

COMPANY REGISTRATION NUMBER: 06891337
CHARITY REGISTRATION NUMBER: 1135535

Hear Us
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2024

Hear Us
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2024

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Hear Us
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year ended 31 March 2024

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 2024.

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	
Tesfaalem Rodway	(Appointed 9 June 2023)

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 2024

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 has 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 is a Croydon charity that is the only project for people with mental ill health that is run by people with lived experience. This gives us a unique insight into the barriers our service users face. We provide specialist peer support for people with complex mental health issues living or working in the London Borough of Croydon. Our practical, regular activities help people cope better with daily living and relieve their social, emotional and physical needs.

Hear Us has been built by a highly passionate team dedicated to helping people with mental illness access financial, health, and social inclusion support in Croydon. We actively challenge restrictive and coercive healthcare practices and negative perceptions associated with mental illness. This helps to reduce stigma and discrimination.

Our small charity supports people in regaining their confidence and wellbeing so that they can stand on their own feet. Our goal is not to make people dependent upon a service but to make them strong and well. We believe that each person who comes to the project has the potential to recover from their mental health relapse or crisis. Our approach supports them to do this.

Welfare Rights Advice Project (WRAP):

David is the manager of our WRAP, leading a team that includes Shellie and Barbra. They have developed the Welfare Rights Advice Project and delivered the service to support people and inform them how to apply for and maintain their own welfare and disability benefits. This includes understanding what the claim form questions mean and how to answer those

questions based on their own ill health, daily needs and struggles.

A significant part of the project involves regular support and reassurance, particularly for those who struggle with anxiety and depression. The majority of claims we support are Personal Independence Payments (PIP). In the coming months, we expect an increased need for support because of the migration to Universal Credit for people on ESA and Housing Benefit. Our Welfare Rights Advice Project aims to coach a person on making and maintaining their benefit claims.

We provide support to people with access to immediate support through access to Foodbanks and discretionary payments. We have continued to support people with mobility problems in successfully applying for mobility schemes such as Freedom Passes and Blue Badges.

We would like to thank the National Lottery Community Fund and the City Bridge Foundation for funding the WRAP service. Their funding has enabled us to continue delivering this much-needed project.

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).

In January, we appointed Betty as the new manager of the Linkworking Project. She has taken over from Barbra, who moved to join our WRAP project to strengthen the team. We appointed Abby as a senior support worker to support our Linkworkers onsite.

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 illness.

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

Open Forum:

Amy, our Open Forum Coordinator, invites new guest speakers to our Open Forum, which brings together the mental health community, particularly people who are currently in receipt of SLAM services, to discuss Croydon's mental health and wellbeing services and their accessibility, quality, and development.

They can meet, network, and discover new opportunities that aid positive mental health and well-being, 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.

Over the coming year, we will redevelop the Open Forum to enable more people to access this project.

Campaigns Project: A Voice for Change

In January, we were pleased to announce that we have won funding from Trust for London for three years to run a Campaigning Project, and we appointed May as the Campaigns Coordinator. She is building a movement run and led by people with lived experience of mental ill health representing all communities initially in Croydon. This movement will educate, inform and influence change to improve the lives of some of the most disadvantaged and vulnerable in our communities through awareness-raising and campaigning for change in our public services and in the broader community.

Reachout Challenge:

Barbra had been the figurehead of the Reachout Challenge for many years, has stepped aside

to focus on WRAP. May has become the Reachout lead and has taken over this project to help raise awareness of mental ill health and share lived experiences of crisis and relapse with police from the UK and worldwide at Leatherhead Police College on the Negotiation and Crisis Course. Our volunteers gain confidence and improved self-esteem from sharing their experiences. We have also won some new funding, which we will announce in more detail shortly. Please visit our website for updates about this funding and all our projects.

April 2025:

Hear Us will celebrate 15 years of charity status. We believe that people receiving care and treatment for mental health services can help improve services based on their experiences and needs. This conviction can be traced back to 1992 when a small group came together to build a project that would enable them to have their voices heard and included in the design and development of Croydon's Mental Health Services.

