why...
we hear you

Cancer Counselling

Trustees' Annual Report and Accounts 2025/26

We Hear You

Providing counselling and emotional support for anyone affected or bereaved by cancer or any other life-threatening conditions.

Trustees' annual report and accounts 2025/26

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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 2026.

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., FCA, 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, ME 19 4JQ

We Hear You provides free and low-cost counselling and emotional support to adults, children and young people who live in Somerset, Bath and North East Somerset, and Wiltshire. Our service is for anyone over the age of 4 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 practitioners working within the ethical standards of the British Association for Counselling and Psychotherapy (BACP) or equivalent professional bodies. As a BACP organisational member, We Hear You adheres to its Ethical Framework for the Counselling Professions (2018).

Welcome

Welcome to the Trustees Annual Report for 2025/26.

We Hear You exists to provide compassionate, professional emotional support to people facing some of the most difficult experiences life can bring.

The year has been one of challenge, adaptation and hard choices for We Hear You. Demand for counselling for people affected by cancer and life-threatening conditions remains high, while the external environment in which charities operate has become increasingly complex and uncertain. Throughout the year, trustees and staff worked closely to stabilise We Hear You, and protect core services, and ensure that support remained available for those who needed us most.

During 2025/26, We Hear You supported 418 people. Despite financial pressures, our therapeutic work continued to make a difference. Among those who completed outcome measures, 38% reported an improvement in wellbeing. While this represents a more challenging year for outcomes, it reflects both the increasing complexity of need and our continued commitment to evidence-based practice and learning.

Over the course of the year, trustees were required to make several difficult decisions in response to income uncertainty, including reshaping, reducing and pausing services. These decisions were not taken lightly. They were made to safeguard the charity's future and to ensure that We Hear You continues to support people affected by cancer and life-threatening conditions in the years ahead.

Late in the year, faced with mounting financial pressure, we made the difficult decision to launch an emergency appeal to protect our services. The response from our community was extraordinary. Individuals, schools, community groups, businesses and long-standing supporters rallied around We Hear You with urgency, generosity and determination. This collective effort not only raised vital funds but also demonstrated the depth of belief in our work and its importance to local people. The fact that We Hear You remains able to continue supporting those affected by cancer and life-threatening conditions, is due in no small part to this remarkable community support. The response reinforced both the value of our services and the trust placed in the charity by the communities we serve.

This report sets out what we have achieved during 2025/26, the challenges we have faced, and how we are responding. It reflects the extraordinary commitment of our staff, volunteers, supporters and partners, whose belief in our work has sustained the charity through a demanding period. To all those who have stood alongside We Hear You this year, we offer our sincere thanks.

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 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, BAI I IAU

Board of Trustees

Anne Montague - Chair

Ben Price (resigned 12/04/2025)

Daniel Denningburg (appointed 25/09/2025)

Darren Irwin

Demi Papadimitriou (appointed 25/09/2025)

Laura Fenson

Mollie Mountford

Nick Harris

Rachel Notley - Treasurer

Tessa Warry

Katherine Pinches (appointed 22/04/2026)

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

Andrew Baker, Head of Fundraising (from 01/10/2025 to 30/01/2026)

Claire Walker, WHYinwork Business Manager (to 31/12/2025)

Felicity Lunn, Counsellor (to 18/02/2026))

Hayley Sabran, Office and Finance Administrator

James Richards, Head of Fundraising (to 21/07/2025)

Jane Richards, Counsellor (to 18/02/2026)

Joseph Cleaver, Head of Counselling

Julia Penrose, Counselllor (to 15/08/2025)

Kateland Burbidge, Counsellor (to 18/02/2026)

Lucy Kitchener, Chief Executive Officer

Molly Whittock, Service Administrator

Rachel Clyburn, Therapist (to 19/12/2025)

Rachel Jackson, Counsellor (to 18/02/2026)

Robbie Newton, Community Fundraiser

Ruth Gait, Counsellor (to 18/02/2026)

Placement Counsellors

Calvin Avalos (from 10/09/2025)

Daisy Fraser (from 08/10/2025)

Erica Cattermole (from 08/10/2025)

Roxanne Wiles (from 08/10/2025)

Sophie Rudge (from 10/09/2025)

WHYinwork Counsellors

Gemma Mason

Ruth Gait (from 27/02/2026)

Governance and organisational management

The Board of Trustees met thirteen times during the year ending 31st March 2026, 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 2011setsout13 different aims which are recognised as charitable purposes, and We HearYoumeets two of those aims, in particular: the advancement of healthandthe 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 has overall responsibility for risk management and has reviewed the principal risks to which the charity is exposed during 2025/26. Trustees maintain and regularly review a comprehensive risk register which identifies key strategic, operational, financial, regulatory and external risks, together with mitigating actions and assigned risk owners. The risk register is scrutinised at trustee meetings and informs both strategic decision-making and business planning.

