



# HEAR US CROYDON

Hear Us supports adults with serious mental health challenges to access financial, health and social inclusion support within the borough of Croydon, and we act to increase awareness of mental health.

## ANNUAL REPORT 2022/23

**CROYDON'S MENTAL HEALTH  
SERVICE USER GROUP  
CHARITY # 1135535  
COMPANY # 06891337**

# Our Mission: to promote, educate, communicate and empower, for the benefit and interest of people affected by mental health issues

## Structure, governance and management

### Formation

Hear Us developed from a service user run community group established in 1992. Since 4th October 2001 Hear Us has been running 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 below. 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.

### Current Board of Trustees

Abeline Greene (Chair)  
Cassandra Austin (Deputy Chair)  
Jackie Ashton (Treasurer)  
Josh Baker-Mendoza  
Niall McVeigh  
Millie Reid  
Tesfa Rodway

### Objectives and activities

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.

# HEAR US ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2023

**CHARITY NUMBER 1135535**  
**COMPANY NUMBER 06891337**

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**HEAR US CROYDON**



**FUNDRAISING  
REGULATOR**



**MINDFUL  
EMPLOYER**



## CHAIR OF HEAR US STATEMENT



**Abbi Greene**  
Chair

I had the privilege and pleasure of supporting Hear Us and the trustee board for another year as Chair with our vision to promote, educate, communicate and empower, for the benefit and interest of people affected by mental health issues.

The impact of the COVID pandemic and the cost-of-living crisis on some sections of our mental health community has been severe leading to increasing depressive and anxiety illnesses and increasing feelings of loneliness and isolation as services they rely on were changed, reduced

or, in many cases, removed completely. Our practical, regular activities help service users to cope better with daily living and helps to address their social, emotional and physical needs, which have never been more needed. Staff and volunteers have settled into the new ways of working and delivering services and to that end we have expanded our office space to better meet the needs of staff, volunteers and service users.

The herculean effort of the staff has meant that we successfully achieved the Advice Quality Standard (AQS) in June 2022, and the Welfare Surgeries Project is going from strength to strength. Linkworking continues to run virtual and telephone sessions, March 2023 has seen the start of face-to-face Link working; our plan is to be fully face-to-face by June 2023. Thanks to the Cooperative Stores for giving us funding to buy the equipment required for the Open Form to continue online, we are hoping to test a hydride approach by June going, live by February 2024. The Reachout project continued to deliver sessions to the Metropolitan police with plans to expand our reach in 2024.

Eleanor spearheaded several successful funding bids with the support and contributions from Senior leadership team and service leads. Thank you to Southwest London Integrated Care Board (SWL ICB), Lloyds Bank Foundation, City Bridge, Trust for London and the National Lottery for continuing funding us to deliver much needed services. The future fundraising plans will identify the gaps in funding that need to be met and find funders who can help us to continue to deliver existing and new projects in the future. Most significantly Trust for London funding is allowing us to realize a new campaigns project which we are planning to start in January 2024.

Ruth Govan sadly made the difficult decision to resign from the board after more than 20 years of dedicated support, a big thank you from

the whole team. Jonathan also resigned from the board, thank you for all your support. Welcome to our new trustee, Millie Reid.

As a result of the tremendous passion, dedication and commitment of Hear Us staff and volunteers we are in a position to be able to expand our workforce and secure the future of all Hear Us activities. I would like to extend a well done and huge heartfelt thanks on behalf of myself and all the Trustees to staff and volunteers for continuing to make sure that the voice of service users is heard loud and proud in Croydon.

Abbi Greene, Chair

## CHIEF EXECUTIVE'S STATEMENT



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 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 Rights and Advice Project (Formerly Known as Welfare Surgeries Project)

We have continued to support our service users in applying, maintaining, and renewing their welfare benefits and disability claims. This involves 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.



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

Our Welfare Rights Advice 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 and working with our service users by using iPads.

Working with SLaM service leads, we returned to face-to-face Linkworking at JWH, soon followed by QRC. In June, we finally returned in person 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, as well as the 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 in regaining 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. We 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 at Hendon Police College on the negotiation and crisis course. We also attended Croydon Pride and Mela, where we held a stall to meet the public and discuss mental illness and Croydon's services.

I would like to thank all my staff: Al, Amy, Barbra, Shellie, Claire, David and Eleanor, for all the support they have given me during the past year and the help they have given to make Hear Us stronger and more dynamic and thank the following for all the work they have put into making Hear Us brilliant:

The Welfare Surgeries Project Team is managed by David and his advisors, Shellie and Barbra, with Support from Claire

The Linkworking Team is led by Barbra: Ben, Calbert, Christine, Horace, John, Jonathan, Letitia, Sharon and Tim.

