HEAR US

England & Wales · Charity number 1135535

Details

Status	Registered
Legal form	Charitable company
Company number	06891337
Registered	2010-04-15
Register	View on the Charity Commission register

Contact

Address	Orhard House 15a Purley Road South Croydon Surrey --- CR2 6EZ
Phone	02086816888
Email	hello@hear-us.org
Website	www.hear-us.org

Activities

Objects: 1 TO RELIEVE THE NEEDS OF PEOPLE LIVING IN THE LONDON BOROUGH OF CROYDON AND SURROUNDING AREAS WHO HAVE MENTAL HEALTH PROBLEMS BY THE PROVISION OF SERVICES AND ADVICE2 TO ADVANCE EDUCATION ABOUT MENTAL HEALTH FOR THE 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

Activities: Hear Us is Croydon's Mental Health Service User Group which acts as a coordinating body to facilitate, and ensure service users involvement in, the planning, delivery and monitoring of mental health services in Croydon. Helping to improve the quality of the services commissioned and delivered in Croydon objectives

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability
- **Who:** People With Disabilities

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, LOCAL.
- Croydon
- Lambeth
- Lewisham
- Southwark

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£338,501	£364,170	-	-
2024-03-31	£361,689	£300,499	-	-
2023-03-31	£260,933	£242,908	-	-
2022-03-31	£244,729	£181,004	-	-
2021-03-31	£191,528	£147,183	-	-

Trustees

Name	Role	Appointed
Abeline Greene		2018-12-20
Cassandra Austin		2018-02-08
Charlotte Goreing		2025-01-21
Halimah Sadia Zakiuddin		2024-09-16
Jacqueline Ashton		2021-12-23
Josh Baker-Mendoza		2020-06-30
Luke Russell		2024-09-16
Niall Eugene McVeigh		2021-12-23

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HEAR US

England & Wales - Charity number 1135535

Accounts

HEAR US CROYDON

A Voice for Change in Mental Health

IMPACT REPORT

2024/25

Lived Experience Leading Change

CROYDON'S MENTAL HEALTH PEER SUPPORT GROUP

CHARITY # 1135535

COMPANY # 06891337

Our Vision:
For people with mental ill health to have the support needed to thrive, and an end to restrictive and coercive healthcare practices

Our Mission:
To empower people with mental ill health, drive systemic change, based on real experiences, and challenge negative perceptions associated with mental illness, stamping out stigma and discrimination

STRUCTURE, GOVERNANCE AND MANAGEMENT

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. 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.

Trustees: Abeline Greene, Jacqueline Ashton, Cassandra Austin, Josh Baker Mendoza, Charlotte Goreing, Halimah Zakiuddin, Niall McVeigh & Luke Russell

Reserves Policy: Hear Us endeavours to maintain reserves equivalent to a minimum of 6 months costs at all times. For the financial year 2026/26 this will be approximately £230,000. This is held in bank accounts with easy withdrawal facilities.

Statement of compliance: 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.

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 2025

CHARITY # 1135535 - COMPANY # 06891337

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FUNDRAISING REGULATOR

MINDFUL EMPLOYER

disability confident COMMITTED

We are a Living Wage Employer

advice quality standard

HEAR US CROYDON

CHAIR OF HEAR US STATEMENT



This year has been one of both challenge and resilience. As Chair of Hear Us, I've witnessed firsthand the extraordinary dedication of our staff, volunteers, and trustees in navigating a difficult financial landscape while continuing to deliver impactful work across our community.

Securing funding has been a central focus, and I want to acknowledge the tireless efforts of Eleanor, Claire, David, and Tim in preparing and submitting bids—particularly the successful five-year National Lottery application, which was confirmed at the time of writing. Their work, along with the support of the wider team, has ensured the continuation of vital services and brought renewed confidence to our organisation.

I also want to recognise the contribution of our trustees, especially those who joined us this year—Alima, Luke, and Charlotte. Their fresh perspectives and commitment have strengthened our governance and helped guide Hear Us through uncertain times. Charlotte recently shared:

"Being a trustee gives me a sense of purpose beyond my everyday work — it challenges me to think differently, learn from inspiring people, and contribute to something that genuinely matters. In return, I give my experience, my energy, and my commitment to help a cause I believe in thrive."

— Charlotte, Trustee

This year, we've also focused on empowering our volunteers, particularly our Linkworkers, through training in areas such as boundaries and cultural awareness. These initiatives not only support our projects but also build confidence and skills that can lead to future employment opportunities.

Hear Us continues to be a space of growth, support, and transformation. Whether through the Maudsley Psychosis Project, Adobe funding, or community initiatives like food voucher distribution via CVA, our work remains rooted in compassion and collaboration.

Thank you to everyone—staff, trustees, volunteers, and funders—for your unwavering belief in our mission. Your contributions make Hear Us not just a charity, but a community of hope and progress.

Warm regards,

Abbi Greene Chair, Hear Us

CHIEF EXECUTIVE'S STATEMENT



Hear Us is a Croydon-based charity and the only local project for people with mental ill health that is led and run by individuals with lived experience. We provide specialist peer support to people with complex mental health needs who live or work in the London Borough of Croydon.

Our practical, regular activities are designed to help individuals manage daily life more effectively, while also addressing their social, emotional, and physical wellbeing. By drawing on lived experience, we offer empathetic, informed support that empowers people to feel heard, understood, and connected.

Hear Us has been built by a highly passionate team committed to ensuring fair access to financial, health, and social inclusion support for people with mental illness in Croydon. As a lived-experience-led charity, we actively challenge restrictive and coercive healthcare practices, as well as the negative perceptions often associated with mental ill health. Through our peer-led support, we work to reduce stigma and discrimination, empowering individuals to live with dignity, autonomy, and hope.

Organisational Development Over the past year, our Senior Management Team (SMT) has been focused on strengthening the charity's long-term sustainability. A key priority has been securing additional funding to support our staff and ensure the continued delivery of our vital services over the next five years.

We've also made significant progress in governance development, culminating in the completion of our Sustainability Business Plan. This was developed with expert support from Cranfield Trust and funded by the National Lottery.

In June 2024, we were proud to be awarded the Advice Quality Standard (AQS) accreditation for the second time, a testament to the quality and consistency of our services. This achievement reflects the dedication of our SMT and wider team in maintaining high standards across the organisation.

Welfare Rights Advice Project (WRAP) Hear Us continues to respond to the evolving needs of Croydon's mental health community by developing and delivering services that are shaped by lived experience. Over the past few years, we have focused on building a professional, accredited WRAP - a vital service that supports people with complex mental health needs to access the financial support they are entitled to.

WRAP operates within clear capacity boundaries to ensure our advisors can provide high-quality, focused support. The project specialises in welfare benefits such as Personal Independence Payments (PIP) and the migration from Employment and Support Allowance (ESA) to Universal Credit. Our advisors also help to put food on the table, access mobility schemes, and maintain social

connections - reducing isolation and preventing over-reliance on statutory services.

In this financial year alone, WRAP has secured over £2 million in benefits for our clients, supporting them over the next three years and making a significant impact across the borough of Croydon.

New projects and funding success ensures Hear Us continues to evolve in response to the needs of Croydon's mental health community. We're excited to announce newly secured funding from London Community Foundation and Adobe, which will enable us to deliver art workshops that empower our members to express their lived experiences creatively. These workshops will provide a safe and inspiring space for self-expression, healing, and connection.

Looking ahead & moving forward, Hear Us remains committed to developing and delivering services that are shaped by the voices of Croydon's mental health community. We will continue to listen, respond, and innovate - ensuring our work reflects the real needs and lived experiences of those we support.

We also extend our heartfelt thanks to The National Lottery Community Fund and City Bridge Foundation for their generous support of our Welfare Rights Advice Project (WRAP). Their funding has enabled us to continue delivering this much-needed service, which is now fully funded to operate for a further five years - providing vital financial peer support to those who need it most.

We report all our project outcomes to 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.

Tim Oldham Chief Executive Officer

DEPUTY CEO STATEMENT

In my role as Deputy CEO, I continue to have the privilege of working across all of the projects that Hear Us delivers, and alongside every member of our talented and passionate team. I am continually inspired by the dedication, creativity, and compassion our staff show every day to ensure Hear Us provides meaningful, high-quality support for our community.

This year we have welcomed several new volunteers — Lee, Sajil, and Rose — who have joined our Reachout



Claire Hawkes
Deputy CEO

Create workshops, bringing wonderful skills, energy, and lived experience to our creative sessions (thanks May!) Following the refresh of our Volunteering Handbook and related policies last year, it has been rewarding to see new people getting involved and helping shape these projects. As someone who began my own journey with Hear Us as a volunteer, I know first-hand the difference volunteering can make, and I remain deeply grateful to our existing team for their commitment and generosity.

A real highlight of the year was holding our first Staff Development Day since 2019, which gave everyone a chance to reconnect, share ideas, and get to know one another. One memorable session, Sam's Journey—created by Amy—took us through the experience of a fictional service user and sparked valuable reflection on how each of our projects contributes to the Hear Us mission.



Hear Us Staff Development Day

We have also been focusing on the future direction and sustainability of Hear Us. With support from an external consultant, we held a series of team workshops exploring how we can strengthen our impact and plan for long-term development. These discussions came together in an All-Staff Plenary, where we celebrated our shared purpose and explored our emerging Mission, Vision and Values.

We were proud to sign up to Croydon Council's George Floyd Pledge, reaffirming our commitment to equity, diversity and inclusion across all areas of our work. While Croydon's Pride was sadly cancelled this year, we hope to see its return in 2025, and we look forward to being part of it once again.

Another highlight was being recognised by Croydon Voluntary Action (CVA) as a Trusted Partner, through which Hear Us received £2,000 in vouchers to distribute to people most in need. May and I were delighted to attend a Chinese gifting ceremony at the David Lean Cinema to receive this recognition on behalf of the charity.

Finally, after many requests from staff at Croydon University Hospital, our Linkworkers returned to the Psychiatric Liaison service over the summer — a positive step in rebuilding this important partnership and ensuring that the voices of service users continue to be heard where it matters most.

Claire Hawkes - Deputy CEO

WELFARE RIGHTS ADVICE PROJECT (WRAP)

This past year, the Hear Us Welfare Rights Advice Project has felt busier than ever as we continue to help those affected by mental illness in the London Borough of Croydon to navigate a complex Welfare Benefits system and secure their entitlements.


David
WRAP Manager

It has been said that the only constant in life is change and the past year has seen the start of a process that will bring a frightening change for many: the migration of certain 'legacy benefits' to Universal Credit. As part of this migration process, anyone in receipt of Income support, Working Tax Credits, Child tax credits, Income Based Jobseeker's Allowance, Income related Employment and Support Allowance and Housing benefit (or any combination of the above) has or will be sent a Migration notice asking them to claim Universal Credit as their legacy benefits will stop.


Shellie
WRAP Senior Advisor

Universal Credit is a drastic change from what many people are used to with an online claim and account and visits to the jobcentre to prove your identity. Hear Us has already assisted many to successfully make this change and navigate the many pitfalls in the process, and we will continue to do so into the future.

This year has also seen more of the same as we have continued to assist many to make claims and challenge decisions on their entitlement to PIP, including representing at appeals where needed. I am proud to say we have been overwhelmingly successful in this work and we have maximised the income of many households in need through our work.


Barbra
WRAP Advisor

In March of this financial year, the government posed another challenge to those reliant on disability benefits with the release of their green paper: Pathways to work: reforming benefits and support to get Britain Working.

This paper proposed many changes, the most concerning of which being making the PIP criteria stricter by introducing a 'four point rule' which would see many people, who would otherwise be eligible, refused PIP and many who already get PIP lose it at review.


Bryony
WRAP Advisor

As we have in the past, Hear Us will join with other organisations to speak for those with disabilities and fight against harmful changes that will make life more difficult and take money out of the pockets of those for whom life is already more expensive due to being disabled.

Thank you to everyone who makes this project as brilliant as it is, my staff Shellie and Barbra, and our Volunteer Bryony. The Hear Us senior management team Claire, Eleanor and Tim, my other colleagues at Hear Us, Al, Amy, Betty and May and our funders National Lottery and City Bridge Foundation, without whom this valuable work would not be possible.

David Ashton

Welfare Rights Advice Project Manager



Feedback from our Members about the WRAP service

LINKWORKING PROJECT



A massive thank you to the dedicated Linkworkers. Their incredible hard work and generosity makes a real difference in the lives of those served on a weekly basis. Hear Us is truly grateful for the time and commitment that the Linkworkers have put in in the last year to improving services. Something in particular to note, Linkworkers have been instrumental in the introduction of activity coordinators on every ward at the Bethlem. This is something they have championed for and at the beginning of 2025, a new cohort of activity coordinators were recruited. Since then, service users have reported 'feeling more positive' because they are receiving more 1-2-1 support; they feel they can rely on the consistency of the activity coordinators and have found they engage more due to the exciting activities being introduced weekly. These activities include growing their own produce, boxing, cooking but often change to reflect the needs of the service users at the time. Even though SLaM have a long way to go, little changes like this are instrumental in positively impacting the general experience of those currently engaging with services. This is just one of the ways that the Linkwork project plays a part in service users' recovery journey but it also helps form a bridge for those who have become disengaged with traditional support systems to re-connect. In turn, the project continues to provide a sense of purpose to the actual Linkworkers who can utilise their experience to help shape and improve the journey of others.

Betty Nassiwa
Peer Support Coordinator
Email: linkworking@hear-us.org



Claire, Betty & Tim at a SLaM Event

LINKWORKING PROJECT

I joined Hear Us initially as part of the Reachout Challenge, which really helped me to stop feeling shame about my mental health. Getting involved in this helped reduce my anxiety about leaving the house and it improved my self-esteem as I realised that I was respected, when I shared my personal journey about mental health. I felt very comfortable and accepted too with my co-workers. Further down the line, I decided to become a Linkworker and this meant that I would actually be rewarded for my time.

For so long I felt people looked down on me because I did not work but now I felt proud to say that I had a job. Being part of the working world is so empowering and I finally feel that I am part of society instead of feeling isolated and useless. Being a Linkworker is very rewarding as I can meaningfully contribute to the wellbeing of others who suffer from mental health issues. Listening and accepting people who are confused and in a crisis is something that has given me so much confidence in myself that I have since gone on to complete a counselling course. I particularly enjoy working with the other Linkworkers. Being part of Hear Us has really changed my life for the better and I am so very grateful.

Linkworker (& Reachout Volunteer)



Feedback from Service Users

HEAR US CROYDON

ENGAGEMENT & CAMPAIGNS

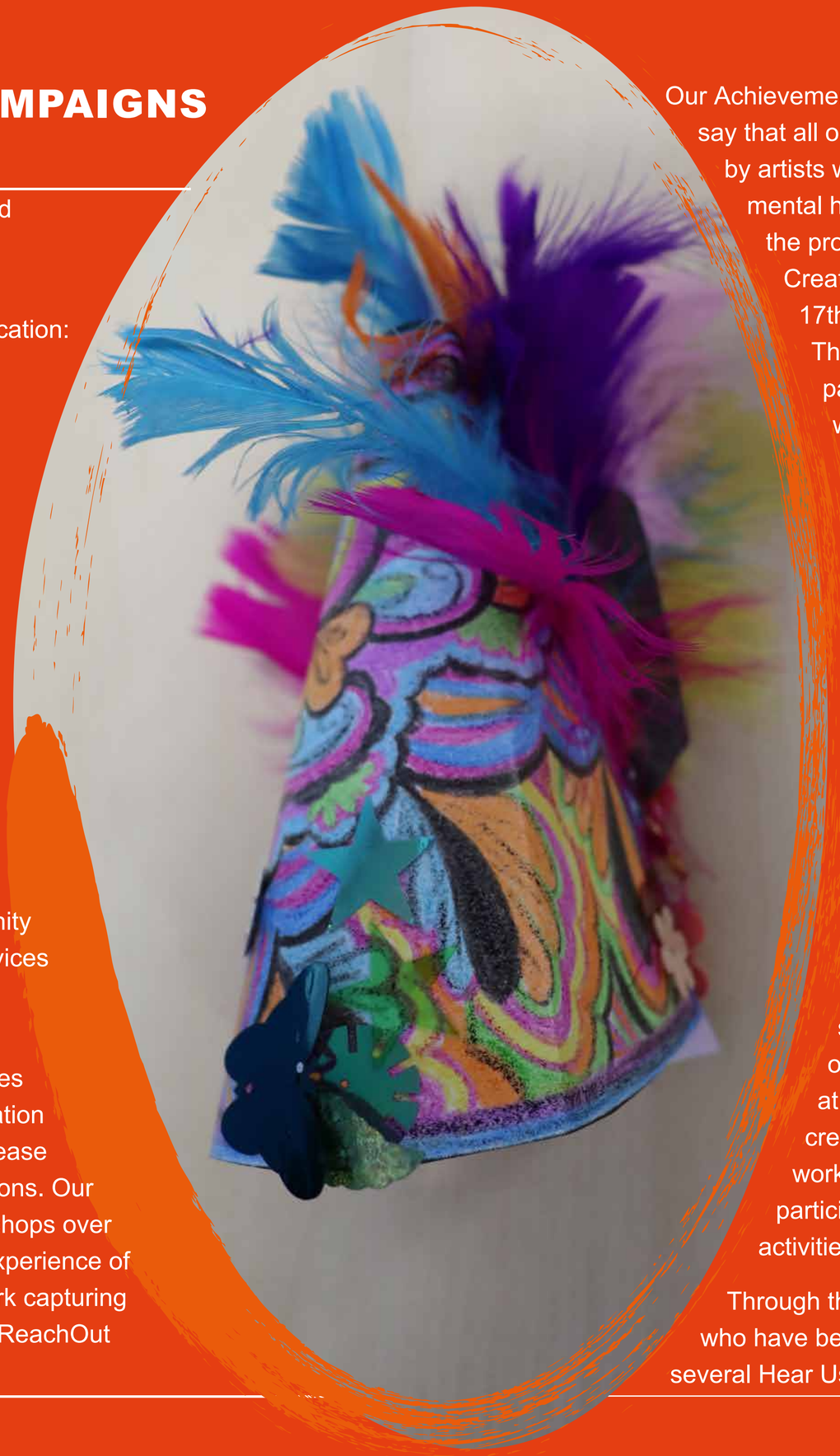
REACHOUT CREATE

1. The Reachout Create project was awarded funding from London Community Fund's Adobe Funding in September 2024.

The project aims, as listed in our funding application:

1. Increasing confidence for our members to share their stories in creative ways
2. Increasing awareness of and accessibility to Reachout Project events within the Croydon community and its services
3. Decreasing stigma within the community around lived experience of mental health using the archive of artwork/ stories/expressions we will compile
4. Developing a diverse representation of stories within Hear Us anti-stigma work through creative co-production of workshops/training
5. Providing different services with a greater understanding of how to aid individuals in mental health crisis to strengthen community relationships and renew trust in these services

With Reachout Create, we aim to empower volunteers with more inclusive and accessible ways of expressing their lived experience stories through creative means to increase representation of mental health service users' voices, to decrease stigma around living with mental health conditions. Our objective is to run creative sessions and workshops over 2 years through which 200 people with lived experience of mental ill health in Croydon will produce artwork capturing their stories, which will be used as part of the 'ReachOut Challenge' anti-stigma campaign.



Our Achievements: We are proud to say that all our workshops are led by artists with lived experience of mental health. We commenced the project with our Reachout Create Open Day on 17th December 2024. This event hosted a paper rose making workshop, a creative writing activity, festive decoration colouring and reflection, and a paper quilling station. Our second workshop, led by renowned artist Liz Atkin, was the first in a series of six workshops planned for the year. Participants learned charcoal techniques to paint seascapes inspired by the Whitstable Coast. The workshop ended with a beautiful collaborative drawing that allowed participants to contribute in whichever way made them comfortable.



