

COMPANY REGISTRATION NUMBER: 06891337
CHARITY REGISTRATION NUMBER: 1135535

Hear Us
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2023

Hear Us
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2023

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Hear Us
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year ended 31 March 2023

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 2023.

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

Cassandra Austin
Abeline Greene
Josh Baker-Mendoza
Niall Eugene Mcveigh
Jacqueline Ashton
Millicent Isola Reid (Appointed 21 July 2022)
Ruth Govan (Retired 21 July 2022)
Jonathan Weller (Retired 29 September 2022)

Company secretary Abeline Greene

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

Hear Us

Company Limited by Guarantee

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

Year ended 31 March 2023

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 supports people who have enduring and severe mental illness in Croydon. Many live alone in rented accommodation. Croydon is the most deprived of the six Southern Region boroughs with the highest proportions of black and minority ethnic groups in South London.

We report all our project outcomes to all funders and share our findings with the South West London Integrated Care Board (SWL ICB) and with senior stakeholder meetings across Croydon. We have continued to contribute and represent the voice of Croydon's mental health community in the development, planning and commissioning of mental health services.

Welfare Surgeries:

We have continued to support our service users in applying and maintaining and renewing their welfare benefits and disability claims. This has involved hand holding through the whole process, a long ordeal for many. The majority of claims we support are Personal Independence Payments (PIP).

The feedback we receive is that many people with mental ill health would give up on their disability benefit claims due to anxiety and the pressure of making and constantly renewing claims.

Without our support, there would be far fewer successful claims awarded. There would be more people with mental ill health with increased poverty and homelessness. From our experience, because the welfare system is structured to reject claims based on mental ill health, far more people would relapse, self-harm, and be hospitalised, and there would be more death by suicide.

We help our service users with the Cost of Living impacts. We provide access to foodbanks. For a six-month period, April to September 2023, we were awarded £10000 by London Community Foundation to give out supermarket vouchers of which £6600 was given in vouchers to our clients.

Our Welfare Surgeries Project aims to educate our service users to make and maintain their benefit claims, including understanding what the claim form questions mean when comparing them to the client's ill health and their daily needs and struggles.

We have continued to support people with mobility problems to successfully apply for mobility schemes such as Freedom Passes and Blue Badges. With Croydon Council's financial situation, they are rejecting far more claims, restricting Freedom Passes to people under the care of a Care Coordinator while South London and Maudsley NHS Trust (SLaM) is reducing numbers under their care. The impact on a person with mental ill health is that it leads to decreased social interaction and increased social exclusion and isolation.

Linkworking Project:

We have been running the Linkworking Project since 2007 to engage and support people with mental ill health in Croydon's inpatient wards at the Royal Bethlem Hospital (RBH) and Croydon's mental health community services, Jeanette Wallace House (JWH) and Queens Resource Centre (QRC)

During the COVID-19 pandemic, we continued to support service users through a virtual platform, checking in with them every week remotely working with our service users by using iPads.

Working with SLaM service leads, we returned to face-to-face Linkworking at JWH but was soon followed by QRC. In June, we finally returned to the wards at the Bethlem.

We enable people in crisis to have their voices heard and express their concerns about the treatment and care they receive. We enable greater access to available services on the wards and improve services to ensure a better chance of recovery from severe mental ill health.

Our goal is to support service users to develop confidence and self-belief, feel empowered through positive discussion, and reduce stigma and discrimination of mental ill health.

Open Forum:

The Open Forum brings together the mental health community, particularly current service users of SLaM services, to discuss Croydon's mental health and wellbeing services, accessibility, quality and development of these services. They can meet, network, and discover new opportunities that aid positive mental health and wellbeing, help to prevent dependency on clinical services and support people to regain self-esteem, confidence and empowerment.

For many, expressing their voice in the forum empowers and aids in raising self-esteem and confidence. We continued to provide an accessible online open forum during the past 3 years to enable housebound people who may be agoraphobic, have high anxiety about crowds or prefer online meetings and will be providing a hybrid open forum in the future.

