

**The Queen's Award  
for Voluntary Service**  
*The MBE for volunteer groups*

**'Sing Your Heart Out' (SYHO)**

**Charity Number 1185038**

## **Annual Report 2020 - 2021**

**Period covered by this report: 1 April 2020 - 31 March 2021 (end date of reporting year)**

### **Governance**

'Sing Your Heart Out' is a Foundation Model Charitable Incorporated Organisation (CIO). Its only members are the Trustees.

The Charity is managed by a Central Organising Group (COG) comprising 11 trustees

The trustees and officers of 'Sing Your Heart Out' during this period were:

Julia Rumsby (Chair); Martyn Marshall (Treasurer); Jenny Ford (Secretary); Kate Platt (Vice-Chair); Carolyn Bain (Vice-Treasurer); Ruth Emerson (Vice-Secretary); Penny Holden (Systems Manager); Angela Mason; Roz Ross; Sylvie Taylor; Maggie Wheeler

One of our initial trustees, Mandy Stratton, stepped down at the end of August 2020. Sylvie Taylor, also from SYHO's Kings Lynn group, was appointed in October 2020 to replace Mandy as a SYHO West representative. Maggie Wheeler took over Mandy's role as SYHO's named Safeguarding trustee.

We are grateful to Mandy for all her contributions to SYHO, particularly during the preparation and early stages of SYHO's transition to a single charity in 2019. We are also delighted that Sylvie, who has been involved with SYHO for many years, has joined COG.

During 2020-2021 we held 13 full trustee meetings, all of which took place online because of Covid. This pattern of shorter, but more frequent, meetings worked very well and is something we are likely to continue. Sub-groups also met mostly online, other than when Covid restrictions allowed small groups to meet together in person.

In exercising their duties, and when making decisions or determining policies, the trustees take account of SYHO's charitable purposes. We have due regard to the Charity Commission's guidance on furthering these for the public benefit. For example, SYHO's workshops are inclusive and free of charge - participants are only invited to voluntarily donate what they can afford.

### **SYHO's aims and purposes**

Sing Your Heart out promotes good mental health and wellbeing through singing workshops which enable participants to reap the known benefits of group singing in harmony. The sessions are



designed so that people who might normally feel unable to join more formal choir settings (often through mental ill health) can participate in the group singing without experiencing discrimination, and can benefit from engaging in a social activity without the stigma associated with mental ill health.

Sing Your Heart Out's regular singing workshops are held in 5 locations across Norfolk so that people are able to access workshops in their local area. The 5 SYHO groups are located in Norwich (SYHO Central), Kings Lynn (SYHO West), Attleborough (SYHO South), Great Yarmouth (SYHO East) and Sheringham (SYHO North). We use venues with the broadest range of accessibility, including wheelchair access, as far as is possible.

Sing Your Heart Out contributes to research into the benefits of group singing and also seeks opportunities to promote, educate and inform people about how such activity can improve mental health and wellbeing.

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## SYHO's challenges and achievements of 2020 - 2021

Sadly, the Covid-19 pandemic meant that we were unable to run any 'in-person' workshops at all during the year. Nevertheless, SYHO found other ways of enabling people to continue singing with our tutors and with one another, and to stay connected. These involved two projects which offered free online singing activities. The first project, **'SYHO in Your Home'**, ran between April 2020 and Sept 2020. The SYHO tutors recorded a total of 22 individual videos: 3 'Warm-ups', 5 'Instant Singalongs', and 14 'Learn and Singalong Songs' which were posted on the SYHO website. These were very popular and remain available for use and enjoyment by anyone, anytime and anywhere. The second project **'SYHO Live Online'** offered fortnightly live tutor-led workshops via Zoom between Sept 2020 and April 2021 and is on-going, with sessions attracting between 30 and 50 participants, including several who were experiencing SYHO for the first time, and a few who joined the sessions from different areas of this country and from around the world!

We are nevertheless aware that a significant number of our 'pre-Covid' beneficiaries are not able to access the internet and have not been able to stay connected with SYHO in this way, perhaps because they lack the technology, skills, confidence or finance to do so. SYHO's policy and practice of not asking for, or retaining, any personal details of those who attend the workshops also meant that we could not contact people to stay in touch or to let them know directly about the online activities. This is something we shall review for the future. However, we did regularly publicise the projects through local media and are pleased that SYHO's online presence has been a great support for many during this challenging year.

