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	—	663
Interest payable and similar charges	14,283	7,923
Accrued expenses	114	384
<i>Changes in:</i>		
Trade and other debtors	(18)	—
Cash generated from operations	78,104	55,305
Interest paid	(14,283)	(7,923)
Net cash from operating activities	<u>63,821</u>	<u>47,382</u>
Cash flows from investing activities		
Purchase of tangible assets	—	(2,653)
Net cash used in investing activities	<u>—</u>	<u>(2,653)</u>
Net increase in cash and cash equivalents	63,821	44,729
Cash and cash equivalents at beginning of year	138,043	93,314
Cash and cash equivalents at end of year	<u>201,864</u>	<u>138,043</u>

The notes on pages 9 to 14 form part of these financial statements.

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2022

1. General information

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Orchard House,, 15a Purley Road,, South Croydon, CR2 6EZ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Hear Us was commissioned to contribute to the fulfilment of the Sustainable Community Strategy aim of the London Borough of Croydon, to involve service users in the assessment of need, planning, selection of providers and monitoring of services. All material incoming resources from this service level agreement between Hear Us as the provider and Clinical Commissioning Group (CCG) as the Commissioner, have been included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Foreign currencies

Foreign currency transactions are initially recorded in the functional currency, by applying the spot exchange rate as at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rate ruling at the reporting date, with any gains or losses being taken to the statement of financial activities.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

4. Limited by guarantee

The charity is also registered with Companies House as a private company limited by Guarantee without share capital

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations	6,721	–	6,721
Grants			
Maudsley Trust	184	13,100	13,284
Reach Out Challenge	1,400	–	1,400
SLA	106,999	–	106,999
City Bridge	–	36,000	36,000
Covid-19: London Community Fund: Welfare surgeries	–	20,768	20,768
Covid -19: The National Lottery	–	34,203	34,203
Sponsorship			
Croydon Eagles: 5 Float Head at Office	354	–	354
Grants:5 Lloyds Foundation	25,000	–	25,000
	<u>140,658</u>	<u>104,071</u>	<u>244,729</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	1,088	–	1,088
Grants			
Maudsley Trust	–	12,490	12,490
Reach Out Challenge	–	–	–
SLA	121,188	–	121,188
City Bridge	–	12,000	12,000
Covid-19: London Community Fund: Welfare surgeries	–	16,479	16,479
Covid -19: The National Lottery	–	28,283	28,283
Sponsorship			
Croydon Eagles: 5 Float Head at Office	–	–	–
Grants:5 Lloyds Foundation	–	–	–
	<u>122,276</u>	<u>69,252</u>	<u>191,528</u>

Hear Us

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Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

6. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Travel & Subsistence	17	—	17
Open Forum	—	—	—
Linkworking	30,632	—	30,632
Welfare Surgery	217	58,915	59,132
Support costs	67,963	21,391	89,353
	<u>98,829</u>	<u>80,306</u>	<u>179,134</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Travel & Subsistence	9	—	9
Open Forum	287	—	287
Linkworking	28,145	—	28,145
Welfare Surgery	—	58,999	61,652
Support costs	56,547	—	55,884
	<u>84,988</u>	<u>58,999</u>	<u>145,977</u>

7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2022 £	Total fund 2021 £
Travel & Subsistence	17	—	—	17	9
Open Forum	—	—	—	—	287
Linkworking	30,632	—	—	30,632	28,145
In Our Shoes	—	—	2,297	2,297	—
Welfare Surgery	59,063	69	—	59,132	61,652
Governance costs	—	—	82,536	82,536	55,884
	<u>89,712</u>	<u>69</u>	<u>84,833</u>	<u>174,614</u>	<u>145,977</u>

8. Other expenditure

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Sundries	53	53	198	198
Christmas social	970	970	560	560
Staff Welfare	768	768	136	136
Subscriptions	79	79	312	312
	<u>1,870</u>	<u>1,870</u>	<u>1,206</u>	<u>1,206</u>

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

9. Net income

Net income is stated after charging/(crediting):

2022	2021
£	£
Operating lease rentals	
<u>7,973</u>	<u>2,317</u>

10. Independent examination fees

2022	2021
£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	
<u>1,494</u>	<u>1,380</u>

11. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

2022	2021
£	£
Wages and salaries	70,776
Social security costs	435
Employer contributions to pension plans	999
Other employee benefits	1,252
<u>97,989</u>	<u>73,462</u>

The average head count of employees during the year was 8 (2021: 8).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

12. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

13. Debtors

	2022	2021
	£	£
Trade debtors	79	79
Other debtors	165	147
	<u>244</u>	<u>226</u>

14. Creditors: amounts falling due within one year

	2022	2021
	£	£
Other creditors	<u>1,796</u>	<u>1,682</u>

15. Analysis of charitable funds

Unrestricted funds

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
Unrestricted Fund	<u>128,987</u>	<u>140,658</u>	<u>(100,699)</u>	<u>168,946</u>

Restricted funds

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
Welfare Surgeries Project	7,600	59,700	(64,879)	2,421
Croydon Eagles	-	5,948	(2,249)	3,699
Deputy CEO	-	16,734	(4,310)	12,425
Hear Us Guide	-	15,888	(8,868)	7,020
Open Forum	-	5,801	-	5,801
	<u>7,600</u>	<u>104,071</u>	<u>(80,306)</u>	<u>31,366</u>