

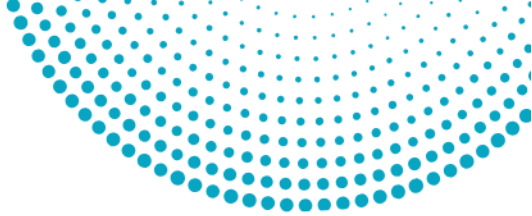
Trustees' annual report and accounts 2024/25

We Hear You is a Charitable Incorporated Organisation
(CIO) Registered Charity
No. 1156001

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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 2025.

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, West Malling, Kent, ME19 4JQ

We Hear You (WHY) provides professional counselling and emotional support across Somerset, Bath and North East Somerset, and Wiltshire for anyone affected or bereaved by cancer and life-threatening conditions - including patients, families, friends, and carers.

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.

All support is delivered by qualified, experienced counsellors working within the ethical standards of the British Association for Counselling and Psychotherapy (BACP) or equivalent professional bodies. As a BACP organisational member, WHY adheres to its Ethical Framework for the Counselling Professions (2018).

Welcome



Welcome to the Trustees Annual Report for 2024/25.

In 2024, we proudly celebrated 30 years of We Hear You (WHY). Our Ambassador Rachel Clark began the year with her “366 for WHY” fundraising challenge, running a mile every day and inviting others to join. We ended the year in style with our “Bow Ties and Pearls” Anniversary Ball.

Founded in 1994 to provide emotional support for people affected by cancer, WHY now offers professional counselling to adults, children, and young people across Somerset, Bath and North East Somerset, and Wiltshire. We support anyone affected by life-threatening conditions, including families and carers.

Our founder, Jill Miller (1944–2019), was a source of strength, compassion, and inspiration. Her vision and values remain at the heart of WHY’s work today.

This year marked a major turning point. After pausing new referrals in October 2023 due to financial pressures, we were able to reopen in May 2024. The pause gave us space to review our funding model in the face of rising costs and reduced charitable income.

To ensure sustainability, we introduced a £15 fee per counselling session in July 2024 for those who could afford it - while keeping services free for anyone who can’t. This change, supported by our community, helps protect WHY’s long-term future.

We launched a new strategy in April 2024, shaped by feedback from clients and the wider community. This included restructuring our service team to increase access to 1:1 counselling while continuing key groups like WHYgrow, Coffee Connections, and Bereavement Help Points. As a result, we've supported more people and reduced waiting times.

2024 also saw the launch of WHYinwork, a new social enterprise delivering workplace training on supporting employees with cancer and serious illness. Profits are reinvested into our core services, offering a sustainable income stream - and early results are encouraging.

Every day, we see the real impact of our work. As one client shared:

“Being diagnosed with cancer shattered my life... Thanks to my counsellor at WHY, I've found hope, healing, and a renewed sense of peace. It's been truly life-changing.”

Thank you to everyone who made this year possible - staff, volunteers, supporters, and our community. We look forward to the next chapter in WHY's journey.

Anne Montague, Chair of Trustees

Lucy Kitchener, Chief Executive Officer

Our vision, mission and values



Our Vision

Our vision is a future where access to high-quality therapeutic support is available when and where it is needed, for everyone affected by cancer and life-threatening conditions.

Our Mission

Our mission is to provide therapeutic support for children, families, and individuals in Bath and North East Somerset, Somerset, and Wiltshire who are affected directly or indirectly by cancer and life-threatening conditions.

Our Values

At We Hear You, empathy is at the heart of everything we do, ensuring that every individual feels seen, heard, and supported during their most challenging times.

We work collaboratively with communities, professionals, and supporters to extend the reach and impact of our counselling and therapeutic services.

Integrity drives us to act with honesty and transparency, building trust with those who rely on our support.

We treat everyone with respect, honouring their unique experiences and needs while creating safe and supportive spaces for healing.

Inclusivity is fundamental to our approach, as we strive to ensure that everyone, regardless of their background or circumstances, has access to the care and understanding they deserve.

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

Anne Montague - Chair

Ben Price (resigned 28/12/2024)

Darren Irwin

Laura Fenson (appointed 19/11/2024)

Mollie Mountford (appointed 16/01/2025)

Nick Harris (appointed 19/11/2024)

Rachel Notley - Treasurer

Tessa Warry

Tony De Jaeger (resigned 19/11/2024)

Wayne de Leeuw - Vice Chair (resigned 19/11/2024)

Appointment and training of Trustees

The charity's members are its Board of Trustees, numbering between three and twelve. Trustees may serve up to three consecutive four-year terms, with the current limit of twelve years introduced in May 2022 (previously eight years).

Trustees are appointed or elected by the Board following open advertisement and interview. The Board aims to reflect the charity's diverse stakeholders and required expertise, conducting annual skills and diversity audits to guide recruitment. When specific skills are lost or needed, individuals may be invited to stand for election.

New trustees receive a full induction from existing trustees and senior staff, including a comprehensive information pack covering statutory duties, governance, and policies.



