



Cancer  
Counselling

# Trustees' annual report and accounts 2022/23

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## Contents

### Trustees' annual report and accounts

Reference and administrative details	4
Governance and organisational management	5
Achievements and performance overview	7
Statement of trustees' responsibilities	9
Independent Examiner's report	10
Statement of financial activities	11
Balance sheet	13
Notes to financial statements	15

# Annual report and accounts

The Board of Trustees present their annual report and the Independent Examination by a qualified accountant of the charity for the year ended 31st March 2023

## Governing document

We Hear You is a charitable incorporated organisation (CIO) adopted on 1st April 2014, amended by a special resolution of its members on 22nd January 2015. The charity is governed by its CIO constitution.

## Independent Examiner

Josh Kingston, BSc., ACA  
Burton Sweet Limited  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR

## Bank

CAF Bank Limited  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

## Aims, objectives and activities

We Hear You works across Somerset, Bath and North East Somerset, Swindon and Wiltshire, providing emotional support to patients, families, friends and carers who have been affected or bereaved by cancer or any other life-threatening condition.

The objective of the charity is for the public benefit by provision of support through solo and joint counselling, mindfulness, art and drama therapy, nature connection therapy, social groups and signposting. We Hear You provide this support to individuals who have been affected personally or by association by cancer and other life-threatening conditions.

All We Hear You's qualified counsellors are professionally trained, experienced and adhere to the British Association of Counselling and Psychotherapy (BACP) or alternative professional body. Our two trainee counsellors are student members, working towards full membership.

As an organisational member of BACP, WHY is bound by its Ethical Framework for the Counselling Professions (2018).



# Reference and administrative details

## Charity name:

We Hear You (WHY)

## Charity no:

1156001

## Registered address:

14-15 North Parade

Frome

BA11 1AU

## Board of Trustees

### 1st April 2022 to 31st March 2023

Anne Montague - Chair

Wayne de Leeuw - Vice Chair

Rachel Notley - Treasurer

Cara Burr

Tony de Jaeger

Dr Dorothy Goddard

Dr Joachim Ryan

Tessa Warry

## Board of Trustees

### October 2023

Anne Montague - Chair

Wayne de Leeuw - Vice Chair

Rachel Notley - Treasurer

Cara Burr

Tony De Jaeger

Darren Irwin

Ben Price

Tessa Warry

## Appointment and training of Trustees

The members of the charity are the members of the Board of Trustees and their number must be not fewer than three and not more than twelve. The number of four-year consecutive terms of office that a member may serve cannot exceed three, thereby limiting continuous membership to an aggregate of twelve years. This maximum term was amended from two consecutive terms in May 2022.

The appointment or election of trustees is determined by the Board of Trustees through open advertisement and interview.

The Board seeks wide representation from the charity's many stakeholders and to cover the main areas of required expertise. A skills audit is undertaken annually to ensure that a diverse skill set is met. As of 2022/23, the Board also conducts an annual diversity audit, with the aim of ensuring a Board that is representative of the communities we serve. In the event of particular skills being lost due to retirement or new skills required, individuals are approached to offer themselves for election to the Board.

New trustees receive an induction from existing trustees and senior members of staff. Trustees are provided with a trustee information pack incorporating statutory information along with governance, management policies and procedures.



## Governance and organisational management

The Board of Trustees met six times during the year ending on 31st March 2023, where they determined and approved the strategy and budget and reviewed the charity's performance.

Trustees have delegated the day-to-day management of We Hear You to the Chief Executive Officer who, with support from the team, is responsible for delivering the approved strategy.

### Public benefit

The Board of Trustees confirm they have had regard to the Charity Commission's guidance on public benefit and have complied with their duty under section 4 of the Charities Act 2011 when reviewing the charity's aims and objectives; and in implementing current and planning future activities.

The Charities Act 2011 sets out 13 different aims which are recognised as charitable purposes, and We Hear You meets two of those aims, in particular, the advancement of health and the relief of those in need by ill health or disability. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives. In particular, all of the services provided to patients, families and carers are free of charge, and available to all members of the public in the area served by We Hear You and who meet the referral criteria.

### Risk management

The Board of Trustees have considered the major risks to which the charity is exposed and have established procedures including a risk register to identify, mitigate and manage those risks. All risks are reviewed regularly at trustee meetings, with regular training for staff and annual updates to policies and procedures. Risks are broken down into areas of activity; major risks are listed below:

#### Operational

WHY has a small team and due to circumstances outside anyone's control, we have operated without a key staff member for an extended period, who managed much of the charity's day-to-day financial operations. This led to significant pressure on our treasurer, both in terms of time and an increase in hands-on, rather than supervisory, activity. There has also been added pressure on other members of WHY staff, who have been covering additional financial tasks.

Across the third sector, in part due to changes to working life in the UK after Covid, the recruitment and retention of high-quality staff is difficult, and this is considered a live and significant risk to the charity. As always, WHY aims to provide a positive workplace and to invest in staff development and training, valuing and nurturing our team.

#### Financial

Following an extended period of growth in recent years, and a high level of success with securing grant funding in 2020/21, we have experienced a significant reduction in the income from grants in 2022/23. There has also been an impact from the UK cost of living crisis on our community fundraising, although we continue to enjoy a high level of support from and interaction with the community closest to our HQ in Frome.



## Risk management (cont.)

### Financial (cont.)

The relative success of community fundraising is not sufficient to fill the gap in income from grants, and the trustees have identified both factors as a risk to WHY's cashflow and the maintenance of our reserves.

In order to ensure WHY's future viability and keep financial reserves within the parameters of our reserves policy, we have explored new avenues for sustainable income generation during 2022/23 (see p9). We secured funding to work with Kevin Davey of charity & social enterprise consultancy Eastside People, and have been fortunate to have the support of Claire Dooley, one of our charity ambassadors, who has offered us her business-to-business experience and skills.

Our reserves as at 31 March 2023 were £128,762 (2022: £210,944) are comprised of £36,500 of restricted funds and general funds of £92,262. The reserves policy at WHY allows for the event of a reduction in funding and the opportunity to fund work that meets our aims if no grant funding can be found. As part of our reserves policy, all monies including restricted grants and donations received are ring fenced, kept secure and our net current assets £175,613 (2022: £264,004) reflects the reserve policy and the receipt in advance of funds to allow us to continue projects into the next financial year. The reserves policy is reviewed annually, as part of an ongoing business planning and budget approval process. The level of reserves is within the Trustees recommended range of a minimum of £110,000 and a maximum of £230,000.