Each workshop includes a campaigns element which gives participants time to reflect on their personal mental health journey. Some participants will speak openly to the group while others will silently complete the activity. Doing this at the start of the workshop opens up the topic of mental health at the start so that the therapeutic properties of the creative activity are more effective. It also allows the workshop facilitator and volunteers to notice if any participants need more care and attention during the activities, based on what they have shared or heard.

Through this project, we have recruited four new volunteers who have become dependable and consistent helpers with several Hear Us project activities.

Participant and Volunteer Feedback from our Funder Interim Report

“I was initially nervous to attend the group, but everybody was so welcoming and friendly. It’s really cheered me up on what has been a difficult week”

Future Plans: The workshops we have planned for the rest of the calendar year include teaching participants charcoal and soft pastel techniques, polyprinting techniques, paper mache, steam-punk inspired drawing, zine-making, and more.

May Elroubi, Engagement & Campaigns Manager
Email: create@hear-us.org
Webpage: www.hear-us.org/reachout/create

CAMPAIGNING

This year, we made notable progress towards each of our Campaigns aims:

1. Build Hear Us capacity to transform our campaigning capacity to achieve strategic, systemic change in services
2. Co-produce campaigning activity with people with lived experience
3. Improve diversity of staff, volunteers and members
4. Work in partnership with other groups/organisations to produce campaigning activity
5. Use monitoring and evaluation to learn and improve

We’ve used creative Campaigns activities during our Reachout Create workshops to introduce concepts like ‘framing’ and the Social Model of Disability to our members. These helped people communicate their stories and the barriers they face in society more productively. These activities are inspired by movement organising spaces such as the Inclusion London PowerUp Together workshops, the Disability Justice Fund learning sessions, and the online Community of Practice for Communication Strategy meetings. These events have enriched the project coordinator’s understanding of campaigns messaging and the importance of having unified messaging across the disability justice movement. From this knowledge, we have also been able to improve our social media copy when communicating our views to our members or seeking their input. Re-instating our Reachout Challenge steering group meetings has helped build capacity for campaigning in our ROC volunteers by aligning our training materials to the Social Model of Disability, and framing their stories in more impactful ways.

In September 2024, we began working on a campaign for World Mental Health Day under the theme ‘It’s Time to Prioritize Mental Health in the Workplace’. We heard from our staff, members and volunteers, as well as other mental health community members, about the barriers they experience in the workplace. We gathered their testimonials through anonymous surveys and advisory group presentations. Our new Campaigns segment, the Voice of Change, served as a monthly space to discuss views and co-produce campaign messages. The Voice of Change segment is a platform for service users to:

- Voice questions to SLaM staff, commissioners, or councillors.
- Highlight issues they have heard about or experienced in mental health services.
- Recommend campaigns for Hear Us to collaborate on with other organizations.
- Advocate for the change they want to see.
- Learn about how to contribute to the campaign’s project and any active Hear Us campaigns.

These testimonials gathered will be incorporated into our upcoming campaigns messaging against welfare benefit reforms and the government’s attempts to ‘Get Britain Working’.

The Reachout Create project, which involves creative activities, has been instrumental in diversifying our volunteer base. We have recruited creative volunteers from different age groups and ethnic backgrounds with diverse skills and interests who participate in our campaigns activities, thus increasing representation in our messaging. Their efforts

also make it possible for us to continue hosting Campaigns activities and connecting with more diverse communities.

This year we prioritised building a local and London-wide network through the events and forums mentioned. As a result, we began discussions with Breaking Out the Bubble Brixton about collaborating on lived experience training to first responders as an extension of our Reachout Challenge anti-stigma campaign activities. We hope to return to this discussion when there is more capacity for collaboration. For our World Mental Health Day campaign, we worked with Status Employment and SUITE to gather data from service users. We co-signed Inclusion Barnet's national Campaign for Disability Justice alongside many national Disabled People's Organisations. David and I attended a protest against the Government Green Paper, Pathways to Work, outside Number 10 Downing Street. Thanks to DPAC for organising this action against welfare reforms.

Attending the Disability Justice Fund Learning sessions gave us an opportunity to reflect on our project plan and take stock of our achievements and learning opportunities. There is room for improvement in our monitoring and evaluation practices for our campaigns activities, which will be a greater focus for the following year.

Overall, it has been valuable representing Hear Us and our work in mental health in Disability Justice spaces in London.





Future plans

- Continue establishing our Volunteer Development & Training program with other Hear Us project leads
- Instate volunteer information sessions to make recruitment more accessible and streamlined
- Recruit designated Campaigns volunteers to develop and lead the Voice of Change segment
- Establish a Campaigns Steering Group for Hear Us staff to devise pathways for campaigns activities to happen systematically across projects

May Elroubi, Engagement & Campaigns Manager
Email: campaignsproject@hear-us.org
Webpage: https://www.hear-us.org/campaigning-project

REACHOUT CHALLANGE

The Reachout Challenge (ROC) Project raises awareness about living with mental health challenges by providing lived experience volunteer-led training to public service employees. We tailor our training content to employees who are likely to interact with people in mental health crisis, such as police and ambulance service employees. ROC volunteers challenge stigmas around mental health by sharing their personal accounts of being in crisis and providing a safe space for participants to share their own personal experiences with mental health.

Our Achievements

This year, we held our usual quarterly sessions with members of police forces from the UK and all over the world at esteemed Hostage and Crisis Negotiation Course, hosted by the Leatherhead Police Federation. Each session brought unique challenges and successes, which our volunteer team handled with grace and humility.

We relaunched our ROC Steering Group which runs 1-3 times per month or as needed. Having this time for generating ideas and discussing trainee feedback has made making changes to the training material a lot easier. It's a space for the volunteer trainers to give their honest input and connect with each other outside of the training sessions. We've used the time to check in on each other emotionally, discuss the future of the project, and share lived experiences. It's especially useful for when new or returning volunteers join the group and want a space to get familiar with the project without diving straight into the training sessions.



Hear Us would like to thank our volunteers who extend their time, energy, and vulnerability make this project possible.

May Elroubi,
Engagement & Campaigns Manager
Email: reachout.challenge@hear-us.org
Tel: 020 8681 6888
Webpage: www.hear-us.org/reachout

"Thank you for your honesty and time and the continued work that you do."

"There is never enough time to share experiences like yours, thank you!"

"This was a great input, it would have been nice to have some more time. It's a great input."

MENTAL HEALTH OPEN FORUM



The Hear Us Mental Health Open Forum is a place for the local mental health community 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. This year Hear Us held 10 Open Forums and were joined by 18 Guest Speakers.

Discussion and Feedback Sessions
Giving members a safe space to give feedback to shape and improve services is an important part of the Open Forum. The Open forum held a number of feedback and discussion groups on a range of topics and services. This included Developing the Adult Social Care and Health Strategy with Croydon Council and a list of 5 standards of professional care for patients with mental health needs with Croydon University Hospital. The forum held many feedback sessions with SLaM such us what information about SLaM services would Service users and their families find useful, SLaM's Mental Health Act Reduction Project, and the Croydon Personality Disorder Service.





Highlighting Services
The Open Forum also strives to highlight mental health and wellbeing services that members can access. In November for Men's Mental Health Awareness Month we were joined by MenWalkTalk, a charity focusing on men's mental health. We were joined by Studio Upstairs and Active Minds to talk about their activity groups. Status Employment spoke about supporting people with complex needs to overcome barriers to employment. SlaM spoke to us about how to access different services such as SLaM's SUITE, (Service user and carer involvement in Training and Education), Advance Choice Documents and how to get involved in research at SlaM.

Information
There can be a lot of misinformation in the news and on social media about important information such as benefits, this can create added worry and stress for our members. The Open Forum aims to provide accurate and up to date information on topics effecting our members. David from Hear US Welfare Rights Advice Project spoke to our members about the Migration to Universal Credit of people on ESA and Housing Benefit. David and May spoke about the Government Benefit Consultation, what it would mean and how to get involved. Members find this sessions very helpful with one member saying "Excellent presentations. Very informative. Thank you"

Accessibility
This year the Open Forum has focused on improving the accessibility of our meetings. Hear Us wanted to ensure

the Forum is accessible for all those that want to attend. We have listened to our member's feedback to improve accessibility such as adding on live captions. At the start of each Forum we open up the floor for members to discuss any accommodations they may need during the Forum. Additionally members are welcome to discuss any access needs privately. The forum is currently online only and I acknowledge that some members may need extra support to access meetings as we do not want IT barriers to get in the way. This has included supporting members to download and use MS Teams for the first time and inviting members to meet 15 minutes before the start of the meeting to iron out issues with mics or speakers. The forum also welcomed guests Croydon Vision and Club Soda to speak about Accessibility for Global Accessibility Awareness Day.

We wanted members to be able to access the useful information and still contribute to feedback sessions even if they are unable to attend the meetings. Also understanding that some members may need to have time and space to think about questions asked in feedback sessions and respond at a later date. The Open Forum recourses email recaps key information from each talk, how to respond to feedback sessions as well as relevant mental health events and news. We aim to



Open Forum Feedback from our Members

insure the information is accessible for those with cognitive difficulties and for those who English is not their first language. We do this by making sure the email is written in plain English, with sentences 12 words or less and not using abbreviations or acronyms.

Inclusion

The Open Forum aims to promote inclusion and create a welcoming space for all our members. This includes promoting the work and events of other community groups committed to inclusion such as Croydon Pride, Rainbow Minds, the BME Forum. The Forum works hard to invite a range of guests that represent our diverse members. This has included Neurodivergent guests and guests committed to BME inclusion. Angela Kibia, BREaD Research Assistant at SLaM spoke to us about BREaD (Building Race Equity & Diversity) in Research Network. Rasheed from Croydon BME Forum spoke to us about EMHIP (Ethnicity and Mental Health Improvement Programme) and the projects future plans.

Amy Kirksmith

Open Forum Project Coordinator

Email: forum@hear-us.org

Webpage: www.hear-us.org/forum/

Development & Fundraising

DEVELOPMENT & FUNDRAISING

Development and Fundraising has been focused on attaining and maintaining grants from grant funders for three main areas:

1. Funding for the Welfare Rights Advice Project (WRAP) for 2025-2030
2. Funding for Reachout Challenge and Linkworking and 3) monitoring and reporting to funders on existing grants.

We are very grateful to all our grant funders who make it possible for us to support people with mental health challenges in Croydon. This included additional funding for a 3rd advisor for the WRAP project and the Sustainability Strategy Project from the National Lottery from September 2024 to March 2025, funding for Reachout Challenge Create project from London Community Foundation/Adobe and working on monitoring and other bids for 2025 onwards.

We received some regular and one-off donations from the public which we are grateful for. We would like to encourage more donations and will be working to increase our visibility to expand our income which can be used to support growth of the charity and meet the needs of our members and service users more effectively.

We have received free consultancy and training through our grant funders to improve the services we provide and develop our staff skills and expertise. Notable are support from Cranfield Trust funded by the National Lottery for our Sustainability Strategy project and training and coaching opportunities through Lloyds Foundation.

Alongside the 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. More development work is planned during 2025-2026 including to:-

Undertake business modelling to use our finances more effectively with expertise from Inclusion London,

1. Implement our vision, mission and values,
2. Select and implement a new Customer Relationship Management System (CRM),
3. Governance training for our Board of Trustees,
4. Recruiting a second part time fundraiser and
5. Working on influencing national policy through our partners such as Inclusion London.

AQS accreditation continues to act 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 were focused on maintaining our AQS accreditation through quarterly and annual reviews of our WRAP. 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.

We have continued to develop our relationship with Inclusion London, London's pan-disability forum, to address issues around disability equality, equity and inclusion, and through the organisation health check which identified areas to address to improve service delivery. We will be 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 2025-2026 will focus on maintaining our AQS accreditation, developing our vision for the future and partnership working and identifying and obtaining funding sources

Eleanor Yates

Development & Fundraising Manager

Funder	Service	Grant Period
South West London ICS	Core, Linkworking and Open Forum	April 2022-March 2027
City Bridge Foundation	WRAP	April 2021-March 2024 extended to March 2026
National Lottery Reaching Communities	WRAP, Sustainability Strategy & Deputy CEO	Jan 2022-Mar 2025
Lloyds Foundation	Development and Fundraising	December 2023-December 2026
Trust for London	Campaigns	April 2023-March 2026
London Community Foundation/Adobe	Reachout Challenge Create	September 2024-August 2026

HEAR US CROYDON

Extracts of Hear Us Annual Accounts 24-25

Current assets	2025	2024
Debtors	£1,538	£244
Cash at bank and in hand	£255,513	£281,079
Creditors: Amounts falling due within one year	£3,191	£1,796
Net assets	£253,860	£279,527
Restricted funds	£48,579	£63,519
Unrestricted funds	£205,281	£216,008
Total Charity funds	£253,860	£279,527

HEAR US CROYDON

HEAR US CROYDON FUNDERS 2024/25

COMMUNITY FUND

COMMUNITY FUND

LLOYDS BANK FOUNDATION England & Wales

The London Community Foundation

CITY BRIDGE FOUNDATION

Trust for London
Tackling poverty and inequality

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

www.hear-us.org/donate

SCAN QR CODE TO DONATE & SUPPORT

A Voice for Change in Mental Health

EQUITY, DIVERSITY AND INCLUSION

These tables show the Equality and Diversity of people that Hear Us have supported over period April 2024 to March 2025

The people that the Linkworking were not asked to provide us with data. We are currently looking at a number of options to gather this data

ETHNICITY	Total	%
African	80	2.2%
Any other Asian background	23	0.6%
Any other Black background	2	0.1%
Any other Black, African or Caribbean background	36	1.0%
Any other ethnic group	11	0.3%
Any other Mixed background	8	0.2%
Any other Mixed or Multiple ethnic background	31	0.9%
Any other White background	48	1.3%
Arab	5	0.1%
Asian British	26	0.7%
Bangladeshi	6	0.2%
Black British	224	6.2%
Caribbean	69	1.9%
Chinese	1	0.0%
Indian	30	0.8%
Irish	15	0.4%
Not Disclosed	344	9.5%
Other White background	10	0.3%
Pakistani	10	0.3%
Sri Lankan	2	0.1%
White & Asian	16	0.4%
White & Black African	9	0.2%
White & Black Caribbean	35	1.0%
English, Welsh, Scottish, Northern Irish or British	579	15.9%
Linkwork Project # Service Users	2012	55.4%
Grand Total	3632	100%

EQUITY, DIVERSITY AND INCLUSION

GENDER	Total	%
Female	833	22.9%
Male	528	14.5%
Non Binary	12	0.3%
Transgender	6	0.2%
Not Disclosed	241	6.6%
Linkwork Project	2012	55.4%
Grand Total	3632	100%

SEXUALITY	Total	%
Asexual	14	0.4%
Bisexual	33	0.9%
Gay	17	0.5%
Heterosexual	1036	28.5%
Lesbian	18	0.5%
Not Disclosed	500	13.8%
Other	2	0.1%
Linkwork Project	2012	55.4%
Grand Total	3632	100%

Age Goup	Total	%
16 - 20	20	0.6%
21 - 30	195	5.4%
31 - 40	246	6.8%
41 - 50	278	7.7%
51 - 60	339	9.3%
61 - 70	188	5.2%
71 - 80	41	1.1%
81+	10	0.3%
Not Disclosed	303	8.3%
Linkwork Project	2012	55.4%
Grand Total	3632	100%

EQUITY, DIVERSITY AND INCLUSION



HEAR US HANDED OUT £50 ALDI VOUCHERS

Postcode	Total	%
BR3	3	0.1%
CR0	776	21.4%
CR2	119	3.3%
CR3	7	0.2%
CR4	1	0.0%
CR5	76	2.1%
CR7	218	6.0%
CR8	98	2.7%
CR9	5	0.1%
SE19	42	1.2%
SE25	99	2.7%
SM5	1	0.0%
SW16	48	1.3%
Homeless	1	0.0%
Out of Area	68	1.9%
Not Disclosed	58	1.6%
Linkwork Project	2012	55.4%
Grand Total	3632	100.0%

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 members on issues raised by members 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 and other events Hear Us are involved in.

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.

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	
Have a recognisable interest in mental health service user issues in Croydon	
Have had emotional, or psychological problems, or, some form of mental illness	
Name:	
Address:	
Tel:	
Email:	
Age & DOB:	
Gender:	
Sexuality:	
Ethnicity:	
Religion:	
Disability:	

Please tick how you wish to receive correspondence

Post	Email	Phone	Mobile	Text

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

Please read the form thoroughly and check that the information you have provided is correct before signing.

Signature:

HEAR US CROYDON

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

020 8681 6888
hello@hear-us.org
www.hear-us.org

Our Vision: For people with mental ill health to have the support needed to thrive, and an end to restrictive and coercive healthcare practices.

Our Mission: To empower people with mental ill health, drive systemic change, based on real experiences, and challenge negative perceptions associated with mental illness, stamping out stigma and discrimination.

Registered number: 06891337
Charity number: 1135535

HEAR US

(A company limited by guarantee)

Unaudited

Trustees' report and financial statements

For the Year Ended 31 March 2025

HEAR US

(A company limited by guarantee)

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HEAR US

(A company limited by guarantee)

Reference and administrative details of the Company, its Trustees and advisers
For the Year Ended 31 March 2025

Trustees	Jacqueline Ashton, Trustee Cassandra Austin, Trustee Josh Baker-Mendoza, Trustee Charlotte Goreing, Trustee Abeline Anna Greene, Trustee Niall Eugene McVeigh, Trustee Luke Colin Russell, Trustee Halimah Sadia Zakiuddin, Trustee
Company registered number	06891337
Charity registered number	1135535
Registered office	Orchard House 15a Purley Road Croydon CR2 6EZ
Accountants	Axis Accountants Ltd Chartered Certified Accountants & Registered Auditors Zeal House 8 Deer Park Road London SW19 3GY

Trustees' report
For the Year Ended 31 March 2025

The Trustees present their annual report together with the financial statements of the Hear Us for the 1 April 2024 to 31 March 2025. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

Hear Us is a Croydon-based charity and the only local project for people with mental ill health that is led and run by individuals with lived experience. We provide specialist peer support to people with complex mental health needs who live or work in the London Borough of Croydon.

Our practical, regular activities are designed to help individuals manage daily life more effectively, while also addressing their social, emotional, and physical well-being. By drawing on lived experience, we offer empathetic, informed support that empowers people to feel heard, understood, and connected.
Hear Us has been built by a highly passionate team committed to ensuring fair access to financial, health, and social inclusion support for people with mental illness in Croydon. As a lived-experience-led charity, we actively challenge restrictive and coercive healthcare practices, as well as the negative perceptions often associated with mental ill health. Through our peer-led support, we work to reduce stigma and discrimination, empowering individuals to live with dignity, autonomy, and hope.

Organisational Development

Over the past year, our Senior Management Team (SMT) has been focused on strengthening the charity’s long-term sustainability. A key priority has been securing additional funding to support our staff and ensure the continued delivery of our vital services over the next five years.

We’ve also made significant progress in governance development, culminating in the completion of our Sustainability Business Plan. This was developed with expert support from Cranfield Trust and funded by the National Lottery.

In June 2024, we were proud to be awarded the Advice Quality Standard (AQS) accreditation for the second time, a testament to the quality and consistency of our services. This achievement reflects the dedication of our SMT and wider team in maintaining high standards across the organisation.

Welfare Rights Advice Project (WRAP) Hear Us continues to respond to the evolving needs of Croydon’s mental health community by developing and delivering services that are shaped by lived experience. Over the past few years, we have focused on building a professional, accredited WRAP - a vital service that supports people with complex mental health needs to access the financial support they are entitled to.

WRAP operates within clear capacity boundaries to ensure our advisors can provide high-quality, focused support. The project specialises in welfare benefits such as Personal Independence Payments (PIP) and the migration from Employment and Support Allowance (ESA) to Universal Credit. Our advisors also help to put food on the table, access mobility schemes, and maintain social connections - reducing isolation and

preventing over-reliance on statutory services.

In this financial year alone, WRAP has secured over 2 million in benefits for our clients, supporting them over the next three years and making a significant impact across the borough of Croydon.