Historically, Hear Us has been a voice for people with severe and enduring mental illness who receive care and treatment from secondary mental health services. In recent years, we have been helping people struggling with mental ill health who have been surviving outside of services, including those who have no access to GP surgeries.

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 stakeholders 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.

Hear Us
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) *(continued)*
Year ended 31 March 2024

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 2024/25 this will be approximately £180,000. 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 South West London Integrated Care Board (SWL ICB). 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.

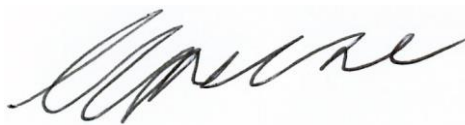
Small company provisions

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 15th October 2024 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 2024

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2024, 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 2024

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 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	166,382	195,307	361,689	260,933
Total income		<u>166,382</u>	<u>195,307</u>	<u>361,689</u>	<u>260,933</u>
Expenditure					
Expenditure on charitable activities	6,7	(132,868)	(166,314)	(299,182)	(240,893)
Other expenditure	8	(1,157)	(160)	(1,317)	(1,468)
Total expenditure		<u>(134,025)</u>	<u>(166,474)</u>	<u>(300,499)</u>	<u>(242,361)</u>
Net income and net movement in funds		<u>32,357</u>	<u>28,833</u>	<u>61,190</u>	<u>18,572</u>
Reconciliation of funds					
Total funds brought forward		183,651	34,686	218,337	200,312
Total funds carried forward		<u>216,008</u>	<u>63,519</u>	<u>279,527</u>	<u>214,338</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 13 to 19 form part of these financial statements.

Hear Us
Company Limited by Guarantee
Statement of Financial Position
31 March 2024

		2024		2023
		£	£	£
Current assets				
Debtors	14	244		244
Cash at bank and in hand		281,079		219,889
		<u>281,323</u>		<u>220,133</u>
Creditors: amounts falling due within one year	15	<u>1,796</u>		<u>1,796</u>
Net current assets			<u>279,527</u>	<u>218,337</u>
Total assets less current liabilities			<u>279,527</u>	<u>218,337</u>
Net assets			<u>279,527</u>	<u>218,337</u>
Funds of the charity				
Restricted funds			63,519	34,686
Unrestricted funds			<u>216,008</u>	<u>183,651</u>
Total unrestricted funds		<u>216,008</u>		<u>183,651</u>
Total charity funds	16		<u>279,527</u>	<u>218,337</u>

For the year ending 31 March 2024 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 15th October 2024, and are signed on behalf of the board by:



Jacqueline Ashton
Trustee

The notes on pages 13 to 19 form part of these financial statements.

Hear Us
Company Limited by Guarantee
Statement of Cash Flows
Year ended 31 March 2024

	2024	2023
	£	£
Cash flows from operating activities		
Net income	61,190	18,572
<i>Adjustments for:</i>		
Interest payable and similar charges	<u>515</u>	<u>739</u>
Cash generated from operations	61,705	19,311
Interest paid	<u>(515)</u>	<u>(739)</u>
Net cash from operating activities	<u>61,190</u>	<u>18,572</u>
 Net increase in cash and cash equivalents	 61,190	 18,572
Cash and cash equivalents at beginning of year	219,889	201,864
Cash and cash equivalents at end of year	<u>281,079</u>	<u>220,436</u>

The notes on pages 13 to 19 form part of these financial statements.

Hear Us
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2024

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 South West London Integrated Care Board (SWL ICB) 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 2024

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 2024

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 2024 £
Donations			
Donations	2,283	–	2,283
Grants			
Reachout Challenge	–	1,200	1,200
Trust for London - Campaigning	–	19,400	19,400
South West London Integrated Care Board (SWL ICB) SLA	139,099	–	139,099
London Community Foundation	–	10,000	10,000
City Bridge	–	69,670	69,670
Access to Work	–	428	428
The National Lottery	–	94,609	94,609
Lloyds Foundation	25,000	–	25,000
	<u>166,382</u>	<u>195,307</u>	<u>361,689</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations	1,335	–	1,335
Grants			
Reachout Challenge	–	1,050	1,050
Trust for London - Campaigning	–	–	–
South West London Integrated Care Board (SWL ICB) SLA	106,999	–	106,999
London Community Foundation	–	–	–
City Bridge	–	54,431	54,431
Access to Work	–	–	–
The National Lottery	–	69,368	69,368
Lloyds Foundation	27,750	–	27,750
	<u>136,084</u>	<u>124,849</u>	<u>260,933</u>