### ***Below is a sample of what SYHO beneficiaries have told us about the online projects:***

*"I have been on the SYHO website, singing the Wellbeing song with Kimberley! Very enjoyable, thank you for that and the warm ups, and please keep them coming!" (P)*

*"As someone living alone and shielding because of lung damage, I knew the importance of singing to me and sought it out. SYHO fulfilled my needs for singing with others, learning new material, maintaining a positive attitude and improving my feeling of wellbeing. SYHO is a professionally run, well organised charity, joyful in its presentations and challenges singers enough to make a difference to them in all the ways I mention, but*



does not push them beyond their abilities or dis-courage, in fact, just the opposite. The sessions were something to look forward to in a sometimes otherwise bleak landscape. I always felt much better in body and mind afterwards and I thank them for it." (W)

*"I wanted to say how grateful I am that we have been able to continue the singing workshops online. My husband died on New Year's Day, and life was very bleak. The one joy in my life was and still is, the SYHO workshops. The singing is fun as always, and it never fails to be pleasing when all the various elements of the songs come together. It's also lovely to see old friends again on the screen and to know they are still around. Our tutors provide encouragement and humour, and the time goes by very quickly. The songs are varied but the content is always positive and often soothing. I miss the weekly sessions, and hope we will return to that sometime in the near future. Meanwhile I can dip into the songs on the website at any time of my choosing, and I hope I may be able to join up with (X) to sing over the phone together, or in the garden, weather and time permitting."* (L)

"I'm very grateful for the SYHO sessions. I started them at a time when I was off work from the mental health service. Occupational health suggested exercise and doing something that I liked and something social. I had belonged to community choirs in the past but with the demands of work found it increasingly hard to attend them, and then I felt bad as I was missing sessions. SYHO was relatively undemanding, as it was ok to attend a single session or all of them. It was understanding and made up of a wide range of people, many of whom understood and were able to talk about struggling through the day. It was also a relief in that it was donations, as I had little money coming in and that was a worry. The song leaders were great, each with their different styles, and there are a great range of songs. Lockdown has been tough, and regular online singing sessions have been one of the things that give a purpose and structure to my week. It's good to have something to put in my diary. I am grateful for SYHO as they help to keep me going. The only bad thing about SYHO is that there are not more groups, so everyone who needs or wants to can easily access a session, and that the volunteers have to work so hard to make sure SYHO continues! Thank you." (G)

During the year we were pleased to contribute to a research project run by Dr Tom Shakespeare (Professor of Disability Research at the London School of Hygiene and Tropical Medicine) by recruiting a number of volunteers from the SYHO community who were willing to be interviewed. The research explored how the public debate, the lockdown and other difficulties connected to the Covid-19 epidemic were negatively affecting people who already have mental health conditions.

We were also approached by Amy Biancolli, a US reporter for the journal 'Mad in America'. In the autumn Amy joined one of our 'SYHO Live Online' sessions and also conducted online interviews with a few of the SYHO team. Her article, published in early 2021, is about making music and healing souls, describing in detail and capturing extremely well everything that SYHO does and represents. It can be viewed via the homepage of our SYHO website: <https://www.syho.org/>

The SYHO website, along with our social media platforms, Facebook and Twitter, continued to provide important means of sharing information and news. In response to the effects of the pandemic we further increased our digital tools by introducing a SYHO email subscription facility, a 'virtual' donation box, and using Zoom for our online singing workshops and meetings. It has been a steep learning curve for everyone involved!



The SYHO teaching team underwent significant changes during 2020-21. Musical Director Chrissy and tutor Jane - both of whom had been part of SYHO for many years - stepped down. We were sad to say goodbye to them both but found 'Covid-safe' ways to acknowledge their departure and express our appreciation for everything they had done for SYHO.

Natasha, one of SYHO's other regular tutors, took over the Musical Director role in September 2020. The transition was well-organised and went smoothly. The trustees also took this opportunity to review and negotiate role descriptions and a revised fee structure for the Musical Director and tutors. The demands and skills required of these talented professionals, particularly since SYHO's diversification into online activities, are wide-ranging and have included developing different ways of teaching and adapting to technology.

## SYHO's Finances

This was a challenging year for SYHO which receives no public funding and depends on grants and donations to fund its service. With no in-person workshops we could not hold local fundraising activities such as table-top sales, and raffles. We could not provide our usual collection boxes for voluntary donations at the sessions so set up an online donation facility.

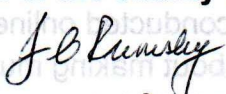
In 2020-21 we received 2 grants totalling £2500. Our overall income was £4329 with the rest coming from donations.