The Reachout Team led by Barbra: Calbert, Caz, John (Thompson), Jonathan, Martine, Sharon, Tim and Tony

A massive thank you to Claire and Amy over the past year in making our Mental Health Open Forum such a success from all the guest speakers to the Hear Us staff (Barbra, Claire, David, Eleanor & Shellie) and volunteers (Caz, John, and Martine who all help in the smooth-running of the forum. And of course, thanks to everyone who attends the forum, asking thought provoking and sometimes difficult questions and contributing to some lively debates.

I would like to thank all the Trustees that have helped steer the organisation: Abeline, Caz, Jackie, Jonathan, Josh, Millie, Niall and Tesfa. I would also like to especially thank to Ruith Govan, personally, for all the support and encouragement she has given me over the last 20 years

Tim Oldham Chief Executive Officer

## LINKWORKING PROJECT

During 2022/23 we continued to support service users through a virtual platform, checking in with them every week. We were able to give feedback on any comments raised by the patients to the ward and at various meetings.

There was something positive about working virtually as I noticed good attendance throughout all the meetings we attended. Obviously, taking away the need to travel allowed some people to join us who otherwise may not have.

Between April 2022 and March 2023, we held over 200 monthly conversations, an achievement by all involved. Considering this was done on a virtual platform, it came with its own challenges for Linkworkers, service users and staff alike.

At the beginning of 2023, we started discussing a plan to go back to face-to-face sessions. Initially, this was just Jeanette Wallace House but was soon followed by Queens Resource Centre.

We felt it safe to attend the resource centres and knew the need to do this as we could not offer them the virtual sessions we did within the acute wards based at Bethlem Royal Hospital.

The team settled in very quickly, reverting back to how things were pre-pandemic.

Not content with just doing the resource centres in person, we started discussing returning to the wards too.

We decided to phase returning back to the wards at a slower pace than the resource centres as we felt it important to protect the patients (and indeed ourselves) from the possibility of catching/spreading Covid-19. After some lively discussions, we agreed on a start date of June 2023, as we had to ensure the Linkworkers were safe to do so. We had also migrated over to a paperless way of working during the pandemic and now had to work out how this could continue in the face to face format.

We have also placed mixed-gender Linkworkers on single-gender wards, an example of this is two males and one female now cover sessions on male-only wards and vice versa. On reflection, this has really worked well.

This has been a challenging time for the linkwork team, moving onto a virtual platform and more recently back to what we all know so well, in person! The team have been adaptable and amazing in how they coped with the changes, and I always feel they truly put the service users at the heart of what they do.

Some have learnt new skill sets during the changes and have offered support to each other to grow in their roles, meeting weekly to continue the theme of support.

We have all taken part in online training and most of the team gained a certificate in Mental Health Advocacy in the Workplace, so again a big achievement.

Peer support continues to be effective in engaging service users and hearing



what they want and what works for them on their recovery journey.  
I want to publicly thank the WHOLE Linkwork team for their dedication, determination and endurance during the last year.

### **The Linkworking Project's aims are to:**

#### **To Listen**



We are there to listen and not to judge. Having had our own mental health problems, we know how helpful it is to have someone to talk to in confidence and have their own lived experiences of services. As Linkworkers, we offer a safe space to talk about any issues without any fear of repercussions.

#### **To support**



If any issues are raised or someone shares something that is worrying them, we are there to support them and try to help get the issues resolved. To do this, we can either support them to raise the issue themselves or raise the issues on their behalf, anonymously or directly, depending on what is preferred.

#### **To Signpost**



Sometimes what's on someone's mind might be something that we can't help with directly but we can usually point them in the direction to get help. For example, someone might be worried about benefits or need support to find work. In these cases, we can usually let them know about other organisations that are available to help.



**Barbra Davison**  
Linkworking  
Manager

Barbra Davison,  
Linkworking Manager  
Hear Us  
Orchard House,  
15a Purley Road,  
South Croydon, CR2 6EZ

Tel: 020 8681 6888  
Email: [linkworking@hear-us.org](mailto:linkworking@hear-us.org)  
Website [www.hear-us.org/linkworking](http://www.hear-us.org/linkworking)

# HEAR US CROYDON

# WELFARE RIGHTS ADVICE PROJECT



**David Ashton**  
Welfare Manager

Another year gone by and, as is often the case; the New Year brings mixed blessings as the world is tentatively stepping back into the sunlight from the isolation and fear resulting from the Coronavirus pandemic. Whilst we are pleased to be able to see and help more people face to face, there is no question that the pandemic has had lasting consequences with more suffering due to mental and physical health problems and even more in need of the support provided by the social security system.