New Projects and Funding Success

Hear Us continues to evolve in response to the needs of Croydon's mental health community. We're excited to announce newly secured funding from the Adobe Community Fund, through the London Community Foundation, which will enable us to deliver artistic workshops that empower our members to express their lived experiences creatively. These workshops will provide a safe and inspiring space for self-expression, healing, and connection.

We've also secured funding from the Maudsley Charity through the Living Well with Psychosis programme, which will strengthen our Linkworking Project, a peer support initiative that plays a vital role in connecting individuals with services and community resources. This funding will support the recruitment of a Volunteer Coordinator, who will work across Hear Us to enhance volunteer engagement and capacity.

Looking Ahead

Moving forward, Hear Us remains committed to developing and delivering services that are shaped by the voices of Croydon's mental health community. We will continue to listen, respond, and innovate - ensuring our work reflects the real needs and lived experiences of those we support.

I would like to extend my deepest thanks to all our staff and volunteers for their unwavering passion and commitment. Their dedication to developing and delivering high-quality services has made a profound difference in the lives of people who rely on our support. Hear Us would not be what it is today without their tireless efforts, compassion, and belief in the power of lived experience.

We also extend our heartfelt thanks to the National Lottery Community Fund and City Bridge Foundation for their generous support of our Welfare Rights Advice Project (WRAP). Their funding has enabled us to continue delivering this much-needed service, which is now fully funded to operate for a further five years - providing vital peer support welfare advice to those who need it most.

We report all our project outcomes to 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.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

Reserves Policy

Hear Us endeavours to maintain reserves equivalent to a minimum of 6 months costs at all times. For the financial year 2025/26 this will be approximately £230,000. 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.

Structure, governance and management

a. Constitution

Hear Us is registered as a charitable company limited by guarantee and was set up by a Trust deed.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on 5 December 2025 and signed on their behalf by:



Jacqueline Ashton
Trustee

Abeline Greene
Charity Secretary

Independent examiner's report (continued)
For the Year Ended 31 March 2025

Independent examiner's report to the Trustees of Hear Us ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Independent examiner's report (continued)
For the Year Ended 31 March 2025

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed: Dated: 5 November 2025

Sohaib Akram FCCA
AXIS ACCOUNTANTS LTD
Chartered Certified Accountants

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

HEAR US

(A company limited by guarantee)

Statement of financial activities
For the Year Ended 31 March 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Income from:				
Donations and legacies	3	**2,286**	**-**	**2,286**
Grants	4	**148,049**	**188,167**	**336,216**
Total income		**150,335**	**188,167**	**338,502**
Expenditure on:				
Charitable activities	5	**161,063**	**203,107**	**364,170**
Total expenditure		**161,063**	**203,107**	**364,170**
Net movement in funds		**(10,728)**	**(14,940)**	**(25,668)**
Reconciliation of funds:				
Total funds brought forward		**216,009**	**63,519**	**279,528**
Net movement in funds		**(10,728)**	**(14,940)**	**(25,668)**
Total funds carried forward		**205,281**	**48,579**	**253,860**

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 11 to 26 form part of these financial statements.

HEAR US

(A company limited by guarantee)

Summary income and expenditure account
For the Year Ended 31 March 2025

	Note	Total funds 2025 £	*Total funds 2024 £*
Gross income in the reporting period		**338,501**	*361,689*
Less: Total expenditure		**(364,170)**	*(300,499)*
Net expenditure/(income) for the reporting period		**(25,669)**	*61,190*

The notes on pages 11 to 26 form part of these financial statements.

HEAR US

(A company limited by guarantee)
Registered number: 06891337

Balance sheet (continued)
As at 31 March 2025

	Note		2025 £		*2024* *£*
Fixed assets					
			-		*-*
Current assets					
Debtors	11	**1,538**		*245*	
Cash at bank and in hand		**255,513**		*281,079*	
		257,051		*281,324*	
Current liabilities					
Creditors: amounts falling due within one year	12	**(3,191)**		*(1,796)*	
Net current assets			**253,860**		*279,528*
Total assets less current liabilities			**253,860**		*279,528*
Net assets excluding pension asset			**253,860**		*279,528*
Total net assets			**253,860**		*279,528*
Charity funds					
Restricted funds	14		**48,579**		63,519
Unrestricted funds	14		**205,281**		216,009
Total funds			**253,860**		253,528

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.
The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.
The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.
The financial statements were approved and authorised for issue by the Trustees on 05 November 2025 and signed on their behalf by:

Jacqueline Ashton
Trustee

Notes to the financial statements
For the Year Ended 31 March 2025

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. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Hear Us meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Tangible fixed assets and depreciation

Tangible fixed assets costing £NIL or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

2. Accounting policies (continued)

2.4 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following basis:

Office equipment	-

2.5 Debtors

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

2.6 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.7 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.8 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. Accounting policies (continued)

2.10 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £
Donations	2,286	**2,286**

	Unrestricted funds 2024 £	*Total funds 2024 £*
Donations	*2,283*	*2,283*

Notes to the financial statements
For the Year Ended 31 March 2025

4. Income from Grants

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Service User Involvement	88,266	-	**88,266**
Linkworking Project	34,783	-	**34,783**
Welfare Rights Advice Project (WRAP)	-	72,141	**72,141**
Deputy CEO	-	17,717	**17,717**
Income from charitable activities - Sustainability Strategy	-	35,509	**35,509**
Campaigns Project	-	39,400	**39,400**
Income from charitable activities - Adobe Reachout Create	-	20,000	**20,000**
Various Small Projects	25,000	3,400	**28,400**
	148,049	188,167	**336,216**

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total funds 2024 £*
Service User Involvement	*99,779*	-	*99,779*
Linkworking Project	*39,320*	-	*39,320*
Welfare Rights Advice Project (WRAP)	-	*124,810*	*124,810*
Deputy CEO Costs	-	*34,935*	*34,935*
Campaigns Project	-	*19,400*	*19,400*
Various Small Projects	*25,000*	*16,162*	*41,162*
	164,099	*195,307*	*359,406*

5. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
Service User Involvement	78,148	-	**78,148**
Linkworking Project	38,601	-	**38,601**
Charity Development	22,576	-	**22,576**
Welfare Rights Advice Project (WRAP)	-	100,652	**100,652**
Deputy CEO Costs	-	27,573	**27,573**
Sustainability Strategy	-	35,459	**35,459**
Campaigns Project	-	27,121	**27,121**
Adobe Reachout Create	-	10,138	**10,138**
Various Small Projects	-	2,164	**2,164**
General Office	21,738	-	**21,738**
	161,063	203,107	**364,170**

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total 2024 £*
Service User Involvement	*74,775*	-	*74,775*
Linkworking Project	*24,147*	-	*24,147*
Charity Development	*27,207*	-	*27,207*
Welfare Rights Advice Project (WRAP)	-	*106,252*	*106,252*
Deputy CEO Costs	-	*32,957*	*32,957*
Campaigns Project	-	*6,775*	*6,775*
Various Small Projects	*400*	*18,404*	*18,804*

General Office	*9,581*	-	*9,581*
	136,110	*164,388*	*300,499*

6. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Service User Involvement	66,893	11,257	**78,150**
Linkworking Project	37,635	966	**38,601**
Charity Development	21,998	578	**22,576**
Welfare Rights Advice Project (WRAP)	87,212	13,440	**100,652**
Deputy CEO	27,573	-	**27,573**
Sustainability Strategy	30,532	4,926	**35,458**
Campaigns Project	25,048	2,073	**27,121**
Adobe Reachout Create	10,057	80	**10,137**
Various Small Projects	1,950	214	**2,164**
General Office	-	21,738	**21,738**
	308,898	55,272	**364,170**

	Activities undertaken directly 2024 £	*Support costs 2024 £*	*Total funds 2024 £*
Service User Involvement	*59,203*	*15,572*	*74,775*
Linkworking Project	*19,659*	*4,488*	*24,147*
Charity Development	*24,032*	*3,175*	*27,207*
Welfare Rights Advice Project (WRAP)	*88,828*	*17,424*	*106,252*

Deputy CEO Costs	*32,957*	-	*32,957*
Campaigns Project	*3,615*	*3,160*	*6,775*
Various Small Projects	*11,641*	*7,164*	*18,805*
General Office	-	*9,581*	*9,581*
	239,935	*60,564*	*300,499*

Analysis of direct costs

	Service User Involvement 2025 £	Linkworking Project 2025 £	Charity Development 2025 £	Welfare Rights Advice Project (WRAP) 2025 £	Deputy CEO Costs 2025 £
Staff costs	58,571	36,323	21,998	86,225	27,573
Legal and professional	1,822	120	-	601	-
Computer and network cost	-	42	-	56	-
Rent payable	6,500	-	-	-	-
General expenses	-	1,150	-	330	-
	66,893	37,635	21,998	87,212	27,573

	Sustainability Strategy 2025 £	Campaigns Project 2025 £	Adobe Reachout Create 2025 £	Various Small Projects 2025 £	Total funds 2025 £
Staff costs	29,857	25,048	9,539	-	**295,134**
Legal and professional	675	-	-	-	**3,218**
Computer and network cost	-	-	-	-	**98**
Printing, postage and stationary	-	-	84	-	**84**
Rent payable	-	-	322	-	**6,822**
General expenses	-	-	112	1,950	**3,542**

	30,532	25,048	10,057	1,950	**308,898**

Analysis of support costs

	Service User Involvement 2025 £	Linkworking Project 2025 £	Charity Development 2025 £	Welfare Rights Advice Project (WRAP) 2025 £	Sustainability Strategy 2025 £
Legal and professional	3,369	30	106	5,832	4,926
Computer and network cost	4,556	-	-	2,724	-
Printing, postage and stationary	-	7	472	810	-
Communications costs	487	909	-	2,311	-
Travelling and entertaining	-	-	-	1,763	-
Advertising and marketing	1,368	-	-	-	-
General expenses	1,476	20	-	-	-
		-	-	-	-
	11,255	966	578	13,440	4,926

	Campaigns Project 2025 £	Adobe Reachout Create 2025 £	Various Small Projects 2025 £	General Office 2025 £	Total funds 2025 £
Legal and professional	530	-	-	-	**14,793**
Computer and network cost	1,042	-	-	-	**8,322**
Printing, postage and stationary	28	-	186	-	**1,503**
Communications costs	-	-	28	-	**3,735**
Travelling and entertaining	72	65	-	-	**1,900**
Advertising and marketing	107	-	-	-	**1,475**

Rent payable	-	-	-	13,500	**13,500**
General expenses	294	15	-	-	**1,805**
Governance costs	-	-	-	8,238	**8,237**
	2,073	80	214	21,738	**55,270**

7. Independent examiner's remuneration

	2025 **£**
Fees payable to the Company's independent examiner for the independent examination of the Company's annual accounts	**924**
Fees payable to the Company's independent examiner in respect of:	
Accounts preparation	**924**

8. Staff costs

	2025 **£**
Wages and salaries	**290,039**
Social security costs	**990**
Contribution to defined contribution pension schemes	**4,106**
	295,135

The average number of persons employed by the Company during the year was as follows:

	2025 **No.**
Average number of employees	**11**

No employee received remuneration amounting to more than £60,000 in either year.

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2024 - £NIL-)*.

Notes to the financial statements
For the Year Ended 31 March 2025

During the year ended 31 March 2025, no Trustee expenses have been incurred *(2024 - £NIL)*.

Notes to the financial statements
For the Year Ended 31 March 2025

10. Tangible fixed assets

	Office equipment £
Cost or valuation	
At 1 April 2024	**663**
At 31 March 2025	**663**
Depreciation	
At 1 April 2024	**663**
At 31 March 2025	**663**
Net book value	
At 31 March 2025	**-**

11. Debtors

	2025 £
Due within one year	
Other debtors	**1,466**
Prepayments and accrued income	**72**
	1,538

12. Creditors: Amounts falling due within one year

	2025 £
Other creditors	**1,684**
Accruals and deferred income	**1,507**
	3,191

13. Financial instruments

	2025 £
Financial assets	
Financial assets measured at fair value through income and expenditure	**255,512**

Financial assets measured at fair value through income and expenditure comprise cash at bank.

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Balance at 31 March 2025 £
Unrestricted funds				
General Funds - all funds	**216,009**	**150,335**	**(161,140)**	**205,204**
	216,009	**150,335**	**(161,063)**	**205,281**
Restricted funds				
Welfare Rights Advice Project	**36,252**	**72,141**	**(100,652)**	**7,741**
Deputy CEO	**13,384**	**17,717**	**(27,573)**	**3,528**
Sustainability Strategy	**-**	**35,509**	**(35,459)**	**50**

Campaigns Project	**11,996**	**39,400**	**(27,121)**	**24,275**
Adobe Reachout	**-**	**20,000**	**(10,138)**	**9,862**
Various Small Projects	**1,887**	**3,400**	**(2,164)**	**3,123**
	63,519	**188,167**	**(203,107)**	**48,579**
Total of funds				
	279,528	**338,502**	**(364,170)**	**253,860**

Statement of funds - prior year

	Balance at 1 April 2023 £	*Income £*	*Expenditure £*	*Balance at 31 March 2024 £*
Unrestricted funds				
General Funds - all funds	*183,651*	*166,382*	*(134,024)*	*216,008*
Restricted funds				
Welfare Rights Advice Project	*18,688*	*124,810*	*(106,252)*	*37,246*
Deputy CEO	*13,393*	*34,935*	*(34,944)*	*13,384*
Sustainability Strategy	*-*	*19,400*	*(6,775)*	*12,625*
Campaigns Project	*2,605*	*16,162*	*(18,503)*	*264*
	34,686	*195,307*	*(166,474)*	*63,519*
Total of funds	*218,337*	*361,689*	*(300,498)*	*279,528*

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	**Income £**	**Expenditure £**	**Balance at 31 March 2025 £**
General funds	**216,009**	**150,335**	**(161,063)**	**205,281**
Restricted funds	**63,519**	**188,167**	**(203,107)**	**48,579**
	279,528	**338,502**	**(364,170)**	**253,860**

Summary of funds - prior year

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Balance at 31 March 2024* £
General funds	*183,651*	*166,382*	*(134,024)*	*216,009*
Restricted funds	*34,686*	*195,307*	*(166,474)*	*63,519*
	218,337	*361,689*	*(300,498)*	*279,528*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	**Restricted funds 2025 £**	**Total funds 2025 £**
Current assets	208,471	48,579	**257,050**
Creditors due within one year	(3,191)	-	**(3,191)**
Total	205,281	48,579	**253,860**

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	*Restricted funds 2024* £	*Total funds 2024* £
Current assets	*217,805*	*63,519*	*281,324*
Creditors due within one year	*(1,796)*	-	*(1,796)*
			-
Total	*216,009*	*63,519*	*279,528*

17. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

Registered number: 06891337
Charity number: 1135535

HEAR US

(A company limited by guarantee)

Unaudited

Trustees' report and financial statements

For the Year Ended 31 March 2025

HEAR US

(A company limited by guarantee)

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HEAR US

(A company limited by guarantee)

Reference and administrative details of the Company, its Trustees and advisers
For the Year Ended 31 March 2025

Trustees	Jacqueline Ashton, Trustee Cassandra Austin, Trustee Josh Baker-Mendoza, Trustee Charlotte Goreing, Trustee Abeline Anna Greene, Trustee Niall Eugene McVeigh, Trustee Luke Colin Russell, Trustee Halimah Sadia Zakiuddin, Trustee
Company registered number	06891337
Charity registered number	1135535
Registered office	Orchard House 15a Purley Road Croydon CR2 6EZ
Accountants	Axis Accountants Ltd Chartered Certified Accountants & Registered Auditors Zeal House 8 Deer Park Road London SW19 3GY

Trustees' report
For the Year Ended 31 March 2025

The Trustees present their annual report together with the financial statements of the Hear Us for the 1 April 2024 to 31 March 2025. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

Hear Us is a Croydon-based charity and the only local project for people with mental ill health that is led and run by individuals with lived experience. We provide specialist peer support to people with complex mental health needs who live or work in the London Borough of Croydon.

Our practical, regular activities are designed to help individuals manage daily life more effectively, while also addressing their social, emotional, and physical well-being. By drawing on lived experience, we offer empathetic, informed support that empowers people to feel heard, understood, and connected.
Hear Us has been built by a highly passionate team committed to ensuring fair access to financial, health, and social inclusion support for people with mental illness in Croydon. As a lived-experience-led charity, we actively challenge restrictive and coercive healthcare practices, as well as the negative perceptions often associated with mental ill health. Through our peer-led support, we work to reduce stigma and discrimination, empowering individuals to live with dignity, autonomy, and hope.

Organisational Development

Over the past year, our Senior Management Team (SMT) has been focused on strengthening the charity’s long-term sustainability. A key priority has been securing additional funding to support our staff and ensure the continued delivery of our vital services over the next five years.

We’ve also made significant progress in governance development, culminating in the completion of our Sustainability Business Plan. This was developed with expert support from Cranfield Trust and funded by the National Lottery.

In June 2024, we were proud to be awarded the Advice Quality Standard (AQS) accreditation for the second time, a testament to the quality and consistency of our services. This achievement reflects the dedication of our SMT and wider team in maintaining high standards across the organisation.

Welfare Rights Advice Project (WRAP) Hear Us continues to respond to the evolving needs of Croydon’s mental health community by developing and delivering services that are shaped by lived experience. Over the past few years, we have focused on building a professional, accredited WRAP - a vital service that supports people with complex mental health needs to access the financial support they are entitled to.

WRAP operates within clear capacity boundaries to ensure our advisors can provide high-quality, focused support. The project specialises in welfare benefits such as Personal Independence Payments (PIP) and the migration from Employment and Support Allowance (ESA) to Universal Credit. Our advisors also help to put food on the table, access mobility schemes, and maintain social connections - reducing isolation and

preventing over-reliance on statutory services.

In this financial year alone, WRAP has secured over 2 million in benefits for our clients, supporting them over the next three years and making a significant impact across the borough of Croydon.

New Projects and Funding Success

Hear Us continues to evolve in response to the needs of Croydon's mental health community. We're excited to announce newly secured funding from the Adobe Community Fund, through the London Community Foundation, which will enable us to deliver artistic workshops that empower our members to express their lived experiences creatively. These workshops will provide a safe and inspiring space for self-expression, healing, and connection.

We've also secured funding from the Maudsley Charity through the Living Well with Psychosis programme, which will strengthen our Linkworking Project, a peer support initiative that plays a vital role in connecting individuals with services and community resources. This funding will support the recruitment of a Volunteer Coordinator, who will work across Hear Us to enhance volunteer engagement and capacity.

Looking Ahead

Moving forward, Hear Us remains committed to developing and delivering services that are shaped by the voices of Croydon's mental health community. We will continue to listen, respond, and innovate - ensuring our work reflects the real needs and lived experiences of those we support.

I would like to extend my deepest thanks to all our staff and volunteers for their unwavering passion and commitment. Their dedication to developing and delivering high-quality services has made a profound difference in the lives of people who rely on our support. Hear Us would not be what it is today without their tireless efforts, compassion, and belief in the power of lived experience.

We also extend our heartfelt thanks to the National Lottery Community Fund and City Bridge Foundation for their generous support of our Welfare Rights Advice Project (WRAP). Their funding has enabled us to continue delivering this much-needed service, which is now fully funded to operate for a further five years - providing vital peer support welfare advice to those who need it most.

We report all our project outcomes to 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.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

Reserves Policy

Hear Us endeavours to maintain reserves equivalent to a minimum of 6 months costs at all times. For the financial year 2025/26 this will be approximately £230,000. 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.