Our Team

Caroline Hukins, Counsellor (to 07/06/2024)

Claire Walker, WHYinwork Business Manager

Felicity Lunn, Counsellor (from 02/12/2024)

Gwen Rogerson, Counsellor (to 30/04/2024)

Hayley Sabran, Office and Finance Administrator (from 06/01/2025)

James Richards, Head of Fundraising (from 20/08/2024)

Jane Richards, Counsellor (from 08/07/2024)

Joseph Cleaver, Head of Counselling (from 02/07/2024)

Julia Penrose, Counsellor (from 30/09/2024)

Kateland Burbidge, Counsellor (from 09/10/2024)

Lisa Darby, Marketing and Communications Officer (to 10/10/2024)

Lottie Ardeshir, Volunteer Co-ordinator (to 23/09/2024)

Lucy Kitchener, Chief Executive Officer

Mark Besley, Office and Finance Administrator (to 20/11/2024)

Molly Whittock, Service Administrator

Peter Darby-Knight, Therapist (to 12/07/2024)

Rachel Clyburn, Therapist (from 03/06/2024)

Rachel Jackson, Counsellor (from 01/09/2024)

Robbie Newton, Community Fundraiser (from 15/04/2024)

Ruth Gait, Counsellor

Governance and organisational management



The Board of Trustees met seven times during the year ending 31st March 2025, 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 can be accessed free of charge, and available to all members of the public in the area served by We Hear You 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. Staff complete regular safeguarding training. There are annual updates to policies and procedures, and all staff are expected to read and consider these annually. Risks are broken down into areas of activity; major risks are listed below:

1. Governance

We Hear You's board has considered the risk of poor governance and failure to direct the charity in the right way to achieve the charity's mission. Robust processes are in place for trustee recruitment and induction and We Hear You has a code of conduct in place for the workforce, including trustees. We Hear You has a scheme of delegation in place, reviewed annually, which clearly sets out delegated authority.

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

2.External risk

We Hear You's board has considered external risks in terms of reputational damage, and breach of confidential data. The charity has a robust complaints procedure and the board review complaints and compliments regularly.

The IT security position of the charity is maintained by an external IT support provider and quarterly processes for training and review of permissions are in place.

3.Regulatory and compliance

We Hear You 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 We Hear You's reputation and any resulting financial penalty. To mitigate the risk, We Hear You maintains membership of relevant national alliance bodies, such as The National Council for Voluntary Organisations (NCVO), follows Charity Commission updates, and maintains an operations schedule to ensure the charity meets its regulatory responsibilities and maintains sufficient insurance.

We Hear You's serious incident reporting, complaints and allegations management, and whistleblowing policies ensure accountability across the whole team.

4.Financial

We Hear You's board has considered the risks associated with failure to maintain prudent financial reserves, failure to secure adequate income and the need to properly assess the current and future financial viability of the charity. An annual budget is approved by the board and monitored regularly, with management accounts scrutinised at each board meeting.

The difficulty in securing adequate income generation was identified as a risk to the current and future viability of the charity due to the significant reduction in income from grants in 2022/23 and 2023/24. This remains a significant risk to the charity and is closely monitored by trustees.

Our reserves as of 31 March 2025 were £65,934 (2024: £33,941), all of which were unrestricted in the general fund in the current and prior year.

The reserves policy at We Hear You 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 reflect 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 below the Trustees' recommended range of a minimum of £77,000 and a maximum of £260,000, following a very challenging year which saw a reshaping of the charity to prepare us for the future.

The focus for 2025/26 is to stabilise and create a small surplus to bring reserves back towards the minimum policy level.

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.

5.Operational

We Hear You has a small team and has been operating without the member of staff responsible for financial operations since 2022/23. This increases pressure on our treasurer, both in terms of time and an increase in hands-on, rather than supervisory, activity. The Office and Finance Administrator's role has been expanded to include some day-to-day finance tasks.

2025/26 began with a new team structure, following a restructure at the end of 2024/25, and a re-defined operational focus. This year has been a key moment for the charity – we have taken the opportunity to stabilise ourselves and re-build our foundation. Our sustainable survival is our focus, and we have done all we can to protect the charity so that we can continue to provide the much-needed support for our clients.

As a small team, we have re-doubled our efforts during 2024/25 to collaborate and operate with an open and supportive culture. We are deeply committed to creating an environment where everyone feels genuinely valued and appreciated.



Achievement and performance overview 2024/25

453

people supported

322 people received counselling

11 people attended our courses

85 people attended a peer support group

35 people used our WHYinwork services



65% adults

32%
bereaved

35%
patients



**22% children and
young people**

52%
family members

46% of adults and

58% of children reported
improvement in wellbeing*

13%

B&NES

30%

Wiltshire

44%

Somerset

*of those in counselling, average improvement in wellbeing as measured by the CORE Outcome Measure Tool

Our Services



The service over the last 12 months at WHY has seen many positives. In May 2024, the pause in being able to accept new referrals ended and since then there has been a steady flow of new referrals through to the service. Throughout 2024/25 we have continued to maintain a steady wait time, with most new clients starting their counselling within 60 to 90 days of referral.

In 2024/25, we saw a significant improvement in the wellbeing of our clients compared to 2023/24. Among those who received counselling, adults showed an average 46% improvement in wellbeing (up from 37% in 2023/24), while children and young people improved by an average of 58% (up from 39%), as measured by the CORE Outcome Measure Tool.

The service has continued to offer high quality counselling to all our clients, with a counselling team that draws from a shared passion for the work, shared experience, and knowledge from all the various modalities and approaches.