We have also seen the pause on renewals of many benefits end and the DWP trying to catch up with the many renewals and reassessments deferred at the height of the pandemic. Many have come to us in panic for help with a renewal of their PIP (far sooner than they were expecting having received extension letters that led them to believe they would be left alone for far longer) only to then be left in limbo for long periods due to a considerable backlog in PIP assessments. These long waits for assessments have had consequences for many, causing uncertainty for many things that people rely on such as blue badges and motability vehicles.

This year has also seen the introduction of worrying changes on the horizon with the Government's health and disability white paper. This paper proposes removing the work capability assessment and having PIP as a passport to a new 'health' element of Universal Credit. Some of you may cheer at the prospect of removing the work capability assessment but, whilst I could write an essay on the many flaws of the WCA, replacing it with PIP as a passport is not the answer and will likely lead to more conditionally and greater consequences of being refused PIP (and challenging PIP decisions is by no means a quick process!)

I will end on a positive note; (I did say mixed blessings, it isn't all doom and gloom!). We are very pleased to have Barbra Davison officially join our Welfare team, some of you may know Barbra from her roles as Linkworking manager and coordinator of our Reachout project. Barbra has joined us four day a week to support clients with PIP applications, renewals and some other issues to increase the capacity of our project.

Here is what my staff have to say:

Shellie: I have been working with Hear Us on the Welfare Surgery Project, since 2012, now as a Senior Advisor and Support Worker for people with severe and enduring Mental Illness. I help to fill out Welfare benefits forms, and get supportive letters from health professionals, supporting people from the beginning of a claim right until the end.

I love my job. It can be very demanding but it gives me satisfaction to put a smile on a service users' face when they get the benefits I believe they deserve. I do my best to help make my clients feel less anxious and more comfortable, helping in any way I can, while also empowering all my clients to become independent so they can take control of their own future. I have a good listening ear because many people don't have a lot of people they can open up too. I have helped people become debt-free by referring them to a charitable organisation, and I have helped people get travel badges to help with their physical/ mental disabilities.



**Shellie Wilfred**  
Welfare Senior  
Advisor

Barbra: Since working with the welfare team, albeit one day a week, I have held 123 appointments with clients, supporting them with their need. This has not just been benefit related, it may have related to issues with energy companies, obtaining vital documents, such as a passport to name just two. During the last financial year, I have focused mainly on PIP applications, from the initial application through to appeals and on one occasion a video tribunal. The latter I only shadowed David with my client as I had never done one before and only ever attended a couple in relation to my own PIP applications, one in the past and another in early 2022.



**Barbra Davison**  
Welfare Advisor

Over the year, with David and Shellie's amazing support and expertise, I have gained a more in depth knowledge and confidence in helping people to secure benefits. I found my confidence grew greatly while helping others but still found mine very traumatic.

I have put my personal experiences to good use in this area as I can truly empathise with people going through this ordeal.

I find it quite sad and even angry what some people have to go through to receive what they are entitled to and this pushes me to support them even more. I get personal satisfaction when I have contributed towards improving a person's financial situation and have built up a bit of a reputation of approaching people's claims like a dog with a bone, I NEVER GIVE UP.

I say this next statement very quietly, but I have yet to fail with any applications I have helped with and long may this continue. Thank you David and Shellie for supporting me through my first year, in an area that can be complex and daunting for many.

David Continued:

I am very lucky and privileged as a Manager to have such conscientious

HEAR US CROYDON

and dedicated staff in Shellie Wilfred and Barbra Davison and to have the amazing support of senior management and other staff at Hear Us. With Shellie and Barbra by my side, I am certain we can face whatever challenges the future may bring and continue to provide the support so desperately needed by our community.

I am also incredibly grateful to the organisations that have funded our project enabling us to do the work that we do: The National Lottery and the City Bridge Foundation.