We have robust procedures in place for the authorisation of all financial transactions, and regularly review expenditure to provide up-to-date and relevant information, maintain control and mitigate fraud.

### Regulatory

The WHY group is bound to comply with the legislation and regulations relevant to its activities and funding sources. The board has considered the risk of inadvertent non-compliance to WHY's reputation and any attendant financial penalty. To mitigate the risk, WHY maintains membership of relevant national alliance bodies, such as NCVO, follows Charity Commission updates and implements a reviews and renewals procedure to ensure the group meets its regulatory responsibilities and maintains sufficient insurance.

WHY's serious incident reporting policy and whistleblowing policy ensure accountability across the whole team.

### Governance

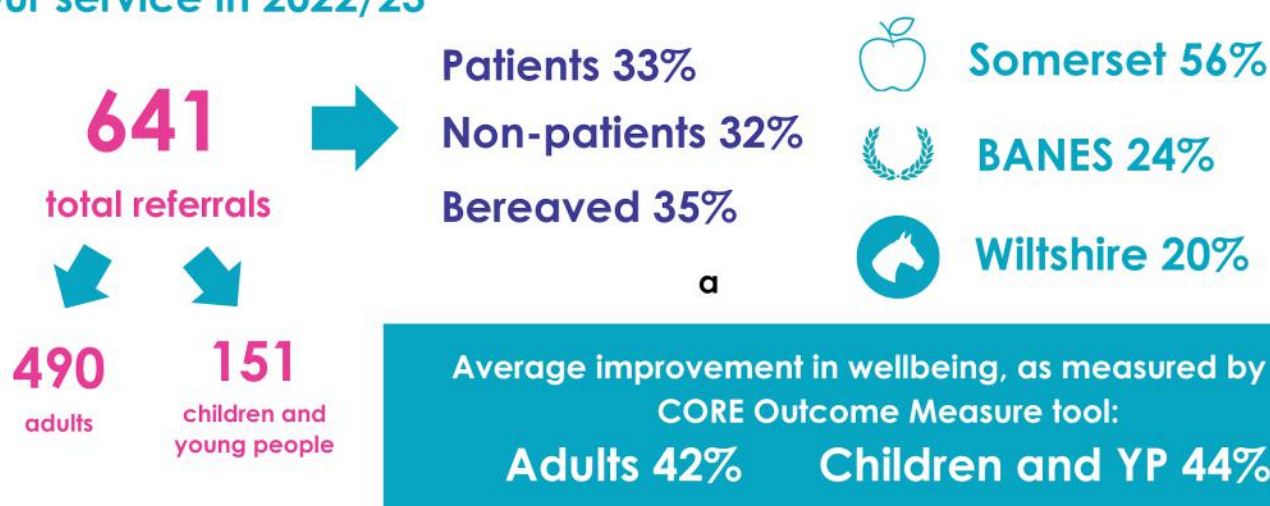
WHY's board has considered the risk of poor governance and conflicts of interest on the WHY group. Robust protocols are in place for the disclosure of conflicts of interest by board members, along with a code of conduct for all trustees. The trustee selection and induction process aims to ensure a broad and useful set of skills and knowledge on the board of trustees, as well as a diversity of background.

Trustees review all of WHY's policies and procedures annually and work closely with the CEO on the organisational strategy and business planning. Through these robust processes, the board is able to operate effectively in helping WHY stay true to its mission and vision and set relevant objectives to implement them.



# Achievements and performance overview

## Our service in 2022/23



Demand for our services, and an increase in waiting times to more than four months meant that, for the first time in WHY's history, we were forced to close our waiting list for new referrals, from late July to early September 2022. We believe that we are continuing to see the post-pandemic impact that cancer patients and their families are feeling and in many instances the work is more complex that it has been in previous years.

We worked hard during the waiting list closure to redeploy resources in areas of greatest need and released funding to increase overall counselling sessions. The team worked incredibly hard to get our waiting list back under control so that our clients were not waiting too long to start their counselling and we were successful in bringing waiting times back within our designated acceptable range of two to four months.

The autumn and winter months saw us opening new clinics in Wiltshire in Devizes and Salisbury, and a new Macmillan-funded clinic in Swindon, via Bath and North East Somerset, Swindon and Wiltshire Integrated Commissioning Board.

In January 2023, we welcomed two student counsellors to WHY for the first time. This serves a dual purpose; the provision of high-quality training placements for the next generation of counsellors and psychotherapists, and extending the reach of the services that we provide in Frome at a reduced cost to the organisation. Susannah and Tamara are both approaching the end of training and come to WHY with significant experience. They are supervised and managed by members of our employed counselling team.

### Fundraising

The current financial landscape is as challenging for individuals as it is for charities. Therefore, it is more important than ever that we provide free timely, specialist support for people affected or bereaved by cancer and life-threatening conditions, so that financial considerations don't prevent people accessing the help they need.

Community fundraising recovered well in 2022/23, as we hoped it would, with a return to more face-to-face events and growing confidence in a 'new normal'. We're grateful for the hard work, ingenuity and enthusiasm of the communities we support.



## Fundraising (cont.)

Highlights included a new Guinness world record for a half marathon run in a beekeeper's suit, visor and wellies, another successful Frome Festival pop-up cafe and four 'Breakfast with Santa' events where guests enjoyed brunch and stortime with Father Christmas.

The high demand for our free services, coupled with a very challenging funding landscape across the UK, and the rapid growth of We Hear You in the last five years, have led us to explore new avenues of income generation, which we hope will bear fruit in the next financial year.

We know that many businesses already budget for and pay for services that we are naturally well placed to provide. We're positioning ourselves as a trusted service provider for training, supervision and consultancy with our WHYinwork package of support for businesses whose staff are impacted by cancer.

## WHYinwork and the WHY gallery

WHY have run a linked non-profit company, the WHY gallery, since 2016. The gallery showcases the work of locals artists and makers, running art fairs and exhibitions throughout the year. Like a commercial gallery, this activity attracts commission; unlike a commercial gallery, this commission is donated to the charity each year. Applying the same non-profit business model as the WHY gallery to areas closer to our charitable activity creates opportunities for WHY to use existing knowledge and skills to generate income.