WHY continues to meet the needs of the wide and varied cohort of clients we support – including those who have been recently diagnosed, in treatment or dealing with the process of recovery; and family members and carers affected by the complexities of emotion which come with these deeply difficult experiences.

We offer a variety of approaches – one-to-one in person counselling; couples counselling; online counselling; and counselling by phone. We also offer specialist creative therapy facilitated by our trained art therapists.

Our successful services in schools continue to support students in Frome and Trowbridge, offering young people a chance to access our support during their school day. Our counsellors providing school services have specialisms in working with young people with neurodiverse behaviour and adjust their therapeutic techniques accordingly.

We have run several therapeutic courses during 2024/25 including WHYgrow, a therapeutic gardening group for adults affected by bereavement from cancer or life-threatening conditions. We also launched Woodland Wellbeing in partnership with We Get It, a drop-in group for people living with and beyond cancer which explores the benefits of a closer connection to nature.

Our popular drop-in support group, Coffee Connections, run in partnership with Dorothy House, continues in Frome for anyone affected or bereaved by cancer or a life-threatening condition. Our Bereavement Help Point, run in partnership with Dorothy House and BaNES Carers Centre runs in Bath. This is a community-based drop-in where all people who are bereaved are welcome to meet and talk with others who may be experiencing similar thoughts and feelings, in an informal and supportive setting.

Ali

It meant everything, the counselling. During chemo I wouldn't have had the time or the presence of mind to do anything, even though I knew I wasn't ok in my mind. When it finished, that's when I thought I need to do something about this.



Natalie

It was just a real cornerstone having those sessions every week and being able to drive there on my own and then drive back and just have that kind of head space. I could just go there and do something that was just for me.

We've not come away unscathed, don't get me wrong. But it has cushioned us and held us and helped us think through the experiences we've had. So, if you find yourself in this situation and you're in any doubt as to whether to pick up the phone or to fill in the form online, don't worry, do it.

Sue

I would absolutely recommend WHY. And I think people don't realise so much that it's not just about having an illness yourself but also about being very very close to it. Telling people that is available to them, as a whole family, is so important.



Daniel

I think people may have feelings of trepidation or anxiety about approaching a counselling service. And I think think they should feel reassured that it's an empathetic, supportive service where they won't feel pre-judged, and they will feel listened to. I'm so very grateful for the support I received at WHY over those months.

Fundraising

WHY continually aims to ensure our services are financially sustainable. We know that the need for our support is not going to reduce in the years ahead, and we very much want to be here for those who need us for a long time into the future.

Our income increased to £470,909 in 2024/25 compared to £426,039 in 2023/24. Much like in previous years, approximately 50% of our income was from grants from trusts and foundations. We were very grateful to long-term funders, such as the Pink Ribbon Foundation and the Souter Charitable Trust, who renewed their support during 2024. We were thrilled to secure support from new funders too, including The Arnold Clark Community Fund, The Co-op Local Community Fund and Chippenham and Villages Area Board. And we were delighted to be recognised by the National Lottery Community Fund, who awarded us a significant new three-year grant, giving us valuable support towards our counselling service for the immediate years ahead.



We Hear You has greatly benefitted from community support in the 2024/25 financial year, with some amazing events. We are incredibly grateful to our many supporters who give their time and energy to fundraising for WHY. What we do makes a real difference to local people facing the hardest times of their lives and we couldn't do this without this vital support.

In 2024/25, our community of supporters continued to show incredible commitment, creativity and generosity. Highlights included our ambassador Rachel Clark's 366 for WHY challenge, which engaged over 5,000 participants and raised £14,500, and the Bupa Dental Care Area 14 Rowing Challenge, which raised a phenomenal £32,656 thanks to match funding. We were also chosen as the beneficiary for Team Mulberry's Coast-to-Coast challenge, raising £15,000, and celebrated our 30th anniversary in style with the Bowties and Pearls Ball and charity auction, which together raised £17,477.

£128,652

In total, our supporters raised an outstanding £128,652 for WHY over the year. From ultra runs and marathons to quizzes, bike rides and bake sales, hundreds of individuals, businesses and community groups rallied to support WHY, spreading awareness of our work in ways we could never achieve alone.



WHYinwork

WHYinwork is a vital traded service developed by We Hear You, aimed at supporting employees and employers navigating cancer and life-threatening conditions in the workplace. Launched in 2023/24, WHYinwork builds on WHY's 30 years of specialist experience to deliver counselling, therapeutic support, training, and clinical supervision.

WHYinwork, our traded service supporting employees and employers affected by serious illness, continues to grow as a vital source of income and impact. Designed to create a sustainable revenue stream for the charity, WHYinwork also delivers significant social value by promoting workplace wellbeing, building resilience, and reducing absence.

In 2024/25, we delivered training to 47 professionals across 31 organisations, provided ongoing counselling and clinical supervision to staff in settings such as local hospices and hospitals, and built strategic partnerships with Healthcare Conferences UK, the University of Bath, and the Federation of Small Businesses. WHYinwork is now recognised as a unique, early-to-market offer with high relevance and growing demand. Feedback has been exceptional – 100% of training participants reported learning something new, and all said they would recommend the course to colleagues.