Following are examples of support we can provide to our service users

## 1. Address and resolve immediate financial distress.



Examples of what we help our service users with:

- Foodbanks Vouchers
- Discretionary Housing Payments
- Utility Debt and Repayment Schemes

## 2. Support by helping to improve financial security.

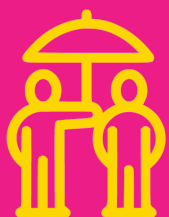


Examples of what we help our service users with:

- Employment and Support Allowance (ESA) Applications
- Personal Independence Payment (PIP) Applications
- Universal Credit (UC) Applications
- DLA Applications
- Housing Benefit Applications

*Accompanying you to your assessments and, where necessary, "Tribunals; supporting you to ask for a reconsideration if you receive an unfair DWP decision.*

## 3. Increased Social Inclusion (Inc. Access to preventative services).



Examples of what we help our service users with:

- Disabled Freedom Passes (Mental Health eligibility: Under SLAM, with a Care Plan)
- Mobility Schemes & Blue Badges
- Referrals and Signposting for Support from Social Inclusion Services:

**David Ashton,**  
**Welfare Rights Advice Project Manager**  
 Hear Us, Orchard House, 15a Purley Road,  
 South Croydon, CR2 6EZ

Tel: 020 8681 6888

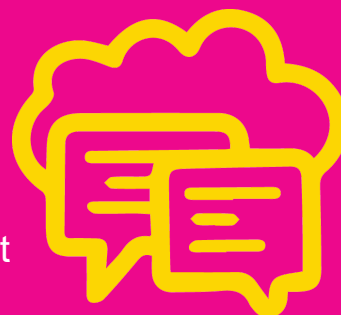
Email: [surgery@hear-us.org](mailto:surgery@hear-us.org)

Website [www.hear-us.org/welfare-rights](http://www.hear-us.org/welfare-rights)



# MENTAL HEALTH OPEN FORUM

The Hear Us Mental Health Open Forum is a place for service users to come together and discuss services that they access and other issues that affect them. The Forum is primarily aimed at service users, but we welcome carers, volunteers, staff and anyone with an interest in mental health to discuss the issues that affect us all.



We have continued to run the Open Forum online, having built up a strong membership, but we know people are also keen to bring the Open Forum back in person, so we will be launching our new hybrid version (both in-person and online) in the Spring of 2023. We want to continue using a digital platform alongside the in-person forum to ensure people, who are not able to attend in person, are still able to connect, with the aim of being fully inclusive.



**Claire Hawkes**  
Deputy CEO &  
Forum Chair

This year, guest speakers have ranged from clinical leads, heads of services, and frontline workers from SLAM, Croydon University Hospital, and the ICB to name but a few. Topics have included “Croydon Health Services Section 136 Policy” and “Meet Croydon’s Community Adult Mental Health Services”.

We have run workshops facilitated by staff from both statutory and voluntary mental health services, including “Suicide Prevention Awareness” with Brent, Wandsworth and Westminster Mind. Some of our focus groups and campaign-focused workshops have included “Keeping You Safe” with

the Croydon Safeguarding Adults Board and “Free Our People Now” with Inclusion London.



**Amy Kirk**  
Forum Coordinator

Our most exciting development has been successfully recruiting a new Open Forum Coordinator. The amazing Amy joined the Hear Us staff team at the end of 2022, and has brought a whole raft of skills, experience and new ideas to help us shape and develop the Open Forum.

Thanks to everyone involved over the past couple of years, in making our virtual Mental Health Open Forum a success, including all the guest speakers, Hear Us staff and, of course, everyone who attends and asks challenging questions to those who provide our services.

# HEAR US CROYDON



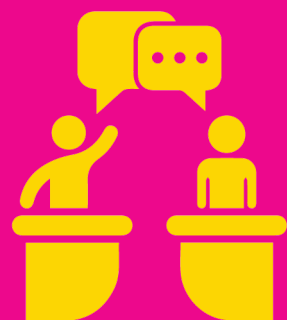


## **Aims of the Open Forum Project: Create Discussion:**

To bring 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.

## **Debate & Influence:**

To provide Croydon's mental health community with a safe place and a chance to meet and question commissioners, the NHS South West London Integrated Care Board (ICB) and Croydon Council, and service providers SLaM (the South London and Maudsley NHS Trust). Including other service providers, such as the Mind in Croydon, The Croydon BME Forum, APCMH and other providers of social inclusion and preventative services. (Preventative



means: service that helps develop well-being and positive mental health attitude)

## **Bringing together to meet and to network:**

A place for the Croydon Mental health community to meet, network, and discover new opportunities that aid positive mental health and well-being, help to prevent dependency on clinical services and support people to regain self-esteem, confidence and empowerment.