The charity continues to operate in a challenging external environment, particularly in relation to financial sustainability and workforce capacity. During the year, trustees have therefore placed a strong emphasis on financial oversight, organisational resilience, safeguarding, and data protection.

Staff receive regular safeguarding and information governance training, and all organisational policies and procedures are reviewed on a rolling annual basis. Trustees are satisfied that appropriate systems and controls are in place to manage the charity's risks, although some risks remain higher than the Board's target appetite and continue to be actively managed.

The principal risks and mitigating actions are summarised below.

Governance

Trustees have considered the risk of poor governance, including failure to provide effective strategic leadership or to act in the best interests of the charity. Robust trustee recruitment and induction processes are in place, supported by a clear Trustee Code of Conduct, Register of Interests, and agreed procedures for declaring and managing conflicts of interest.

The charity operates under a Scheme of Delegation, reviewed annually, which clearly defines the respective responsibilities of the Board and the Chief Executive. Trustees receive regular operational and financial reporting through a standard board agenda and work closely with the CEO on strategy development, business planning, and performance monitoring.

During the year, trustees also reviewed business continuity and major incident planning to ensure the charity remains resilient in the event of disruption. An AI policy has been introduced to address emerging governance and data protection risks associated with the use of large language models and digital tools.

External risk

The Board has considered the risk of reputational damage, including the potential impact of complaints, safeguarding concerns, or negative publicity on public trust and confidence. A clear complaints procedure is in place, and complaints and learning are reviewed by trustees.

Safeguarding remains central to the charity's work, with robust safeguarding policies and procedures, regular staff training, and clear escalation routes. The charity's Business Continuity Plan includes arrangements for managing reputational and communications risks during periods of crisis.

Information security and confidentiality are supported through an external IT provider, quarterly reviews of system permissions, and regular staff training. Trustees also monitor risks arising from the end-of-life of core systems and have planned future procurement to ensure the continued protection of sensitive client data.

Regulatory and compliance

Trustees are mindful of the risk of non-compliance with charity law, employment law, safeguarding duties and data protection legislation, which could result in reputational damage or financial penalties.

To mitigate this risk, the charity maintains an up-to-date schedule of policy reviews, overseen by the Board, and benefits from trustees with safeguarding, legal and financial expertise. External professional support is used where appropriate, including independent accountants.

The charity maintains clear procedures for serious incident reporting, whistleblowing, complaints and allegations management, ensuring transparency, accountability and compliance with Charity Commission expectations.

Financial

Financial sustainability remains the most significant risk facing the charity. Trustees have considered the risks associated with income uncertainty, cashflow pressure, and the ability to rebuild reserves following several years of reduced grant income.

An annual budget is approved by the Board and monitored through monthly management accounts, which are reviewed at each trustee meeting. Financial re-forecasting is used to support close monitoring of income and expenditure, and trustees meet more frequently during periods of heightened financial risk.

As at 31 March 2026, the charity's reserves were £48,586 all of which were unrestricted and held within the general fund (2025: £65,934). This remains above the Trustees' minimum reserves target of £42,000, but below the ideal level of £200k. Trustees acknowledge that reserves are currently below the charity's ideal policy range and continue to treat the rebuilding of reserves as a strategic priority.

The focus for 2025/26 has therefore been on stabilisation, cost control, and returning to a small operating surplus in future years, alongside diversifying income streams. Trustees also continue to review internal financial controls and segregation of duties to mitigate the risk of error or fraud.

Operational

The charity operates with a small staff team, and trustees have identified workforce capacity as a continuing operational risk. Difficulties in recruiting and retaining key roles, particularly in fundraising, have the potential to impact delivery and organisational resilience.

During the year, the charity implemented a new team structure following a restructure at the end of 2024/25. This restructuring was undertaken to stabilise the organisation, clarify priorities, and create a more sustainable operational model. At the end of 2025/26, a further restructure was undertaken due to significantly decreased income in-year.

The Board continues to monitor staff capacity, workload and wellbeing closely.

While the charity does not currently employ a senior finance professional, day-to-day finance tasks are undertaken by staff and overseen by a qualified Treasurer, with contingency arrangements documented in the Business Continuity Plan. Trustees review this risk regularly and will consider future investment in finance capacity as resources allow.

Trustees recognise the emotional demands of client-facing work and remain committed to fostering a supportive, values-led organisational culture. Staff engagement, wellbeing and communication continue to be prioritised as key mitigations against operational risk.