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 and 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 judgements 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:



Anne Montague, Chair of Trustees
25th September 2025

Independent Examiner's Report

Independent examiner's report to the trustees of We Hear You. I report to the trustees on my examination of the accounts of We Hear You (the Charity) for the year ended 31 March 2025.

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:

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

Joshua Kingston BSc., ACA
Burton Sweet Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR
Date: 25th September 2025

WE HEAR YOU
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(Including Income & Expenditure Account)
YEAR ENDED 31 MARCH 2025

	Note	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income from:						
Donations, grants and legacies	2	179,444	-	222,079	401,523	329,477
Charitable activities	3	26,362	-	-	26,362	6,497
Other trading activities	4	39,573	-	-	39,573	106,704
Investments	5	3,451	-	-	3,451	3,783
Total income		<u>248,830</u>	<u>-</u>	<u>222,079</u>	<u>470,909</u>	<u>446,461</u>
Expenditure on:						
Raising funds	6 7	118,501	- -	29,218	147,719	186,823
Charitable activities		98,336		192,861	291,197	354,459
Total expenditure		<u>216,837</u>	<u>-</u>	<u>222,079</u>	<u>438,916</u>	<u>541,282</u>
Gains/(losses) on investments		-	-	-	-	-
Net income/(expenditure)	9	<u>31,993</u>	<u>-</u>	<u>-</u>	<u>31,993</u>	<u>(94,821)</u>
Transfers between funds	23	-	-	-	-	-
Net movement in funds before taxation		<u>31,993</u>	<u>-</u>	<u>-</u>	<u>31,993</u>	<u>(94,821)</u>
Total funds at 1 April 2024	23	33,941	-	-	33,941	128,762
Total funds at 31 March 2025	23	<u>65,934</u>	<u>-</u>	<u>-</u>	<u>65,934</u>	<u>33,941</u>

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

The notes on pages 27 to 41 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 2025

	Note	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income from:						
Donations, grants and legacies	2	179,444	-	222,079	401,523	331,387
Charitable activities	3	26,362	-	-	26,362	6,497
Other trading activities	4	39,573	-	-	39,573	84,389
Investments	5	3,451	-	-	3,451	3,766
Total income		248,830		222,079	470,909	426,039
Expenditure on:						
Raising funds	6 7	118,501	- -	29,218	147,719	169,130
Charitable activities		98,336		192,861	291,197	354,459
Total expenditure		216,837		222,079	438,916	523,589
Net income/(expenditure)	9	31,993	-	-	31,993	(97,550)
Transfers between funds	23	-	-	-	-	(42,128)
Net movement in funds		31,993	-	-	31,993	(139,678)
Total funds at 1 April 2024	23	33,941	-	-	33,941	173,619
Total funds at 31 March 2025	23	65,934	-	-	65,934	33,941

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 classified as continuing

The notes on pages 27 to 41 form part of these financial statements
 See note 12 for fund-accounting comparative figures

WE HEAR YOU
BALANCE SHEET AS AT
31 MARCH 2025

	Note	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Fixed assets					
Tangible assets	1	-	-	-	-
Investments	3	-	2	-	2
	1	-	2	-	2
	4				
Current assets					
Stock		731	731	2,097	2,097
Debtors	16	30,169	30,167	51,627	51,625
Cash at bank and in hand		118,964	118,964	144,432	144,432
Creditors: amounts falling due		149,864	149,862	198,156	198,154
within one year	17	(59,950)	(59,950)	(126,851)	(126,851)
Net current assets		89,914	89,912	71,305	71,303
Total assets less current liabilities		89,914	89,914	71,305	71,305
Creditors: amounts falling due after more than one year	17	(23,980)	(23,980)	(37,364)	(37,364)
Net assets		65,934	65,934	33,941	33,941
Funds					
Unrestricted funds					
General funds	2	65,934	65,934	33,941	33,941
Non-charitable trading funds	4	-	-	-	-
	2	-	-	-	-
Restricted funds	24				
	4				
Total funds		65,934	65,934	33,941	33,941

These financial statements were approved by the Trustees on 25th September 2025 and are signed on their behalf by:



Anne Montague
Chair

The notes on pages 27 to 41 form part of these financial statements

WE HEAR YOU
GROUP CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2025

		2025	2024
	Note	£	£
Net cash outflow from operating activities	20	(22,841)	(74,655)
Non-operating cash flows:			
Investing activities			
Investment income		3,451	3,783
Loans repaid		(6,078)	(21,837)
Net cash outflow for the	21	<u>(25,468)</u>	<u>(92,709)</u>
year			

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.

he notes on pages 27 to 41 form part of these financial statements

WE HEAR YOU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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 (now dissolved) 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 in the prior year, 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.

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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 2025 £	Total Funds 2024 £
Donations	162,944	-	-	162,944	106,243
Grants					
Non-government grants	16,500	-	222,079	238,579	225,144
Charity sub-total	179,444	-	222,079	401,523	331,387
Non-government grants	-	-	-	-	1,801
Inter-group eliminations	-	-	-	-	(3,711)
Group donations and legacies	179,444	-	222,079	401,523	329,477

Income from donations and legacies in the prior year has been classed as unrestricted general funds except for non-government grants of £198,664 which were restricted.