Claire Hawkes, Open Forum Chair & Amy Kirk, Open Forum Coordinator

If you are interested in joining us at the Open Forum please feel free to come along or contact: Amy Kirk; Open Forum Coordinator

Hear Us, Orchard House,  
15a Purley Road,  
South Croydon,  
CR2 6EZ

Tel: 020 8681 6888,

Email: [forum@hear-us.org](mailto:forum@hear-us.org)

Website: [www.hear-us.org/forum](http://www.hear-us.org/forum)

Webpage: [www.hear-us.org/forum/next-open-forum](http://www.hear-us.org/forum/next-open-forum)

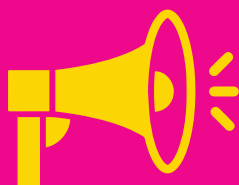
# THE REACHOUT CHALLENGE

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



## Decrease Stigma

To fight stigma, prejudice and discrimination about mental illness: More than half of people with mental illness do not receive help for their mental health. Social stigma and discrimination can make mental health problems worse and stop a person from getting the help they need.



## Raise Awareness

To raise awareness about Mental Health through education and sharing lived experiences. Raise awareness about the negative use of language and its effect on mental health; judging, labelling or discriminating can have devastating effects on people with mental ill health.

Treating people with respect and dignity supports people in their recovery, positively affecting their own self-worth, self-esteem and confidence.



## To Encourage

To encourage the staff in the organisations we work with to have a more 'open policy' towards mental health that enables them to be able to talk about their own mental wellbeing without shame, embarrassment or stigma. People avoid seeking treatment due to concerns about being stigmatised, fears of losing their jobs and fear of being shunned by friends, colleagues and family.

Anyone interested in finding out a bit more about getting involved or would like us to deliver a training session to your organisation, please drop me a line, and we'll arrange to chat.

Barbra Davison, Project Lead

Tel: 020 8681 6888

Email: [reachout@hear-us.org](mailto:reachout@hear-us.org)

Webpage: [www.hear-us.org/reachout](http://www.hear-us.org/reachout)



**Barbra Davison**  
Reachout Lead

HEAR US CROYDON

## DEVELOPMENT & FUNDING

We obtained AQS (Advice Quality Standard) for our Welfare Surgeries Project in July 2022 which involved a considerable amount of work and effort to achieve. We believe that this has acted as a catalyst to improve the way we work and the services we provide making them more effective for people who use our services. We have focused on maintaining our AQS accreditation through quarterly and annual reviews of our Welfare Surgeries Project. This continues to be a significant overhead but we believe it is worth it as it ensures that we continually learn lessons from monitoring and feedback from our service users and implement changes where appropriate to make our services more effective for those using them.

Fundraising has been focused on attaining grants from grant funders for two main areas: 1) Developing campaigns for systemic change in policies, practices and services and 2) Providing vouchers to service users in response to the cost of living crisis, additional resource to support the increased demand for our Welfare Surgeries Project and our own increased costs including rent increase. The table below shows the grant funders who have enabled us to continue to support our service users during 2022-2023. We are very grateful to all our grant funders who make it possible for us to support people with mental health challenges in Croydon.

The Cooperative Stores funds were carried over to 2022-2023 to buy equipment for the introduction of a hybrid open forum in September 2023. This will enable service users, service providers and others to have the choice of participating either in person or online.

We have received free consultancy and training through our grant funders to improve the services we provide and develop our staff skills and expertise.

We received support and new ideas from the Lloyds Bank Foundation for England & Wales response forum via employee volunteering and . This will include encouraging more of our members to become active volunteers and ensuring the long term financial viability of Hear Us into the next 3—5 years.



We received continuing support from Julia Worthington of Amber Consulting via Lloyds Bank Foundation in developing our funding streams and fundraising. We received support from Anna Grey of Cornish and Grey via Lloyds Bank Foundation to improve our monitoring and evaluation and develop our plans for the development of Campaigning with our service users and other stakeholders over the next 3 years. We have been working with Ed Bailey of Beeline to develop our social media presence and use of social media.

We are working with Equally Ours through City Bridge Trust to develop our strategic communications, in particular, ensuring we communicate more effectively with the public and raise our profile in the wider community with, for example, local businesses.

Alongside our fundraising audit and development support we have received via our funders, we will be reviewing the most effective ways to work to ensure our service users have the right support at the right time in the right way.

We have developed a relationship with Inclusion London, London's pan-disability forum, to address issues around disability equality, equity and inclusion, and we will working with Inclusion London to ensure that we are in practice a disability friendly organisation, accessible to all, rooted in the mental health community, providing a mechanism for all those with mental health challenges to have their say and change services for the better.

Our work in 2023-2024 will focus on maintaining our AQS accreditation, developing our vision for the future and partnership working and identifying and obtaining funding sources to support Hear Us in the next phase of our development.