Ideally, at any one time we would like to maintain a balance of funds sufficient to cover a year of SYHO's running costs ie - around £45K. However, our reserves policy aims at a minimum of £10K, in order to cover potential situations such as contingency, commitments, cashflow and closure.

We also had lower costs and expenditure. At the end of the 2020-21 financial year (31/03/21) SYHO's cash balance stood at £36626 compared to £43103 the previous year..

**The trustees declare that they approved the trustees' report above on 24 August 2021**

**Signed on behalf of the charity's trustees:**

**Signature(s):** 

**Full name(s):** JULIA RUMSBY

**Position (eg Chair, Secretary etc):** CHAIR

**Date:** 30/8/21



C PLATT (CATHERINE)

VICE CHAIR





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Sing Your Heart Out

1185038

## Receipts and payments accounts

CC16a

For the period  
from

01/04/2020

To

31/03/2021

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations & Legacies	1,203	-	-	1,203	-
Donations Cash Box	275	-	-	275	-
Fundraising	351	-	-	351	-
Grants	500	2,000	-	2,500	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b> (Gross income for AR)	2,329	2,000	-	4,329	-
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total receipts</b>	2,329	2,000	-	4,329	-
<b>A3 Payments</b>					
Administration Costs & Website	639	-	-	639	-
Bank Charges	69	-	-	69	-
Publicity	75	-	-	75	-
Refreshments	22	-	-	22	-
Subscriptions & Membership	65	-	-	65	-
Voice Coach Fees	7,730	2,000	-	9,730	-
Voice Coach and Volunteer Travel	206	-	-	206	-
	-	-	-	-	-
<b>Sub total</b>	8,806	2,000	-	10,806	-
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total payments</b>	8,806	2,000	-	10,806	-
<b>Net of receipts/(payments)</b>	6,477	-	-	6,477	-
<b>A5 Transfers between funds</b>	-	-	-	-	-
<b>A6 Cash funds last year end</b>	-	-	-	-	-
<b>Cash funds this year end</b>	6,477	-	-	6,477	-



## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank Balance - CAF Bank	36,441	142	-
	Bank Balance - Barclays	43	-	-
		-	-	-
	<b>Total cash funds</b>	<b>36,484</b>	<b>142</b>	<b>-</b>

(agree balances with receipts and payments account(s))

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<i>J.B. Rumsey</i>	JULIA RUMSBY	5 Oct 2021
<i>R. Emerson</i>	RUTH EMERSON	5 Oct 2021





# CHARITY COMMISSION FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

Report to the trustees/  
members of

Sing Your Heart Out

On accounts for the year  
ended

31 March 2021

Charity no  
(if any)

1185038

Set out on pages

1 - 2

(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 March 2021.

Responsibilities and  
basis of report

As the charity trustees of the Trust, 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 the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn 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:

N Fowler

Date:

01/10/2021

Name:

Nicola Fowler, NJF Accounts Ltd

Relevant professional  
qualification(s) or body  
(if any):

FCCA, CTA

Address:

21 Springfields

Poringland

Norwich, NR14 7RG

## Section B

## Disclosure

Only complete if the examiner needs to highlight 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.

<p>Set out on pages 1 - 2</p>		<p>On accounts for the year ended 31 March 2021</p>	<p>Charity no. (if any) 1185035</p>
<p>Report to the trustees members of</p>		<p>Sing Your Heart Out</p>	
<p>Responsibilities and basis of report</p> <p>2011 ("the Act").</p> <p>As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").</p> <p>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 the applicable Directions given by the Charity Commission under section 145(2)(b) of the Act.</p> <p>I have completed my examination. I confirm that no material matters have come to my attention (other than those disclosed below) in connection with the examination which gives me cause to believe that, in any material respect:</p> <ul style="list-style-type: none"> <li>the accounts do not accord with the accounting records</li> <li>accounting records were not kept in accordance with section 130 of the Act or</li> </ul> <p>I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.</p> <p>Please delete the words in the brackets if they do not apply.</p>			
<p>Signed: N Fowler</p>		<p>Date: 07/10/2021</p>	
<p>Name: Nicola Fowler, NFP Accounts Ltd</p>		<p>Relevant professional qualification(s) or body (if any): FCA, CTA</p>	
<p>Address: 21 Spingfield, Pottersland, Norwich, NR14 7RG</p>		<p>Address: 21 Spingfield, Pottersland, Norwich, NR14 7RG</p>	