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

3	Income from charitable activities Group & Charity	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
	Counselling and supervision	26,362			26,362	6,497
	Group & Charity total	26,362			26,362	6,497

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 2025 £	Total Funds 2024 £
	Merchandising income	304			304	950
	Management fee income - subsidiaries	-			-	5,625
	Event income	22,545			22,545	55,073
	Rental income	6,872			6,872	7,743
	Other income	9,852			9,852	14,998
	Charity sub-total	39,573			39,573	84,389
	Gallery sales				-	27,940
	Subsidiaries sub-total				-	27,940
	Inter-group eliminations				-	(5,625)
	Group income from other trading activities	39,573			39,573	106,704

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 2025 £	Total Funds 2024 £
	Interest received			-	3,451	3,766
	Charity sub-total			-	3,451	3,766
	Interest received			-	-	17
	Subsidiaries sub-total			-	3,451	3,783

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

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

6 Expenditure on: Raising funds Group & Charity

	Total Funds 2025 £	Total Funds 2024 £
Direct costs		
Direct fundraising costs	48,329	35,715
Fundraising salaries	84,919	91,223
Direct retail costs	-	40
Retail salaries	-	5,291
Support costs (note 8)	14,471	36,861
Charity sub-total	<u>147,719</u>	<u>169,130</u>
Cost of goods sold Wages and salaries Overheads - subsidiaries Management charge Charitable donation to parent	- - - - -	5,267 14,883 (2,457) 5,625 3,711
Subsidiaries sub-total	<u>-</u>	<u>27,029</u>
Inter-group donation Inter-group eliminations	- -	(3,711) (5,625)
Group expenditure on raising funds	<u><u>147,719</u></u>	<u><u>186,823</u></u>

7 Expenditure on: Charitable activities Group & Charity

	Direct Costs £	Support Costs (Note 8) £	T otal 2025 £
Counselling and supervision			
Salaries and wages	162,602	40,928	203,530
Other costs	52,960	34,707	87,667
	<u>215,562</u>	<u>75,635</u>	<u>291,197</u>
Prior year comparative			
	Direct Costs £	Support Costs (Note 8) £	T otal 2024 £
Counselling and supervision			
Salaries and wages	145,859	66,485	212,344
Other costs	100,590	41,521	142,115
	<u>246,449</u>	<u>508,010</u>	<u>354,459</u>

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

8 Support costs Charity

	Raising funds £	Charitable activities £	Total 2025 £
Rent, rates, light and heat	4,253	12,759	17,012
Housekeeping	183	549	732
Repairs and maintenance	18	54	72
Insurance	485	1,455	1,940
Office costs	471	2,713	3,184
IT and computer costs	2,888	8,664	11,552
Subscriptions	28	199	227
Legal and professional fees	210	1,188	1,398
Accountancy	608	926	1,534
Bank charges	491	2,784	3,275
Staff training, recruitment and other expenses	138	896	1,034
Wages and salaries	4,698	40,928	45,626
Governance costs			
Independent examiner's fee	-	882	882
Independent examiner - other services	-	1,638	1,638
	<u>14,471</u>	<u>75,635</u>	<u>90,106</u>

Prior year comparative

	Raising funds £	Charitable activities £	Total 2024 £
Rent, rates, light and heat	5,911	17,733	23,644
Housekeeping	232	695	927
Repairs and maintenance	286	857	1,143
Insurance	322	967	1,289
Office costs	55	1,099	1,154
IT and computer costs	1,478	4,433	5,911
Subscriptions	58	521	579
Legal and professional fees	914,824	5,179	6,093
Accountancy	348,458	1,067	1,891
Bank charges	26	1,970	2,318
Staff training, recruitment and other expenses	25,949	3,378	3,836
Travel and entertainment		26	52
Wages and salaries		66,485	92,434
Governance costs			
Independent examiner's fee	-	1,260	1,260
Independent examiner - other services		2,340	2,340
	<u>36,861</u>	<u>108,010</u>	<u>144,871</u>

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.

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

- 9 Net income/ (expenditure)
This is stated after charging:

	Gr oup 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Depreciation of tangible fixed assets	-	-	1,494	-
Independent examiner's fee	882	882	1,260	1,260
Independent examiner - other services	1,638	1,638	3,444	2,340

There were no Trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the period ended 31 March 2024. The total Trustees' expenses paid during the year ended 31 March 2025 to one (2024: one) trustee for the purchase of Christmas items were £121.20 (2024: £54). The total Trustee, key management personnel and other related party donations in the year were £200 (2024: £530).

- 10 Staff costs and numbers

The aggregate payroll costs were:

	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Wages and salaries	269,341	269,341	312,197	298,039
Social security costs	15,970	15,970	19,262	18,814
Employers pension	7,835	7,835	8,986	8,729
Redundancy costs	-	-	14,222	14,222
	<u>293,146</u>	<u>293,146</u>	<u>354,667</u>	<u>339,804</u>

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

	Group 2025 No.	Charity 2025 No.	Group 2024 No.	Charity 2024 No.
Management and administration	4	4	5	4
Other staff	10	10	11	10
	<u>14</u>	<u>14</u>	<u>16</u>	<u>14</u>

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

The key management personnel for 2025 received employee benefits totalled £110,839 (2024: £145,584) 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 former trading subsidiaries, WHY Gallery Ltd (dissolved) and Talkativity CIC (dormant), attracted corporation tax only to the extent that profits remained within them to grow their activities.