Eleanor Yates Fundraiser and Development Manager

| Funder   | Service                                   | Grant Period       |
|--|---|--------------------|
| South West London ICB                                | Core & Linkworking                        | Apr 2023-Mar 2024  |
| City Bridge Connecting Capital                       | Welfare Surgeries                         | Apr 2023-Mar 2024  |
| National Lottery Reaching Communities                | Welfare Surgeries                         | Jan 2022-Mar 2025  |
| Lloyds Bank Foundation for England & Wales.          | Development and Fundraising               | Sept 2021-Aug 2023 |
| National Lottery Community Fund - variation request  | Welfare Surgeries increased demand advice | Apr 2023-Mar 2024  |
| National Lottery Community Fund - cost of living     | Cost of Living Support                    | Apr 2023-Mar 2024  |
| London Community Foundation Together for London fund | Welfare Surgeries cost of living support  | Apr 2023-Sept 2023 |
| City Bridge Bridging Divides                         | Cost of living support                    | Nov 2023-Mar 2023  |
| Trust for London                                     | Campaigns                                 | Apr 2023-Mar 2026  |

# Extracts of Hear Us Annual Accounts 22-23

| Current assets                                    | 2023    | 2022     |
|---|---------|----------|
| Debtors   | 244     | £244     |
| Cash at bank and in hand                          | 219,889 | £201,864 |
| Creditors:<br>Amounts falling due within one year | £1,796  | £1,796   |
| Net assets  | 218,337 | £200,312 |
| Restricted funds                                  | 34,686  | £31,366  |
| Unrestricted funds                                | 183,651 | £168,946 |
| Total Charity funds                               | 218,337 | £200,312 |

## HEAR US CROYDON FUNDERS 2022/23



**CITY BRIDGE  
FOUNDATION**

**The London  
Community  
Foundation**





# EQUAL OPS MONITORING

Equal Ops Monitoring: These tables show the number of people that Hear Us have supported over period April 2022 to March 2023

The sections marked 'Linkworking & Forum' are people who we came into contact with on our Linkworking Project and the Open Forum; all 675 service users where not asked to provide us with the equal ops data, which we will start gathering once we go back to face-to-face contact on wards at the Bethlem Royal Hospital and Community Services at Jeanette Wallace House and Queens Resource Centre,

| ACCOMMODATION       | Total       | %           |
|---------------------|-------------|-------------|
| B&B                 | 9           | 0.4%        |
| Council Rent        | 215         | 10.1%       |
| Homeless            | 6           | 0.3%        |
| Hostel              | 13          | 0.6%        |
| Housing Association | 310         | 14.6%       |
| Living With Family  | 54          | 2.5%        |
| Mortgaged/Owned     | 80          | 3.8%        |
| Not Disclosed       | 565         | 26.6%       |
| Prison              | 2           | 0.1%        |
| Private Rent        | 94          | 4.4%        |
| Retirement Home     | 1           | 0.0%        |
| Shared Housing      | 7           | 0.3%        |
| Sofa surfing        | 3           | 0.1%        |
| Supported Accom     | 37          | 1.7%        |
| Temporary Accom     | 49          | 2.3%        |
| Woman's refuge      | 1           | 0.0%        |
| Linkworking & Forum | 675         | 31.8%       |
| <b>Grand Total</b>  | <b>2121</b> | <b>100%</b> |

| Ethnicity   | Total       | %             |
|---|-------------|---------------|
| Afghanistan   | 4           | 0.2%          |
| African   | 81          | 3.8%          |
| Any other Asian background                          | 20          | 0.9%          |
| Any other Black background                          | 6           | 0.3%          |
| Any other Black, African or Caribbean background    | 34          | 1.6%          |
| Any Other Ethnic Group                              | 10          | 0.5%          |
| Any other Mixed background                          | 2           | 0.1%          |
| Any other White background                          | 36          | 1.7%          |
| Arab  | 7           | 0.3%          |
| Asian   | 1           | 0.0%          |
| Asian British                                       | 16          | 0.8%          |
| Bangladeshi   | 2           | 0.1%          |
| Black African                                       | 1           | 0.0%          |
| Black British                                       | 214         | 10.1%         |
| Caribbean   | 81          | 3.8%          |
| Chinese   | 1           | 0.0%          |
| English, Welsh, Scottish, Northern Irish or British | 557         | 26.3%         |
| Gypsy or Irish Traveller                            | 1           | 0.0%          |
| Indian  | 25          | 1.2%          |
| Irish   | 16          | 0.8%          |
| Mixed Ethnic background                             | 15          | 0.7%          |
| Not Disclosed                                       | 248         | 11.7%         |
| Pakistani   | 10          | 0.5%          |
| White & Asian                                       | 13          | 0.6%          |
| White & Black African                               | 5           | 0.2%          |
| White & Black African                               | 1           | 0.0%          |
| White & Black Caribbean                             | 39          | 1.8%          |
| Linkworking   | 675         | 31.8%         |
| <b>Grand Total</b>                                  | <b>2121</b> | <b>100.0%</b> |
| GENDER  | Total       | %             |
| Female  | 802         | 37.8%         |
| Male  | 514         | 24.2%         |
| Non-binary  | 2           | 0.1%          |
| Not Disclosed                                       | 120         | 5.7%          |
| Transgender   | 8           | 0.4%          |
| Linkworking & Forum                                 | 675         | 31.8%         |
| <b>Grand Total</b>                                  | <b>2121</b> | <b>100%</b>   |