Our WHYinwork package launched in November 2020, and we have dedicated time and energy this financial year to extending both its uptake and scope. Incorporating almost 30 years of personal testimony from our clients, we provide a suite of services for employers whose staff members are affected by a life-threatening diagnosis:

- Training sessions cover legal obligations, best practice and actionable examples of the reasonable adjustments that employers can make to care for their staff.
- Bespoke consultancy services to employers help them adapt and meet their obligations.
- Clinical supervision provides staff working closely with WHY's client group an opportunity to talk through the difficulties and emotional burden of their caring roles, preventing burnout and promoting wellbeing
- Team away days, using our WHYoutdoors nature connection courses as a blueprint, promote resilience and understanding between groups of employees.

## Charity partners

We were delighted to welcome new corporate partners on board in 2022/23, including solicitors Thatcher and Hallam Solicitors and Forrester Sylvester Mackett.



# Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the income and expenditure 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 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; and
- 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 sufficient accounting records that 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 Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed/constitution. 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.

Signed:

  
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Rachel Notley, Treasurer  
2nd November 2023

# Independent Examiner's report

I report to the trustees on my examination of the accounts of We Hear You (the Charity) for the year ended 31 March 2023.

## Responsibilities and basis of report

As the charity trustees of the Charity 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 Charity'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

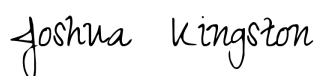
Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do 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.

Joshua Kingston BSc ACA  
Burton Sweet Limited, Chartered Accountants  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR



2nd November 2023



## WE HEAR YOU

### CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
<b>Income from:</b>						
Donations, grants and legacies	2	196,013	-	183,898	379,911	323,407
Charitable activities	3	40,665	-	-	40,665	34,507
Other trading activities	4	146,135	-	-	146,135	88,759
Investments	5	4,212	-	-	4,212	2,896
<b>Total income</b>		<b>387,025</b>	<b>-</b>	<b>183,898</b>	<b>570,923</b>	<b>449,569</b>
<b>Expenditure on:</b>						
Raising funds	6	241,847	-	265	242,112	166,314
Charitable activities	7	191,117	30,102	189,773	410,992	366,812
<b>Total expenditure</b>		<b>432,964</b>	<b>30,102</b>	<b>190,038</b>	<b>653,104</b>	<b>533,126</b>
<b>Net income/(expenditure)</b>	<b>9</b>	<b>(45,939)</b>	<b>(30,102)</b>	<b>(6,140)</b>	<b>(82,181)</b>	<b>(83,557)</b>
Transfers between funds	23	-	-	-	-	-
<b>Net movement in funds before taxation</b>		<b>(45,939)</b>	<b>(30,102)</b>	<b>(6,140)</b>	<b>(82,181)</b>	<b>(83,557)</b>
<b>Total funds at 1 April 2022</b>	<b>23</b>	<b>138,201</b>	<b>30,102</b>	<b>42,640</b>	<b>210,943</b>	<b>294,500</b>
<b>Total funds at 31 March 2023</b>	<b>23</b>	<b>92,262</b>	<b>-</b>	<b>36,500</b>	<b>128,762</b>	<b>210,943</b>

The group has no recognised gains or losses other than the results for the year as set out above.

The notes on pages 15 to 29 form part of these financial statements  
See note 12 for fund-accounting comparative figures

## WE HEAR YOU

### CHARITY STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
<b>Income from:</b>						
Donations, grants and legacies	2	183,191	-	183,898	367,089	308,211
Charitable activities	3	40,665	-	-	40,665	34,507
Other trading activities	4	109,087	-	-	109,087	48,875
Investments	5	4,154	-	-	4,154	2,896
<b>Total income</b>		<b>337,097</b>	<b>-</b>	<b>183,898</b>	<b>520,995</b>	<b>394,489</b>
<b>Expenditure on:</b>						
Raising funds	6	145,684	-	265	145,949	114,756
Charitable activities	7	191,117	30,102	189,773	410,992	366,812
<b>Total expenditure</b>		<b>336,801</b>	<b>30,102</b>	<b>190,038</b>	<b>556,941</b>	<b>481,568</b>
<b>Net income/(expenditure)</b>	<b>9</b>	<b>296</b>	<b>(30,102)</b>	<b>(6,140)</b>	<b>(35,946)</b>	<b>(87,079)</b>
Transfers between funds	23	-	-	-	-	-
<b>Net movement in funds</b>		<b>296</b>	<b>(30,102)</b>	<b>(6,140)</b>	<b>(35,946)</b>	<b>(87,079)</b>
<b>Total funds at 1 April 2022</b>	<b>23</b>	<b>136,823</b>	<b>30,102</b>	<b>42,640</b>	<b>209,565</b>	<b>296,644</b>
<b>Total funds at 31 March 2023</b>	<b>23</b>	<b>137,119</b>	<b>-</b>	<b>36,500</b>	<b>173,619</b>	<b>209,565</b>

The group has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the group are classed as continuing

The notes on pages 15 to 29 form part of these financial statements  
See note 12 for fund-accounting comparative figures



# WE HEAR YOU

## BALANCE SHEET

AS AT 31 MARCH 2023

	Note	Group 2023 £	Charity 2023 £	Group 2022 £	Charity 2022 £
<b>Fixed assets</b>					
Tangible assets	13	3,976	-	5,968	-
Investments	14	-	4	-	2
		3,976	4	5,968	2
<b>Current assets</b>					
Stock		4,293	2,031	5,133	4,109
Debtors	16	13,260	68,743	5,206	15,986
Cash at bank and in hand		237,141	206,695	362,544	311,642
		254,694	277,469	372,883	331,737
<b>Creditors: amounts falling due within one year</b>	17	(79,081)	(62,112)	(108,880)	(78,656)
<b>Net current assets</b>		175,613	215,357	264,003	253,081
<b>Total assets less current liabilities</b>		179,589	215,361	269,971	253,083
<b>Creditors: amounts falling due after more than one year</b>	17	(50,827)	(41,742)	(59,028)	(43,518)
<b>Net assets</b>		128,762	173,619	210,943	209,565
<b>Funds</b>					
<b>Unrestricted funds</b>					
General funds	24	137,119	137,119	136,823	136,823
Non-charitable trading funds	24	(44,857)	-	1,378	-
Designated funds	24	-	-	30,102	30,102
<b>Restricted funds</b>	24	36,500	36,500	42,640	42,640
<b>Total funds</b>		128,762	173,619	210,943	209,565

These financial statements were approved by the Trustees on 2 November 2023 and are signed on their behalf by:

*Anne Montague*

.....  
Anne Montague  
Chair

The notes on pages 15 to 29 form part of these financial statements

## WE HEAR YOU

### GROUP CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2023

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	Note	2023 £	2022 £
Net cash outflow from operating activities	20	(123,081)	(111,320)
Non-operating cash flows:			
Investing activities			
Investment income		4,212	2,896
Loans repaid		(6,534)	-
New loans		-	56,813
Net cash outflow for the year	21	<u>(125,403)</u>	<u>(51,611)</u>

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice this restriction has not had any effect on group cash flows for the year.