Reachout Challenge

The Reachout Challenge Project raises awareness of mental ill health and shares lived experiences of crisis and relapse with police from the UK are all over the world at Hendon Police College on the negotiation and crisis course. Our volunteers gain confidence and improved self-esteem from sharing their experiences.

We also attended Croydon Pride and Mela, where we held a stall to meet the public and discuss mental illness and Croydon's services.

Hear Us

Company Limited by Guarantee

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

Year ended 31 March 2023

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 2023/24 this will be approximately £140,000. 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.

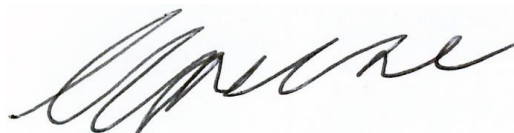
Small company provisions

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 19th September 2023. 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 2023

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2023, which comprise the statement of financial activities, statement of financial position and the related notes.

Respective and basis of report

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

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

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Association of Chartered Certified Accountants.

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

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

Hear Us

Company Limited by Guarantee

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

Year ended 31 March 2023

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

AXIS ACCOUNTANTS LTD
Chartered Certified Accountants

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

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

31 March 2023

		Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	136,084	124,849	260,933	244,729
Total income		<u>136,084</u>	<u>124,849</u>	<u>260,933</u>	<u>244,729</u>
Expenditure					
Expenditure on charitable activities	6,7	(119,911)	(121,529)	(241,440)	(179,134)
Other expenditure	8	(1,468)	–	(1,468)	(1,870)
Total expenditure		<u>(121,379)</u>	<u>(121,529)</u>	<u>(242,908)</u>	<u>(181,004)</u>
Net income and net movement in funds		<u>14,705</u>	<u>3,320</u>	<u>18,025</u>	<u>63,725</u>
Reconciliation of funds					
Total funds brought forward		168,946	31,366	200,312	136,587
Total funds carried forward		<u>183,651</u>	<u>34,686</u>	<u>218,337</u>	<u>200,311</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 2023

		2023		2022
		£	£	£
Current assets				
Debtors	14	244		244
Cash at bank and in hand		<u>219,889</u>		<u>201,864</u>
		220,133		202,108
Creditors: amounts falling due within one year	15	<u>1,796</u>		<u>1,796</u>
Net current assets			218,337	200,312
Total assets less current liabilities			<u>218,337</u>	<u>200,312</u>
Net assets			<u>218,337</u>	<u>200,312</u>
Funds of the charity				
Restricted funds			34,686	31,366
Unrestricted funds			<u>183,651</u>	<u>168,946</u>
Total unrestricted funds		<u>183,651</u>		<u>168,946</u>
Total charity funds	16		<u>218,337</u>	<u>200,312</u>

For the year ending 31 March 2023 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 19th September 2023, 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 2023

	2023	2022
	£	£
Cash flows from operating activities		
Net income	18,025	63,725
<i>Adjustments for:</i>		
Accrued expenses	-	114
<i>Changes in:</i>		
Trade and other debtors	-	(18)
Cash generated from operations	18,025	63,821
Net cash from operating activities	<u>18,025</u>	<u>63,821</u>
Net increase in cash and cash equivalents	18,025	63,821
Cash and cash equivalents at beginning of year	201,864	138,043
Cash and cash equivalents at end of year	<u>219,889</u>	<u>201,864</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 2023

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 2023

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 2023

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 2023 £
Donations			
Donations	1,335	–	1,335
Grants			
Maudsley Trust	–	–	–
Reach Out Challenge	–	1,050	1,050
NHS Croydon SLA	106,999	–	106,999
City Bridge	–	54,431	54,431
Covid 19 - London Community Fund: Welfare surgeries	–	–	–
The National Lottery	–	69,368	69,368
Sponsorship			
Croydon Eagles: 5 Float Head at Office	–	–	–
Grants:5 Lloyds Foundation	27,750	–	27,750
	<u>136,084</u>	<u>124,849</u>	<u>260,933</u>
	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
NHS Croydon SLA	106,999	–	106,999
City Bridge	–	36,000	36,000
Covid 19 - London Community Fund: Welfare surgeries	–	20,768	20,768
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>