HEAR US CROYDON

| CROYDON WARD                   | Total       | %           |
|--------------------------------|-------------|-------------|
| Addiscombe East                | 30          | 1.4%        |
| Addiscombe West                | 85          | 4.0%        |
| Beckenham                      | 2           | 0.1%        |
| Bensham Manor                  | 39          | 1.8%        |
| Broad Green                    | 45          | 2.1%        |
| Coulsdon Town                  | 25          | 1.2%        |
| Croydon                        | 52          | 2.5%        |
| Crystal Palace & Upper Norwood | 36          | 1.7%        |
| Fairfield                      | 72          | 3.4%        |
| Homeless                       | 3           | 0.1%        |
| Kenley                         | 13          | 0.6%        |
| New Addington North            | 50          | 2.4%        |
| New Addington South            | 24          | 1.1%        |
| Norbury & Pollards Hill        | 28          | 1.3%        |
| Norbury Park                   | 12          | 0.6%        |
| Not Disclosed                  | 168         | 7.9%        |
| Old Coulsdon                   | 22          | 1.0%        |
| Out of Area                    | 85          | 4.0%        |
| Park Hill & Whitgift           | 11          | 0.5%        |
| Purley & Woodcote              | 62          | 2.9%        |
| Purley Oaks & Riddlesdown      | 21          | 1.0%        |
| Sanderstead                    | 14          | 0.7%        |
| Selhurst                       | 41          | 1.9%        |
| Selsdon & Addington Village    | 10          | 0.5%        |
| Selsdon Vale & Forestdale      | 9           | 0.4%        |
| Shirley North                  | 49          | 2.3%        |
| Shirley South                  | 25          | 1.2%        |
| South Croydon                  | 83          | 3.9%        |
| South Norwood                  | 45          | 2.1%        |
| Thornton Heath                 | 92          | 4.3%        |
| Waddon                         | 79          | 3.7%        |
| West Thornton                  | 60          | 2.8%        |
| Woodside                       | 54          | 2.5%        |
| Linkworking & Forum            | 675         | 31.8%       |
| <b>Grand Total</b>             | <b>2121</b> | <b>100%</b> |

| SEXUALITY           | Total       | %           |
|---------------------|-------------|-------------|
| Asexual             | 7           | 0.3%        |
| Bisexual            | 22          | 1.0%        |
| Gay                 | 26          | 1.2%        |
| Heterosexual        | 929         | 43.8%       |
| Lesbian             | 20          | 0.9%        |
| Not Disclosed       | 442         | 20.8%       |
| Linkworking & Forum | 675         | 31.8%       |
| <b>Grand Total</b>  | <b>2121</b> | <b>100%</b> |

| RELIGION           | Total       | %           |
|--------------------|-------------|-------------|
| Buddhist           | 2           | 0.1%        |
| Catholic           | 75          | 3.5%        |
| Christian          | 274         | 12.9%       |
| Hindu              | 4           | 0.2%        |
| Jainism            | 1           | 0.0%        |
| Jewish             | 2           | 0.1%        |
| Methodist          | 2           | 0.1%        |
| Muslim             | 58          | 2.7%        |
| No religion        | 281         | 13.2%       |
| Not Disclosed      | 726         | 34.2%       |
| Orthodox           | 2           | 0.1%        |
| Pentecostal        | 1           | 0.0%        |
| Protestant         | 2           | 0.1%        |
| Rastafarian        | 13          | 0.6%        |
| Sikh               | 1           | 0.0%        |
| Spiritualist       | 2           | 0.1%        |
| Linkwork & Forum   | 675         | 31.8%       |
| <b>Grand Total</b> | <b>2121</b> | <b>100%</b> |