418

PEOPLE SUPPORTED

215 people received counselling

148 people attended our courses

55 people attended a peer support group

WHO WE SUPPORTED

73% adults

22% children and young people

42% bereaved

37% patients

59% family members

WHERE PEOPLE CAME FROM

21% Bath and North East Somerset

47% Somerset

31% Wiltshire

SINCE RECEIVING SUPPORT THROUGH WE HEAR YOU...

97% of people report feeling better able to deal with difficulties (We Hear You self-evaluation)

92% of people report a greater sense of wellbeing (We Hear You self-evaluation)

85% of people rating their emotional wellbeing as good or very good after support

Up from just 6% before starting sessions with We Hear You (We Hear You self-evaluation)

38% reported improvement in wellbeing through counselling, measured using the CORE Outcome Measurement Tool.

Our Services

Throughout 2025/26, one-to-one counselling remained the primary way people sought support from We Hear You. We continued to deliver a person-centred counselling service, working to ensure clients felt heard, supported and able to engage in therapy in a way that met their individual needs. Despite ongoing challenges, we have maintained a focus on keeping waiting times as short as possible, with the average wait for counselling during the year remaining between two and four months from referral.

During the year, we undertook a refocus of our practitioner team in response to financial pressures facing the charity. This included increasing our use of Placement Counsellors and beginning recruitment for qualified volunteer counsellors. These changes were made to improve our financial efficiency and strengthen the long-term resilience of our services, while continuing to deliver safe, high-quality therapeutic support.

In line with these changes, and driven by income challenges, we reduced the amount of counselling delivered in person outside of Frome and increased our provision of counselling online and by phone. This enabled us to continue supporting clients across a wider geographical area in a more sustainable way, while retaining in-person counselling at our Frome base.

Towards the end of 2025/26, we made the difficult decision to pause our schools counselling services. This decision was taken due to funding constraints which meant we were no longer able to employ a practitioner to deliver this work. We recognise the impact this had on our partner schools and the young people they support. We continue, however, to offer counselling to children and young people in our Frome counselling rooms, and for those aged 13 and over, online or by phone where clinically appropriate.

Alongside our core counselling service, we continued to offer a small number of therapeutic courses and groups during the year, although several came to a planned or necessary conclusion due to funding limitations. The WHYbemindful summer course was well attended and received positive feedback, with clear signs of improvement reported in end-of-course evaluations from participants. Unfortunately, following the autumn course, the programme ended due to the absence of future funding.

Our WHYgrow therapeutic gardening group concluded in December 2025. In its final months, we offered the service to as many people as possible, expanding group size to ensure that participants were able to gain the fullest benefit from the programme before its closure.

Woodland Wellbeing, our drop-in sessions exploring connection with nature for people living with and beyond cancer, ended in July 2025 when neither We Get It nor We Hear You were able to secure new funding to continue the partnership.

Our Coffee Connections drop-in group in Frome continues to be incredibly popular and valued by those who attend. Delivered in partnership with Dorothy House, the group provides informal peer support for people affected by or bereaved by cancer or life-threatening conditions. While we stepped away from the development of new Coffee Connections groups during the year due to limited staff capacity,the Frome group continues to benefit from the commitment and skill of our We Hear You volunteers, who play an essential role in creating a welcoming and supportive space.

The Bereavement Help Point, delivered in partnership with Dorothy House and Bath and North East Somerset Carers Centre, continued to flourish throughout 2025/26. Attendance remains strong, and we continue to monitor participation levels and trial new venues to ensure the service remains accessible and relevant to local communities.

Across all our services this year, we have remained committed to delivering compassionate, responsive and high-quality support, while making difficult but necessary decisions to ensure We Hear You can continue to meet need in a challenging financial environment.

David's story

In spring 2022, David visited his GP after noticing symptoms that were concerning, especially given his family history of bowel cancer. Tests revealed advanced rectal cancer. What followed was a long and traumatic medical journey: intensive chemo-radiation, then a major 21-hour surgery to remove the base of his spine and parts of his sciatic nerve. Complications kept him in hospital for nearly three months.

During this period, David and his husband lost their home, their business, and several close friends. The physical impact of surgery and long-term pain was matched by significant emotional trauma. For 16 months he lived mostly in bed, coping with chronic pain, repeated infections, loss of independence, and the shock of a completely changed life.

When he and his husband relocated to Somerset due to their housing situation, David recognised that although he was focused on physical recovery, the psychological impact of everything he had lived through was overwhelming. When he realised he was seeking medication to manage rising anxiety, he decided he wanted another approach - and reached out to We Hear You.

David contacted We Hear You after seeing one of our posters in the community. Although he had experienced counselling in the past, he wasn't sure what to expect this time or how to begin unpacking so many layers of trauma, loss and change.