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

12 Comparative Statement of Financial Activities

Group

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2024 £
Income from:				
Donations and legacies	130,813	-	198,664	329,477
Charitable activities	6,497	-	-	6,497
Other trading activities	106,704	-	-	106,704
Investments	3,783	-	-	3,783
Total income	247,797	-	198,664	446,461
Expenditure on:				
Raising funds	177,043	-	9,780	186,823
Charitable activities	165,575	-	188,884	354,459
Total expenditure	342,618	-	198,664	541,282
Net income/(expenditure) and net movement in funds	(94,821)	-	-	(94,821)
Transfers between funds	36,500	-	(36,500)	-
Net movement in funds before taxation	(58,321)	-	(36,500)	(94,821)
Total funds at 1 April 2023	92,262	-	36,500	128,762
Total funds at 31 March 2024	33,941	-	-	33,941
Charity				
	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2024 £
Income from:				
Donations and legacies	132,723	-	198,664	331,387
Charitable activities	6,497	-	-	6,497
Other trading activities	84,389	-	-	84,389
Investments	3,766	-	-	3,766
Total income	227,375	-	198,664	426,039
Expenditure on:				
Raising funds	159,350	-	9,780	169,130
Charitable activities	165,575	-	188,884	354,459
Total expenditure	324,925	-	198,664	523,589
Net income/(expenditure) and net movement in funds	(97,550)	-	-	(97,550)
Transfers between funds	(5,628)	-	(36,500)	(42,128)
Net movement in funds	(103,178)	-	(36,500)	(139,678)
Total funds at 1 April 2023	137,119	-	36,500	173,619
Total funds at 31 March 2024	33,941	-	-	33,941

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

13 Tangible fixed assets Group			
	Furniture, fittings and equipment £	Computer equipment £	T otals £
Cost			
At 1 April 2024	-	14,208	14,208
At 31 March 2025	-	14,208	14,208
Depreciation			
At 1 April 2024	-	14,208	14,208
At 31 March 2025	-	14,208	14,208
Net book value			
At 31 March 2025	-	-	-
At 31 March 2024	-	-	-
March 2024 Charity		Computer equipment £	T otals £
Cost			
At 1 April 2024		14,208	14,208
At 31 March 2025		14,208	14,208
Depreciation			
At 1 April 2024		14,208	14,208
At 31 March 2025		14,208	14,208
Net book value			
At 31 March 2025		-	-
At 31 March 2024		-	-
March 2024			
14 Fixed asset investments Charity	Unlisted securities £	Total 2025 £	Total 2024 £
Shareholding in WHY Gallery Ltd	-	-	-
Shareholding in Talkativity CIC	2	2	2
	2	2	2

WHY Gallery Ltd (Company No. 11166509) was a wholly owned subsidiary of We Hear You, a charitable incorporated organisation. In the prior year, the directors decided to dissolve the company as part of a voluntary strike off. A summary of the trading results for the subsidiary is set out in note 15.

Talkativity CIC (Company No. 14164907) is a wholly owned subsidiary of We Hear You, a charitable incorporated organisation. In the prior year intercompany balances were written off resulting in all assets and liabilities being transferred to We Hear You. After the transfer Talkativity CIC became a dormant company. A summary of the trading results for the subsidiary is set out in note 15.

WE HEAR YOU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

15 Principal subsidiaries

Company name	Country	Percentage	Principal
	England and	shareholding	activity
	Wales		
WHY Gallery Ltd (dissolved YE 2024)	England and	100%	Retail sales in commercial art galleries
Talkativity CIC (dormant)	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 2025	Year ended 31 March 2024
	£	£
Turnover	-	29,758
Cost of sales	-	(5,267)
Gross profit	-	24,491
Administrative expenses	-	(21,339)
Interest payable and similar charges	-	(423)
Profit/(loss) on ordinary activities before taxation	-	2,729
Tax on profit/loss on ordinary activities	-	-
Profit/(loss) for the period	-	2,729
Retained earnings brought forward	-	-
Profit/(loss) for the period	-	(2,729)
Retained earnings carried forward	-	2,729
	-	-

Talkativity CIC	Year ended 31 March 2025	Year ended 31 March 2024
	£	£
Turnover	-	-
Cost of sales	-	-
Gross profit	-	-
Administrative expenses	-	-
Interest payable and similar charges	-	-
Profit/(loss) on ordinary activities before taxation	-	-
Tax on profit/loss on ordinary activities	-	-
Profit/(loss) for the period	-	-
Retained earnings brought forward	-	-
You	-	(42,128)
Transfer to We Hear	-	42,128
Profit/(loss) for the period	-	-
Retained earnings carried forward	-	-

16 Debtors

	Group 2025	Charity 2025	Group 2024	Charity 2024
	£	£	£	£
Trade debtors	3,243	3,243	25,564	25,564
Prepayments and accrued income	26,924	26,924	26,061	26,061
Other debtors	2	-	2	-
	30,169	30,167	51,627	51,625

WE HEAR YOU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

17 Creditors: amounts falling due within one year

	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Amounts falling due within one year				
Trade creditors	6,393	6,393	5,277	5,277
Social security, pensions and other taxes	7,234	7,234	6,483	6,483
Accruals and deferred income	32,939	32,939	109,013	109,013
Loans and borrowings 19	13,384	13,384	6,078	6,078
	<u>59,950</u>	<u>59,950</u>	<u>126,851</u>	<u>126,851</u>
Amounts falling due after more than one year				
Loans and borrowings 19	23,980	23,980	37,364	37,364