The notes on pages 15 to 29 form part of these financial statements

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**1 Accounting policies**

**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with the historical cost convention (except for investments which have been included at fair value) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

The accounts (financial statements) have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 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) issued in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The charity is a public benefit entity as defined under FRS102.

The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty around public fundraising being caused by the current cost of living crisis. Whilst the Trustees acknowledge there may be challenges around community fundraising and corporate giving as an impact of this, the charity has sufficient reserves to be able to meet these challenges and has considered these impacts within its reserves policy.

**Basis of consolidation**

The Consolidated Statement of Financial Activities (SOFA), Consolidated Balance Sheet and Consolidated Statement of Cash Flows consolidate the financial statements of the Charity and its subsidiaries; WHY Gallery Ltd and Talkativity CIC. The results of the subsidiaries are consolidated on a line by line basis.

**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 Charity and which have not have been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost 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.

**Income**

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Some grant income is deferred where the conditions for receipt are not met at the end of the accounting period.

Income represents the total income receivable during the period, including commission on Gallery sales, interest received, and gift aid receipts.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

**Expenditure**

All expenditure is accounted for on an accruals basis inclusive of any VAT which cannot be recovered and has been included under expense categories that aggregate all costs for allocation to activities.

Expenditure on raising funds includes those incurred in trading activities.

Support costs are those costs incurred by the charity as a whole rather than a specific project or activity. Support costs have been apportioned to activities including raising funds on a resource usage basis.

**1 Accounting policies (continued)**

Charitable activities include expenditure on carrying out counselling and supervision services and includes both direct costs and support costs relating to those activities.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements. Governance costs are included within charitable activity support costs.

**Tangible fixed assets**

Tangible fixed assets are classified as such when they have a value over £1,000 and a useful life of over one year. They are stated at cost less depreciation, which is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives.

**Tangible fixed assets - Depreciation**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated economic life.

Furniture, fittings and equipment	20% straight line
Office equipment	20% straight line

**Investments**

Investments in subsidiaries are valued at cost less provision for impairment at the charity level.

**Stocks**

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Debtors**

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

**Cash and cash equivalents**

Cash at bank and cash 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.

**Creditors**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

**2 Donations and legacies****Group & Charity**

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Donations	138,464	-	-	138,464	74,735
Grants					
Job Retention Scheme	-	-	-	-	5,199
Other government grants	655	-	-	655	1,546
Non-government grants	44,072	-	183,898	227,970	226,731
<b>Charity sub-total</b>	<b>183,191</b>	<b>-</b>	<b>183,898</b>	<b>367,089</b>	<b>308,211</b>
Job Retention Scheme	2,315	-	-	2,315	6,605
Other government grants	543	-	-	543	3,139
Non-government grants	9,964	-	-	9,964	8,452
Inter-group eliminations	-	-	-	-	(3,000)
<b>Group donations and legacies</b>	<b>196,013</b>	<b>-</b>	<b>183,898</b>	<b>379,911</b>	<b>323,407</b>

Income from donations and legacies in the prior year has been classed as unrestricted general funds except for non-government grants of £113,530 which were restricted.



# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 3 Income from charitable activities Group & Charity

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Counselling and supervision	40,665	-	-	40,665	34,507
<b>Group &amp; Charity total</b>	<b>40,665</b>	<b>-</b>	<b>-</b>	<b>40,665</b>	<b>34,507</b>

Income from charitable activities in the prior year has been classed as unrestricted general funds.

### 4 Income from: Other trading activities Group & Charity

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Merchandising income	1,676	-	-	1,676	2,370
Management fee income - subsidiaries	12,600	-	-	12,600	3,600
Event income	68,053	-	-	68,053	42,762
Rental income	6,848	-	-	6,848	-
Other income	19,910	-	-	19,910	143
<b>Charity sub-total</b>	<b>109,087</b>	<b>-</b>	<b>-</b>	<b>109,087</b>	<b>48,875</b>
Gallery sales	41,812	-	-	41,812	37,877
Art fairs	5,639	-	-	5,639	5,553
Website sales	712	-	-	712	934
Raffles	-	-	-	-	20
Counselling	1,485	-	-	1,485	-
<b>Subsidiaries sub-total</b>	<b>49,648</b>	<b>-</b>	<b>-</b>	<b>49,648</b>	<b>44,384</b>
Inter-group eliminations	(12,600)	-	-	(12,600)	(4,500)
<b>Group income from other trading activities</b>	<b>146,135</b>	<b>-</b>	<b>-</b>	<b>146,135</b>	<b>88,759</b>

Income from other trading activities in the prior year has been classed as unrestricted general funds.

### 5 Investment Income Group & Charity

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Interest received	4,154	-	-	4,154	2,896
<b>Charity sub-total</b>	<b>4,154</b>	<b>-</b>	<b>-</b>	<b>4,154</b>	<b>2,896</b>
Interest received	58	-	-	58	-
<b>Subsidiaries sub-total</b>	<b>4,212</b>	<b>-</b>	<b>-</b>	<b>4,212</b>	<b>2,896</b>

Investment income in the prior year has been classed as unrestricted general funds.

# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 6 Expenditure on: Raising funds Group & Charity

	Total Funds 2023 £	Total Funds 2022 £
<i>Direct costs</i>		
Direct fundraising costs	22,350	14,352
Fundraising salaries	79,797	69,492
Direct retail costs	-	40
Retail salaries	7,246	5,147
Support costs (note 9)	36,556	25,725
<b>Charity sub-total</b>	<b>145,949</b>	<b>114,756</b>
Cost of goods sold	9,417	6,019
Wages and salaries	51,356	24,509
Overheads - subsidiaries	35,390	21,930
Management charge	12,600	3,600
Charitable donation to parent	-	3,000
<b>Subsidiaries sub-total</b>	<b>108,763</b>	<b>59,058</b>
Inter-group eliminations	(12,600)	(7,500)
<b>Group expenditure on raising funds</b>	<b>242,112</b>	<b>166,314</b>

### 7 Expenditure on: Charitable activities Group & Charity

	Direct Costs £	Support Costs (Note 8) £	Total 2023 £
Counselling and supervision			
Salaries and wages	124,169	76,613	200,782
Other costs	170,845	39,365	210,210
	<b>295,014</b>	<b>115,978</b>	<b>410,992</b>
<b>Prior year comparative</b>			
	Direct Costs £	Support Costs (Note 9) £	Total 2022 £
Counselling and supervision			
Salaries and wages	108,304	77,042	185,346
Other costs	133,466	48,000	181,466
	<b>241,770</b>	<b>125,042</b>	<b>366,812</b>



# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 8 Support costs Group & Charity

	Raising funds £	Charitable activities £	Total 2023 £
Rent, rates, light and heat	6,188	18,563	24,751
Housekeeping	358	1,074	1,432
Repairs and maintenance	120	360	480
Insurance	306	917	1,222
Office costs	405	1,858	2,263
IT and computer costs	1,105	3,314	4,419
Subscriptions	67	607	674
Legal and professional fees	1,268	5,231	6,499
Accountancy	393	2,229	2,622
Bank charges	18	103	121
Staff training, recruitment and other expenses	296	1,423	1,719
Travel and entertainment	59	315	374
Wages and salaries	25,973	76,613	102,586
<b>Governance costs - charity</b>			
Independent examiner's fee	-	1,164	1,164
Independent examiner - other services	-	2,208	2,208
	<b>36,556</b>	<b>115,978</b>	<b>152,534</b>

### Prior year comparative

	Raising funds £	Charitable activities £	Total 2022 £
Rent, rates, light and heat	5,150	15,450	20,600
Housekeeping	1,232	4,562	5,794
Repairs and maintenance	390	1,169	1,559
Insurance	386	1,506	1,892
Advertising	272	1,539	1,811
Office costs	2,201	4,469	6,670
IT and computer costs	437	887	1,324
Subscriptions	64	360	424
Legal and professional fees	1,857	9,847	11,704
Accountancy	154	874	1,028
Bank charges	14	82	96
Staff training, recruitment and other expenses	613	3,471	4,084
Travel and entertainment	68	384	452
Wages and salaries	12,887	77,042	89,929
<b>Governance costs - charity</b>			
Independent examiner's fee	-	900	900
Independent examiner - other services	-	2,500	2,500
	<b>25,725</b>	<b>125,042</b>	<b>150,767</b>

Support costs are split between fundraising costs and charitable activity costs based upon usage.

Only expenditure in the charity is considered to be support costs and able to be allocated between charitable activities and fundraising costs.

## WE HEAR YOU

### NOTES TO THE FINANCIAL STATEMENTS

#### YEAR ENDED 31 MARCH 2023

#### 9 Net income/ (expenditure)

This is stated after charging:

	Group 2023 £	Charity 2023 £	Group 2022 £	Charity 2022 £
Depreciation of tangible fixed assets	1,992	-	1,992	-
Independent examiner's fee	1,164	1,164	900	900
Independent examiner - other services	3,960	2,208	3,460	2,500

There were no Trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the period ended 31 March 2022.

The total Trustees' expenses paid during the year ended 31 March 2023 to two (2022: two) trustees for training and other expenses were £72 (2022: £38).

The total Trustee, key management personnel and other related party donations in the year were £1,523 (2022: £Nil).

#### 10 Staff costs and numbers

The aggregate payroll costs were:

	Group 2023 £	Charity 2023 £	Group 2022 £	Charity 2022 £
Wages and salaries	337,550	288,965	277,227	253,862
Social security costs	23,774	21,618	13,622	12,900
Employers pension	9,414	8,290	7,841	7,419
	<u>370,738</u>	<u>318,873</u>	<u>298,690</u>	<u>274,181</u>

The average weekly number of employees during the year, calculated on the basis of average headcount, was as follows:

	Group 2023 No.	Charity 2023 No.	Group 2022 No. Restated	Charity 2022 No. Restated
Management and administration	6	4	5	4
Other staff	14	11	12	11
	<u>20</u>	<u>15</u>	<u>17</u>	<u>15</u>

No employee received emoluments of more than £60,000.

The key management personnel for 2023 received employee benefits totalled £147,111 (2022: £142,901) for the Group & Charity.

#### 11 Taxation

The charity is exempt from corporation tax as all its income is charitable and applied for charitable purposes. The charity's trading subsidiaries, WHY Gallery Ltd and Talkativity CIC, attract corporation tax only to the extent that profits remain within them to grow their activities. Further available profits are donated responsibly to the charity.



## 12 Comparative Statement of Financial Activities

Group	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2022 £
<b>Income from:</b>				
Donations and legacies	209,877	-	113,530	323,407
Charitable activities	34,507	-	-	34,507
Other trading activities	88,759	-	-	88,759
Investments	2,896	-	-	2,896
<b>Total income</b>	<b>336,039</b>	<b>-</b>	<b>113,530</b>	<b>449,569</b>
<b>Expenditure on:</b>				
Raising funds	163,435	-	2,879	166,314
Charitable activities	224,783	9,898	132,131	366,812
<b>Total expenditure</b>	<b>388,218</b>	<b>9,898</b>	<b>135,010</b>	<b>533,126</b>
<b>Net income/(expenditure) and net movement in funds</b>	<b>(52,179)</b>	<b>(9,898)</b>	<b>(21,480)</b>	<b>(83,557)</b>
<b>Total funds at 1 April 2021</b>	<b>190,380</b>	<b>40,000</b>	<b>64,120</b>	<b>294,500</b>
<b>Total funds at 31 March 2022</b>	<b>138,201</b>	<b>30,102</b>	<b>42,640</b>	<b>210,943</b>
<b>Charity</b>				
	Unrestricted General Funds Restated £	Unrestricted Designated Funds Restated £	Restricted Funds Restated £	Total Funds 2022 Restated £
<b>Income from:</b>				
Donations and legacies	194,681	-	113,530	308,211
Charitable activities	34,507	-	-	34,507
Other trading activities	48,875	-	-	48,875
Investments	2,896	-	-	2,896
<b>Total income</b>	<b>280,959</b>	<b>-</b>	<b>113,530</b>	<b>394,489</b>
<b>Expenditure on:</b>				
Raising funds	111,877	-	2,879	114,756
Charitable activities	224,783	9,898	132,131	366,812
<b>Total expenditure</b>	<b>336,660</b>	<b>9,898</b>	<b>135,010</b>	<b>481,568</b>
<b>Net income/(expenditure) and net movement in funds</b>	<b>(55,701)</b>	<b>(9,898)</b>	<b>(21,480)</b>	<b>(87,079)</b>
<b>Total funds at 1 April 2021</b>	<b>192,524</b>	<b>40,000</b>	<b>64,120</b>	<b>296,644</b>
<b>Total funds at 31 March 2022</b>	<b>136,823</b>	<b>30,102</b>	<b>42,640</b>	<b>209,565</b>

# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 13 Tangible fixed assets Group

	Furniture, fittings and equipment £	Computer equipment £	Totals £
<b>Cost</b>			
At 1 April 2022	9,961	14,208	24,169
At 31 March 2023	<u>9,961</u>	<u>14,208</u>	<u>24,169</u>
<b>Depreciation</b>			
At 1 April 2022	3,993	14,208	18,201
Charge for the year	1,992	-	1,992
At 31 March 2023	<u>5,985</u>	<u>14,208</u>	<u>20,193</u>
<b>Net book value</b>			
At 31 March 2023	<u>3,976</u>	<u>-</u>	<u>3,976</u>
At 31 March 2022	<u>5,968</u>	<u>-</u>	<u>5,968</u>

### Charity

	Computer equipment £	Totals £
<b>Cost</b>		
At 1 April 2022	14,208	14,208
At 31 March 2023	<u>14,208</u>	<u>14,208</u>
<b>Depreciation</b>		
At 1 April 2022	14,208	14,208
At 31 March 2023	<u>14,208</u>	<u>14,208</u>
<b>Net book value</b>		
At 31 March 2023	<u>-</u>	<u>-</u>
At 31 March 2022	<u>-</u>	<u>-</u>

### 14 Fixed asset investments

#### Charity

	Unlisted securities £	Total 2023 £	Total 2022 £
Shareholding in WHY Gallery Ltd	2	2	2
Shareholding in Talkativity CIC	2	2	-
	<u>4</u>	<u>4</u>	<u>2</u>

WHY Gallery Ltd (Company No. 11166509) is a wholly owned subsidiary of We Hear You, a charitable incorporated organisation. A summary of the trading results for the subsidiary is set out in note 16.

Talkativity CIC (Company No. 14164907) is a wholly owned subsidiary of We Hear You, a charitable incorporated organisation. A summary of the trading results for the subsidiary is set out in note 16.



## 15 Principal subsidiaries

Company name	Country	Percentage shareholding	Principal activity
WHY Gallery Ltd	England and Wales	100%	Retail sales in commercial art galleries
Talkativity CIC	England and Wales	100%	To carry on activities which benefit the community and in particular (without limitation) to provide a counselling service.

WHY Gallery Ltd	Year ended 31 March 2023 £	Year ended 31 March 2022 £
Turnover	61,032	62,580
Cost of sales	(9,417)	(6,019)
Gross profit	51,615	56,561
Administrative expenses	(54,744)	(52,494)
Interest payable and similar charges	(978)	(545)
Profit/(loss) on ordinary activities before taxation	(4,107)	3,522
Tax on profit/loss on ordinary activities	-	-
Profit/(loss) for the period	(4,107)	3,522
Shareholders funds/(deficit) brought forward	1,378	(2,144)
Profit/(loss) for the period	(4,107)	3,522
Shareholders funds/(deficit) carried forward	(2,729)	1,378

Talkativity CIC	Year ended 31 March 2023 £
Turnover	1,496
Cost of sales	-
Gross profit	1,496
Administrative expenses	(40,252)
Interest payable and similar charges	(3,372)
Profit/(loss) on ordinary activities before taxation	(42,128)
Tax on profit/loss on ordinary activities	-
Profit/(loss) for the period	(42,128)
Shareholders funds/(deficit) brought forward	-
Profit/(loss) for the period	(42,128)
Shareholders funds/(deficit) carried forward	(42,128)

## 16 Debtors

	Group 2023 £	Charity 2023 £	Group 2022 £	Charity 2022 £
Trade debtors	3,976	3,976	1,821	1,821
Amount owed by group undertakings	-	56,874	-	11,844
Prepayments and accrued income	8,540	7,893	2,935	2,321
Other debtors	744	-	450	-
	13,260	68,743	5,206	15,986

# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 17 Creditors: amounts falling due within one year

	Group 2023	Charity 2023	Group 2022	Charity 2022
	£	£	£	£
Amounts falling due within one year				
Trade creditors	11,673	11,400	10,452	9,631
Social security, pensions and other taxes	1,889	1,803	5,642	5,407
Accruals and deferred income	51,067	46,326	80,001	62,811
Loans and borrowings	14,452	2,583	12,785	807
	<u>79,081</u>	<u>62,112</u>	<u>108,880</u>	<u>78,656</u>
Amounts falling due after more than one year				
Loans and borrowings	50,827	41,742	59,028	43,518

### 19 Loans and borrowings

	Group 2023	Charity 2023	Group 2022	Charity 2022
	£	£	£	£
Current loans and borrowings				
SSEF loan	6,869	-	6,978	-
SSEF repayable grant	5,000	-	5,000	-
Resonance loan	2,583	2,583	807	807
	<u>14,452</u>	<u>2,583</u>	<u>12,785</u>	<u>807</u>
Non-current loans and borrowings				
SSEF loan	9,085	-	15,510	-
Resonance loan	41,742	41,742	43,518	43,518
	<u>50,827</u>	<u>41,742</u>	<u>59,028</u>	<u>43,518</u>

### 20 Reconciliation of net movement in funds to net cash inflow from operating activities

	2023	2022
Group	£	£
Statement of Financial Activities: Net movement in funds	(82,181)	(83,557)
Investment income	(4,212)	(2,896)
Depreciation	1,992	1,992
Decrease in non-loan creditors	(31,466)	(25,178)
Increase in debtors	(8,054)	1,596
Increase in stock	840	(3,277)
Net cash inflow from operations	<u>(123,081)</u>	<u>(111,320)</u>



# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 21 Analysis in changes in cash and net debt during the year

	2023	2022	Change
	£	£	£
Cash at bank and in hand	237,141	362,544	(125,403)
Net debt	(65,279)	(71,813)	6,534
	<u>171,862</u>	<u>290,731</u>	<u>(118,869)</u>
	2022	2021	Change
	£	£	£
Cash at bank and in hand	362,544	414,155	(51,611)
Net debt	(71,813)	(15,000)	(56,813)
	<u>290,731</u>	<u>399,155</u>	<u>(108,424)</u>