Structure, governance and management

a. Constitution

Hear Us is registered as a charitable company limited by guarantee and was set up by a Trust deed.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on 5 December 2025 and signed on their behalf by:



Jacqueline Ashton
Trustee

Abeline Greene
Charity Secretary

Independent examiner's report (continued)
For the Year Ended 31 March 2025

Independent examiner's report to the Trustees of Hear Us ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Independent examiner's report (continued)
For the Year Ended 31 March 2025

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed: Dated: 5 November 2025

Sohaib Akram FCCA
AXIS ACCOUNTANTS LTD
Chartered Certified Accountants

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

HEAR US

(A company limited by guarantee)

Statement of financial activities
For the Year Ended 31 March 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Income from:				
Donations and legacies	3	**2,286**	**-**	**2,286**
Grants	4	**148,049**	**188,167**	**336,216**
Total income		**150,335**	**188,167**	**338,502**
Expenditure on:				
Charitable activities	5	**161,063**	**203,107**	**364,170**
Total expenditure		**161,063**	**203,107**	**364,170**
Net movement in funds		**(10,728)**	**(14,940)**	**(25,668)**
Reconciliation of funds:				
Total funds brought forward		**216,009**	**63,519**	**279,528**
Net movement in funds		**(10,728)**	**(14,940)**	**(25,668)**
Total funds carried forward		**205,281**	**48,579**	**253,860**

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 11 to 26 form part of these financial statements.

HEAR US

(A company limited by guarantee)

Summary income and expenditure account
For the Year Ended 31 March 2025

	Note	Total funds 2025 £	*Total funds 2024 £*
Gross income in the reporting period		**338,501**	*361,689*
Less: Total expenditure		**(364,170)**	*(300,499)*
Net expenditure/(income) for the reporting period		**(25,669)**	*61,190*

The notes on pages 11 to 26 form part of these financial statements.

HEAR US

(A company limited by guarantee)
Registered number: 06891337

Balance sheet (continued)
As at 31 March 2025

	Note		2025 £		*2024* *£*
Fixed assets					
			-		*-*
Current assets					
Debtors	11	**1,538**		*245*	
Cash at bank and in hand		**255,513**		*281,079*	
		257,051		*281,324*	
Current liabilities					
Creditors: amounts falling due within one year	12	**(3,191)**		*(1,796)*	
Net current assets			**253,860**		*279,528*
Total assets less current liabilities			**253,860**		*279,528*
Net assets excluding pension asset			**253,860**		*279,528*
Total net assets			**253,860**		*279,528*
Charity funds					
Restricted funds	14		**48,579**		63,519
Unrestricted funds	14		**205,281**		216,009
Total funds			**253,860**		253,528

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.
The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.
The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.
The financial statements were approved and authorised for issue by the Trustees on 05 November 2025 and signed on their behalf by:

Jacqueline Ashton
Trustee

Notes to the financial statements
For the Year Ended 31 March 2025

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. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Hear Us meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Tangible fixed assets and depreciation

Tangible fixed assets costing £NIL or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

2. Accounting policies (continued)

2.4 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following basis:

Office equipment	-

2.5 Debtors

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

2.6 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.7 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.8 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. Accounting policies (continued)

2.10 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £
Donations	2,286	**2,286**

	Unrestricted funds 2024 £	*Total funds 2024 £*
Donations	*2,283*	*2,283*

Notes to the financial statements
For the Year Ended 31 March 2025

4. Income from Grants

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Service User Involvement	88,266	-	**88,266**
Linkworking Project	34,783	-	**34,783**
Welfare Rights Advice Project (WRAP)	-	72,141	**72,141**
Deputy CEO	-	17,717	**17,717**
Income from charitable activities - Sustainability Strategy	-	35,509	**35,509**
Campaigns Project	-	39,400	**39,400**
Income from charitable activities - Adobe Reachout Create	-	20,000	**20,000**
Various Small Projects	25,000	3,400	**28,400**
	148,049	188,167	**336,216**

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total funds 2024 £*
Service User Involvement	*99,779*	-	*99,779*
Linkworking Project	*39,320*	-	*39,320*
Welfare Rights Advice Project (WRAP)	-	*124,810*	*124,810*
Deputy CEO Costs	-	*34,935*	*34,935*
Campaigns Project	-	*19,400*	*19,400*
Various Small Projects	*25,000*	*16,162*	*41,162*
	164,099	*195,307*	*359,406*

5. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
Service User Involvement	78,148	-	**78,148**
Linkworking Project	38,601	-	**38,601**
Charity Development	22,576	-	**22,576**
Welfare Rights Advice Project (WRAP)	-	100,652	**100,652**
Deputy CEO Costs	-	27,573	**27,573**
Sustainability Strategy	-	35,459	**35,459**
Campaigns Project	-	27,121	**27,121**
Adobe Reachout Create	-	10,138	**10,138**
Various Small Projects	-	2,164	**2,164**
General Office	21,738	-	**21,738**
	161,063	203,107	**364,170**

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total 2024 £*
Service User Involvement	*74,775*	-	*74,775*
Linkworking Project	*24,147*	-	*24,147*
Charity Development	*27,207*	-	*27,207*
Welfare Rights Advice Project (WRAP)	-	*106,252*	*106,252*
Deputy CEO Costs	-	*32,957*	*32,957*
Campaigns Project	-	*6,775*	*6,775*
Various Small Projects	*400*	*18,404*	*18,804*

General Office	*9,581*	-	*9,581*
	136,110	*164,388*	*300,499*

6. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Service User Involvement	66,893	11,257	**78,150**
Linkworking Project	37,635	966	**38,601**
Charity Development	21,998	578	**22,576**
Welfare Rights Advice Project (WRAP)	87,212	13,440	**100,652**
Deputy CEO	27,573	-	**27,573**
Sustainability Strategy	30,532	4,926	**35,458**
Campaigns Project	25,048	2,073	**27,121**
Adobe Reachout Create	10,057	80	**10,137**
Various Small Projects	1,950	214	**2,164**
General Office	-	21,738	**21,738**
	308,898	55,272	**364,170**

	Activities undertaken directly 2024 £	*Support costs 2024 £*	*Total funds 2024 £*
Service User Involvement	*59,203*	*15,572*	*74,775*
Linkworking Project	*19,659*	*4,488*	*24,147*
Charity Development	*24,032*	*3,175*	*27,207*
Welfare Rights Advice Project (WRAP)	*88,828*	*17,424*	*106,252*

Deputy CEO Costs	*32,957*	-	*32,957*
Campaigns Project	*3,615*	*3,160*	*6,775*
Various Small Projects	*11,641*	*7,164*	*18,805*
General Office	-	*9,581*	*9,581*
	239,935	*60,564*	*300,499*

Analysis of direct costs

	Service User Involvement 2025 £	Linkworking Project 2025 £	Charity Development 2025 £	Welfare Rights Advice Project (WRAP) 2025 £	Deputy CEO Costs 2025 £
Staff costs	58,571	36,323	21,998	86,225	27,573
Legal and professional	1,822	120	-	601	-
Computer and network cost	-	42	-	56	-
Rent payable	6,500	-	-	-	-
General expenses	-	1,150	-	330	-
	66,893	37,635	21,998	87,212	27,573

	Sustainability Strategy 2025 £	Campaigns Project 2025 £	Adobe Reachout Create 2025 £	Various Small Projects 2025 £	Total funds 2025 £
Staff costs	29,857	25,048	9,539	-	**295,134**
Legal and professional	675	-	-	-	**3,218**
Computer and network cost	-	-	-	-	**98**
Printing, postage and stationary	-	-	84	-	**84**
Rent payable	-	-	322	-	**6,822**
General expenses	-	-	112	1,950	**3,542**

	30,532	25,048	10,057	1,950	**308,898**

Analysis of support costs

	Service User Involvement 2025 £	Linkworking Project 2025 £	Charity Development 2025 £	Welfare Rights Advice Project (WRAP) 2025 £	Sustainability Strategy 2025 £
Legal and professional	3,369	30	106	5,832	4,926
Computer and network cost	4,556	-	-	2,724	-
Printing, postage and stationary	-	7	472	810	-
Communications costs	487	909	-	2,311	-
Travelling and entertaining	-	-	-	1,763	-
Advertising and marketing	1,368	-	-	-	-
General expenses	1,476	20	-	-	-
		-	-	-	-
	11,255	966	578	13,440	4,926

	Campaigns Project 2025 £	Adobe Reachout Create 2025 £	Various Small Projects 2025 £	General Office 2025 £	Total funds 2025 £
Legal and professional	530	-	-	-	**14,793**
Computer and network cost	1,042	-	-	-	**8,322**
Printing, postage and stationary	28	-	186	-	**1,503**
Communications costs	-	-	28	-	**3,735**
Travelling and entertaining	72	65	-	-	**1,900**
Advertising and marketing	107	-	-	-	**1,475**

Rent payable	-	-	-	13,500	**13,500**
General expenses	294	15	-	-	**1,805**
Governance costs	-	-	-	8,238	**8,237**
	2,073	80	214	21,738	**55,270**

7. Independent examiner's remuneration

	2025 **£**
Fees payable to the Company's independent examiner for the independent examination of the Company's annual accounts	**924**
Fees payable to the Company's independent examiner in respect of:	
Accounts preparation	**924**

8. Staff costs

	2025 **£**
Wages and salaries	**290,039**
Social security costs	**990**
Contribution to defined contribution pension schemes	**4,106**
	295,135

The average number of persons employed by the Company during the year was as follows:

	2025 **No.**
Average number of employees	**11**

No employee received remuneration amounting to more than £60,000 in either year.

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2024 - £NIL-)*.

Notes to the financial statements
For the Year Ended 31 March 2025

During the year ended 31 March 2025, no Trustee expenses have been incurred *(2024 - £NIL)*.

Notes to the financial statements
For the Year Ended 31 March 2025

10. Tangible fixed assets

	Office equipment £
Cost or valuation	
At 1 April 2024	**663**
At 31 March 2025	**663**
Depreciation	
At 1 April 2024	**663**
At 31 March 2025	**663**
Net book value	
At 31 March 2025	**-**

11. Debtors

	2025 £
Due within one year	
Other debtors	**1,466**
Prepayments and accrued income	**72**
	1,538

12. Creditors: Amounts falling due within one year

	2025 £
Other creditors	**1,684**
Accruals and deferred income	**1,507**
	3,191

13. Financial instruments

	2025 £
Financial assets	
Financial assets measured at fair value through income and expenditure	**255,512**

Financial assets measured at fair value through income and expenditure comprise cash at bank.

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Balance at 31 March 2025 £
Unrestricted funds				
General Funds - all funds	**216,009**	**150,335**	**(161,140)**	**205,204**
	216,009	**150,335**	**(161,063)**	**205,281**
Restricted funds				
Welfare Rights Advice Project	**36,252**	**72,141**	**(100,652)**	**7,741**
Deputy CEO	**13,384**	**17,717**	**(27,573)**	**3,528**
Sustainability Strategy	**-**	**35,509**	**(35,459)**	**50**

Campaigns Project	**11,996**	**39,400**	**(27,121)**	**24,275**
Adobe Reachout	**-**	**20,000**	**(10,138)**	**9,862**
Various Small Projects	**1,887**	**3,400**	**(2,164)**	**3,123**
	63,519	**188,167**	**(203,107)**	**48,579**
Total of funds				
	279,528	**338,502**	**(364,170)**	**253,860**

Statement of funds - prior year

	Balance at 1 April 2023 £	*Income £*	*Expenditure £*	*Balance at 31 March 2024 £*
Unrestricted funds				
General Funds - all funds	*183,651*	*166,382*	*(134,024)*	*216,008*
Restricted funds				
Welfare Rights Advice Project	*18,688*	*124,810*	*(106,252)*	*37,246*
Deputy CEO	*13,393*	*34,935*	*(34,944)*	*13,384*
Sustainability Strategy	*-*	*19,400*	*(6,775)*	*12,625*
Campaigns Project	*2,605*	*16,162*	*(18,503)*	*264*
	34,686	*195,307*	*(166,474)*	*63,519*
Total of funds	*218,337*	*361,689*	*(300,498)*	*279,528*

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	**Income £**	**Expenditure £**	**Balance at 31 March 2025 £**
General funds	**216,009**	**150,335**	**(161,063)**	**205,281**
Restricted funds	**63,519**	**188,167**	**(203,107)**	**48,579**
	279,528	**338,502**	**(364,170)**	**253,860**

Summary of funds - prior year

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Balance at 31 March 2024* £
General funds	*183,651*	*166,382*	*(134,024)*	*216,009*
Restricted funds	*34,686*	*195,307*	*(166,474)*	*63,519*
	218,337	*361,689*	*(300,498)*	*279,528*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	**Restricted funds 2025 £**	**Total funds 2025 £**
Current assets	208,471	48,579	**257,050**
Creditors due within one year	(3,191)	-	**(3,191)**
Total	205,281	48,579	**253,860**

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	*Restricted funds 2024* £	*Total funds 2024* £
Current assets	*217,805*	*63,519*	*281,324*
Creditors due within one year	*(1,796)*	-	*(1,796)*
			-
Total	*216,009*	*63,519*	*279,528*

17. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

HEAR US

England & Wales - Charity number 1135535

Accounts

HEAR US CROYDON

ANNUAL REPORT 2023/24



CROYDON'S MENTAL HEALTH SERVICE USER GROUP

CHARITY # 1135535

COMPANY # 06891337

HEAR US CROYDON

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

Structure, governance and management

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. 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.

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. This is held in bank accounts with easy withdrawal facilities.

All Hear Us financial statements can be accessed on our website: www.hear-us.org/annual-report

Statement of compliance

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.

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 2024

CHARITY NUMBER 1135535

COMPANY NUMBER 06891337

HEAR US CROYDON

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FUNDRAISING REGULATOR

MINDFUL EMPLOYER

advice quality standard

We are a Living Wage Employer

disability confident COMMITTED

CHAIR OF HEAR US STATEMENT



Abeline Greene
Chair

As we look back on a year of compassion in action, I am humbled and inspired by the incredible impact our charity has made in the lives of those we serve, thanks to the unwavering support of our donors, funders, volunteers, and dedicated staff. In a world faced with unprecedented challenges, your generosity and commitment have been the driving force behind our mission to create positive change, promote, educate, communicate and empower, for the benefit and interest of people affected by mental health issues.

This past year has been a testament to the power of collective kindness and the resilience of the human spirit. Despite the obstacles we encountered, our organisation not only persevered but thrived, we have been able to expand the workforce of existing projects and start a new Campaigning project, allowing Hear Us to become a more effective, inclusive and sustainable campaigning organisation. Our projects have reached more individuals and communities, continuing to provide practical support and regular activities which help service users to cope better with daily living and help to address their social, emotional and physical needs, which are needed more than ever before.

This year we embarked on a 2-year project to focus on developing our fundraising and income stream generation, trustee recruitment and stronger governance, building on our strengths and addressing the things we do less well but want to do better. Strengthening our board and workforce is enabling us to more effectively represent the mental health community within Croydon and to work in partnership with statutory and voluntary sector organisations to influence the debate and improve the life chances of our beneficiaries and service users.

Thank you to Southwest London Integrated Care Board (SWL ICB), Lloyds Bank Foundation, City Bridge, Trust for London and the National Lottery for continuing to fund us to deliver much needed services.

It has been an honour and pleasure to support Hear Us and the Board of Trustee board for another year as Chair and on behalf of the Board of Trustees, I extend my heartfelt gratitude to members, donors, funders, volunteers and staff whose generosity, commitment and hard work have enabled Hear Us to continue to make sure that the voice of service users is heard loud and proud in Croydon. Your compassion is the cornerstone of our work, and together, we will continue to build a brighter, more equitable future for the most disadvantaged and vulnerable individuals in our community.

Abeline Greene, Chair of the Board of Trustees

CHIEF EXECUTIVE'S STATEMENT



Tim Oldham
CEO

I am incredibly proud of our staff team and volunteers and honoured to work alongside them.

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 food banks 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 on site.

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, and 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.

Tim Oldham, Chief Executive, Email: tim@hear-us.org

DEPUTY CEO'S STATEMENT



Claire Hawkes
Deputy CEO

In my role as Deputy CEO I have the privilege of working across all of the projects that Hear Us deliver, and working with all the teams. I am always struck by the passion and dedication the staff team have, that enables Hear Us to function and provide quality services to our community.

We have been able to recruit three new members of staff this year and are so excited to welcome Abby, Betty and May to Hear Us. They have brought their enthusiasm, ideas and new ways of thinking to Hear Us, and have already made valuable contributions to the projects they work on.

As a result of the Together for London grant we received from London Community Foundation, we were able to support members of our community by helping to improve financial security, by addressing and resolving immediate financial distress by providing supermarket vouchers and organising supermarket deliveries for those unable to leave their homes. We were able to give out 127 individual grants to clients (including families) for food, fuel and other essential items resulting from the cost of living pressures. The additional resources also enabled us to reach out to our whole community, reaching marginalised groups by promoting our services proactively and more widely. With increased resources, Hear Us were able to attend a number of events over the summer, to reach out to our community including Croydon Pride and Croydon Mela.

Having refreshed our Volunteering Handbook and some of the associated policies, we are looking forward to recruiting some new volunteers this year. We aim to provide a supportive environment for volunteers to grow, develop and contribute in a meaningful way. I started as a volunteer in Hear Us, as did many of our staff, so we truly understand the difference it can make and positive impact this can have. Volunteers are invaluable to us and I would like to thank our existing team of very dedicated volunteers!



Claire Hawkes, Deputy CEO, Email: claire@hear-us.org

WELFARE ADVICE RIGHTS PROJECT



David Ashton
Welfare Manager

This past year, Hear Us's Welfare Rights advice Project has faced contrasting challenges that we have done our best to meet. On one hand, we have had the familiar issues that we have worked hard to support our clients with: people being denied PIP whether as part of a new claim or at review and needing support to follow through the long and difficult process of challenging decisions through to tribunal. Those who are unable to work facing work related obligations when claiming Universal Credit or people just generally having difficulty navigating a complicated benefits system.

On the other hand, we have had proposed changes to the work capability assessment used in both Universal Credit and Employment Support Allowance. These changes are a cause of considerable concern creating a stricter, harsher work capability assessment that would see many who are too unwell to work, especially those with mental health difficulties, face work related obligations.

Hear Us engaged with a consultation process voicing our concerns about the proposed changes as risky, discriminatory and harmful and especially their impact upon those with mental health conditions. Following the consultation process, some proposed changes were abandoned because of the concerns voiced by Hear Us and many other organisations and individuals but unfortunately, other changes are planned to be implemented in the future. Many consider the procedure taken by the DWP during the consultation process; not giving people enough time to respond and not providing enough information about the changes or the reasons behind them, as unfair and possibly unlawful.

These challenges both new and the more familiar, have shown the need and the value of our Project; our unique understanding of the challenges faced by those with mental health difficulties as a service user run organisation and the hard work of a dedicated and conscientious team. Though we are a small team we have made a huge difference obtaining close to 2 million pounds in benefit arrears and ongoing payments that help our clients to stay in their homes, keep their lights on, put food on their tables and help them not just survive but thrive.

There is no doubt in my mind that the need for our project will continue and likely grow long into the future but I also have no doubt that we will continue to make a huge difference to those living with mental health

difficulties

A Big thank you to my wonderful staff, Shellie and Barbra and to our Senior Management team, Claire, Eleanor and Tim, without all of you this project would not be the success that it is.

Thank you, also to our funders The National Lottery and The City Bridge Foundation who enable us to undertake this valuable work.

David Ashton, Welfare Rights Advice Project Manager



Shellie Wilfred
Senior Welfare Advisor

Hi my name is Shellie I have been working for hear us for 11 years and I enjoy my job. Hear Us has been running for a number of years now. We are a small charity who have a big heart towards people suffering from mental health illness in Croydon, who are looking for support and help to navigate the welfare system. This year has been even harder due to all the changes from the DWP, people who suffer from mental health are more isolated, and we support those vulnerable people from the start right to the end. Our aim is to not only support services users but also encourage and empower them to become more financially independent by giving them the knowledge and understanding to feel more confident about managing their benefits claims and then we can become a more resilient community.

Shellie Wilfred, Senior Welfare Rights Advisor

A DAY IN THE DIARY OF A WELFARE RIGHTS ADVISOR

I arrive at work and turn on my devices; while they are waking up, I make myself a cuppa before trawling through my many emails and forthcoming appointments. It is safe to say no two days are the same and I greet each one with gusto and determination.