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

6. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Reachout Challenge	–	147	147
Deputy CEO Costs	–	32,985	32,985
Travel & Subsistence	–	–	–
Linkworking	24,035	–	24,035
Hear Us Guide	–	6,739	6,739
Croydon Eagles	–	2,778	2,778
Open Forum Meetings	–	5,448	5,448
Welfare Surgery	–	73,579	73,432
Support costs	95,876	–	95,876
	<u>119,911</u>	<u>121,529</u>	<u>241,440</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Reachout Challenge	–	–	–
Deputy CEO Costs	–	–	–
Travel & Subsistence	17	–	17
Linkworking	30,632	–	30,632
Hear Us Guide	–	–	–
Croydon Eagles	–	–	–
Open Forum Meetings	–	–	–
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>

7. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2023 £	Total fund 2022 £
Reachout Challenge	147	–	147	–
Deputy CEO Costs	32,985	–	32,985	–
Travel & Subsistence	–	–	–	17
Linkworking	24,035	–	24,035	30,632
Hear Us Guide	6,739	–	6,739	–
Croydon Eagles	2,778	–	2,778	–
Open Forum Meetings	5,448	607	6,055	2,297
Welfare Surgery	73,432	–	73,432	59,132
Governance costs	–	95,269	95,269	87,056
	<u>145,564</u>	<u>95,876</u>	<u>241,440</u>	<u>179,134</u>

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

8. Other expenditure

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Sundries	–	–	53	53
Christmas Social	870	870	970	970
Staff Welfare	190	190	768	768
Subscriptions	408	408	79	79
	<u>1,468</u>	<u>1,468</u>	<u>1,870</u>	<u>1,870</u>

9. Net income

Net income is stated after charging/(crediting):

	2023 £	2022 £
Operating lease rentals	<u>8,000</u>	<u>7,973</u>

10. Independent examination fees

	2023 £	2022 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>1,494</u>	<u>1,494</u>

11. Staff costs

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

	2023 £	2022 £
Wages and salaries	159,466	88,056
Social security costs	2,338	605
Employer contributions to pension plans	1,987	1,963
Other employee benefits	6,864	7,365
	<u>170,655</u>	<u>97,989</u>

The average head count of employees during the year was 8 (2022: 8).

No employee received employee benefits of more than £60,000 during the year (2022: 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 2023

13. Tangible fixed assets

	Equipment £
Cost	
At 1 Apr 2022 and 31 Mar 2023	<u>663</u>
Depreciation	
At 1 Apr 2022 and 31 Mar 2023	<u>663</u>
Carrying amount	
At 31 March 2023	<u>-</u>

14. Debtors

	2023 £	2022 £
Trade debtors	79	79
Other debtors	<u>165</u>	<u>165</u>
	<u>244</u>	<u>244</u>

15. Creditors: amounts falling due within one year

	2023 £	2022 £
Other creditors	<u>1,796</u>	<u>1,796</u>

16. Analysis of charitable funds

Unrestricted funds

	At 1 April 2022 £	Income £	Expenditure £	At 31 March 2023 £
Unrestricted Fund	<u>168,946</u>	<u>136,084</u>	<u>(121,379)</u>	<u>183,651</u>

	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 2022	Income	Expenditure	At 31 March 2023
	£	£	£	£
Welfare Surgeries Project	2,421	89,846	(73,579)	18,688
Croydon Eagles	3,699	-	(2,778)	921
Deputy CEO	12,425	33,953	(32,985)	13,393
Reachout Challenge	-	1,050	(147)	903
Hear Us Guide	7,020	-	(6,739)	281
Open Forum	5,801	-	(5,448)	353
	<u>31,366</u>	<u>124,849</u>	<u>(121,676)</u>	<u>34,539</u>

	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
Reachout Challenge	-	-	-	-
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>