### 22 Operating Leases

At 31 March 2023 the charity had total commitments under non-cancellable operating leases, in relation to premises, as set out below:

	Group	Charity	Group	Charity
	2023	2023	2022	2022
	£	£	£	£
Within one year	18,500	18,500	18,500	18,500
Between two to five years	27,000	27,000	45,500	45,500
	<u>45,500</u>	<u>45,500</u>	<u>64,000</u>	<u>64,000</u>

# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

23 Movement in funds Group & Charity	At					At
	1 Apr 2022 £	Income £	Expenditure £	Transfers £	Gains / (losses) £	31 Mar 2023 £
<b>Restricted Funds</b>						
Brympton Parish Council	-	500	(500)	-	-	-
Lottery	-	46,386	(46,386)	-	-	-
Frome Community Lottery	-	239	(239)	-	-	-
Somerset Community Foundation	-	13,084	(13,084)	-	-	-
St Johns	25,000	-	(17,500)	-	-	7,500
Fence Club	-	694	(694)	-	-	-
Pink Ribbon	-	8,000	(8,000)	-	-	-
Yeovil Town Council	-	1,000	(1,000)	-	-	-
St James Trust	-	700	(700)	-	-	-
BANES	-	45,760	(45,760)	-	-	-
Asda Community Foundation	-	1,000	(1,000)	-	-	-
Royal United Hospital Bath	-	9,391	(9,391)	-	-	-
NHS NSW	-	45,890	(22,900)	-	-	22,990
Resonance	-	10,000	(3,990)	-	-	6,010
Macmillian	-	4,454	(4,454)	-	-	-
Hospital Saturday Fund	1,892	-	(1,892)	-	-	-
Media Trust	1,528	-	(1,528)	-	-	-
Wesport	4,220	(3,200)	(1,020)	-	-	-
Awards for all	10,000	-	(10,000)	-	-	-
	<b>42,640</b>	<b>183,898</b>	<b>(190,038)</b>	<b>-</b>	<b>-</b>	<b>36,500.00</b>
<b>Unrestricted funds</b>						
<b>Designated funds</b>						
1 2 1 Counselling	30,102	-	(30,102)	-	-	-
<b>General funds</b>						
General fund	136,823	337,097	(336,801)	-	-	137,119
<b>Unrestricted funds subtotal</b>	<b>166,925</b>	<b>337,097</b>	<b>(366,903)</b>	<b>-</b>	<b>-</b>	<b>137,119</b>
<b>Charity funds</b>	<b>209,565</b>	<b>520,995</b>	<b>(556,941)</b>	<b>-</b>	<b>-</b>	<b>173,619</b>
WHY Gallery Ltd	1,378	61,032	(65,139)	-	-	(2,729)
Talkativity CIC	-	1,496	(43,624)	-	-	(42,128)
Inter-group eliminations	-	(12,600)	12,600	-	-	-
	<b>1,378</b>	<b>49,928</b>	<b>(96,163)</b>	<b>-</b>	<b>-</b>	<b>(44,857)</b>
<b>Total funds (Group)</b>	<b>210,943</b>	<b>570,923</b>	<b>(653,104)</b>	<b>-</b>	<b>-</b>	<b>128,762</b>



# WE HEAR YOU

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 23 Movement in funds (continued)

Previous year Group & Charity	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains / (losses) £	At 31 Mar 2022 £
<b>Restricted Funds</b>						
Lottery	-	25,770	(25,770)	-	-	-
BBC CIN 2	-	32,203	(32,203)	-	-	-
St Johns	30,000	30,000	(35,000)	-	-	25,000
Chippenham Borough Lands	3,350	-	(3,350)	-	-	-
Mendip Youth with a Future	2,000	-	(2,000)	-	-	-
Postcode community trust	13,770	-	(13,770)	-	-	-
Wiltshire community foundation	10,000	-	(10,000)	-	-	-
WHY Gallery	5,000	-	(5,000)	-	-	-
Hospital Saturday Fund	-	2,000	(108)	-	-	1,892
Media Trust	-	2,000	(472)	-	-	1,528
Wiltshire Council BOA	-	2,337	(2,337)	-	-	-
Street Parish Council	-	2,000	(2,000)	-	-	-
Wesport	-	4,220	-	-	-	4,220
Frome Town Rotary	-	2,000	(2,000)	-	-	-
Yeovil without	-	1,000	(1,000)	-	-	-
Awards for all	-	10,000	-	-	-	10,000
	<b>64,120</b>	<b>113,530</b>	<b>(135,010)</b>	<b>-</b>	<b>-</b>	<b>42,640</b>
<b>Unrestricted funds</b>						
<b>Designated funds</b>						
1 2 1 Counselling	40,000	-	(9,898)	-	-	30,102
<b>General funds</b>						
General fund	192,524	280,959	(336,660)	-	-	136,823
Unrestricted funds subtotal	<b>232,524</b>	<b>280,959</b>	<b>(346,558)</b>	<b>-</b>	<b>-</b>	<b>166,925</b>
<b>Charity funds</b>	<b>296,644</b>	<b>394,489</b>	<b>(481,568)</b>	<b>-</b>	<b>-</b>	<b>209,565</b>
WHY Gallery Ltd	(2,144)	62,580	(59,058)	-	-	1,378
Inter-group eliminations	-	(7,500)	7,500	-	-	-
	<b>(2,144)</b>	<b>55,080</b>	<b>(51,558)</b>	<b>-</b>	<b>-</b>	<b>1,378</b>
<b>Total funds (Group)</b>	<b>294,500</b>	<b>449,569</b>	<b>(533,126)</b>	<b>-</b>	<b>-</b>	<b>210,943</b>

#### Designated funds

The 1 2 1 counselling fund was designated by the Board to ensure that these funds were used specifically to address the increase in referrals we were expecting as a knock on impact of the COVID-19 pandemic.

#### Restricted funds

Brympton Parish Council - funds are restricted to be used in the geographical area of Yeovil.

Lottery - the fund is restricted by the location and timing of services.

Frome Community Lottery - funds are restricted to be used in the geographical area of Frome.

Somerset Community Foundation - funds are restricted to be used in the geographical area of Somerset.

St Johns - this fund is restricted for WHY outdoors and Men WHY.

Fence Club - funds are restricted to toys and materials for children's counselling including décor in counselling room.