"I didn't know what I needed or where to start - it was all too much. But We Hear You made it feel safe and manageable."

The counselling helped David work through a number of deeply interconnected challenges. He was able to process the trauma of his cancer diagnosis and major surgery, while also coming to terms with the loss of his home, business, independence and sense of community. Counselling provided support as he navigated changing family relationships and shifting roles and helped him cope with the grief of losing three close friends. It also enabled him to develop strategies for managing anxiety, agoraphobia and sleep difficulties. Through this process, David gradually rebuilt his confidence and began to rediscover a stronger sense of identity and purpose.

His counsellor supported him to break things down, set achievable goals, recognise his strengths, and understand the progress he was already making.

He described the work as "unpicking a huge knot - one thread at a time."

A metaphor they developed together became a turning point:

"Life felt like I was stuck on a rollercoaster I couldn't get off. Counselling helped me step off, look at the map, and choose where I wanted to go again."

The impact of counselling on David's life was significant and far-reaching. He began sleeping properly again, and his anxiety reduced from being overwhelming and debilitating to something he could manage effectively. As his confidence grew, he was able to go out without the constant fear of illness or panic, giving him greater freedom and independence. Counselling also helped him feel more in control of managing his pain and making decisions about medication. Within his relationships, he rebuilt healthier dynamics with his parents and his husband, gradually shifting the balance away from a purely caring role and back towards a more equal partnership. Most importantly, he regained the confidence to try new things, reconnect with the world around him, and engage more fully with life.

He describes one moment that captured the change:

"Yesterday was probably the first normal day I've had with my parents in months. I didn't overthink, I wasn't scared - I was just living."

A year after completing his counselling sessions with We Hear You, David says the benefits continue to shape his everyday life. He feels more grounded, less fearful, and better able to enjoy life despite the ongoing challenges of his health condition. His outlook on the future has changed significantly; rather than seeing life as defined by illness and loss, he views it as something shaped by choice, opportunity and possibility. With support from his GP, he has felt confident enough to safely reduce some of his medication, reflecting the progress he has made in managing his wellbeing. He has also developed healthier boundaries in difficult relationships while strengthening connections with the people who provide him with support, leaving him feeling more secure, connected and in control of his life.

"Counselling with We Hear You helped me learn to live again - not the life I had before, but one I can enjoy."

He has already recommended We Hear You's support to others.

In his words: "It was one of the best therapy experiences I've ever had. I'd recommend We Hear You to anyone. It helped me find my way back to living."

David's case highlights the complex emotional impact of cancer, major surgery, chronic pain, and profound life disruption. We Hear You's counselling enabled him to rebuild emotional stability, restore confidence, and reconnect with daily life after a period of extreme trauma.

His story is a powerful example of how specialist psychosocial support can transform quality of life - even when the physical challenges continue.

Fundraising

We Hear You remains committed to ensuring our services are financially sustainable for the long term. Demand for our support continues to grow, while the external funding environment has become increasingly challenging. Throughout 2025/26 we worked hard to diversify income, adapt our fundraising approach, and strengthen relationships with supporters and partners, while navigating a significantly more congested and competitive landscape.

Income from trusts and foundations continued to form an important part of our funding mix during the year. We were pleased to be awarded a National Lottery Reaching Communities grant, providing vital support for our work. However, the year proved extremely difficult for securing grant income. Funders increasingly cited the sheer volume of applications they were receiving, and many chose to reduce award sizes, narrow their criteria, or refocus funding on organisations they had previously supported.

As a result, the proportion of grant funding coming from restricted funding where we had an enduring relationship, or where funding was known at the start of the year, dropped significantly - from 85% in 2024/25 to just 46% in 2025/26. We became much more reliant on securing a larger number of smaller grants, each with lower success rates. Even with increased investment of time and resource, application success continued to fall. Extended response periods and delayed decisions meant that throughout the year we consistently tracked behind profile on trusts and foundations income, contributing to financial uncertainty.

Major gifts and corporate fundraising also proved challenging. We entered the year with a relatively ambitious corporate income target compared to the size and maturity of our pipeline. Experience during 2025/26 reinforced that building a viable and profitable major gifts programme requires sustained relationship-building over at least 18 months. Progress was further impacted by difficulties recruiting to a new Head of Fundraising role, which limited capacity during a critical period.

Against this backdrop, the commitment and generosity of our supporters became even more vital. In July we took part in the Big Give Small Charity Campaign, which was hugely successful and demonstrated the power of match funding combined with strong supporter engagement. We also revived our relationship with Goodwills Legal Services Ltd., which we greatly value.