I joined the Welfare Rights Advice Project (WRAP) team back in July 2021, but due to my other commitments within Hear Us, initially, it was only for one day a week. Due to the ever-growing demand for the need to support people securing what they are entitle to, in Oct 2023, I moved from Linkwork Management to Welfare Rights Advisor, now covering four days a week.

During the last financial year, I have seen more than 120 people spread over 300+ appointments. Their needs vary from Personal Independence Payment (PIP) related issues through to securing Mobility Cars under the DWP ‘run’ Mobility Scheme. I have spread my wings into other areas of benefits. Since attending several training sessions around Tribunals, I now feel more confident to take a person

from first application of PIP through to Tribunal, when required. I still need support to manage my own benefits journeys as they scare me as much as they do others.



Barbra Davison
Welfare Advisor

With the amazing support from both Shellie and David, I have now ventured into the realms of Employment Support Allowance (ESA) and Universal Credit (UC) matters and other areas of benefits but I still need to check-in with one or both of them to make sure I am getting 'it' right.

At Hear Us, we are encouraged in not only 'growing' in our roles but also 'growing' as individuals. During a particularly hard time recently, I felt the outpouring of love, care and support from everyone at Hear Us towards my recovery and got on with the tasks to hand - gaining what people are rightfully entitled to within the realms of benefits.

Navigating through the world of benefits, bureaucracy and red tape is a minefield for anyone to manage but when you have the dream team that is the WRAP Pack, we help towards making these processes more manageable.

THAT'S WHAT A DAY IN THE DIARY OF A WELFARE RIGHTS ADVISOR LOOKS LIKE

Barbra Davison, Welfare Rights Advisor

Come join our little happy family at Hear Us. We have started to take on volunteers to join our WRAP - Welfare Rights Advice Project

We are looking for people who are kind and interested in learning to assist with benefit forms and other benefit issues and who can communicate with people from a wide range of backgrounds including mental health service users and experience of working within an office environment and basic computer skills would be valuable.

We will train you on the benefits system and support you to undertake a rewarding volunteering role where you will make a huge difference in people's lives.

Referrals to the Welfare Rights Advice Project can be made via our website www.hear-us.org/referral or by phone

Telephone: 020 8681 6888 Website: www.hear-us.org/welfare-rights

Email: welfarerights@hear-us.org

LINKWORKING PROJECT

Before I say little about me, I want to talk about the project itself. The Linkworking project has been going for nearly 20 years (running since 2007). It is unmatched [literally and figuratively] since there is no other project like it in Croydon. It is run by people who have the lived experience of those they are offering support to. To say the project is unique would be an understatement. So first, I would like to say thank you to my predecessors (Barbra and Claire) who have made it what it is today; Tim Oldham who has championed for its funding and everyone and anyone who has poured blood, sweat and tears to keep it going.



Betty Nassiwa
Peer Support Coordinator

When I initially received the job offer of Peer Support Coordinator (Linkwork project manager) I thought, 'what have I got myself into?' Fast forward a couple of months in the role and well…my initial assessment was right – sort of. What I got right was how rewarding and challenging managing the project would be. However, I underestimated the impact that saying to someone 'I've been there' can have. I underestimated the toll it can take to hold space for some emotionally difficult conversations. And finally, I underestimated the difference the project makes to many people's lives who then later on are so moved, they also want to become Linkworkers. This is a transformative project and I am glad to be the newest edition to the team!

This year 11 Linkworkers have had conversations with 1546 service users who raised 2063 comments with SLaM. There were 348 Linkworking sessions across five acute wards and two resource centres. Linkworkers were able to signpost to 529 services, as well as allowing time and space for simply sharing and listening. Some service users have had little or no contact with family and friends and found comfort in talking to someone that is not clinical staff.

Many SLaM staff also appreciate the Linkworking Project and can see the value it brings to their service "They are invaluable for our ward! ♥" "The team are lovely to work with!"

As well as providing a listening ear and signposting, Linkworkers also help to escalate issues that run across wards and services, affecting

countless service users. They do this by attending meetings with different SLaM management staff and helping to amplify the voice of service users. Linkworkers attend the monthly Croydon Service User Advisory Group along with other service users on the SLaM Involvement Register, and different SLaM staff. Linkworkers have representation at other forums and groups, including the Croydon Reducing Restrictive Practice Forum, where important issues are raised and solutions discussed.

Although not everything changes as quickly as we might like, positive things have been happening, such as a boiler finally being installed on one Bethlem ward, after many years of campaigning and advocating for this. Service users have been saying for years that they would like to be able to make their own drinks, and now they finally can!
Last summer we were sad to say goodbye to Jane Lyons, who retired from her role as Croydon and Lewisham Patient and Public Involvement (PPI) Lead. Jane was a great support to the Linkworking Project, helping us get a seat at many vital SLaM meetings, and facilitating some of the quality improvement changes Linkworkers have championed.

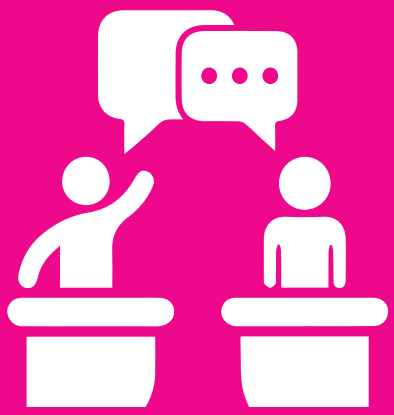
At the end of last year, we welcomed Lucy Hamer to the role and have quickly built a great relationship, as she navigates the complex world of mental health services in Croydon and Lewisham. Linkworkers were asked by Croydon's Head of Nursing, to facilitate Lucy's induction and she came along to a couple of Linkworking sessions in her first week. This demonstrates the confidence that SLaM have in our Linkworkers and the importance of our project.

As we look forward to the year ahead, we are hoping to increase our Linkworking sessions across our existing wards and maybe even start on some new ones. We are planning on returning to Psych Liaison at Croydon University Hospital this summer, after many requests from the staff there. We weren't able to conduct our virtual sessions there, so we are pleased to be going back after a long four years.

Betty Nassiwa
Peer Suppport Coordiantor
Linkworking Project
Email: linkworking@hear-us.org
Website www.hear-us.org/linkworking

HEAR US CROYDON

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. The Open Forum is a place where the mental health community can come together and voice their views and concerns.

We have recently launched a new regular segment on the Open Forum called Voice of Change led by Hear Us Campaigns Coordinator May. Voice of Change is a chance to get involved in the Hear Us campaign project and to hear the latest project updates. As well as the Voice of Change segment we have had guests come talk to us about campaigning such as Citizen's UK and Inclusion Barnet.

The Your Shout segment is a chance for members to share mental health news and events and other relevant information about mental health services. Our members like to share a wealth of information to help others members.

We have been running a Hybrid open forum, currently we are assessing how best to deliver the open forum by consulting our members. We want the Open Forum to be accessible to all.

The Open Forum aims to feature guest speakers to talk about services and topics relevant to mental health service users. Open forum members have input on topics and mental health services they want to hear about. We strive to cover a range of topics, including some which have not been featured before.



Amy Kirksmith
Open Forum Coordinator

This year we have heard from organisations and charities to give awareness talks on topics such on domestic abuse and brain injury. We have highlighted the work of different organisations such as a forum focusing on activities and the benefits keeping active can have on your mental health. We were also joined by Croydon Council

to talk about free Mental Health First Aid Training.

Part of the Open Forum aims to enable service users to improve and shape mental health services. We have had a number of SLaM services and departments come to talk to us such as Croydon's Borderline Personality Disorder Service. Some SLaM services SLaM lead discussions to get service user feedback and experiences on their services and projects. This has included SLaM's Mental Health Act Reduction Project and Slam's Patient and Public Involvement lead.

Amy Kirksmith, Open Forum Coordinator

Email: forum@hear-us.org

Webpage: www.hear-us.org/forum/

Help us redesign our image, mission, vision and values

During 2025 we will be seeking support from our members to help us redesign our image, mission, vision and values. It is important to us to have involvement from people that use our services.

We will be holding creative workshops during 2025 - please do get involved as your views are important to us.



HEAR US CROYDON

THE REACHOUT CHALLENGE



May Elroubi
Reachout Lead

The Reachout Challenge Project raises awareness about living with mental 'ill' health for staff in organisations and institutions who might interact with people in crisis or who need support. ROC volunteers challenge stigmas around mental health by sharing their personal accounts of being in crisis and providing a safe space for participants to share their own personal experiences with mental health. This year, we held quarterly sessions with members of police forces from the UK and all over the world at the Police Federation in Leatherhead on the esteemed Hostage and Crisis Negotiation Course. After supervising countless sessions, one course leader has applied to become a Hear Us Trustee! We would like to thank our volunteers who extend their time, energy, and vulnerability to make this project possible, and we hope they will continue with us as we re-expand the project to other services in 2024-25.



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 learning more about getting involved, or would like us to deliver a training session to your organisation, please contact me.

May Elroubi, Project Lead

Mobile: 07743931871

Email: reachout.challenge@hear-us.org

Webpage: https://www.hear-us.org/reachout/donate-support-reachout-challenge/



THANK YOU

HEAR US CROYDON

HEAR US CROYDON



May Elroubi
Campaigns Coordinator

CAMPAIGNING PROJECT

The Campaigns project was awarded funding from Trust for London's Disability Justice Fund in November 2023.

The proposal for this project was the result of several working groups involving Hear Us Staff, trustees, and volunteers. Trust for London provided support and guidance to construct a learning framework for the project duration of three years. The aims that came out of this co-produced theory of change are:

1. Build Hear Us capacity to transform our campaigning capacity to achieve strategic, systemic change in services
2. Co-produce campaigning activity with people with lived experience
3. Improve diversity of staff, volunteers and members
4. Work in partnership with other groups/organisations to produce campaigning activity
5. Use monitoring and evaluation to learn and improve

The first year will be focused on constructing a detailed project plan, identifying potential partnerships, connecting to other voluntary organisations, and understanding how we can support our members to lead campaigns. I was recruited by Hear Us as the Campaigns Coordinator in February 2023 as part of the Year 1 aims. In 2024-25, I will oversee the project planning and development and work with Hear Us staff, volunteers, trustees, members, and the Croydon Community to devise a campaigns strategy that meets our community's needs.

In Quarter 4 of the 2023 financial year, I attended a learning session with the funder to connect to representatives of other Deaf and Disabled Peoples Organisations. I made valuable connections there, as well as in the local working group meetings I attended. From these, I could gauge which issues were more frequently discussed within the voluntary sector, and what work was already being done around them. Along with Betty, the Linkwork Manager, we began analysing the Linkworking data for common issues. This process will continue into 2024-25, as we identify collate themes and patterns in service users'

comments that can be used as evidence for changes people want to see in statutory mental health services.

In 2024-25, the project aims to:

- Collaborate with Inclusion London on Free Our People Now campaign activities
- Expand the Voice of Change campaigns segment into a concept for a co-led campaigns forum
- Co-produce a communications strategy for campaigns
- Develop training for our Linkworkers and volunteers that incorporates campaigns capacity building
- Hear from our community about what they want our campaigns to look like, and how they want to be involved in making them, and how we can support them to feel confident doing so.

May Elroubi

Campaigns Coordinator

Mobile: 07743931871

Website: www.hear-us.org/campaigning-project

Email: campaignsproject@hear-us.org



HEAR US CROYDON

DEVELOPMENT & FUNDRAISING

Fundraising has been focused on attaining grants from grant funders for three main areas: 1) funding for the Welfare Rights Advice Project (WRAP) to meet increasing demands 2) obtaining funding for a new Campaigns Project and 3) Funding the development and fundraising activities in the medium term. The table below shows the grant funders who have enabled us to continue to support our service users during 2023-2024. We are very grateful to all our grant funders who make it possible for us to support people with mental health challenges in Croydon. This included funding for a 3rd advisor for the WRAP project from National Lottery until March 2024, funding for the Campaigns Project from Trust for London Disability Justice Fund until October 2026 and funding for the Development and Fundraising Manager from Lloyds Foundation until December 2026.

We received some regular and one-off donations from the public. We would like to encourage more donations and will be working to increase our visibility to expand our income which can be used to support growth of the charity and meet the needs of our members more effectively.

We have received free consultancy and training through our grant funders to improve the services we provide and develop our staff skills and expertise. Notable are support from Cranfield Trust via City Bridge Foundation to develop our Vision, Mission and Values and training and coaching opportunities through Lloyds Foundation.

Alongside the 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. More development work is planned during 2024-2025 to undertake an organisation health check, develop our vision, mission and values, obtain funding to develop a sustainability strategy and continue the employment of the 3rd WRAP advisor and obtain continuation funding from City Bridge for part funding of the WRAP project.

AQS accreditation continues to act 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 were focused on maintaining our AQS accreditation through quarterly and annual reviews of our WRAP. 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.

We have continued to develop our relationship with Inclusion London, London's pan-disability forum, to address issues around disability equality, equity and inclusion, and a campaign to inform and encourage voting at the recent general election. We will be 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 2024-2025 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, Development and Fundraisning Manager



Funder	Service	Grant Period
South West London ICB	Core & Linkworking	Apr 2022-Mar 2027
City Bridge Connecting Capital	Welfare Rights Advice Project	April 2021-March 2024 extended to March 2026
National Lottery Reaching Communities	Welfare Rights Advice Project	Jan 2022-Mar 2025
Lloyds Bank Foundation for England & Wales.	Development and Fundraising	Dec 2023-Dec 2026
The London Community Foundation	Welfare Rights Advice Project	Apr 2023-Mar 2024
Trust for London	Campaigns	Apr 2023-Mar 2026

Extracts of Hear Us Annual Accounts 23-24

Current assets	2024	2023
Debtors	£244	£244
Cash at bank and in hand	£281,079	£219,889
Creditors: Amounts falling due within one year	£1,796	£1,796
Net assets	£279,527	£218,337
Restricted funds	£63,519	£34,686
Unrestricted funds	£216,008	£183,651
Total Charity funds	£279,527	£218,337

HEAR US Croydon FUNDERS 2023/24

The London Community Foundation

COMMUNITY FUND

LLOYDS BANK FOUNDATION England & Wales

CITY BRIDGE FOUNDATION

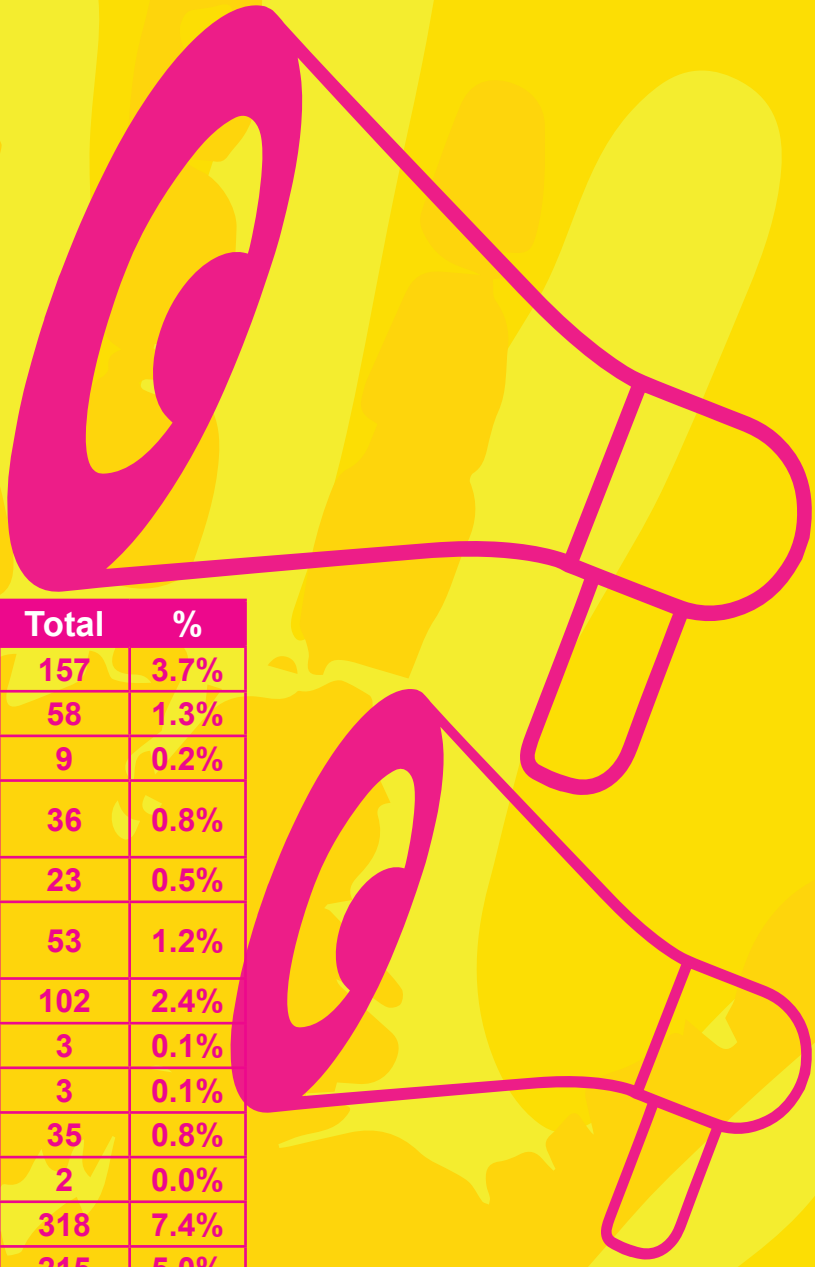
Trust for London
Tackling poverty and inequality

South West London Integrated Care System

EQUALITY & DIVERSITY MONITORING

These tables show the number of people that Hear Us have supported over period April 2023 to March 2024

The sections marked 'Linkwork Project & Open Forum' were not asked to provide us with data. We are currently looking at a number of options to gather this data



ETHNICITY	Total	%
African	157	3.7%
Any other Asian background	58	1.3%
Any other Black background	9	0.2%
Any other Black, African or Caribbean background	36	0.8%
Any Other Ethnic Group	23	0.5%
Any other Mixed or Multiple ethnic background	53	1.2%
Any other White background	102	2.4%
Arab	3	0.1%
Asian	3	0.1%
Asian British	35	0.8%
Bangladeshi	2	0.0%
Black British	318	7.4%
Caribbean	215	5.0%
Chinese	34	0.8%
White English, Welsh, Scottish, Northern Irish or British	796	18.5%
Gypsy or Irish Traveller	4	0.1%
Indian	46	1.1%
Irish	22	0.5%
Pakistani	32	0.7%
White & Asian	24	0.6%
White & Black African	10	0.2%
White & Black Caribbean	81	1.9%
Not Disclosed	360	8.4%
Linkwork Project	1546	36.0%
Open Forum	331	7.7%
Grand Total	4300	100%

Age Goup	Total	%
- 16	6	0.1%
16 - 20	36	0.8%
21 - 30	277	6.4%
31 - 40	447	10.4%
41 - 50	428	10.0%
51 - 60	552	12.8%
61 - 70	303	7.0%
71 - 80	35	0.8%
80+	25	0.6%
Not Disclosed	314	7.3%
Linkwork Project	1546	36.0%
Open Forum	331	7.7%
Grand Total	4300	100%

HEAR US CROYDON

HEAR US CROYDON

Ward	Total	%
Addiscombe East	62	1.4%
Addiscombe West	132	3.1%
Bensham Manor	62	1.4%
Broad Green	104	2.4%
Coulsdon Town	90	2.1%
Croydon	83	1.9%
Crystal Palace & Upper Norwood	60	1.4%
Fairfield	112	2.6%
Homeless	1	0.0%
Kenley	43	1.0%
London	1	0.0%
Mitcham	13	0.3%
New Addington North	59	1.4%
New Addington South	71	1.7%
Norbury & Pollards Hill	54	1.3%
Norbury Park	22	0.5%
Old Coulsdon	62	1.4%
Park Hill & Whitgift	17	0.4%
Purley & Woodcote	91	2.1%
Purley Oaks & Riddlesdown	54	1.3%
Sanderstead	24	0.6%
Selhurst	69	1.6%
Selsdon & Addington Village	21	0.5%
Selsdon Vale & Forestdale	35	0.8%
Shirley North	82	1.9%
Shirley South	38	0.9%
South Croydon	88	2.0%
South Norwood	87	2.0%
Thornton Heath	125	2.9%
Waddon	141	3.3%
West Thornton	179	4.2%
Woodside	79	1.8%
Out of Area	100	2.3%
Not Disclosed	162	3.8%
Linkworking Project	1546	36.0%
Open Forum	331	7.7%
Grand Total	4300	100%

GENDER	Total	%
Female	1315	30.6%
Male	964	22.4%
Non-binary	8	0.2%
Transgender	6	0.1%
Not Disclosed	130	3.0%
Linkwork Project	1546	36.0%
Open Forum	331	7.7%
Grand Total	4300	100%

Age Group	Total	%
- 16	6	0.1%
16 - 20	36	0.8%
21 - 30	277	6.4%
31 - 40	447	10.4%
41 - 50	428	10.0%
51 - 60	552	12.8%
61 - 70	303	7.0%
71 - 80	35	0.8%
80+	25	0.6%
Not Disclosed	314	7.3%
Linkwork Project	1546	36.0%
Open Forum	331	7.7%
Grand Total	4300	100%

SEXUALITY	Total	%
Asexual	17	0.4%
Bisexual	54	1.3%
Gay	54	1.3%
Heterosexual	1686	39.2%
Lesbian	17	0.4%
Other	17	0.4%
Not Disclosed	578	13.4%
Linkwork Project	1546	36.0%
Open Forum	331	7.7%
Grand Total	4300	100%



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 to fundraise 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

HEAR US CROYDON

I am a resident in London Borough of Croydon	
Have a recognisable interest in mental health service user issues in Croydon	
Have had emotional, or psychological problems, or, some form of mental illness	
Name:	
Address:	
Tel:	
Email:	
Age & DOB:	
Gender:	
Marital Status:	
Sexuality:	
Ethnicity:	
Religion:	
Disability:	

Please tick how you wish to receive correspondence

Post	Email	Phone	Mobile	Text

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

www.hear-us.org/donate

SCAN QR CODE TO DONATE & SUPPORT

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

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

020 8681 6888
info@hear-us.org
www.hear-us.org
www.guide-hear-us.org

Hear Us supports adults with mental ill health to access financial, health and social inclusion support in Croydon. We challenge restrictive and coercive healthcare practices, and negative perceptions associated with mental illness, helping to reduce stigma and discrimination.