19 Loans and borrowings

	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Current loans and borrowings				
Resonance loan	13,384	13,384	6,078	6,078
	<u>13,384</u>	<u>13,384</u>	<u>6,078</u>	<u>6,078</u>
Non-current loans and borrowings				
Resonance loan	23,980	23,980	37,364	37,364
	<u>23,980</u>	<u>23,980</u>	<u>37,364</u>	<u>37,364</u>

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

Group	2025 £	2024 £
Statement of Financial Activities: Net movement in funds	31,993	(94,821)
Investment income	(3,451)	(3,783)
Depreciation	-	1,494
Impairment on fixed assets	-	2,482
(Decrease) / Increase in non-loan creditors	(74,207)	56,144
Decrease / (Increase) in debtors	21,458	(38,367)
Decrease in stock	1,366	2,196
Net cash inflow from operations	<u>(22,841)</u>	<u>(74,655)</u>

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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

	2025 £	2024 £	Change £
Cash at bank and in hand	118,964	144,432	(25,468)
Net debt	(37,364)	(43,442)	6,078
	<u>81,600</u>	<u>100,990</u>	<u>(19,390)</u>
	2024 £	2023 £	Change £
Cash at bank and in hand	144,432	237,141	(92,709)
Net debt	(43,442)	(65,279)) 21,837
	<u>100,990</u>	<u>171,862</u>	<u>(70,872)</u>

22 Operating Leases)

At 31 March 2025 the charity had total commitments under non-cancellable operating leases, in relation to premises, as set out below:

	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Within one year	13,500	13,500	13,500	13,500
Between two to five years	-	-	13,500	13,500
	<u>13,500</u>	<u>13,500</u>	<u>27,000</u>	<u>27,000</u>

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

23 Movement in funds Group & Charity

	At 1 Apr 2024 £	Income £	Expenditure £	T ransfers £	Gains / (losses) £	At 31 Mar 2025 £
Restricted Funds						
Lottery	-	22,164	(22,164)	-	-	-
Frome Community Lottery	-	100	(100)	-	-	-
Pink Ribbon Foundation	-	6,000	(6,000)	-	-	-
MacMillan	-	5,513	(5,513)	-	-	-
Awards for all	-	9,708	(9,708)	-	-	-
Reach	-	3,780	(3,780)	-	-	-
Suicide Prevention	-	79,909	(79,909)	-	-	-
Trowbridge Area Board	-	2,942	(2,942)	-	-	-
Wiltshire Community Foundation	-	5,000	(5,000)	-	-	-
Wiltshire Area Board	-	1,667	(1,667)	-	-	-
Youth with a Future	-	2,000	(2,000)	-	-	-
NHS BSW ICB	-	31,333	(31,333)	-	-	-
Resonance	-	20,438	(20,438)	-	-	-
Quartet	-	3,267	(3,267)	-	-	-
Fence Club	-	498	(498)	-	-	-
Frome Town Council	-	2,000	(2,000)	-	-	-
Co-op	-	500	(500)	-	-	-
RUH Charities Together	-	10,985	(10,985)	-	-	-
Somerset Community Foundation	-	5,000	(5,000)	-	-	-
Hospital Saturday Fund	-	2,000	(2,000)	-	-	-
Festival Medical	-	6,276	(6,276)	-	-	-
Chippenham Borough Lands	-	1,000	(1,000)	-	-	-
	-	222,079	(222,079)			
Unrestricted funds						
Generalfund	33,941	248,830	(216,837)	-	-	65,934
Unrestricted funds subtotal	33,941	248,83	(216,837	-	-	65,934
Charity funds						
Talkativity CIC Inter-	33,941	470,909	(438,916)	-	-	65,934
group eliminations	-	-	-	-	-	-
	-	-	-	-	-	-
	-	-	-	-	-	-
Total funds (Group)	33,941	470,909	(438,916)	-	-	65,934

WE HEAR YOU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

23 Movement in funds (continued)

Previous year Group & Charity	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Gains / (losses) £	At 31 Mar 2024 £
Restricted Funds						
Lottery	-	42,348	(42,348)	-	-	-
Frome Community Lottery	-	480	(480)	-	-	-
St Johns	7,500	7,500	(7,500)	(7,500)	-	-
Pink Ribbon Foundation	-	4,500	(4,500)	-	-	-
St James Trust	-	500	(500)	-	-	-
NHS Charities Together (NHSCT)	-	17,238	(17,238)	-	-	-
NHS NSW	22,990	41,656	(41,656)	(22,990)	-	-
Resonance	6,010	6,010	(6,010)	(6,010)	-	-
MacMillan	-	29,345	(29,345)	-	-	-
Awards for all	-	874	(874)	-	-	-
Merrell Fund	-	5,000	(5,000)	-	-	-
Reach	-	3,780	(3,780)	-	-	-
Suicide Prevention	-	10,091	(10,091)	-	-	-
SWAG	-	25,000	(25,000)	-	-	-
Trowbridge Area Board	-	675	(675)	-	-	-
Wiltshire Community Foundation	-	1,667	(1,667)	-	-	-
Youth with a Future	-	2,000	(2,000)	-	-	-
	36,500	198,664	(198,664)	(36,500)	-	-
Unrestricted funds						
General funds						
Generalfund	137,119	227,375	(324,925)	(5,628)	-	33,941
Unrestricted funds subtotal	137,119	227,375	(324,925)	(5,628)	-	33,941
Charity funds	173,619	426,039	(523,589)	(42,128)	-	33,941
WHY Gallery Ltd	(2,729)	29,758	(27,029)	-	-	-
Talkativity CIC	(42,128)	-	-	42,128	-	-
Inter-group eliminations	-	(9,336)	9,336	-	-	-
	(44,857)	20,422	(17,693)	42,128	-	-
Total funds (Group)	128,762	446,461	(541,282)	-	-	33,941