In December, in response to mounting financial pressure, we launched an emergency appeal to raise £55,000 to safeguard our services. The appeal received coverage in local and regional media, including local print, ITV and the BBC, and prompted an exceptionally active period of community and supporter-led fundraising. Schools, individuals, community groups and businesses responded with

energy and determination, organising events, challenges and collections that demonstrated the breadth and strength of support for We Hear You across our communities.

Supporter-led fundraising began strongly and continued with remarkable momentum. Events and challenges included the London Marathon, Rachel Clark's 500th mile challenge in May, the Lake District Challenge in June, the Frome Festival Beach Party Quiz, a FootGolf tournament in July, a Race Night in March, Swim Serpentine, Frome Town CrossFit's 24-hour workout, PureGym challenges, activities linked to the Frome Independent, The Big Talent Show, Santa's Grotto, our annual WHY auction, the Santa Dash, and our Black, White and Silver Christmas Ball. Further highlights included Treads, WHYrox, Deck and Dagger events, Finn Molloy's 5k-a-day challenge in February, a 90s Disco, non-uniform days in local schools, the Bournemouth Bay Half Marathon, Bath Half Marathon, and the Big 24-Hour Relay for We Hear You. We received amazing support from the Rotary Club of Frome and wish to acknowledge their generous commitment to We Hear You.

Alongside this activity, we launched our new website, providing a stronger platform for sharing our impact, improving supporter journeys and supporting future fundraising growth.

While 2025/26 was one of the most challenging fundraising years We Hear You has faced, it also underscored the extraordinary commitment of our supporters and volunteers. Their generosity, creativity and belief in our work played a critical role in sustaining services during a period of significant uncertainty, and we remain deeply grateful for their continued support.

Traded income: WHYinwork

WHYinwork is We Hear You's traded workplace support offer, developed to bring our specialist expertise in cancer and life-threatening conditions into employment settings. During 2025/26, activity continued where capacity allowed, supporting both income generation and wider organisational influence.

During the year, WHYinwork delivered seminars to Counter Terrorism Policing Headquarters and through partnerships with Healthcare Conferences UK and SBD Barclays – Connecting with Purpose. We continued to provide clinical supervision to staff teams at the Royal United Hospital and workplace counselling support to the Dorothy House Hospice staff team.

Following the end of grant funding for the Business Manager role in December 2025, we were unable to retain this post. As a result, WHYinwork activity reduced towards the end of the year and will be reviewed in line with organisational capacity and financial sustainability.

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 ofTrustees

24 September 2026

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 2026.

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., FCA
Burton Sweet Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 24th September 2026

WE HEAR YOU
STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2026

	Note	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Income from:						
Donations, grants and legacies	2	185,165	-	123,709	308,874	401,523
Charitable activities	3	30,609	-	-	30,609	26,362
Other trading activities	4	50,072	-	-	50,072	39,573
Inv es tm ents	5	1,436	-	-	1,436	3,451
Total income		267,282	-	123,709	390,991	470,909
Expenditure on:						
Raising funds	6	128,209	-	2,299	130,508	147,719
Charitable activities	7	156,421	-	121,410	277,831	291,197
Total expenditure		284,630	-	123,709	408,339	438,916
Net income/(expenditure)	9	(17,348)	-	-	(17,348)	31,993
Transfers between funds	21	-	-	-	-	-
Net movement in funds before taxation		(17,348)	-	-	(17,348)	31,993
Total funds at 1 April 2025	21	65,934	-	-	65,934	33,941
Total funds at 31 March 2026	21	48,586	-	-	48,586	65,934

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

All of the activities are classed as continuing

The notes on pages 24 to 36 form part of these financial statements
See note 12 for fund-accounting comparative figures

WE HEAR YOU

BALANCE SHEET

AS AT 31 MARCH 2026

	Note	2026	2025
		£	£
Fixed assets			
Tangible assets	13	-	-
Inv es tm ents	14	-	2
		-	2
Current assets			
Stock		851	731
Debtors	15	14,921	30,167
Cash at bank and in hand		89,507	118,964
		105,279	149,862
Creditors: amounts falling due within one year	16	(37,176)	(59,950)
Net current assets		68,103	89,912
Total assets less current liabilities		68,103	89,914
Creditors: amounts falling due after more than one year	17	(19,517)	(23,980)
Net assets		48,586	65,934
Funds			
Unrestricted funds			
General funds	22	48,586	65,934
Restricted funds	22	-	-
Total funds		48,586	65,934

These financial statements were approved by the Trustees on 24 September 2026 and are signed on their behalf by:

Anne Montague

.....

