



**Annual Report  
Year End 2024  
(02/09/23-31/07/24)**



Listen-Hear!

Registered Charity Number: 1173906

Registered Address:

c/o Beacon Academy, North Beeches Lane, Crowborough, TN6 2AS

Trustees:

Sandra Andrew

Steven Curtis

Rosemary Jones

Project Manager/Executive Director:

Angela Kirby

## **Project Manager Comment**

Another busy year comes to a close.

This year's focus has been on young people's mental health and well-being. The team has gone 'over and above' to offer engaging, bespoke intervention for the young people in our area. They have further developed 'community education' opportunities, which have seen some of the most disengaged young people able to achieve success and learn essential life skills.

Our intergenerational volunteers have been integral to the differing tiers of support available, and have offered invaluable opportunities/interventions to our youngsters. All of the team have worked voluntarily, outside of their contracted hours, to provide seamless support to the young people, parents/carers, and agencies we work with. We continue to collaborate with community partners and are grateful for their continued support, which helps support our work.

I continue to be amazed and extremely proud of how the project goes from strength to strength each year and how it evolves each year.

The young people, families, organisations, professionals, and volunteers we work alongside make the project what it is; they are key to the success and evolution of the project.

Budgets have continued to be cut, and costs continue to soar, but somehow, we are still here, still growing, still delivering services from a project like no other.

Huge thanks to everyone who supports us.

Ange Kirby

Project Manager/Executive Director

## **Trustees Comments**

As ever, the trustees would like to thank the team of staff and volunteers who have worked tirelessly with the young people, families, and organisations they support.

This year has seen budgets squeezed and costs increased. Listen-Hear has massively subsidised essential support to Schools and, where possible, has provided services free of charge.

The team has further developed off-site activities for young people who struggle to access a School curriculum, giving them opportunities for success and raising self-esteem.

Mental health, social media, and school attendance have continued to be a presenting issue and is something the team are working closely with community partners to address.

Listen-Hear continues to try to be financially self-sufficient. This enables the team to prioritise need and allocate resources without the issue of money being ring-fenced. As a project, we generally only apply for small pockets of grant funding to help support our work. This year, we have not made any grant bids.

We are grateful for the initial financial and in-person support from Rag 'n' Bone Man.

The team is focused on next year and providing bespoke support where required. The alternate provisions that have been piloted have been successful and will be offered to more young people and Schools next year.

The trustees would like to thank the team for their continued efforts to make the service relevant to the ever-changing needs of young people, parents, and organisations within the community.

The Trustees

Listen-Hear is a CIO founded in July 2017 and is governed by a constitution.

### **Summary of Objects (as set out in the governing document)**

- To act as a resource for young people and families living in Wealden
- The promotion of social inclusion among parents and their children socially excluded from society
- To relieve the mental and physical sickness/pain of young people and parents resident in Wealden suffering from mental health issues by the provision of counselling and support for such persons

## **2023-2024 Project breakdown**

### **Project Overview**

- Focus on young people's mental health and well-being
- Provision of bespoke interventions for local young people
- Development of community education opportunities for disengaged youth
- Intergenerational volunteer support programme
- Team working beyond contracted hours to provide seamless support
- Continued collaboration with community partners
- Project evolution despite budget cuts and rising costs

### **Service Delivery**

- Support services to four secondary schools in the area
- One-to-one drop-in sessions addressing:
  - Mental health and well-being
  - Substance misuse
  - Sexual health
  - Self-harm
  - Family breakdown
  - Sexuality
  - Depression
  - Education
  - Behaviour
  - Fostering issues
  - Social skills
  - Anxiety
  - Budgeting
  - Social media misuse
  - Grooming
  - Safeguarding

### **Key Statistics**

- 45-50 young people referred termly
- Wrap-around 52-week provision for many families
- Over 2,000 interventions during the reporting period
- Approximately 60 families supported with over 200 interventions
- Bespoke one-to-one alternate provision for approximately 20 young people

### **New Developments**

- Outdoor alternate provision rolled out following successful pilot
- Increased advocacy support for parents in formal settings
- Enhanced support for parents struggling with their child's mental health and anxiety

### **Achievements**



- Successful engagement with previously disengaged young people
- Development of essential life skills among participants
- Continued growth and evolution of the project
- Maintained service delivery despite financial challenges

### **Challenges**

- Continued budget cuts
- Rising operational costs
- Increased demand for support with child mental health
- Lack of available statutory services with capacity

### **Financial Statement**

(Reserve prior to gaining charitable status £10,000 on loan/gift basis, with a further £20,000 on loan basis over 3 years (unpaid) and not accounted for in income & Expenditure.)

Income: £ 125,507

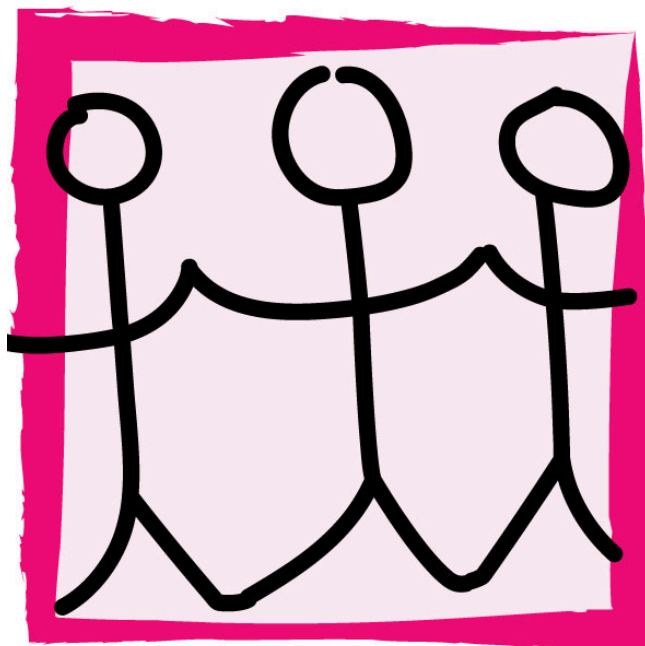
Expenditure: £117,049

The accounts and annual report were approved at the Trustees Meeting 01/09/24





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Income: £ 125,507

Expenditure: £117,049

Assets: £ 0

The accounts and annual report were approved at the Trustees Meeting 01/09/24







CHARITY COMMISSION  
FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

Report to the trustees

Charity Name

Listen-Hear!

On accounts for the year  
ended

02/09/2023 - 31/07/2024

Charity no  
(if any)

1173906

Set out on pages

as below

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 07 / 2024.

Responsibilities and  
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [ ] if not applicable.~~

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below \*) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:

Date: 30th May 2025

Name:

Michaela Spies

Relevant professional  
qualification(s) or body

Advanced Diploma in Financial Planning | Certified Fintech Practitioner  
Finance Governor  
Chartered Insurance Institute



(if any):

Address:

47 Keld Avenue

Uckfield

TN22 5BW

## Section B

### Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

I recommend developing a more detailed breakdown of expenditures, with additional categorised groups to enhance clarity.