Pink Ribbon - restricted to Breast Cancer counselling.

Yeovil Town Council - geographically restricted to Yeovil.

St James Trust - geographically restricted to Trowbridge.

BANES - Geographically restricted to BANES.

Asda Community Foundation - funds are restricted to the project WHY Grow.

RUH - NHS Charities Together money, restricted to BANES.

NHS NSW - NHS Charities Together money, restricted to BANES.

Resonance - to fund business development work.

**23 Movement in funds (continued)****Restricted funds (continued)**

Macmillan - Geographically restricted to Swindon.

Hospital Saturday Fund - this fund is restricted to foreign language support.

Media Trust - this fund is restricted for website and communications development.

Wesport - this fund is restricted to Boulder Rooms only.

Awards for all - this fund is restricted to ABI specific counselling and training.

BBC CIN 2 - the fund is restricted by the location of children's services.

Chippenham Borough Lands - this fund is restricted to Chippenham only.

Mendip Youth with a Future - this fund is restricted by the location of children's services.

Postcode community trust - this fund is restricted to telephone and online support.

Wiltshire community foundation - this fund is restricted to Wiltshire only.

WHY Gallery - this fund is restricted to core 1 2 1 counselling.

Hospital Saturday Fund - provision of counselling in other languages.

Wiltshire Council BOA - this fund is restricted to Bradford-on-Avon only.

Street Parish Council - this fund is restricted to Street only.

Frome Town Rotary - this fund is restricted for the new office signs.

Yeovil without - this fund is restricted to Yeovil without only.

**Inter-group eliminations**

A donation to the Charity from WHY Gallery Ltd of £nil (2022: £3,000) and a management charge of £12,600 (2022: £3,600) was charged from the Charity to WHY Gallery Ltd and Talkativity CIC during the year. These items have been removed from the consolidated SOFA and are included in the Inter-group eliminations along with the elimination of the subsidiaries' share capital upon consolidation.

**24 Analysis of net assets between funds**

	Restricted funds	Designated funds	Unrestricted funds	2023 Total
	£	£	£	£
Fixed asset investments	-	-	4	4
Cash at bank and in hand	36,500	-	170,195	206,695
Other net assets/(liabilities)	-	-	(33,080)	(33,080)
<b>Charity</b>	<b>36,500</b>	<b>-</b>	<b>137,119</b>	<b>173,619</b>
WHY Gallery Ltd	-	-	(2,729)	(2,729)
Talkativity CIC	-	-	(42,128)	(42,128)
Inter-group eliminations	-	-	-	-
<b>Group</b>	<b>36,500</b>	<b>-</b>	<b>92,262</b>	<b>128,762</b>

	Restricted funds	Designated funds	Unrestricted funds	2022 Total
	£	£	£	£
Tangible fixed assets	-	-	-	-
Fixed asset investments	-	-	2	2
Cash at bank and in hand	44,325	-	267,317	311,642
Other net assets/(liabilities)	(1,685)	30,102	(130,496)	(102,079)
<b>Charity</b>	<b>42,640</b>	<b>30,102</b>	<b>136,823</b>	<b>209,565</b>
WHY Gallery Ltd	-	-	1,378	1,378
<b>Group</b>	<b>42,640</b>	<b>30,102</b>	<b>138,201</b>	<b>210,943</b>



## **WE HEAR YOU**

### **NOTES TO THE FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2023**

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#### **25 Related party transactions**

There were no further transactions with trustees and other related parties other than those disclosed elsewhere in the financial statements.

#### **26 Group**

The Directors made the decision post-year to cease trading in the subsidiary WHY Gallery Ltd (co. number 11166509), the last trading day will be 24 December 2023. Similarly, Talkativity CIC (co. number 14164907) has become dormant within the year ended March 2023.

## **WE HEAR YOU**

### **MANAGEMENT INFORMATION**

**YEAR ENDED 31 MARCH 2023**

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The following pages do not form part of the statutory financial statements  
which are the subject of the examiner's report on page 10

# WE HEAR YOU

## CHARITY DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2023

	Total Funds 2023 £	Total Funds 2022 £
<b>Income From:</b>		
<i>Donations and legacies</i>		
Donations	138,464	74,735
Grants		
Job Retention Scheme	-	5,199
Other government grants	655	1,546
Non-government grants	227,970	226,731
	367,089	308,211
<i>Investment income</i>		
Interest received	4,154	2,896
	4,154	2,896
<i>Charitable activities</i>		
Counselling and supervision	40,665	34,507
	40,665	34,507
<i>Other trading activities</i>		
Merchandising income	1,676	2,370
Management fee income - subsidiaries	12,600	3,600
Event income	68,053	42,762
Rental income	6,848	-
Other income	19,910	143
	109,087	48,875
<b>Total income</b>	<b>520,995</b>	<b>394,489</b>



# WE HEAR YOU

## CHARITY DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2023

	Total Funds 2023 £	Total Funds 2022 £
<b>Expenditure on:</b>		
<i>Direct Raising Funds Costs</i>		
Fundraising salaries and wages	79,797	69,492
Other direct costs	22,350	14,392
Retail salaries	7,246	5,147
	<u>109,393</u>	<u>83,884</u>
<i>Direct Charitable Activities Costs</i>		
Counselling and supervision		
Salaries and wages	124,169	108,304
Other direct costs	170,845	133,466
	<u>295,014</u>	<u>241,770</u>
<i>Support Costs</i>		
Rent, rates, light and heat	24,751	20,600
Housekeeping	1,432	5,794
Repairs and maintenance	480	1,559
Insurance	1,222	1,892
Advertising	-	1,811
Office costs	2,263	6,670
IT and computer costs	4,419	1,324
Subscriptions	674	424
Legal and professional fees	6,499	11,704
Accountancy	2,622	1,028
Bank charges	121	96
Staff training, recruitment and other expenses	1,719	4,084
Travel and entertainment	374	452
Wages and salaries	102,586	89,929
<b>Governance costs - charity</b>		
Independent examiner's fee	1,164	900
Independent examiner - other services	2,208	2,500
	<u>152,534</u>	<u>150,767</u>
<b>Total expenditure</b>	<u>556,941</u>	<u>476,421</u>
<b>Net (expenditure)/income</b>	<u>(35,946)</u>	<u>(81,932)</u>



Registered with  
**FUNDRAISING  
REGULATOR**



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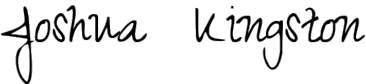
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