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

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.

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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).

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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.

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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.

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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.

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.

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

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 **Total funds £**	2023 Total funds £
Income and endowments					
Donations and legacies	**5**	166,382	195,307	**361,689**	260,933
Total income		166,382	195,307	**361,689**	260,933
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		(134,025)	(166,474)	**(300,499)**	(242,361)
Net income and net movement in funds		32,357	28,833	**61,190**	18,572
Reconciliation of funds					
Total funds brought forward		183,651	34,686	**218,337**	200,312
Total funds carried forward		216,008	63,519	**279,527**	214,338

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
		281,323		220,133
Creditors: amounts falling due within one year	**15**	**1,796**		1,796
Net current assets			**279,527**	218,337
Total assets less current liabilities			**279,527**	218,337
Net assets			**279,527**	218,337
Funds of the charity				
Restricted funds			**63,519**	34,686
Unrestricted funds			**216,008**	183,651
Total unrestricted funds		**216,008**		183,651
Total charity funds	**16**		**279,527**	218,337

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
Adjustments for:		
Interest payable and similar charges	**515**	739
Cash generated from operations	**61,705**	19,311
Interest paid	**(515)**	(739)
Net cash from operating activities	**61,190**	18,572
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	**281,079**	220,436

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.

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

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**
	166,382	195,307	**361,689**

	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
	136,084	124,849	260,933

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**
	132,868	166,314	**299,182**

	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
	123,764	121,675	240,893

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
	221,330	77,582	**299,182**	240,893

8. Other expenditure

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

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

9. Net income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Operating lease rentals	**2,103**	2,776

10. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**–**	1,494

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
	218,561	170,655

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	**663**
Depreciation	
At 1 Apr 2023 and 31 Mar 2024	**663**
Carrying amount	
At 31 March 2024	**–**

14. Debtors

	2024	2023
	£	£
Trade debtors	**79**	79
Other debtors	**165**	165
	244	244

15. Creditors: amounts falling due within one year

	2024	2023
	£	£
Other creditors	**1,796**	1,796

16. Analysis of charitable funds

Unrestricted funds

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

Restricted funds

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

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

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.

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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.

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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.

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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.

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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.

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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.

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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.

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.

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

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 **Total funds £**	2023 Total funds £
Income and endowments					
Donations and legacies	**5**	166,382	195,307	**361,689**	260,933
Total income		166,382	195,307	**361,689**	260,933
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		(134,025)	(166,474)	**(300,499)**	(242,361)
Net income and net movement in funds		32,357	28,833	**61,190**	18,572
Reconciliation of funds					
Total funds brought forward		183,651	34,686	**218,337**	200,312
Total funds carried forward		216,008	63,519	**279,527**	214,338

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
		281,323		220,133
Creditors: amounts falling due within one year	**15**	**1,796**		1,796
Net current assets			**279,527**	218,337
Total assets less current liabilities			**279,527**	218,337
Net assets			**279,527**	218,337
Funds of the charity				
Restricted funds			**63,519**	34,686
Unrestricted funds			**216,008**	183,651
Total unrestricted funds		**216,008**		183,651
Total charity funds	**16**		**279,527**	218,337

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
Adjustments for:		
Interest payable and similar charges	**515**	739
Cash generated from operations	**61,705**	19,311
Interest paid	**(515)**	(739)
Net cash from operating activities	**61,190**	18,572
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	**281,079**	220,436

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.

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

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**
	166,382	195,307	**361,689**

	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
	136,084	124,849	260,933

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**
	132,868	166,314	**299,182**

	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
	123,764	121,675	240,893

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
	221,330	77,582	**299,182**	240,893

8. Other expenditure

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

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

9. Net income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Operating lease rentals	**2,103**	2,776

10. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**–**	1,494

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
	218,561	170,655

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	**663**
Depreciation	
At 1 Apr 2023 and 31 Mar 2024	**663**
Carrying amount	
At 31 March 2024	**–**

14. Debtors

	2024	2023
	£	£
Trade debtors	**79**	79
Other debtors	**165**	165
	244	244

15. Creditors: amounts falling due within one year

	2024	2023
	£	£
Other creditors	**1,796**	1,796

16. Analysis of charitable funds

Unrestricted funds

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

Restricted funds

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

HEAR US

England & Wales - Charity number 1135535

Accounts

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

HEAR US CROYDON

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

Structure, governance and management

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. 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.

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. This is held in bank accounts with easy withdrawal facilities.

All Hear Us finical Statement can be accessed on our website: www.hear-us.org/annual-report

Statement of compliance

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.

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

HEAR US CROYDON

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FUNDRAISING REGULATOR

MINDFUL EMPLOYER

advice quality standard

We are a Living Wage Employer

disability confident COMMITTED

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 2022, and the Welfare Rights Advice 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 Linkworking; and has been fully face-to-face since 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 have fully working hybrid approach by March 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 Management 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

Current Board of Trustees: Abeline Greene (Chair), Cassandra Austin (Deputy Chair), Jackie Ashton, (Treasurer), Josh Baker-Mendoza, Niall McVeigh, Millie Reid & Tesfa Rodway

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.



Tim Oldham
CEO

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 2023, 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 Rights Advice 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 Ruth 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.

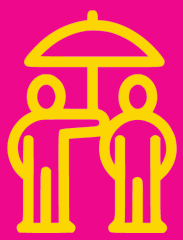
The Linkworking Project's aims are to:

To Listen



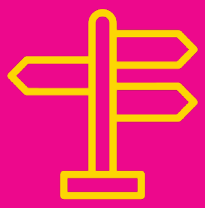
We are there to listen and not to judge. Having had our own mental health problems, we know how helpful it is to have someone to talk to in confidence and have their own lived experiences of services. As Linkworkers, we offer a safe space to talk about any issues without any fear of repercussions.

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
Website 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 Rights Advice 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 my own one 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

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

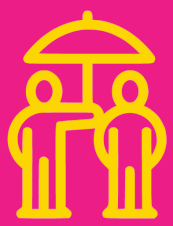
2. Support by helping to improve financial security.



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
Website 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

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
Website: www.hear-us.org/forum
Webpage: 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.

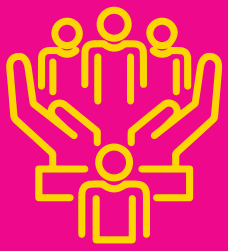
Raise Awareness



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

Webpage: www.hear-us.org/reachout



Barbra Davison
Reachout Lead

HEAR US CROYDON

DEVELOPMENT & FUNDRAISING

We obtained AQS (Advice Quality Standard) for our Welfare Rights Advice 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 Rights Advice 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 Rights Advice 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 funding was 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. 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 Foundation 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 Rights Advice Project	Apr 2023-Mar 2024
National Lottery Reaching Communities	Welfare Rights Advice Project	Jan 2022-Mar 2025
Lloyds Bank Foundation for England & Wales.	Development and Fundraising	Sept 2021-Aug 2023
National Lottery Community Fund - variation request	Welfare Rights Advice Project 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 Rights Advice Project 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: 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

South West London Integrated Care System

LLOYDS BANK FOUNDATION England & Wales

CITY BRIDGE FOUNDATION

The London Community Foundation

COMMUNITY FUND

HEAR US EQUAL OPS MONITORING

Heara Us 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 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.
(*estimate)

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%
Grand Total	2121	100%

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%
	2121	100.0%

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%
Grand Total	2121	100%

HEAR US CROYDON

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%
Grand Total	2121	100%

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%
Grand Total	2121	100%

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%
Grand Total	2121	100%

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%
Grand Total	2121	100%

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%
Grand Total	2121	100%

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 sigma and discrimination.**
- **Helping to fundraise 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

HEAR US CROYDON

I am a resident in London Borough of Croydon	
Have a recognisable interest in mental health service user issues in Croydon	
Have had emotional, or psychological problems, or, some form of mental illness	
Name:	
Address:	
Tel:	
Email:	
Age & DOB:	
Gender:	
Marital Status:	
Sexuality:	
Ethnicity:	
Religion:	
Disability:	

Please tick how you wish to receive correspondence

Post	Email	Phone	Mobile	Text

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

www.hear-us.org/donate

SCAN QR CODE TO DONATE & SUPPORT

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

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

020 8681 6888
info@hear-us.org
www.hear-us.org
www.guide-hear-us.org

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

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 is 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.

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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.

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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.

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

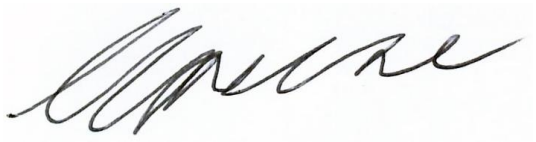
The Board of Trustees have identified and reviewed the major risks facing Hear Us and systems have been established to mitigate them. Lack of financial resources to cover expenditure is recognised as the main concern, together with the need to protect our reputation and ensure that all regulatory requirements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

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

	Note	Unrestricted funds £	Restricted funds £	**2023 Total funds £**	2022 Total funds £
Income and endowments					
Donations and legacies	**5**	136,084	124,849	**260,933**	244,729
Total income		136,084	124,849	**260,933**	244,729
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		(121,379)	(121,529)	**(242,908)**	(181,004)
Net income and net movement in funds		14,705	3,320	**18,025**	63,725
Reconciliation of funds					
Total funds brought forward		168,946	31,366	**200,312**	136,587
Total funds carried forward		183,651	34,686	**218,337**	200,311

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		**219,889**		201,864
		220,133		202,108
Creditors: amounts falling due within one year	**15**	**1,796**		1,796
Net current assets			**218,337**	200,312
Total assets less current liabilities			**218,337**	200,312
Net assets			**218,337**	200,312
Funds of the charity				
Restricted funds			**34,686**	31,366
Unrestricted funds			**183,651**	168,946
Total unrestricted funds		**183,651**		168,946
Total charity funds	**16**		**218,337**	200,312

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

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
Adjustments for:		
Accrued expenses	**–**	114
Changes in:		
Trade and other debtors	**–**	(18)
Cash generated from operations	**18,025**	63,821
Net cash from operating activities	**18,025**	63,821
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	**219,889**	201,864

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.

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

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**
	136,084	124,849	**260,933**

	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
	140,658	104,071	244,729

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**
	119,911	121,529	**241,440**

	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
	98,829	80,306	179,134

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
	145,564	95,876	**241,440**	179,134

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
	1,468	**1,468**	1,870	1,870

9. Net income

Net income is stated after charging/(crediting):

	2023 £	2022 £
Operating lease rentals	**8,000**	7,973

10. Independent examination fees

	2023 £	2022 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**1,494**	1,494

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
	170,655	97,989

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.

13. Tangible fixed assets

	Equipment
	£
Cost	
At 1 Apr 2022 and 31 Mar 2023	**663**
Depreciation	
At 1 Apr 2022 and 31 Mar 2023	**663**
Carrying amount	
At 31 March 2023	**–**

14. Debtors

	2023	2022
	£	£
Trade debtors	**79**	79
Other debtors	**165**	165
	244	244

15. Creditors: amounts falling due within one year

	2023	2022
	£	£
Other creditors	**1,796**	1,796

16. Analysis of charitable funds

Unrestricted funds

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

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

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**
	31,366	124,849	(121,676)	**34,539**

	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**
	7,600	104,071	(80,306)	**31,366**

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

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.

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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.

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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.
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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.

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

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

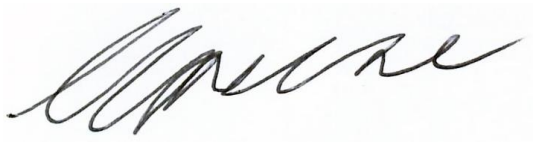
The Board of Trustees have identified and reviewed the major risks facing Hear Us and systems have been established to mitigate them. Lack of financial resources to cover expenditure is recognised as the main concern, together with the need to protect our reputation and ensure that all regulatory requirements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

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

	Note	Unrestricted funds £	Restricted funds £	**2023 Total funds £**	2022 Total funds £
Income and endowments					
Donations and legacies	**5**	136,084	124,849	**260,933**	244,729
Total income		136,084	124,849	**260,933**	244,729
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		(121,379)	(121,529)	**(242,908)**	(181,004)
Net income and net movement in funds		14,705	3,320	**18,025**	63,725
Reconciliation of funds					
Total funds brought forward		168,946	31,366	**200,312**	136,587
Total funds carried forward		183,651	34,686	**218,337**	200,311

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		**219,889**		201,864
		220,133		202,108
Creditors: amounts falling due within one year	**15**	**1,796**		1,796
Net current assets			**218,337**	200,312
Total assets less current liabilities			**218,337**	200,312
Net assets			**218,337**	200,312
Funds of the charity				
Restricted funds			**34,686**	31,366
Unrestricted funds			**183,651**	168,946
Total unrestricted funds		**183,651**		168,946
Total charity funds	**16**		**218,337**	200,312

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

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
Adjustments for:		
Accrued expenses	**–**	114
Changes in:		
Trade and other debtors	**–**	(18)
Cash generated from operations	**18,025**	63,821
Net cash from operating activities	**18,025**	63,821
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	**219,889**	201,864

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.

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

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**
	136,084	124,849	**260,933**

	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
	140,658	104,071	244,729

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**
	119,911	121,529	**241,440**

	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
	98,829	80,306	179,134

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
	145,564	95,876	**241,440**	179,134

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
	1,468	**1,468**	1,870	1,870

9. Net income

Net income is stated after charging/(crediting):

	2023 £	2022 £
Operating lease rentals	**8,000**	7,973

10. Independent examination fees

	2023 £	2022 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**1,494**	1,494

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
	170,655	97,989

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.

13. Tangible fixed assets

	Equipment
	£
Cost	
At 1 Apr 2022 and 31 Mar 2023	**663**
Depreciation	
At 1 Apr 2022 and 31 Mar 2023	**663**
Carrying amount	
At 31 March 2023	**–**

14. Debtors

	2023	2022
	£	£
Trade debtors	**79**	79
Other debtors	**165**	165
	244	244

15. Creditors: amounts falling due within one year

	2023	2022
	£	£
Other creditors	**1,796**	1,796

16. Analysis of charitable funds

Unrestricted funds

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

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

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**
	31,366	124,849	(121,676)	**34,539**

	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**
	7,600	104,071	(80,306)	**31,366**

HEAR US

England & Wales - Charity number 1135535

Accounts

HEAR US CROYDON ANNUAL REPORT 2021/22

Resilience Through Adversity

Croydon's mental health service user group

Charity # 1135535

Company # 06891337

HEAR US CROYDON

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

Objectives and Activities

Relieving the needs of people living in the London Borough of Croydon and surrounding areas who have mental health problems through advice and practical services

Educating the wider public about mental health to improve their awareness and reduce the stigma attached to mental health

HEAR US ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

CHARITY NUMBER 1135535
COMPANY NUMBER 06891337

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HEAR US CROYDON

HEAR US CROYDON

CHAIR OF HEAR US STATEMENT

Working as interim Chair since December 2021, I feel very privileged to have formally stepped up to Chair in December 2021. I am so proud of the work of our Chief Executive, Tim Oldham, who together with our wonderful staff and volunteers have worked tirelessly on the frontline to provide essential support and services, enabling Hear Us to support more people than ever before, achieving organisational growth in the most challenging of times.

Although Covid-19 restrictions were officially lifted on 24th February 2022, the pandemic continued to have an impact on society, our economy and our ways of working, meaning that our support and services have never been more needed. It has been a tough time for staff and volunteers, but everyone has kept working tirelessly to deliver the best possible service, while adapting to the new way of working by continuing to provide services virtually while working from home. The Open Forum was held remotely via Microsoft Teams. The Linkworking team ran virtual and telephone Linkworking sessions. Although reduced, the Reachout project continued to deliver sessions to the Metropolitan police.

As a result of all 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. Our funders have trusted us to continue to deliver and evolve our vital services in Croydon. Eleanor spearheaded several successful funding bids while building good relationships with our funders. The whole team have been involved in the huge amount of work required to prepare for the Advice Quality Standard (AQS) assessment due in June 2022. Claire Hawkes accepted the newly created position of Deputy CEO. Thank you to Jonathan Weller for stepping up to Treasurer and welcome our two new Trustees, Niall McVeigh and Jackie Ashton

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

020 8681 6888
www.hear-us.org

Email: info@hear-us.org
www.guide-hear-us.org

Company # 6891337

Charity # 1135535

CHIEF EXECUTIVE'S STATEMENT

Hear Us is a service user-run charity that supports and advises people with serious mental illness to access financial, health and social inclusion services within the borough of Croydon. We are unique in that all 50+ staff, volunteers and the majority of our trustees are people with lived experience of mental illness; many of us still receive support from the South London and Maudsley NHS Trust (SLaM). This report provides a summary of Hear Us' activities during 2021/22

Each year Hear Us staff and volunteers signpost, support, provide advice and listen to around 3500 people affected by mental illness – with COVID-19 pandemic restrictions; we have still been able to provide advice and support to around 1970 people each year of COVID.

Linkworking Project: Managed by Barbra Davison

Before the COVID-19 Pandemic, Linkworking project had 20 Linkworkers covering 13 wards and services and running 17 sessions per week, we have continued to deliver this project by introducing remote Linkworking Sessions and prioritising the inpatient wards, Gresham 1 & 2, Tyson West, Fitzmary 1 and Gresham PICU. Our Linkworkers remotely contact service users on these wards using iPads.