Anne Montague
Chair

The notes on pages 24 to 36 form part of these financial statements

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2026

	Note	2026 £	2025 £
Net cash outflow from operating activities	18	(38,810)	(22,841)
Non-operating cash flows:			
Investing activities			
Investment income		1,436	3,451
Loans repaid		7,917	(6,078)
Net cash outflow for the year	19	(29,457)	(25,468)

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.

The notes on pages 24 to 36 form part of these financial statements

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.

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, 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

Depreciationisprovidedatthefollowingannual 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

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

Stock

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

Taxation

Thecharity 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 at bank and cash in hand

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

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Donations	170,025	-	-	170,025	162,944
Gr ants					
Non-government grants	15,140	-	123,709	138,849	238,579
	185,165	-	123,709	308,874	401,523

Income from donations and legacies in the prior year has been classed as unrestricted general funds except for non-government grants of £222,079 which were restricted.

3 Income from charitable activities

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Counselling and supervision	30,609	-	-	30,609	26,362
	30,609	-	-	30,609	26,362

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

4 Income from: Other trading activities

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Merchandising income	20	-	-	20	304
Event income	32,138	- -	-	32,138	22,545
Rental income	8,142	-	-	8,142	6,872
Other income	9,772		-	9,772	9,852
	50,072	-	-	50,072	39,573

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

5 Investment Income

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Interest received	1,436	-	-	1,436	3,541
	1,436	-	-	1,436	3,541

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

6 Expenditure on: Raising funds

	Total Funds 2026 £	Total Funds 2025 £
Direct costs		
Direct fundraising costs	34,855	48,329
Fundraising salaries	84,316	84,919
Support costs (note 8)	11,337	14,471
	130,508	147,719

7 Expenditure on: Charitable activities

	Direct Costs £	Support Costs (Note 8) £	Total 2026 £
Counselling and supervision			
Salaries and wages	178,659	28,752	207,411
Other costs	43,642	26,778	70,420
	222,301	55,530	277,831

Prior year comparative

	Direct Costs £	Support Costs (Note 8) £	Total 2025 £
Counselling and supervision			
Salaries and wages	162,602	40,928	203,530
Other costs	52,960	34,707	87,667
	215,562	75,635	291,197

8 Support costs

	Raising funds £	Charitable activities £	Total 2026 £
Rent, rates, light and heat	4,259	12,776	17,035
Housekeeping	211	632	843
Repairs and maintenance	60	179	239
Insurance	580	1,741	2,321
Office costs	365	1,460	1,825
IT and computer costs	1,983	5,948	7,931
Subscriptions	25	224	249
Legal and professional fees	7	37	44
Ac c ountanc y	455		333
Bank charges	208	(122)	1,385
Staff training, recruitment and other expenses	5	1,177	30
Wages and salaries	3,180	25	31,932
Governance costs		28,752	
Independent examiner's fee			
Independent examiner - other services	-	945	945
	-	1,755	1,755
	11,337	55,530	66,867

Prior year comparative

	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
Travel and entertainment	-	-	-
Wages and salaries	4,698	40,928	45,626
Governance costs			
Independent examiner's fee			
Independent examiner - other services	-	882	882
	-	1,638	1,638
	14,471	75,635	90,106

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

9 Net income/ (expenditure)

This is stated after charging:

	2026	2025
	£	£
Depreciation of tangible fixed assets	-	-
Independent examiner's fee	945	882
Independent examiner - other services	1,755	1,638

There were no Trustees' remuneration or other benefits for the year ended 31 March 2026 nor for the period ended 31 March 2025.
The total Trustees' expenses paid during the year ended 31 March 2026 to two (2025: one) trustees for safeguarding training expenses was £23 (2025: £121 for Christmas items).
The total Trustee, key management personnel and other related party donations in the year were £1,639 (2025: £200).

10 Staff costs and numbers

The aggregate payroll costs were:	2026	2025
	£	£
Wages and salaries	272,608	269,341
Social security costs	21,256	15,970
Employers pension	8,178	7,835
Redundancy costs	5,354	-
	307,396	293,146

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

	2026	2025
	No.	No.
Management and administration	4	4
Other staff	8	10
	12	14

No employee received emoluments of more than £60,000.
The key management personnel for 2026 received employee benefits totalling £109,807 (2025: £110,839).

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 (dissolved), attracted corporation tax only to the extent that profits remained within them to grow their activities.