| AGE GROUP          | Total       | %           |
|--------------------|-------------|-------------|
| - 16               | 2           | 0.1%        |
| 16 - 18            | 4           | 0.2%        |
| 18 - 20            | 5           | 0.2%        |
| 18 - 21            | 4           | 0.2%        |
| 21 - 30            | 125         | 5.9%        |
| 31 - 40            | 189         | 8.9%        |
| 41 - 50            | 289         | 13.6%       |
| 51 - 60            | 351         | 16.5%       |
| 61 - 70            | 154         | 7.3%        |
| 71 - 80            | 29          | 1.4%        |
| 81+                | 16          | 0.8%        |
| Not Disclosed      | 278         | 13.1%       |
| Linkwork & Forum   | 675         | 31.8%       |
| <b>Grand Total</b> | <b>2121</b> | <b>100%</b> |

| MARITAL STATUS     | Total       | %           |
|--------------------|-------------|-------------|
| Couple             | 32          | 1.5%        |
| Divorced           | 77          | 3.6%        |
| Married            | 63          | 3.0%        |
| Not Disclosed      | 530         | 25.0%       |
| Separated          | 34          | 1.6%        |
| Single             | 656         | 30.9%       |
| Widowed            | 54          | 2.5%        |
| Linkwork & Forum   | 675         | 31.8%       |
| <b>Grand Total</b> | <b>2121</b> | <b>100%</b> |

# BECOME A MEMBER OF HEAR US

- We represent the views of people that use mental health services in Croydon to service providers and commissioners
- We contribute to the local mental health promotion agenda, and promote positive mental health within the local community
- We promote mutual respect and equality of rights and opportunities, regardless of disability, with particular reference to local mental health service users and service survivors
- We actively campaign with users on issues raised by users themselves and actively oppose discrimination against service users in Croydon for improvements in local mental health services.
- We reach out to all service users to encourage and support participation in the Open Forum
- We offer service users a communication platform for the constructive exchange of ideas on issues affecting them.

We provide a wide range of information about local and national services and up and coming issues that concern users of mental health services in Croydon. Support Hear Us and get involved in the work Hear Us does in all sorts of ways. There's no pressure to do anything, but if you are keen to take action we'll support you every step of the way. Potential opportunities include:

- Becoming a Peer Support Worker with the Linkworking Project and supporting other service users whilst helping to improve our mental health services
- Coming along to our monthly Open Forums to join our campaigns to have your voice heard
- Joining our Reachout Challenge Volunteers and help fight stigma and discrimination
- Helping fund raise to support the work of Hear Us

Supporting Hear Us is suitable for people with a mental illness, parents or carers and professionals living or working in the London Borough of Croydon. You'll receive regular invites to our events exactly how you wish to receive them, either through regular mail or email.... You choose.

HEAR US CROYDON

## BECOME A MEMBER OF HEAR US

|  |                          |
|--|--------------------------|
| I am a resident in London Borough of Croydon                                   | <input type="checkbox"/> |
| Have a recognisable interest in mental health service user issues in Croydon   | <input type="checkbox"/> |
| Have had emotional, or psychological problems, or, some form of mental illness | <input type="checkbox"/> |
| Name:  | <input type="text"/>     |
| Address:   | <input type="text"/>     |
| Tel:   | <input type="text"/>     |
| Email:   | <input type="text"/>     |
| Age & DOB:   | <input type="text"/>     |
| Gender:  | <input type="text"/>     |
| Marital Status:  | <input type="text"/>     |
| Sexuality:   | <input type="text"/>     |
| Ethnicity:   | <input type="text"/>     |
| Religion:  | <input type="text"/>     |
| Disability:  | <input type="text"/>     |

Please tick how you wish to receive correspondence

| Post                     | Email                    | Phone                    | Mobile                   | Text                     |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Hear Us will not use the information you provide for anything other than distribution of invitations to meetings.

I would like to become a member of Hear Us, and to receive information about local mental health services Please read the form thoroughly and check that the information you have provided is correct before signing.

Signature:



**SUPPORT THE  
GOOD WORK HEAR US  
DOES BY DONATING AS  
LITTLE AS**

**£5** OR MORE!  
**A MONTH**

**AND HELP US PROVIDE  
ACCESS TO FINANCIAL,  
HEALTH AND SOCIAL  
INCLUSION SUPPORT**



**HEAR US**  
**CROYDON**

**Donate & Support**  
**[www.hear-us.org/donate](http://www.hear-us.org/donate)**



# **Our Mission: to promote, educate, communicate and empower, for the benefit and interest of people affected by mental health issues**



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