In February 2023, we will restart face-to-face Linkworking sessions across Croydon's mental health inpatient wards at the Bethlem Royal Hospital and community services based at Jeanette Wallace House and Queens Resource Centre.

Open Forum: Chaired by Claire Hawkes

We have been successfully running our open forum since 2003; however, similar to the Linkworking Project, the Open Forum has also been affected by the pandemic moving from in-person to remotely running the Open Forum via Microsoft Teams; sadly, we have seen a drop in numbers from 45 to 30, but we will in the New Year be returning and live-streaming the events to allow for people who are unable to attend in person, to access. We have been able to continue running the Open Forum ten times per year remotely, except for April 2020, when COVID-19 hit. The forum has continued to allow service users to meet with commissioners and service providers.

Welfare Surgeries Project: Managed by David Ashton & Cheryalin Wilfred

COVID-19 hasn't stopped our Team from running this vital service which has been providing advice and support to those living with mental illness to navigate the DWP's complex welfare benefits system. We support our service users in claiming Employment Support Allowance (ESA), Personal

HEAR US CROYDON

Independence Payment (PIP) Universal Credit (UC) and when required, we represent them at tribunals. One of our aims is to empower all service users by giving them the necessary skills to maintain their own claims; we believe that being, and feeling, that you are in control of your own finances helps you feel in control of your own life, enabling good recovery and stable wellbeing.

Planning for our future

We invested in a Fundraising and Development Manager, Eleanor, whose responsibility has been developing our new 2020-23 business plan with the view to bringing in new funding from City Bridge and the National Lottery, enabling us to expand our Welfare Surgery Project, giving more people access to support and advice around benefits, funding has also allowed us to bring in a Deputy CEO, Claire Hawkes, to support our project managers and me.

Looking forward to 2023-25, we are looking to expand our work into neighbouring four boroughs of SLaM (Croydon, Lewisham, Lambeth and Southwark) and the boroughs of the South West London Integrated Care System (ICS), which are Kingston, Merton, Richmond, Sutton and Wandsworth. We will try to find service user groups in these boroughs and share our project and working methodologies.

During the pandemic, Hear Us staff worked hard and long hours to get accredited with the Advice Quality Standard.

It has been a privilege working alongside my colleagues, who continue to deliver amazing attitude, care, and peer support to the mental health community of Croydon.

Tim Oldham

Chief Executive Officer

THANK YOU TO OUR TEAM OF STAFF & VOLUNTEERS HEAR US CROYDON

I would like to thank all my staff: Al, Barbra, Carmen, Cheryalin, 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 managed by David and and his advisor, Cheryalin, with support from Barbra and Claire

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

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

A massive thank you to everyone involved 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, Angela, Caz, Jackie, Jonathan, Josh, Karen, Niall & Ruth. Finally, I would like to thank everyone that has helped Hear Us grow over the years and blossom to become the charity it is today.

FORGOTTEN HEAR US
UNNOTICED RECOGNISING US
DEMORALISED EMPOWERED
STIGMATIZED WE ARE INCLUDE
LABELLED WELCOMING US
IGNORED ACCEPTING US
MARGINALIZED APPRECIATE US
DISREGARDED SUPPORT US
SIDELINED OUR VIEWS MATTER
TALKED OVER LISTEN TO US
ISOLATED WE ARE INCLUDED
DISREGARDED NOTICE US
SOLITARY STRONGER TOGETHER
DISREGARDED RECOGNISE US
DISILLUSIONED RESPECT US
DISSATISFIED VALUE US
NERVOUS WE ARE CONFIDENT
RESTRAINED FREE SPEECH
OUR VOICE IS IMPORTANT

Our CEO set up Linkworking after experiencing his own admission to the Bethlem Hospital himself. He remembed how confusing and lonely that felt and once well and sometime after he set about launching a peer support service where previous service users provide a listening ear, support and signposting into community based services. They also feed information and concerns raised to the senior operations team based in Croydon. This is all done in the spirit of improving services and sharing good practice across Croydon based South London and Maudsley (SLaM) services both in-patients and community based.

Peer support has proven to be effective in engaging services users and hearing what they want and what works for them on their journey of recovery. The Linkworkers are able to share parts of their journey on a need-to-know basis and when it benefits the situation and use their experience to empower others to see life can be meaningful and fulfilling even with a diagnosis.

Well what a year that was! I am sure none of us imagined over a year later we would still be facing restrictions on movement and working practices.

Not being an organisation that lets the grass grow under its feet we put our thinking caps on and together we worked on how we could reach service users during the restrictions imposed on those staying in hospital. We turned to Teams on Microsoft and embraced a new virtual world

When the COVID-19 pandemic hit and then the subsequent nationwide lockdown, things changed rapidly for everyone. Thankfully, Hear Us staff were able to continue working from home, and with laptops and mobile phones were able to keep connected. We were able to continue some of our projects whilst remotely working using phone and email. Within a week or so, our team quickly started using Microsoft Teams to have

virtual meetings and were able to discuss how to keep all our projects going through the pandemic/lockdown, including Linkwork.

From March 2020 visitors were no longer allowed on SLaM wards, and this included Linkworkers. CMHT buildings were also closed to all but a few essential visitors. Hear Us were concerned about the impact on service users, so we responded quickly to the challenge. Our monthly Linkwork Champions meetings were still able to go ahead – albeit through virtual meetings held on Microsoft Teams. Here, Linkworkers were able to meet with service managers, matrons and the head of OT to find out about life on the wards for patients and discuss how we could continue to support the patients throughout lockdown.

We quickly created a poster with our mobile phone numbers on and arranged for these to be displayed on all the wards and at CMHT sites. It wasn't long before we had patients on wards and service users in the community calling us for support. By April, we were already back to being able to listen, support, signpost and feedback concerns to the wards and CMHT. Service users called us from wards and the community and we were able to keep in contact with those who wanted to. Our telephone Linkwork service enabled us to help resolve issues for service users and it meant that we were not solely reliant on the staff to keep in contact with service users and track progress.

Once our telephone service was established, and it was clear that the pandemic and all its challenges was here to stay, we suggested trying 'virtual' linkwork sessions on the wards. We understood that patients were missing having face-to-face conversations and that video calls were the next best thing to physical visits to wards. Each SLaM ward was given a number of tablets which would enable video calls. In July, we piloted this on one ward to begin with and it worked well. We now have seven weekly 'virtual' Linkwork sessions happening and are in the process of setting up these sessions with the remaining wards that Linkworkers usually visit.

Over the past year we held 322 Remote Linkworking Session and had conversations with over 550 service users who raised 1596 comments and have been able to listen, signpost and support where required. Some service users have had little or no contact with family and friends and found comfort in talking to someone that is not clinical staff.

Each ward facilitates these sessions differently. One runs it as a group session, one has an OT present in the background whilst individual service users speak to Linkworkers separately, and another ward allows the service user to take the tablet to their own room.

Despite the current restrictions of the pandemic, there are some positive aspects of our new way of working, for example where a patient has been able to speak to Linkworkers in the very private space of their own room. Quite often on a ward it is difficult for the service user to speak fully openly with staff in the vicinity. Where the OT has been present, sometimes the service user has disclosed things to Linkworkers that the OT was not aware of, which has meant they are better able to support the service user.

There are obviously also challenges to 'virtual' Linkworking such as, technical issues and lack of knowledge from the staff about using Microsoft Teams. Most of our regular Linkworkers have been able to learn and adapt to working in this new way, however they need to be able to access Teams on an appropriate device and have access to the internet, which has not been possible for everyone. We are able to record some data (confidentially) and quickly collate this which in some ways is better and quicker than using paper forms etc. However, it has been challenging to obtain as much equal opportunities data and feedback, as these would usually be done on paper by the service user and would be anonymous. We have developed some anonymous online surveys but this will require a level of IT knowledge from the service user.

'Virtual' Linkwork also requires more support from the staff to facilitate this, and on a busy ward this has not always been possible. Support from the staff is crucial and if an OT is not available to facilitate, then this becomes more problematic. We are much more reliant on staff to facilitate, whereas when visiting a ward, they only need to let Linkworkers on to the ward. They don't need to be present or available for the session.

So far, we have had very positive feedback from staff and service users about 'virtual' Linkworking, and are continually reviewing, adapting and changing as needs dictate.

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

Tel: 020 8681 6888
Mobile: 07749 156 828
Email: linkworking@hear-us.org
www.hear-us.org/linkworking/



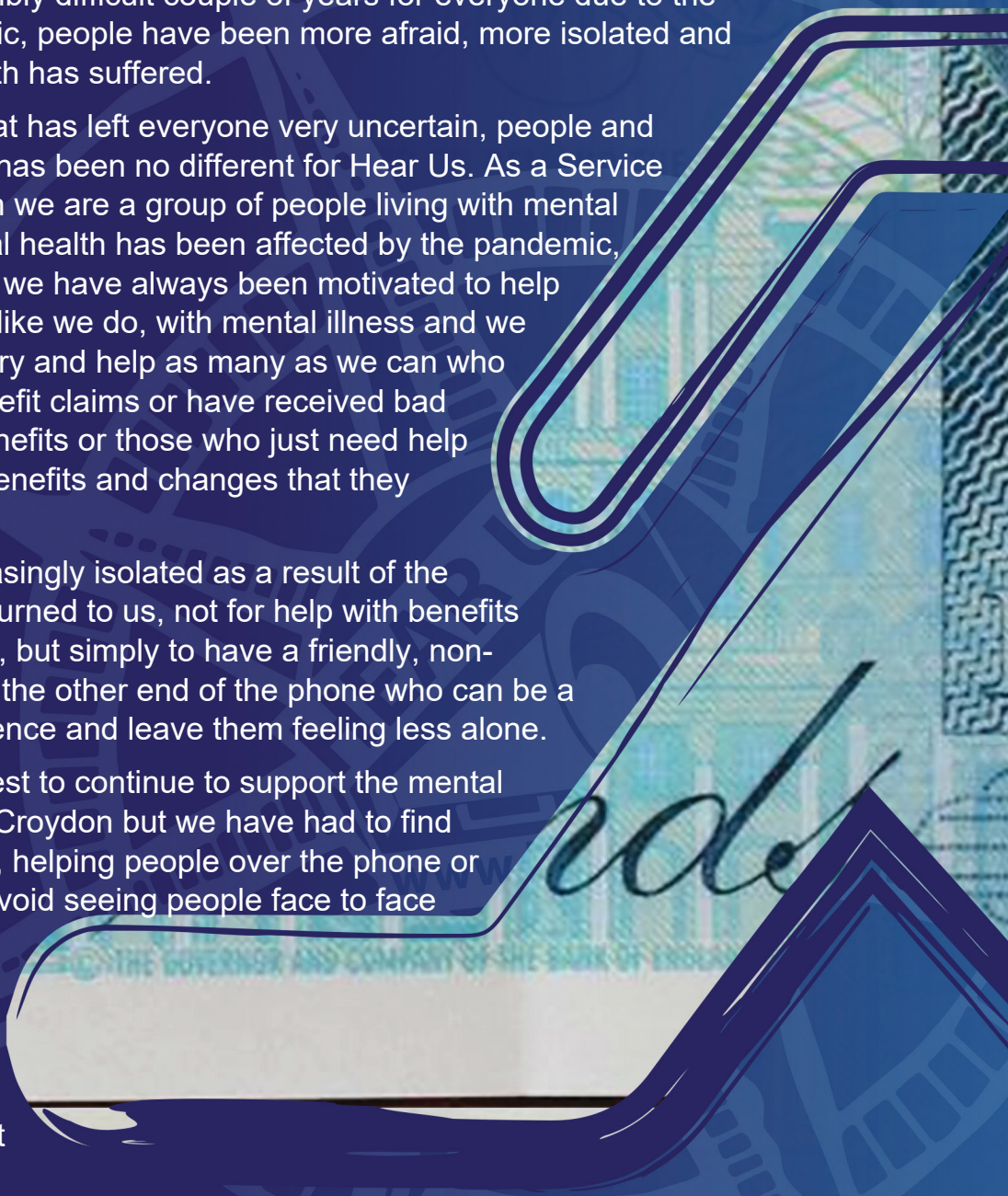
Barbra Davison
Linkwork Manager

HEAR US CROYDON

WELFARE SURGERIES PROJECT

It has been an incredibly difficult couple of years for everyone due to the Coronavirus pandemic, people have been more afraid, more isolated and people's mental health has suffered.

It has been a year that has left everyone very uncertain, people and organisations, and it has been no different for Hear Us. As a Service User run organisation we are a group of people living with mental illness and our mental health has been affected by the pandemic, but as Service Users we have always been motivated to help others who struggle, like we do, with mental illness and we remain motivated to try and help as many as we can who struggle to make benefit claims or have received bad decisions on their benefits or those who just need help to understand their benefits and changes that they may have faced.



Many have felt increasingly isolated as a result of the pandemic and have turned to us, not for help with benefits or to access services, but simply to have a friendly, non-judgemental voice at the other end of the phone who can be a witness to their existence and leave them feeling less alone.

We have done our best to continue to support the mental health community in Croydon but we have had to find new ways of working, helping people over the phone or via video calling, to avoid seeing people face to face and putting them and ourselves at risk. We have had to adapt to rapid changes to the benefit system introduced as a result of the pandemic, that have caused a great deal of anxiety to claimants and have left many confused.

Some have received letters stating their benefit awards were extended only to receive renewal forms a few weeks after, many have called us not knowing whether to fill out and return these forms or whether they could be ignored. Some have seen changes to the amount of money they receive that has scared them as they believe an error has been made and they may have to face being chased to pay money back.

Benefit assessments and tribunals have been conducted by phone and video, for some this is harder than a face to face assessment due to feelings of paranoia or



not being I.T literate, this way of working also means that the DWP miss out on seeing someone's body language which can indicate anxiety and other mental health difficulties and, we believe, may have led to even more bad decisions by the DWP.

It is impossible to know how long the world will be affected by the pandemic or what the world will look like afterwards but we still look to the future with hope and positivity for Hear Us and everyone affected by mental health.

We always hope to empower others to take more control of their benefits and their own lives, we always believe that living with a mental health diagnosis doesn't make someone useless or incapable only that they may have to learn how to be their best selves whilst also managing their mental health difficulties and may need support and encouragement to tackle their low self-esteem and better believe in themselves and we hope to continue to give this encouragement and help people manage their benefits for many years to come.



David Ashton
Welfare Manager



Shellie Wilfred
Welfare Advisor

If you are struggling with forms and assessments contact the Hear Us Welfare Surgeries Project.

David Ashton: Welfare Surgery Manager
07568408245

Shellie Wilfred: Welfare Surgery Advisor
07568407763

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

Tel: 020 8681 6888, Email: surgery@hear-us.org

Webpage: www.hear-us.org/surgeries

PEER SUPPORT PROJECT
HEAR US CROYDON

HEAR US CROYDON MENTAL HEALTH OPEN FORUM



The Hear Us Mental Health Open Forum is a place for service users to join 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 often have a good cross-section of all the above – depending on the topic of course!



Claire Hawkes; Open Forum Chair

The Open Forum would usually be held at the CVA building in West Croydon on the first Tuesday of every month, however due to the global pandemic and subsequent restrictions on meeting indoors and in groups we had to cancel our physical open forums for the safety of everyone. We had to be especially mindful of the potentially vulnerable community, that we are part of.

It has been a challenging couple of years for everyone, and social isolation has been more prevalent than ever – especially during the nationwide lockdowns, we have all faced. Back in 2020, once we realised that Covid was not going anywhere and we would likely remain isolated from each other for a prolonged period of time, Hear Us rose to the challenge and the open forum went online! So, since 2020 we have been holding 'virtual' open forums with the usual guest speakers, workshops, and focus groups. The only thing missing is the lunch!

Guest speakers have ranged from heads of services, clinical leads, and frontline workers from SLaM, the BME Forum, Croydon University Hospital, the Recovery College, and the CCG to name but a few. Topics have included 'Reducing Health Inequalities & Addressing Barriers in Mental Health for BAME Communities', 'Croydon Health & Wellbeing Space' and 'Mental Health Transformation – Croydon'.

We have run workshops facilitated by staff from both statutory and voluntary mental health services, including 'Managing Mental Health and Anxiety' and 'Managing Your Mood'. Some of our focus groups have included hot topics such as 'Reducing Health Inequalities and Addressing Barriers in Mental Health for BAME Communities' and '#KeepTheLifeline Campaign - Make the £20 per week uplift to Universal Credit permanent'.

In spite of the pandemic, we have been able to reach a new audience of people who may not have attended a physical forum in person in the past due to timing, location, mobility or other challenges. People attend from all over the country and from as far afield as the Philippines, as well as many of our usual attendees from Croydon.

On the other hand, we understand that many people are digitally excluded and unable to access the forum online, so we are hoping to resume usual activities as soon as it is safe to do so. We are planning to continue using a digital platform alongside the in-person forum to ensure people are still able to connect, who are not able to attend in person - hopefully maintaining the best of both worlds!

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.

If you are interested in joining us at the Open Forum please feel free to come along or contact: Claire Hawkes; Open Forum Chair
Tel: 020 8681 6888 Mobile: 07749 156 828
Email: forum@hear-us.org
Webpage: www.hear-us.org/forum

HEAR US CROYDON

HEAR US CROYDON

HEAR US REACHOUT PROJECT MENTAL HEALTH ANTI STIMA & DISCRIMINATION AWARENESS TRAINING

The last few years has been a challenge for many of us and normal seems so far away!

The Reachout Project has continued to provide training sessions to the Metropolitan Police Hostage & Crisis Course at England and Wales headquarters in Leatherhead. Albeit a scaled down version and only a few volunteers have been able to attend.

The steering group have met a couple of times through Teams and we are looking at developing the session onto a virtual platform so we are able to reach out to more organisations during this pandemic and beyond.

We have been approached by a couple of community based organisations with the aim to provide our training session to their frontline staff.

We read some poetry, run a quiz and myth busting exercise to get the session going, and break out into groups and give the delegates a chance to ask us ANY questions which they would find difficult to ask when we are unwell.

We also encourage the organisation to talk about and support their own mental health and wellbeing. We do this by giving them tools to help them support us when we are unwell but also focusing on looking after themselves as well.

Mental health doesn't have to be all doom and gloom and we reflect this in the style of our sessions by making them fun, enjoyable and informative. Reachout Project is now funded by donations given to us by the organisations we provide training to. We all continue to go along on a voluntary basis and each and every one of us knows the worth of these sessions and some will say by taking part it is helping their journey of recovery.

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 have a chat.

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

Tel: 020 8681 6888
Mobile: 07749 156 828
Email: reachout@hear-us.org
Webpage: www.hear-us.org/reachout



Barbra Davison
Reachout Led

HEAR US CROYDON SERVICE DEVELOPMENT & FUNDRAISING

During the financial year of 2021-2022, a lot of my time was focused on managing the project to deliver AQS accreditation for the Welfare Surgeries Project. AQS stands for Advice Quality Standard and is an industry standard accreditation for casework and advice for welfare benefits. This meant developing 105 policies, procedures and forms to comply with the AQS standard and deploy and embed AQS in the work of Hear Us and the Welfare Surgeries Project. We successfully achieved the AQS accreditation in July 2022 after over a year of intensive work to redesign our policies and the way in which we work with clients. This was also a prerequisite for year 2 and 3 funding by City Bridge for the Welfare Surgeries Project. A huge achievement by all especially Tim, Claire and David.

AQS took up over 80% of my time this year but there were other important areas of work during this year.

We successfully achieved funding from Lloyds Foundation primarily to fund our development and fundraising work. Along with a large grant from Lloyds we also were gifted consultancy from Lloyds to develop Hear Us further. We have been working with Julia Worthington of Amber Consultancy to review our fundraising strategy and practice and out of this we have developed a new role of a Fundraising Coordinator to work with me to develop corporate fundraising, our donor base and a new Friends of Hear Us membership scheme. This new role will be advertised for recruitment in September

2022. We will be starting work with Anna Grey of Cornish and Grey later this month on reviewing and developing our monitoring and evaluation processes within Hear Us which will enable us to report to our funders more effectively and help us to identify what we are doing well and what needs improvement. We are now evaluating other options for consultancy and looking at our future direction of travel for the development of Hear Us into the next 3 to 5 years.