12 Comparative Statement of Financial Activities

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2025 £
Income from:				
Donations and legacies	179,444	-	222,079	401,523
Charitable activities	26,362	-	-	26,362
Other trading activities	39,573	-	-	39,573
Inv es tm ents	3,451	-	-	3,451
Total income	248,830	-	222,079	470,909
Expenditure on:				
Raising funds	118,501	-	29,218	147,719
Charitable activities	98,336	-	192,861	291,197
Total expenditure	216,837	-	222,079	438,916
Net income/(expenditure) and net movement in funds	31,993	-	-	31,993
Transfers between funds	-	-	-	-
Net movement in funds before taxation	31,993	-	-	31,993
Total funds at 1 April 2024	33,941	-	-	33,941
Total funds at 31 March 2025	65,934	-	-	65,934

13 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 April 2025	14,208	14,208
At 31 March 2026	14,208	14,208
Depreciation		
At 1 April2025	14,208	14,208
At 31 March 2026	14,208	14,208
Net book value		
At 31 March 2026	-	-
At 31 March 2025	-	-

14 Prior year fixed asset investments

We Hear You had a £2 shareholding in Talkativity CIC (Company No. 14164907), a wholly owned subsidiary. 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. The CIC was dissolved in November 2025.

15 Debtors

	2026 £	2025 £
Trade debtors	1,265	3,243
Prepayments and accrued income	13,620	26,924
Other debtors	36	-
	14,921	30,167

16 Creditors: amounts falling due within one year

		2026 £	2025 £
Amounts falling due within one year			
Trade creditors		705	6,393
Social security, pensions and other taxes		3,501	7,234
Accruals and deferred income		23,040	32,939
Loans and borrowings	17	9,930	13,384
		37,176	59,950
Amounts falling due after more than one year			
Loans and borrowings	17	19,517	23,980

17 Loans and borrowings

	2026	2025
Current loans and borrowings	£	£
Resonance loan	9,930	13,384
	9,930	13,384
Non-current loans and borrowings		
Resonance loan	19,517	23,980
	19,517	23,980

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

	2026	2025
	£	£
Statement of Financial Activities: Net movement in funds	(17,348)	31,993
Investment income	(1,436)	(3,451)
Depreciation	-	-
Disposal of fixed asset investments	2	-
(Decrease) / Increase in non-loan creditors	(35,154)	(74,207)
Decrease / (Increase) in debtors	15,246	21,458
Decrease in stock	(120)	1,366
Net cash inflow from operations	(38,810)	(22,841)

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

	2026	2025	Change
	£	£	£
Cash at bank and in hand	89,507	118,964	(29,457)
Net debt	(29,447)	(37,364)	7,917
	60,060	81,600	(21,540)

	2025	2024	Change
	£	£	£
Cash at bank and in hand	118,964	144,432	(25,468)
Net debt	(37,364)	(43,442)	6,078
	81,600	100,990	(19,390)

20 Operating Leases

At 31 March 2026 the charity had total commitments under non-cancellable operating leases, in relation to premises, as set out below:

	Charity 2026	Charity 2025
	£	£
Within one year	6,750	1 3,500
Between two to five years	-	-
	6 ,750	1 3,500

21 Movement in funds

	At 1 Apr 2025 £	Income £	Expenditure £	Transfers £	Gains / (losses) £	At 31 Mar 2026 £
Restricted Funds						
Awards for All	-	9,418	(9,418)	-	-	-
Bath Women	-	1,714	(1,714)	-	-	-
Chippenham Borough Lands	-	2,000	(2,000)	-	-	-
Corsham TC Grant	-	500	(500)	-	-	-
Festival Medical	-	1,793	(1,793)	-	-	-
Jack Lane Trust	-	1,000	(1,000)	-	-	-
Leslie Smith	-	6,720	(6,720)	-	-	-
Lottery	-	51,831	(51,831)	-	-	-
Quartet	-	6,729	(6,729)	-	-	-
Resonance	-	2,063	(2,063)	-	-	-
Chippenham Town Council	-	2,229	(2,229)	-	-	-
Samuel William Farmer Trust	-	2,000	(2,000)	-	-	-
Creative materials Co-op Foundation	-	151	(151)	-	-	-
Fence Club Trust	-	236	(236)	-	-	-
Pink Ribbon Foundation	-	1,000	(1,000)	-	-	-
Youth with a Future	-	2,000	(2,000)	-	-	-
Souter Charitable Trust	-	3,000	(3,000)	-	-	-
The February Foundation	-	5,000	(5,000)	-	-	-
Somerset Community Foundation	-	4,991	(4,991)	-	-	-
St James Place	-	10,000	(10,000)	-	-	-
The Ray Harris Charitable Trust	-	1,000	(1,000)	-	-	-
Wiltshire Area Board	-	3,333	(3,333)	-	-	-
Wiltshire Community Foundation		5,000	(5,000)			
		123,709	(123,709)			
	-			-	-	-
Unrestricted funds						
Generalfund	65,934	267,282	(284,630)	-	-	48,586
Unrestricted funds subtotal	65,934	267,282	(284,630)	-	-	48,586
Total funds	65,934	390,991	(408,339)	-	-	48,586

21 Movement in funds(continued)

Previous year	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	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						
General funds						
Generalfund	33,941	248,830	(216,837)	-	-	65,934
Unrestricted funds subtotal	33,941	248,830	(216,837)	-	-	65,934
Total funds	33,941	470,909	(438,916)	-	-	65,934

Restricted funds

Lottery - Restricted by the location and timing of services.