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

6. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Reachout Challenge	–	1,139	1,139
Deputy CEO Costs	–	34,943	34,944
Travel & Subsistence	–	–	–
Charity Development and Fundraising	30,565	–	30,565
Linkworking	24,452	–	24,452
Hear Us Guide	–	–	–
Croydon Eagles	–	787	787
Campaigns Project and Access to Work	–	7,402	7,402
Open Forum Meetings	–	197	197
Welfare Rights Advice Project	–	121,846	121,844
Support costs	77,582	–	77,852
	<u>132,868</u>	<u>166,314</u>	<u>299,182</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Reachout Challenge	–	147	147
Deputy CEO Costs	–	32,985	32,985
Travel & Subsistence	–	–	–
Charity Development and Fundraising	–	–	–
Linkworking	24,035	–	24,035
Hear Us Guide	–	6,739	6,739
Croydon Eagles	–	2,778	2,778
Campaigns Project and Access to Work	–	–	–
Open Forum Meetings	–	5,448	5,448
Welfare Rights Advice Project	–	73,579	73,432
Support costs	99,729	(1)	95,329
	<u>123,764</u>	<u>121,675</u>	<u>240,893</u>

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

7. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2024	Total fund 2023
	£	£	£	£
Reachout Challenge	1,139	–	1,139	147
Deputy CEO Costs	34,944	–	34,944	32,985
Charity Development and Fundraising	30,565	–	30,565	–
Linkworking	24,452	–	24,452	24,035
Hear Us Guide	–	–	–	6,739
Croydon Eagles	787	–	787	2,778
Campaigns Project and Access to Work	7,402	–	7,402	–
Open Forum Meetings	197	–	197	6,055
Welfare Rights Advice Project	121,844	–	121,844	73,432
Governance costs	–	77,582	77,582	95,329
	<u>221,330</u>	<u>77,582</u>	<u>299,182</u>	<u>240,893</u>

8. Other expenditure

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Christmas Social	970	–	970
Staff Welfare	–	–	–
Subscriptions	187	160	347
	<u>1,157</u>	<u>160</u>	<u>1,317</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Christmas Social	870	–	870
Staff Welfare	190	–	190
Subscriptions	408	–	408
	<u>1,468</u>	<u>–</u>	<u>1,468</u>

9. Net income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Operating lease rentals	<u>2,103</u>	<u>2,776</u>

Hear Us
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2024

10. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>—</u>	<u>1,494</u>

11. Staff costs

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

	2024	2023
	£	£
Wages and salaries	207,696	159,466
Social security costs	1,569	2,338
Employer contributions to pension plans	4,866	1,987
Other employee benefits	4,430	6,864
	<u>218,561</u>	<u>170,655</u>

The average head count of employees during the year was 9 (2023: 8).

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

13. Tangible fixed assets

	Equipment
	£
Cost	
At 1 Apr 2023 and 31 Mar 2024	<u>663</u>
Depreciation	
At 1 Apr 2023 and 31 Mar 2024	<u>663</u>
Carrying amount	
At 31 March 2024	<u>—</u>

14. Debtors

	2024	2023
	£	£
Trade debtors	79	79
Other debtors	165	165
	<u>244</u>	<u>244</u>

Hear Us
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2024

15. Creditors: amounts falling due within one year

	2024	2023
	£	£
Other creditors	<u>1,796</u>	<u>1,796</u>

16. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023	Income £	Expenditure £	At 31 March 2024
Unrestricted Fund	<u>183,651</u>	<u>166,382</u>	<u>(134,025)</u>	<u>216,008</u>

Restricted funds

	At 1 April 2023	Income £	Expenditure £	At 31 March 2024
Welfare Rights Advice Project	<u>34,686</u>	<u>195,307</u>	<u>(166,474)</u>	<u>63,519</u>