Our work in 2022-2023 will focus on maintaining our AQS accreditation, developing our vision for the future and identifying funders to support Hear Us in the next phase of our development.



Eleanor Yates Fundraiser and Development Manager
Hear Us, Orchard House
15a Purley Road, South Croydon
Surrey, CR2 6EZ

Tel: 020 8681 6888
Email: eleanor@hear-us.org
Webpage: www.hear-us.org/donate

Funder	Service	Grant Period
South West London ICS	Core Project	Apr 21 - Mac 22
Maudsley C&C	Surgeries	Oct 20 - Sept 21
Co-Op Stores	Open Forum	Oct 20 - Sept 21
City Bridge	Surgeries	Apr 21 - Mar 24
London Community Foundation	Hear Us Guide	Apr 21 - Mar 22
National Lottery	Surgeries	Jan 22 - Mar 25
Lloyds Foundation	Development	Sept 21 - Aug 23

Extracts of Hear Us Annual Accounts 21-22

Current assets	2022	2021
Debtors	£244	£226
Cash at bank and in hand	£201,864	£138,043
Creditors: amounts falling due within one year	£1,796	£1,682
Net assets	£200,312	£136,587
Funds of the charity	£92,242	£116,769
Restricted funds	£31,366	£ 7,600
Unrestricted funds	£168,946	£128,987
Total Charity funds	£200,312	£136,587

HEAR US CROYDON FUNDERS 2021/22

The London Community Foundation

co op
It's what we do

South West London Integrated Care System

CROYDON
www.croydon.gov.uk

Maudsley Charity
Health in Mind

HM Government

In partnership with

THE NATIONAL LOTTERY COMMUNITY FUND

CROYDON EAGLES

MENTAL HEALTH FOOTBALL TEAM



Hear Us would like to welcome you to our mental health football practice sessions. Please feel free to join us on Wednesday afternoons at Crystal Palace Sports Centre. A chance to improve your fitness, both mentally and physically. Meet new people, have a kick about, and have some fun.

If you use Croydon's Mental Health Services and are over 18, you are very welcome to join us. We also play in mental health league.

Tel: 02086816888

or email us at

croydon.eagles@hear-us.org

HEAR US CROYDON

Equal Ops Monitoring

Equal Ops Monitoring: These tables show the number of people that Hear Us have supported over period April 2020 to March 2021

The sections marked 'Linkwork' are people who we came into contact with on our Linkworking Project; all 445 service sues 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.

Due to the COVID 19 pandemic Hear Us continued to provide our services and our support mostly remotely. Annually over the past years we normally would provide support to around 4500 people but the pandemic over the past 2 years has restricted our services.

Ethnicity	Total	%
African	43	2.2%
Any other Asian background	19	1.0%
Any other Black Background	14	0.7%
Any other Mixed background	5	0.3%
Any Other White background	12	0.6%
Any Other Ethnic Group	21	1.1%
Asian	12	0.6%
Black British	172	8.7%
Caribbean	62	3.1%
Chinese	1	0.1%
Indian	20	1.0%
Irish	10	0.5%
Not Answered	28	1.4%
Not Gathered	123	6.2%
Pakistani	3	0.2%
Prefer not to say	51	2.6%
White and Asian	9	0.5%
White and Black African	6	0.3%
White and Black Caribbean	80	4.1%
White and Chinese	1	0.1%
White British	675	34.3%
British	158	8.0%
Linkworking Service Users	445	22.6%
Grand Total	1970	100%

AGE GROUP	Total	%
16 - 18	3	0.2%
18 - 20	16	0.8%
21 - 30	92	4.7%
31 - 40	160	8.1%
41 - 50	332	16.9%
51 - 60	481	24.4%
61 - 70	107	5.4%
71+	17	0.9%
Not Gathered	214	10.9%
Not Answered	33	1.7%
Prefer Not to Say	70	3.6%
Linkworking Service Users	445	22.6%
Total	1970	100%

MARITAL STATUS	Total	%
Couple	36	1.8%
Divorced	101	5.1%
Married	44	2.2%
Not Answered	237	12.0%
Not Known	165	8.4%
Prefer not to say	51	2.6%
Separted	46	2.3%
Single	832	42.2%
Widowed	13	0.7%
Linkworking	445	22.6%
Grand Total	1970	100%

ACCOMODATION	Total	%
Care Home	5	0.3%
Council Rent	300	15.2%
Homeless	1	0.1%
Hostel	1	0.1%
Housing Association	302	15.3%
Lives with Family	70	3.6%
Morgaged/Owned	59	3.0%
Not Answered	246	12.5%
Not Known	200	10.2%
Prefer not to say	69	3.5%
Private Rent	135	6.9%
Shared Housing	2	0.1%
Sofa surfing	5	0.3%
Supported Housing	49	2.5%
Temparory	58	2.9%
Tempory Association	23	1.2%
Linkworking	445	22.6%
Grand Total	1970	100%

GENDER	Total	%
Female	899	45.6%
Male	606	30.8%
Not Stated	16	0.8%
Prefer Not to Say	1	0.1%
Transgender	3	0.2%
Linkworking	445	22.6%
Grand Total	1970	100%

DISABILITY	Total	%
Both Mental Health & Physical Disability	530	26.9%
Mental Health Disability	821	41.7%
Neither	8	0.4%
Not Answered	132	6.7%
Physical Disability	30	1.5%
Prefer not to say	4	0.2%
Linkworking	445	22.6%
Grand Total	1970	100%

RELIGION	Total	%
Catholic	29	1.5%
Christian	194	9.8%
Hindu	1	0.1%
Jewish	2	0.1%
Methodist Anglican	5	0.3%
Muslim	7	0.4%
No religion	112	5.7%
Not Answered	327	16.6%
Not Known	736	37.4%
Other	39	2.0%
Prefer not to say	29	1.5%
Protestant	5	0.3%
Rastafarian	39	2.0%
Linkworking	445	22.6%
Grand Total	1970	100.0%

SEXUALITY	Total	%
Bisexual	8	0.4%
Heterosexual	1044	53.0%
Homosexual	24	1.2%
Lesbian	50	2.5%
Not Known	61	3.1%
Not Gathered	210	10.7%
Pan-Sexual	1	0.1%
Prefer not to say	127	6.4%
Linkworking	445	22.6%
Grand Total	1970	100.0%

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 e.g. user council in which current concerns are discussed and debated.

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 sigma 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.

BECOME A MEMBER OF HEAR US

I am a resident in London Borough of Croydon	
Have a recognisable interest in mental health service user issues in Croydon	
Have had emotional, or psychological problems, or, some form of mental illness	

Name:	
Address:	
Tel:	
Email:	
Age & DOB:	
Gender:	
Marital Status:	
Sexuality:	
Ethnicity:	
Religion:	
Disability:	

Please tick how you wish to receive correspondence

Post	Email	Phone	Mobile	Text

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:

WE ♥ HEAR US
DO YOU?

www.hear-us.org/donate

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

020 8681 6888
info@hear-us.org
www.hear-us.org
www.guide-hear-us.org

COMPANY REGISTRATION NUMBER: 06891337
CHARITY REGISTRATION NUMBER: 1135535

Hear Us

Company Limited by Guarantee

Unaudited Financial Statements

31 March 2022

Hear Us

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

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Statement of financial position	**7**
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Hear Us

Company Limited by Guarantee

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

Year ended 31 March 2022

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

Reference and administrative details

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

The trustees

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

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

Structure, governance and management

Formation

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

Management

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

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

Objectives and activities

The objectives of Hear Us are:

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

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

Achievements and performance

Hear Us Senior Management Team work hard achieved accreditation from Advice Quality Standard (AQS) for our Welfare Surgeries Project whilst brining in new funding from City Bridge and the National Lottery to help expand our projects – we are now able to support more service users to claim and maintain their benefit claims.

Financial review

Reserves Policy

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

Risk Management

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

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

Small company provisions

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

Jacqueline Ashton
Trustee

Abeline Greene
Charity Secretary

Hear Us

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Hear Us

Year ended 31 March 2022

I report on the financial statements for the year ended 31 March 2022, which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006, and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met, or

(2) to which, in my opinion, attention should be drawn 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 2022

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

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

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

Hear Us

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

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

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

Trustees responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 22/10/2022 and are signed on behalf of the board by:

Jacqueline Ashton
Trustee

COMPANY REGISTRATION NUMBER: 06891337

Hear Us

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2022

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

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

Hear Us

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2022

1. General information

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

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

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

Basis of preparation

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

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

Going concern

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

Foreign currencies

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

Fund accounting

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

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

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

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

4. Limited by guarantee

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

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Donations			
Donations	6,721	–	**6,721**
Grants			
Maudsley Trust	184	13,100	**13,284**
Reach Out Challenge	1,400	–	**1,400**
SLA	106,999	–	**106,999**
City Bridge	–	36,000	**36,000**
Covid-19: London Community Fund: Welfare surgeries	–	20,768	**20,768**
Covid -19: The National Lottery	–	34,203	**34,203**
Sponsorship			
Croydon Eagles: 5 Float Head at Office	354	–	**354**
Grants:5 Lloyds Foundation	25,000	–	**25,000**
	140,658	104,071	**244,729**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	1,088	–	1,088
Grants			
Maudsley Trust	–	12,490	12,490
Reach Out Challenge	–	–	–
SLA	121,188	–	121,188
City Bridge	–	12,000	12,000
Covid-19: London Community Fund: Welfare surgeries	–	16,479	16,479
Covid -19: The National Lottery	–	28,283	28,283
Sponsorship			
Croydon Eagles: 5 Float Head at Office	–	–	–
Grants:5 Lloyds Foundation	–	–	–
	122,276	69,252	191,528

6. Expenditure on charitable activities by fund type

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

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

7. Expenditure on charitable activities by activity type

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

8. Other expenditure

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

9. Net income

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Operating lease rentals	**7,973**	2,317

10. Independent examination fees

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

11. Staff costs

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

	2022	2021
	£	£
Wages and salaries	**88,056**	70,776
Social security costs	**605**	435
Employer contributions to pension plans	**1,963**	999
Other employee benefits	**7,365**	1,252
	97,989	73,462

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

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

12. Trustee remuneration and expenses

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

13. Debtors

	2022	2021
	£	£
Trade debtors	**79**	79
Other debtors	**165**	147
	244	226

14. Creditors: amounts falling due within one year

	2022	2021
	£	£
Other creditors	**1,796**	1,682

15. Analysis of charitable funds

Unrestricted funds

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

Restricted funds

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

COMPANY REGISTRATION NUMBER: 06891337
CHARITY REGISTRATION NUMBER: 1135535

Hear Us

Company Limited by Guarantee

Unaudited Financial Statements

31 March 2022

Hear Us

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

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Independent examiner's report to the trustees	**4**
Statement of financial activities (including income and expenditure account)	**6**
Statement of financial position	**7**
Notes to the financial statements	**9**

Hear Us

Company Limited by Guarantee

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

Year ended 31 March 2022

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

Reference and administrative details

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

The trustees

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

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

Structure, governance and management

Formation

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

Management

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

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

Objectives and activities

The objectives of Hear Us are:

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

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

Achievements and performance

Hear Us Senior Management Team work hard achieved accreditation from Advice Quality Standard (AQS) for our Welfare Surgeries Project whilst brining in new funding from City Bridge and the National Lottery to help expand our projects – we are now able to support more service users to claim and maintain their benefit claims.

Financial review

Reserves Policy

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

Risk Management

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

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

Small company provisions

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

Jacqueline Ashton
Trustee

Abeline Greene
Charity Secretary

Hear Us

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Hear Us

Year ended 31 March 2022

I report on the financial statements for the year ended 31 March 2022, which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006, and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met, or

(2) to which, in my opinion, attention should be drawn 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 2022

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

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

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

Hear Us

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

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

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

Trustees responsibilities:

- The shareholders have not required the charity to obtain an audit of its financial statements for the year in question in accordance with section 476;
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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 22/10/2022 and are signed on behalf of the board by:

Jacqueline Ashton
Trustee

COMPANY REGISTRATION NUMBER: 06891337

Hear Us

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net income	**63,725**	46,335
Adjustments for:		
Depreciation of tangible fixed assets	**–**	663
Interest payable and similar charges	**14,283**	7,923
Accrued expenses	**114**	384
Changes in:		
Trade and other debtors	**(18)**	–
Cash generated from operations	**78,104**	55,305
Interest paid	**(14,283)**	(7,923)
Net cash from operating activities	**63,821**	47,382
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Purchase of tangible assets	**–**	(2,653)
Net cash used in investing activities	**–**	(2,653)
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Hear Us

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2022

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Sponsorship			
Croydon Eagles: 5 Float Head at Office	–	–	–
Grants:5 Lloyds Foundation	–	–	–
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6. Expenditure on charitable activities by fund type

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	84,988	58,999	145,977

7. Expenditure on charitable activities by activity type

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

8. Other expenditure

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

9. Net income

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Operating lease rentals	**7,973**	2,317

10. Independent examination fees

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

11. Staff costs

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

	2022	2021
	£	£
Wages and salaries	**88,056**	70,776
Social security costs	**605**	435
Employer contributions to pension plans	**1,963**	999
Other employee benefits	**7,365**	1,252
	97,989	73,462

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

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

12. Trustee remuneration and expenses

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

13. Debtors

	2022	2021
	£	£
Trade debtors	**79**	79
Other debtors	**165**	147
	244	226

14. Creditors: amounts falling due within one year

	2022	2021
	£	£
Other creditors	**1,796**	1,682

15. Analysis of charitable funds

Unrestricted funds

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

Restricted funds

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

HEAR US

England & Wales - Charity number 1135535

Accounts

Hear Us

Unaudited Financial Statements

31 March 2021

Company Number 06891337

Charity Registration Number 1135535

Hear Us

Financial Statements

Year ended 31 March 2021

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Hear Us

Trustees' Annual Report

Year ended 31 March 2021

The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

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

The trustees

Ruth Govan	
Cassandra Austin	
Angela Mitchell	
Abeline Greene	
Jonathan Weller	
Karen Grayson	
Josh Baker-Mendoza	(Appointed 30 June 2020)
David Ashton	(Retired 29 June 2020)

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

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

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 2019/20 this will be approximately £75,000. 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.

Trustees' responsibilities statement

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees' annual report was approved on Thursday 22nd July 2021 and signed on behalf of the board of trustees by:

Jonathan Weller
Trustee (Treasurer)

Abeline Greene
Charity Secretary

Hear Us

Independent Examiner's Report to the Trustees of Hear Us

Year ended 31 March 2021

I report on the financial statements for the year ended 31 March 2021, which comprise the statement of financial activities, statement of financial position, statement of cash flows and the related notes.

Respective responsibilities of trustees and examiner

The trustees are responsible for the preparation of the financial statements. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act, and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act

have not been met, or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

AXIS ACCOUNTANTS LTD T/AS MITCHELL RODRIGUES & CO
Chartered accountant

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

Hear Us

Statement of Financial Activities

31 March 2021

	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 **Total funds £**	2020 Total funds £
Income and endowments					
Donations and legacies	**4**	122,276	69,252	**191,528**	129,141
Total income		122,276	69,252	**191,528**	129,141
Expenditure					
Expenditure on charitable activities	**5,6**	(84,325)	(61,652)	**(145,977)**	(152,026)
Other expenditure	**7**	(1,206)	–	**(1,206)**	(1,642)
Total expenditure		(85,531)	(61,652)	**(147,183)**	(153,668)
Net income/(expenditure) and net movement in funds		36,745	7,600	**44,345**	(24,527)
Reconciliation of funds					
Total funds brought forward		92,242	–	**92,242**	116,769
Total funds carried forward		128,987	7,600	**136,587**	92,242

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

Hear Us

Statement of Financial Position

31 March 2021

		2021		2020
		£	£	£
Current assets				
Debtors	**13**	**226**		226
Cash at bank and in hand		**138,043**		93,314
		138,269		93,540
Creditors: amounts falling due within one year	**14**	**1,682**		1,298
Net current assets			**136,587**	92,242
Total assets less current liabilities			**136,587**	92,242
Net assets			**136,587**	92,242
Funds of the charity				
Restricted funds			**7,600**	–
Unrestricted funds			**128,987**	92,242
Total unrestricted funds		**128,987**		92,242
Total charity funds	**15**		**136,587**	92,242

For the year ended 31 March 2020 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts 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 27 July 2020, and are signed on behalf of the board by:

Jonathan Weller
Trustee (Treasurer)

Hear Us

Statement of Cash Flows

Year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income/(expenditure)	**44,345**	(24,527)
Adjustments for:		
Interest payable and similar charges	**7,923**	7,447
Accrued expenses	**384**	192
Changes in:		
Trade and other debtors	**–**	7,069
Cash generated from operations	**52,652**	(9,819)
Interest paid	**(7,923)**	(7,447)
Net cash from/(used in) operating activities	**44,729**	(17,266)
Net increase/(decrease) in cash and cash equivalents	**44,729**	(17,266)
Cash and cash equivalents at beginning of year	**93,314**	110,580
Cash and cash equivalents at end of year	**138,043**	93,314

The notes on pages 8 to 14 form part of these financial statements.

Hear Us

Notes to the Financial Statements

Year ended 31 March 2021

1. General information

The charity is registered charity in England and Wales and is unincorporated.
The address of the principal 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.

3. Accounting policies *(continued)*

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.

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.

3. Accounting policies *(continued)*

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.

4. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Donations			
Donations	1,088	–	**1,088**
Grants			
Maudsley Trust	–	12,490	**12,490**
Reach Out Challenge	–	–	**–**
SLA	121,188	–	**121,188**
City Bridge	–	12,000	**12,000**
Covid-19: London Community Fund: Welfare surgeries	–	16,479	**16,479**
Covid -19: The National Lottery	–	28,283	**28,283**
	122,276	69,252	**191,528**

5. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Travel & Subsistence	9	–	**9**
Open Forum	287	–	**287**
Linkworking	28,145	–	**28,145**
Reach Out	–	–	**–**
Surgery	–	61,652	**61,652**
Support costs	55,884	–	**55,884**

84,325	61,652	**145,977**

6. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2021 £**	Total fund 2020 £
Travel & Subsistence	9	–	**9**	244
Open Forum	287	–	**287**	9,354
Linkworking	28,145	–	**28,145**	30,875
Reach Out	–	–	**–**	634
Surgery	61,652	–	**61,652**	22,681
Governance costs	–	53,636	**53,636**	80,533
	90,093	53,636	**143,729**	144,321

7. Other expenditure

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Sundries	198	**198**	–	–
Christmas social	560	**560**	768	768
Staff Welfare	136	**136**	580	580
Staff & trustees travel	–	**–**	27	27
Subscriptions	312	**312**	267	267
	1,206	**1,206**	1,642	1,642

8. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Operating lease rentals	**2,317**	1,340
Foreign exchange differences	**1,136**	803

10. Independent examination fees

	2021 £	2020 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**1,380**	996

11. Staff costs

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

	2021	2020
	£	£
Wages and salaries	**70,776**	71,235
Social security costs	**435**	–
Employer contributions to pension plans	**999**	2,015
Other employee benefits	**1,252**	824
	73,462	74,074

The average head count of employees during the year was 8 (2020: 8).

No employee received employee benefits of more than £60,000 during the year (2020: 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. Debtors

	2021	2020
	£	£
Trade debtors	**79**	79
Prepayments and accrued income	**147**	147
	226	226

14. Creditors: amounts falling due within one year

	2021	2020
	£	£
Accruals and deferred income	**1,393**	1,009
Other creditors	**289**	289
	1,682	1,298

15. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020	Income	Expenditure	**At 31 March 2021**
	£	£	£	**£**
Unrestricted Fund	92,242	122,276	(85,531)	**128,987**

15. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2020	Income	Expenditure	**At 31 March 2021**
	£	£	£	**£**
Restricted Fund	–	69,252	(61,652)	**7,600**