Bath Women - Restricted to counsellling services for Women in the Bath area.

Corsham TC - Restricted to counselling services in Corsham.

Jack Lane Trust - Restricted to counselling services in Wiltshire.

Leslie Smith - Restricted to counselling for children and young people. Also restricted in terms of the timing and location of these services.

Chippenham Town Council - Restricted to room hire costs in Chippenham.

Samuel William Farmer Trust - Restricted to core services including counsellor salaries.

Co-op Foundation - Restricted to creative materials costs.

Fence Club Trust - Restricted to a specific fundraising event (Santa's Grotto).

Youth with a Future - Restricted to children and young people's counselling in Mendip.

Souter Charitable Trust - Restricted to core services.

The February Foundation - Restricted to core services.

21 Movement in funds(continued)

St James Place - Restricted to core services.
The Ray Harris Charitable Trust - Restricted to counsellor salaries in Wiltshire.
Frome Community Lottery - Restricted to the geographical area of Frome.
Pink Ribbon Foundation - Restricted to Breast Cancer counselling.
Resonance - Restricted to business development work.
MacMillan - Geographically restricted to Swindon.
Awards for all - Restricted to ABI specific counselling and training.
Reach - Restricted to business development work.
Suicide Prevention - Restricted to work supporting clients at risk.
Trowbridge Area Board - Restricted by location of services.
Wiltshire Community Foundation - Restricted to fundraising resource focused on Wiltshire.
Youth with a Future - Restricted to children's & young people's services.
Somerset Community Foundation - Restricted to use in the geographical area of Somerset.
Fence Club - Restricted to toys and materials for children's counselling including décor in counselling room.
Hospital Saturday Fund - 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 children's and young people's 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.

22 Analysis of net assets between funds

	Restricted funds	Designated funds	Unrestricted funds	2026 Total
	£	£	£	£
Fixed asset investments	-	-	-	-
Cash at bank and in hand	-	-	89,507	89,507
Other net assets/(liabilities)	-	-	(40,921)	(40,921)
	-	-	48,586	48,586

Previous year	Restricted funds	Designated funds	Unrestricted funds	2025 Total
	£	£	£	£
Fixed asset investments	-	-	2	2
Cash at bank and in hand	-	-	118,964	118,964
Other net assets/(liabilities)	-	-	(53,032)	(53,032)
	-	-	65,934	65,934

23 Related party transactions

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

24 Former group accounting

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 was dissolved in November 2025.

The following pages do not form part of the statutory financial statements
which are the subject of the examiner's report on page 13

WE HEAR YOU

CHARITY DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2026

	Total Funds 2026 £	Total Funds 2025 £
Income From:		
Donations and legacies		
Donations	170,025	162,944
Gr ants		
Non-government grants	138,849	238,579
	308,874	401,523
Investment income		
Interest received	1,436	3,451
	1,436	3,451
Charitable activities		
Counselling and supervision	30,609	26,362
	30,609	26,362
Other trading activities		
Merchandising income	20	304
Event income	32,138	22,545
Rental income	8,142	6,872
Other income	9,772	9,852
	50,072	39,573
Total income	390,991	470,909

WE HEAR YOU

CHARITY DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2026

	Total Funds 2026 £	Total Funds 2025 £
Expenditure on:		
Direct Raising Funds Costs		
Fundraising salaries and wages	84,316	84,919
Other direct costs	34,855	48,329
	119,171	133,248
Direct Charitable Activities Costs		
Counselling and supervision		
Salaries and wages	178,659	162,602
Other direct costs	43,642	52,960
	222,301	215,562
Support Costs		
Rent, rates, light and heat	17,035	17,012
Housekeeping	843	732
Repairs and maintenance	239	72
Insurance	2,321	1,940
Office costs	1,825	3,184
IT and computer costs	7,931	11,552
Subscriptions	249	227
Legal and professional fees	44	1,398
Ac c ountanc y	333	1,534
Bank charges	1,385	3,275
Staff training, recruitment and other expenses	30	1,034
Travel and entertainment	-	-
Wages and salaries	31,932	45,626
Governance costs - charity		
Independent examiner's fee	945	882
Independent examiner - other services	1,755	1,638
	66,867	90,106
Total expenditure	408,339	438,916
Net (expenditure)/income	(17,348)	31,993