Restricted funds

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.

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

Pink Ribbon Foundation - restricted to Breast Cancer counselling.

St James Trust – geographically restricted to Trowbridge.

NHS Charities Together (NHSCT) - NHS Charities Together money, restricted to BANES.

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

Resonance - to fund business development work.

MacMillan - Geographically restricted to Swindon.

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

Merrell Fund - This fund is restricted by service.

Reach - This fund is restricted to business development work.

Suicide Prevention - This fund is restricted to work supporting clients at risk.

SWAG - This fund is restricted by location of services.

Trowbridge Area Board - This fund is restricted by location of services.

Wiltshire Community Foundation - To fund fundraising resource focused on Wiltshire.

Youth with a Future - This fund is restricted to children's & young peoples services.

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

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

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NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

23 Movement in funds (continued)

Restricted funds (continued)

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

Wiltshire Area Board - Restricted by the location of services.

NHS BSW ICB - Restricted by the location of services.

Quartet - Restricted by the location of services.

Frome Town Council - Restricted to C&YP services.

Co-op - Restricted to purchase of art materials.

RUH Charities Together - Restricted by the location of services.

Festival Medical - Restricted funding received for a Woodland Wellbeing service.

Chippenham Borough Lands - Restricted by location of services.

24 Analysis of net assets between funds

	Restricted funds £	Designated funds £	Unrestricted funds £	2025 T otal £
Fixed asset investments	-	-	2	2
Cash at bank and in hand	-	-	118,964	118,964
Other net assets/(liabilities)	-	-	(53,032)	(53,032)
	-	-		
Charity			65,934	65,934
Talkativity CIC	-	-	-	-
Group	-	-		
Previous year			65,934	65,934
	Restricted funds £	Designated funds £	Unrestricted funds £	2024 T otal £
Fixed asset investments	-	-	2	2
Cash at bank and in hand	-	-	144,432	144,432
Other net assets/(liabilities)	-	-	(110,493)	(110,493)
	-	-		
Charity			33,941	33,941
WHY Gallery Ltd	-	-	-	-
Talkativity CIC	-	-	-	-
	-	-		
Gr oup			33,941	33,941

WE HEAR YOU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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 on 24 December 2023 to dissolve the subsidiary WHY Gallery Ltd which ceased trading in the year and has since been dissolved (co. number 11166509). Talkativity CIC (co. number 14164907) ceased trading activities in 2023 and became dormant.

The following pages do not form part of the statutory financial statements which are the subject of the examiner's report on page 22

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CHARITY DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2025

	Total Funds 2025 £	Total Funds 2024 £
Income From:		
Donations and legacies		
Donations		
Grants	162,944	106,243
Non-government grants	238,579	225,144
	401,523	331,387
Investment income		
Interest received	3,451	3,766
	3,451	3,766
Charitable activities		
Counselling and supervision	26,362	6,497
	26,362	6,497
Other trading activities		
Merchandising income	304	950
Management fee income - subsidiaries	-	5,625
Event income	22,545	55,073
Rental income	6,872	7,743
Other income	9,852	14,998
	39,573	84,389
Total income	470,909	426,039

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CHARITY DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2025

	Total Funds 2025 £	Total Funds 2024 £
Expenditure on:		
DirectRaising Funds C osts		
Fundraising salaries and wages	84,919	91,223
Other direct costs	48,329	35,715
Direct retail costs		40
Retail salaries	-	5,291
	<u>133,248</u>	<u>132,269</u>
Direct CharitableActivities Costs		
Counselling and supervision		
Salaries and wages	162,602	145,859
Other direct costs	52,960	100,590
	<u>215,562</u>	<u>246,449</u>
Support Costs		
Rent, rates, light and heat	17,012	23,644
Housekeeping	732	927
Repairs and maintenance	72	1,143
Insurance	1,940	1,289
Office costs	3,184	1,154
IT and computer costs	11,552	5,911
Subscriptions	227	579
Legal and professional fees	1,398	6,093
Ac c ountanc y	1,534	1,891
Bank charges	3,275	2,318
Staff training, recruitment and other expenses	1,034	3,836
Travel and entertainment	-	52
Wages and salaries	45,626	92,434
Governance costs - charity		
Independent examiner's fee	882	1,260
Independent examiner - other services	1,638	2,340
	<u>90,106</u>	<u>144,871</u>
Total expenditure	<u>438,916</u>	<u>523,589</u>
Net (expenditure)/income	<u>31,993</u>	<u>(97,550)</u>

Thank you



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